

Patient Feedback – September 2014

The following comments were made by patients of the practice on the morning of Monday 8th September 2014. This information was gathered by Cynthia Shaw – Patient Participation Group Member.

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| 1. | Got through on phone immediately but had problems in the past. Very satisfied with this practice and telephone call from doctor. |
| 2. | Phone just ringing – feel better if told place in queue – sometimes one hour spent trying to get through. Happy with practice. |
| 3. | Appointments difficult to get – mentally handicapped patient – gets upset when patient is on phone. |
| 4. | Phone is a problem – what if it is an emergency? Husband had 2 heart attacks. Practice has deteriorated in 26 years, was much more personal. Doctor was nasty when I wouldn't have cancer smear. |
| 5. | Phoned up – no female doctor available. Doctor fetched in receptionist, NOT GOOD felt uncomfortable throughout. Rang 47 times for appointment. |
| 6. | Phone call in mornings is impossible |
| 7. | Says no waiting time on screen but appointments running late. |
| 8. | If you need longer to discuss your problem didn't know to ask for longer appointment. |
| 9. | Appointment with nurse – running late at 10am in morning – why? 'I am busy as well' |
| 10. | Phone calls – started at 8 till 8.30. Doctors 'shove you off'. For months – <u>new</u> doctor sent me to hospital – come with one thing only, don't want to tell receptionist. Doctor told me I'm depressed but later found Coeliac Disease. More confident with hospital than doctors. Optician sent letter – before action taken should have been thoroughly investigated earlier. |
| 11. | Straight through on phone – got appointment, very happy. When explained relative had physical and mental problems straight through and doctors come straight out. |
| 12. | Patient waiting this morning for nurse appointment at 10am but hadn't gone in at 10.30am – was not pleased. |
| 13. | Very happy with the practice and doctor. |
| 14. | Thinking of leaving practice – not happy with reception – phone not available. |
| 15. | Trying to get through all day and when through told to ring 1 st thing in morning. Waiting lists being manipulated because if no appointments available you are told to ring back next day. Doctors will give you an appointment 2 weeks in advance but receptionists won't. Receptionist not medically trained – shouldn't have to discuss personal issues in front of other people. Coming for 25 years to this practice. |
| 16. | Lateness of appointments – you've struggled to get here on time then kept waiting. Getting through on phones sometimes takes 20 minutes. |

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| 17. | Left wondering when not called in on time – get more anxious. |
| 18. | Rarely come but happy when does. |
| 19. | Telephone appointment system is confusing for the elderly –patient thought she had to be here for 8am. |
| 20. | Phones always engaged – creates panic and anxiety then when do get through no appointments left. |
| 21. | Receptionists not medically qualified but making medical decisions. Actions after tests not acted upon, receptionists – don't call us we'll call you. |
| 22. | Flagging system to identify serious underlying conditions so that doctor can brush up on required treatment. Doctors should be up to speed with <u>new</u> illnesses. |
| 23. | Walk-in service, pull a ticket off. Doctor in attendance every day all day. Prefer to wait than spend time on telephone. What happens if you are too poorly to attend your appointment – you have then lost that time. |
| 24. | Couldn't get appointment – working man. |
| 25. | Taxi to get to doctors – medicar possible? |
| 26. | Phone not answered – can't get through. |
| 27. | Monday morning – impossible to get through. When in queue only one receptionist on front desk – can there be more? No privacy when at desk, embarrassing if a personal problem. |
| 28. | Phones – can't get through. Rang 20 times then cut off, then engaged, then answered. Happy with treatment and practice. |
| 29. | Appointments wasted when people don't turn up. |
| 30. | Phone consultations help, if necessary doctor calls you in. |
| 31. | Touch screen should say which room you are in then I can be ready for doctor – time saved. Sometimes serious problems – people feel they need doctor quickly. |
| 32. | Staggered times mean that not everybody is trying to get through at 8am to be told no appointments. |
| 33. | It's a damned good practice but phone is a problem. |
| 34. | Seating in reception is uncomfortable especially if you have to sit for long time. |
| 35. | Rang Friday for appointment for Monday but fully booked – ring 8am Monday. In excruciating pain (rated 18/20) – chronic liver disease. Receptionists not private. No follow up appointment after heart surgery – left wondering. Discharged NGH – left in limbo. Dorothy Hyman can't do anything till they hear from GP. |
| 36. | Suggest seat outside to 'get breath back before going in'. How do you expect my blood pressure to be ok if I am rushing in. |
| 37. | People smoking outside not right. |
| 38. | 5 Bank Holidays and weekends should be cancelled – staff given time off to suit them but meaning surgery can operate all the time. |
| 39. | Why are doctors changing all the time – always somebody new seeing us |
| 40. | Wish the doctors would give me details of my condition in writing – I can't remember half they tell me. |
| 41. | Not open long enough – should be open longer. |

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| 42. | Don't like sitting beside sick people coughing and sneezing. Suggestion: a notice saying to patients if you have cold or cough/infection sit in this section |
| 43. | Problems with access to appointment making by telephone (6 other patients made same comment) |
| 44. | Availability and abuse of disabled parking spaces |
| 45. | New patient – impressed with the practice, much better than her previous place |
| 46. | Friendly, welcoming reception but didn't like queueing and people overhearing – felt they didn't want to bog reception down when other people were waiting, would have liked more time to explain requirements. |
| 47. | Delighted with service provided (3 other patients made same comment) |
| 48. | Brought visiting relatives in who were treated well. Visitor was highly satisfied |
| 49. | Feel that staff should be available privately to discuss needs |
| 50. | Didn't like doctors running late. Explained re emergencies but patient said 'can't always be emergencies and it's always happening' |
| 51. | This patient heard you can only have 10 minutes of the doctors time and this made her feel hurried |
| 52. | One doctor told patient 'you have come with a bad knee we can't discuss all your other complaints' |
| 53. | This patient said how good he thought it was to feel he was able to comment and that people may be listening. Patient was asked to join PPG but declined due to working shifts. |
| 54. | This patient transferred from another Hoyland practice because that was rubbish – this was much better |
| 55. | Marvellous service – no complaints at all |
| 56. | Superb treatment here nothing too much trouble. Receptionists smile and know you by name |
| 57. | Why doesn't the practice have a walk-in service like A&E – all hours |

Agreed Action following discussion with group members:
(You said – we did)