**The Grange, Greenview and Kinsley Medical Centres**

**Patient Reference Group – Questionnaire 2013/14 – Results**

Commencing January 2014, questionnaires were distributed to patients within the practice.

377 questionnaires were completed and the results collated as follows:

**Accessing Your Appointment - How Did You Feel?**

|  |  |  |
| --- | --- | --- |
| Respected | 87/377 | 23% |
| Pleased | 118/377 | 31% |
| Valued | 26/377 | 7% |
| Cared for | 28/377 | 7% |
| Involved | 16/377 | 4% |
| Not listened to | 14/377 | 4% |
| Hurried | 10/377 | 3% |
| Frustrated | 59/377 | 16% |
| Anxious | 6/377 | 2% |
| No answer | 13/377 | 3% |

**Accessing Your Appointment - Comments**

1. Please answer the phone, takes too long to pick up.
2. Didn’t have to wait too long for an appointment.
3. No appointments for 10 days.
4. Phoned for an appointment, got in next day.
5. Find it difficult to make appointment with doctor of choice.
6. Answer the phone more quickly.
7. Very good.
8. You need to wait one week.
9. Answer the phone quicker.
10. Always treated with respect and Hemsworth and Kinsley surgeries.
11. Got an appointment straight away.
12. OK.
13. Got an appointment to suit me.
14. Gave me appointment most suitable for me.
15. Good.
16. You have to plan ahead to be ill, no use trying to get an appointment on the day that you are ill.
17. Receptionist listened to what I had to say.
18. Felt welcome.
19. It was very difficult accessing an appointment, telephone was not answered on several occasions.
20. Waited 11 weeks for 2nd appointment.
21. We got an appointment when we didn’t feel well.
22. Length of time appointments take to book. Sometimes on phone 30-40 minutes before it is answered. Then appointments not available at short notice.
23. Time to answer the phone is sometimes long, sometimes there is a long period to wait to see a doctor I want and I don’t want an appointment in Upton if I live in Hemsworth.
24. Always very polite and helpful.
25. Not bad for how busy the surgery can be.
26. Long wait, and on hold long time.
27. Got an emergency appointment and wasn’t told it was at Hemsworth. Went to Kinsley and told to go to Hemsworth.
28. Can’t get an appointment as I work. I leave at 7am and am rarely back by 8pm at night. I work non-Friday and can’t get a late weekday appointment or Saturday appointment. I feel there should be a late weekday surgery and a Saturday surgery.
29. The receptionists are very pleasant and helpful.
30. Professionally done.
31. Never had a problem with an appointment.
32. Long term relationship with GP.
33. Helpful staff.
34. Reception seems to go out of their way to get you an appointment as soon as possible.
35. I was unable to get the doctor of my choice. Lady Doctors are few.
36. You are not rushed and they are kind.
37. Was having to wait a week.
38. I was told no appointments for 10 days. I am considering changing GPs “There is never any appointments.
39. It is almost impossible to get an appointment with a female GP at Upton. Please consider putting a female on another day other than Wednesday.
40. Arrived at 8 got told had to wait for phone call. Then eventually got an appointment. No good. ringing because you are on line for 30 minutes waiting then they say no appointments for a week.
41. The appointments seem to be getting reduced. I had to wait a week to talk to a GP. This is not a very good service.
42. Too long for appointment, rang Monday couldn’t get an appointment until Friday at Upton not Hemsworth, first was following Monday.
43. Reception very nice, but no appointments.
44. No privacy.
45. Receptionist friendly and make you feel at ease.
46. Nurse phoned back within the hour and got me an appointment for the next morning.
47. Reception staff were very pleasant.
48. Not very good, not happy with the service.
49. Always been looked after.
50. Took ages to get through on phone, NO appointments for 2 weeks. “2 WEEKS”.
51. Sometimes have to ring up at 8.00am. This is not always easy to do.
52. Not a GP when needed, long wait on phone to check appointment time, often a long wait.
53. Reception staff tried to help.
54. Receptionists do not always listen and ask what you are there for.
55. Getting appointment when ringing in.
56. Appointment obtained the same day.
57. Cannot get through at Hemsworth, it is not a good experience. Telephone system and appointments are long winded and not helpful.
58. All staff are very good and are always very helpful.
59. Staff recognised me.
60. Staff knew what I wanted.
61. Waited too long.
62. Felt ill and needed appointment same day, but got a call from a nurse.
63. No appointments for 10 days.
64. Phoning for an appointment is a waste of time. Phones don’t get answered and when they are appointments are rarely available. Reception does not have access to appointments for the next day again “pointless”.
65. Receptionist tried to get me an appointment ended up nurse phoning me.
66. Friendly, polite staff.
67. Was told I would receive a call but had to ring back myself.
68. Getting harder and harder to see a doctor.
69. Cannot even get a Doctor.
70. No Appointment for over a week.
71. No lady Doctors for me to see.
72. Phone engaged.
73. We arrived and were seen virtually straightaway.
74. I am sick and tired of ringing and being told only to ring back from a nurse. Then have to wait hours for her to ring back.
75. Came to make appointment only.
76. All information is available when needed.
77. Not listened too and hurried over the phone, reception staff can be really rude at times.
78. Phoning in, waiting time is excessively long and costly.
79. Making appointments by personal and telephone contact is excellent.
80. Reception staff always welcoming and helpful.
81. Doctor late for appointments.
82. You can never really get in.
83. Difficulty booking appointments.
84. I feel comfortable when I come to the surgery.
85. Easy to gain an appointment.
86. Receptionist always speak to me politely and a family member.
87. Can’t get through on 610009, got through on 647521.
88. Problems getting through on phone.
89. Told I could not see the GP I requested.
90. Never have many problems getting an appointment.
91. Always ready to help and advise.
92. As although there weren’t any appointments available I was rung back and given one. Although I feel this would have been different if it weren’t for my 10 month old who is fed with a NG Tube.
93. Staff very pleasant and informative.
94. This is the worst step, long time waiting on the phone and by the time you get through there are limited appointments.
95. Glad I got appointment quick without waiting weeks.
96. The receptionist at Hemsworth was very helpful.
97. I’m made very welcome.
98. Very pleased when accessing my appointment.
99. I was unable to get an appointment that suited me.
100. Receptionist very helpful to sort appointment out.
101. Staff well informed and courteous.
102. Always have to wait a week for an appointment. I also rang up for myself at the same time and was issued script over the phone.
103. No hassle.
104. Received an appointment on the day.
105. No appointments for a week. That’s not very good when you are poorly today.
106. Managed to get appointment today, reception staff asked nurse to call me back.
107. Never get an appointment when needed.
108. Waited 9 days for an appointment
109. Staff phoned me back to see doctor. Very helpful.
110. OK.
111. On phone for a long time and half of the time you can’t get an appointment.
112. Good.
113. Reception staff are very good.
114. Ringing for appointment, get through only to be told no appointments left.
115. Phone calls, long time waiting on the phone, also waiting too long for your appointment.
116. Cared for.
117. Always the same, too many appointment go to patients who have no use for them.
118. Can’t always get an appointment.
119. Courteous receptionist.
120. Time it took to get and appointment.
121. Because my son has been having problems it is not getting sorted.
122. Good Service.
123. I needed 2 appointments and got them within 20 minutes of each other.
124. Made effort to get my son an early blood test as he’s been really ill. Sometimes can’t get appointments or have to wait for someone to ring you back.
125. I live in Fitzwilliam and I have to come to Hemsworth every time I have to see a doctor.
126. As per usual in a public facility.
127. Because told to phone early then appointments non available. Then have to wait for nurse to phone, when unwell it’s the last thing you want to be waiting for the phone to ring.
128. Reception staff were helpful, but appointments system isn’t impressive.
129. You never can get an appointment till you ring at 8, you don’t get through till 8.15 then there are no appointments.
130. Can never get through. The system is ridiculous. Not receptionist fault at all.
131. The person who answered the phone presumed too much, because I needed contraception and thought it could wait + no other factors. I needed to discuss with a trained person because of other medical issues and prescriptions. A friend had to get me an appointment.
132. The only date and time available meant I had to take time off, no alternative days available and work shifts.
133. Ages to get appointment I needed (2 weeks).

**Arriving and Checking In - How Did You Feel?**

|  |  |  |
| --- | --- | --- |
| Respected | 87/377 | 22% |
| Pleased | 186/377 | 49% |
| Valued | 18/377 | 5% |
| Cared for | 28/377 | 7% |
| Involved | 21/377 | 6% |
| Not listened to | 11/377 | 3% |
| Hurried | 11/377 | 3% |
| Frustrated | 10/377 | 3% |
| Anxious | 5/377 | 2% |
| No answer | 0/377 | 0% |

**Arriving and Checking In - Comments**

1. Very good and easy to use.
2. Lovely and friendly.

3 Easy to do.

4 Easy.

5 When you do get appointment the reception staff are very helpful.

6 No problems checking in.

7 Treat with mutual respect. My first visit, shown the waiting room.

8 Helped by staff.

9 Easy with self check-in.

10 Checking in system is quick and easy.

11 Could be better.

12 No parking spaces.

13 Staff helpful. Straight forward booking in.

14 That we still had an appointment.

15 Check in machine not always working.

16 Sometimes long queues at reception and check in machine not always working.

17 Never any problems.

18 Fantastic, great staff.

19 Helpful staff if needed.

20 Like to self check in.

21 Self service arrival OK.

22 Surgery was busy and there was a queue at the desk and the self check in.

23 Reception staff are always very rude, don’t listen to you and speak in an unfriendly manner.

24 Friendly staff.

25 Staff are always very nice and try to help.

26 Good.

27 Staff are spot on!

28 Always very polite.

29 Used screen.

30 After waiting at least 20 minutes after appointment start time to be seen “reception lovely”.

31 Dealt with immediately.

32 Early appointments for workers are few.

33 No problems.

34 They rush round but do their job well.

35 Time waiting on telephone to gain appointment.

36 Helpful.

37 No hassle.

38 Used system.

39 Lovely pleasant welcome at Upton.

40 Waiting room warm, staff friendly and welcoming. Plenty of space. Well decorated.

41 Nice reception area and waiting room.

42 Feels sometimes you are just a number.

43 Very easy with check in screen.

44 Easy to check in on the screen in reception area.

45 Treated with respect.

46 Electronic check in is totally impersonal.

47 Always helpful. The reception staff are excellent.

48 Friendly staff.

49 Check in easy to use, would rather book in with a receptionist if no queue.

50 Sometimes waiting longer than expected. But doctors or nurses can’t anticipate time that has to be spent with prior patients.

51 Pleasant greeting.

52 Greeted by receptionist.

53 Staff recognise me.

54 THIS PRACTICE IS NOT VERY GOOD.

55 Used self check in.

56 Easy.

57 Everything went according to expectations.

58 Nice receptionists.

59 Receptionist very helpful.

60 Very easy to access self check in, plenty of room.

61 No waiting straight in with self check in.

62 It is very good and private.

63 Made very welcome.

64 Friendly staff.

65 Reception staff are warm and friendly to me and caring.

66 Told to use the screen.

67 Always straight forward, staff always ok.

68 Managed to get a car space and checked in was easy and quick.

69 Very easy with using screen, gave information on how many patients were before me.

70 Easy to check in used self service.

71 Receptionist booked me in.

72 Able to use self check in efficient.

73 Appointment not found by receptionist at Kinsley – good job Hemsworth gave me a card.

74 The machine to self check in is too close to the reception + someone is at reception it’s harder to get to the self check in.

75 Arrive on time, never in on time.

76 Again well pleased. If there was a queue, staff kept their eye on the situation and extra staff soon came to deal with customers.

77 Passport facility very messy. Should have dividing panels for privacy not the barrier. Receptionist are very good.

78 Staff were lovely.

79 No hassle.

80 Ladies were very helpful.

81 Staff friendly.

82 No problem.

83 So easy to check in.

84 Very easy to check in.

85 Easy to check in.

86 Quick and simple on screen check in.

87 Quick self arrival.

88 Polite and respected.

89 Same again, due to the massive amount of people who clog up the appointments list. I would usually end up feeling rushed and end up late.

90 Quick and easy.

91 Receptionist very efficient.

92 Helpful.

93 Good service.

94 Fast and easy check in with self arrival screen.

95 Easy to check in.

96 Self check in at machine good, tells you how many before you.

97 Appointment confirmed immediately.

98 Friendly staff.

99 Although I used the automated system. When I was asked to fill in this sheet the receptionist was polite and engaging.

**Information (for example from reception staff, information leaflets, posters, TV screen) - How Did You Feel?**

|  |  |  |
| --- | --- | --- |
| Respected | 57/377 | 15% |
| Pleased | 154/377 | 42% |
| Valued | 17/377 | 5% |
| Cared for | 30/377 | 8% |
| Involved | 31/377 | 8% |
| Not listened to | 9/377 | 2% |
| Hurried | 9/377 | 2% |
| Frustrated | 10/377 | 2% |
| Anxious | 5/377 | 1% |
| No answer | 55/377 | 15% |

**Information - Comments**

1 Good to watch TV and read information while you wait.

2 No matter how busy at reception. I get full attention when it’s my turn.

3 Polite.

4 Usually know what is happening next.

5 TV screen and name called adequate.

6 N/A only my second visit.

7 There are lots of leaflets but Grandma hasn’t got her glasses with her.

8 Staffs are usually informative.

9 Reception staffs are helpful and normally answer my questions.

10 They let you know what is going on.

11 Always ask if need help.

12 Great if need information or advice. Just ask never a problem.

13 Helpful staff and plenty of information leaflets round the surgery.

14 Information is not very relevant and you can’t tell when you are called by the doctor as the screen is silent.

15 Plenty of information.

16 Very good always willing to help.

17 Staff are friendly and polite and helpful.

18 Very helpful.

19 Was told to wait for a phone call. I couldn’t book an appointment.

20 Depends who is on reception.

21 Always plenty of leaflets on various issues if it’s not then ask.

22 Plenty of information.

23 Plenty of information in the waiting room.

24 Information constantly on screen.

25 I do not get any.

26 Not asked.

27 Very helpful receptionists.

28 Lovely welcome.

29 Needs better intercom when Doctors call too soft in volume.

30 Informative information on poster.

31 Staff at reception desk. Always helpful and understanding.

32 Plenty of information in waiting room.

33 Plenty of leaflets and posters.

34 THIS PRACTICE IS NOT VERY GOOD.

35 Did not need any information.

36 Leaflets around reception and posters.

37 Since it is self checking the above are irrelevant.

38 TV screens make is easier to see/know when doctor calls you in.

39 Came for travel vaccination forms.

40 Lots of information in the waiting room.

41 No one has the respect to let you know why the doctor is running 40 minutes late.

42 Staff always help best way possible.

43 Plenty of information available.

44 I have always found reception staff helpful and informative.

45 Nobody to ask.

46 Staff friendly lots of leaflets available.

47 Plenty of leaflets in the waiting room.

48 Lots around.

49 Staff always courteous and friendly, enjoy information/TV on screens.

50 Staff very helpful.

51 Nice waiting environment.

52 Kinsley receptionist sorted out the problem.

53 TV needs to be on a little louder so you can hear what is being said.

54 Lots of information.

55 Keep me informed as much as they can and are always busy.

56 Didn’t speak to reception so all visual.

57 Information on screen tells you everything you need to know about the service provider.

58 Plenty of information and leaflets to read.

59 Reception staff were especially kind and friendly.

60 Appointment system – test and mail contact excellent.

61 Limited and of little value.

62 Very polite and helpful.

63 All relevant information given, helpful reception staff.

64 Not noticed really.

65 There are information posts in the waiting area, TV screens & posters.

66 The ladies at reception are very nice and easy to talk to.

67 Staff are very caring.

68 Very polite.

69 Always nice.

70 Very good.

71 Reception staff are very helpful.

72 Information screen is good.

73 The TV really helps when waiting as sometimes it can take a while.

74 Well signed and prominent.

75 Wrong appointment.

76 Can’t find out what we need to know, staff are on hand.

77 Good service.

78 Plenty of information available.

79 Plenty of leaflets.

80 The TV was no on, but this did not bother me. I was the only one in the waiting room, plenty of leaflets, not very easy to access with chairs in front of them.

81 Black on white screen is hard to see/read.

82 Very pleasant lady on reception.

**Waiting (for example, length of wait, environment, information on wait) - How Did You Feel?**

|  |  |  |
| --- | --- | --- |
| Respected | 41/377 | 10% |
| Pleased | 130/377 | 34% |
| Valued | 16/377 | 4% |
| Cared for | 34/377 | 9% |
| Involved | 15/377 | 4% |
| Not listened to | 5/377 | 3% |
| Hurried | 5/377 | 3% |
| Frustrated | 55/377 | 14% |
| Anxious | 13/377 | 3% |
| No answer | 63/377 | 16% |

**Waiting - Comments**

1 We don’t wait that long on any appointment.

2 Usually reasonable.

3 Length of wait no pleased with, this needs sorting having to wait and extra 40 minutes to be seen with a poorly toddler.

4 Got in on time but usually kept informed if late.

5 Could be quicker.

6 With all the patients missing appointments. Why am I still waiting sometimes, almost an hour late?

7 No getting to see a doctor at appointment time.

8 Waiting time reasonable and waiting rooms are pleasant.

9 Cannot handle crowds and very anxious waiting.

10 It depends who you are here to see. The doctors keep you waiting for too long too often. If I am late I’m told to go away.

11 I expect to wait sometimes but mostly GP is on time

12 Had to wait over half hour longer than my appointment time on my last visit.

13 First visit had to wait one and Half hours. Second visit 3 patients in front of me.

14 TV not on! My throat feels like razor blades so waiting feels like forever.

15 Nice little surgery but needs decorating.

16 Was warned in advance doctor was running late.

17 Late GPs.

18 I am self employed. Getting an appointment is usually difficult, but not a major issue.

19 Not knowing how long a wait will be.

20 Short waiting time.

21 It depends who you see. But some keep you waiting too long.

22 Waited 35 minutes for appointment.

23 Took ages to see GP once I eventually got an appointment.

24 Appointments are more on time at Kinsley than Hemsworth. Car Park at Hemsworth is always full, although the waiting room is empty.

25 Doctor 30 minutes behind on appointments.

26 Arrived early and were called early.

27 Screen told me 1 person before me, only had to wait a few minutes.

28 Hemsworth surgery appointments do not usually run on time, much better at Kinsley.

29 Do not have to wait long.

30 Came down for 11.20 to find out 1 hour behind while needing to get back to care for partner.

31 Kept waiting by doctor. This is not good when you feel very poorly.

32 That a doctor can be so late at 10.10 to make him 1 hour late.

33 Excellent.

34 Advised on check in screen that 2 patients were before me.

35 Waited a long time but was kept informed.

36 Long waiting time, not ideal when unwell.

37 Annoyed I can’t get in my own doctors.

38 Waiting room rather dark.

39 There is always a long wait and you never seem to get in on time. I waited over 50 minutes after my appointment time before I was seen.

40 Waiting times not too bad.

41 Sometimes there’s a wait to see Dr or Nurse.

42 Minimal waiting time + 10 minutes.

43 Sometimes unavailable.

44 Still waiting.

45 I work in the NHS I know doctors are very busy and their time limited, however, I am prepared to wait.

46 Didn’t have to long more or less straight in.

47 Quick service. Was not kept waiting.

48 Only waited 5 minutes.

49 Sometimes have to sit and wait a very long time.

50 Long wait but they help you and call for you.

51 Waiting to see a doctor is too long.

52 Far too long.

53 Didn’t wait too long.

54 Never informed when doctor is running late.

55 Most times been on time.

56 Waited 10 days for an appointment.

57 No information on waiting or how long you will wait.

58 Nice little waiting room plenty of information.

59 Could be better.

60 Waiting ages.

61 Normally have to wait a few extra minutes.

62 On call GP running late, but kept well informed of waiting times.

63 Clean spacious waiting room.

64 Told of delays.

65 Sometimes long periods of waiting.

66 Not too long waiting.

67 Waiting room is spacious and comfortable, very impressive and clean. Checking in system very clear and easy. Toilet facility very accessible.

68 Informed on self service check in screen how many appointments were before mine.

69 Waiting room pleasant, which appointment times could be more accurate? I know people get behind but could help if could be on time.

70 Still late for calling in for appointments if only by a few minutes.

71 THIS PRACTICE IS NOT VERY GOOD.

72 Very quick with Dr Wong.

73 Appointments are variably late with no information about the delay.

74 Sometimes frustrating when you are waiting up to 30 minutes after your appointment is due.

75 Water machine would be good.

76 Sometimes you have to wait a long time.

77 Think it’s disgusting how there is a 40 minute waiting time for Doctors when you have a poorly son.

78 Running late.

79 Long waiting times. Doctor late for appointment

80 Very good with the time for waiting as it did not seem long.

.81 Waiting time always reasonable. Staff will let you know if late.

82 Generally there can be a wait but if I get the right help and advice from the doctor I don’t mind if it’s not long.

83 Long waiting time.

84 Was kept waiting 40 minutes to see Dr Herrero.

85 Never have to wait too long.

86 I understand on occasions there will be busy times.

87 Depends on GP to see as to the length of wait.

88 Delayed.

89 To say it was a rush appointment I am not frustrated in it being a little late.

90 Not been seen on time. Don’t mind 5-10 minutes but after that is does get frustrating.

91 Depending on who you are waiting for depends on how long you wait. Last few occasions have been seen within 10 minutes of appointment time.

92 Didn’t wait long this was the nurse though, sometimes longer with a doctor.

93 Comfortable waiting area, very clean and tidy. Appointment time not met but pleasant surroundings and apologies.

94 Ages to see Dr Herrero.

95 Usually only need an appointment in emergencies and get a bit frustrated at length of waiting.

96 Screen told me how many patients before me.

97 I am usually seen within 15 minutes of my arrival. Today am ¾ of an hour early, so I expected to wait.

98 Waited 20 minutes after my appointment time.

99 Long wait. To see GP sometimes up to an hour after appointment time with no information as to why.

100 Always waiting 30 minutes and over.

101 Came early morning. Pleased to be able to enter building in order to obtain appointment.

102 Just glad to be seen on time.

103 Alters from time to time.

104 Pleasant environment and updated regular if any delays.

105 Sometimes you are sat waiting for a long time.

106 OK.

107 Usually waiting longer than 30 minutes after appointment time.

108 Doctor running late, but was informed.

109 Great hardly waited.

110 Have to wait too long to get an appointment.

111 No suitable answer on the list of works.

112 TV helps when waiting as sometimes it takes a while.

113 Very courteous and most informative.

114 Not normally waiting long.

115 Good information, screen, telling patients of waiting times.

116 Drs running 15 minutes late after my appointment.

117 Can sometimes be a long wait, 1hr+ but can always find out how long from reception.

118 Almost on time.

119 “I’m sick of waiting”.

120 You have an appointment then you still wait half hour after appointment time.

121 Ridiculous length of time.

122 Clean, quiet environment. Like the fish and my, so do my children when they come.

123 Not bad wait, usually around 20 minutes on average after appointment.

**Consultation and Next Steps (for example whilst seeing the GP or nurse, information provided following consultation) - How Did You Feel?**

|  |  |  |
| --- | --- | --- |
| Respected | 80/377 | 21% |
| Pleased | 118/377 | 31% |
| Valued | 29/377 | 8% |
| Cared for | 53/377 | 14% |
| Involved | 27/377 | 7% |
| Not listened to | 19/377 | 5% |
| Hurried | 18/377 | 5% |
| Frustrated | 19/377 | 5% |
| Anxious | 3/377 | 1% |
| No answer | 11/377 | 3% |

**Consultation and Next Steps- Comments**

1 Please with what the doctor did for my problem.

2 Sometimes not understand what some doctors are trying to say. (Herrero)

3 OK and polite.

4 Dr Brown always listens and does his best to put my fears to rest.

5 OK.

6 Doctors I have seen were very professional and dealt with the matter very well. Very satisfied with the conduct of the surgery.

7 Doctor is always ready to help whatever problem I have gone with.

8 We chatted during my blood test.

9 Nurse was lovely and very informative.

10 They always talk to you about your problems. Advice sheets would help.

11 Very happy with the person I saw. He was very respectful and friendly.

12 Made me feel at ease.

13 Consultation was good and reassuring.

14 Got tables to make my throat better.

15 Always pleased with how the doctor treats me.

16 Pleased as always.

17 Nurse was very caring and put me at ease with BP check.

18 Got what I needed. Good job I was on holiday this week so much messing about to get an appointment.

19 It would be better to see the same doctor, so you do not have to spend time explaining symptoms again and again. I know this can be difficult, but I’m sure could be improved.

20 There is no consistency in doctor care, when I cannot see the same Doctor all the time and have so often had to re explain my symptoms which takes up time.

21 Depends who you see.

22 Depending on which doctor I’m seeing. Some tend to not want to discuss matters.

23 Always listened to and doctor takes time to listen.

24 No problems average wait times for referrals etc.

25 Kept fully informed of process and well looked after whilst procedure carried out.

26 Always helpful and good advice and information.

27 Apart from the long wait, the Dr was very caring and patient and so was the health care assistant.

28 Good information and fast results etc.

29 Excellent advice and care.

30 Happy with my care.

31 Usually given time to explain the problem.

32 The doctor was OK but really wanted to talk to a lady doctor.

33 Knowing my body. I know when something is wrong, for veering I have suggested has been listed to and acted on. I do think more female doctors are required. “This is not a criticism”.

34 Whilst I feel cared for I do feel like I am pacified. I have had ongoing problems for over a year with skin **NOTHING** works to cure and no referral.

35 Told the procedure following the blood tests. Explained what happens next.

36 Very pleased with the doctor! In and out 5 minutes.

37 When having more than one problem doctors tend to concentrate on the one problem rather than all issues.

38 Dr Twine was very good. She listened and explained things. I would like her to be here more often.

39 They help you and give all you need. They are careful not to hurt you too much.

40 Depending on the doctor can feel like wasting their time.

41 Depends on doctor on duty.

42 Quick look, didn’t know much history, looked at two problems but quite hurried.

43 I always feel that I have to ask for information never given freely about serious illness.

44 Mostly satisfied but occasionally not given treatment.

45 Always been informed.

46 Was listened to and acted upon.

47 THIS PRACTICE IS NOT VERY GOOD.

48 The doctor is good. Nurse not so good.

49 Dr Herrero keeps everybody waiting all the time.

50 Saw a nurse who helped a lot.

51 Once you see a GP they provide an excellent service.

52 Very good about everything from the Doctors and nurses.

53 Well informed.

54 GP/Nurse consultations always private and confidential, but sometimes feel uncomfortable explaining to receptionist over phone when making appointments, that are private and confidential in order to book appointment.

55 You are not always understood.

56 Can always get information if needed.

57 Sometimes just pushed off with pills. No time to listen.

58 Dr Johnston saw me today and was most helpful.

59 Too quick with consultations.

60 Listened to and kept informed of all tests required.

61 OK.

62 Always felt had first class care and respect.

63 Follow up the next day.

64 I was listened to and felt that I was being looked after.

65 Always feel listened to and cared for by both GP’s and other professionals.

66 I saw Michelle/Nurse Sue is always very helpful and kind.

67 Most helpful.

68 Informed me what I needed to know whilst seeing the nurse.

69 Good communication at all stages of my appointment. Today I am on my 3rd visit to a physiotherapist and each time I fully understand each stage of my process.

70 Dr Sweeney is brilliant, but hard to get to!

71 Clarity is required with patients conducted and ongoing treatment.

72 Very good Doctors.

73 Test was explained, afterwards I know when my results will be ready and what may happen next.

74 Not seen yet.

75 Nice GP’s and Nurses

76 Brilliant Drs, Nurses, listen to you and really seem to care.

77 Couldn’t wait to get out of Dr Herrero’s room.

78 As always I have no problem here.

79 Could we have younger doctors who people my age can talk to.

80 Explained fully what was happening and where.

81 Very involved in my treatment.

82 I feel hurried and questions are not answered.

83 Doctors are good.

84 Kept informed.

85 Follow up soon sorted.

86 Good.

87 Once again slots and time taken up by hypochondriacs.

88 The GP’s and nurses are all lovely and helpful always do what is best.

89 Given day and dates for results.

90 Son’s illness is getting sorted.

91 Very good.

92 Felt listened to and got necessary action required.

93 Sometimes left feeling like I am exaggerating and there is nothing. However yesterdays appointment with Dr Johnston was very helpful and finally getting somewhere with my sons illness.

94 GP listened well to everything.

95 Always listened to and caring advice given.

96 Don’t get anywhere, depends who you get to see.

97 Explained everything, very friendly and took their time. Listened to, no rush.

98 Doctors and all staff are very nice to talk to when you have a bad day.

**Other Comments**

1 Overall pleased with all the staff. But sometimes wonder if I am just another statistic to get more funding.

2 Prescriptions sometimes take too long.

**About You**

**Do You Have Any of the Following Conditions?**

|  |  |
| --- | --- |
| Deafness of severe hearing impairment | 23 |
| Blindness of severe visual impairment | 12 |
| A condition that substantially limits one or more basic physical activities, such as walking, climbing stairs, lifting or carrying | 52 |
| A learning difficulty | 10 |
| Long standing psychological or emotional condition | 25 |
| Other, including any long-standing illness | 61 |
| I do not have a long-standing condition | 106 |

**Are you?**

216

|  |  |
| --- | --- |
| Under 16 | 12 |
| 17-24 | 28 |
| 25-34 | 50 |
| 35-44 | 56 |
| 45-54 | 61 |
| 55-64 | 70 |
| Over 65 | 90 |
| Age Not Given | 10 |

**Female Age**

162162

**Male**

**What is Your Ethnic Group?**

|  |  |  |
| --- | --- | --- |
| White | British | 327 |
|  | Irish | 1 |
|  | Any other white | 9 |
| Black or Black British | Caribbean |  |
|  | African |  |
|  | Any other Black | 1 |
| Mixed | White & Black Caribbean |  |
|  | White & Black African |  |
|  | White & Asian |  |
|  | Any other mixed |  |
| Asian or Asian British | Indian | 1 |
|  | Pakistani |  |
|  | Bangladeshi |  |
|  | Any other Asian |  |
| Chinese or Other Ethnic Group | Chinese | 3 |
|  | Any other ethnic group | 1 |