

OLD STATION SURGERY SURVEY RESULTS 2014

WHAT THINGS COULD THE PRACTICE DO BETTER?

APPOINTMENTS AND PHONE LINE

I had to wait three weeks to see my preferred Doctor
Provide more and faster appointments. I have had to wait a week before to see preferred GP
Appointment times – takes two weeks or over to see preferred Doctor
Shorter waiting times – I have had to wait 3 days to get an appointment with any female Doctor
at any of the 3 Practices
More appointments available, especially for Doctor of choice
Get an appointment with a Doctor more easily, rather than waiting one or two weeks
Would like to see a Doctor sooner - I only ring in when I am feeling terrible
Sometimes I cannot see the GP I want within a reasonable time
Appointments can be an issue sometimes but same everywhere
More on the day appointments
Increase appointment times, more of them
Appointments being released sooner
Find earlier appointments if desperate
Make 24 hour appointments available in urgent situations
Would like more morning appointments
Struggle to make follow up appointments for the following week with the same Doctor who has requested
I do this
Let people who work have the early appointments
Be able to make appointments any time
Let patients see the Doctor of their choice
Nothing other than walk in for appointments
Online Appointments
Giving accurate information
Text to remind about appointments
Offer a GP call back service for when I don't really need to be seen
More blood test appointments availability

EXTENDED OPENING HOURS

Extend Surgery hours at Cotmanhay
More flexible opening times
Extended opening hours, including weekends
Opening hours for all - open longer
Open earlier in a morning, e.g. 7.30 a.m.
Make some evening/weekend appointments for employed people
Later in evenings on some days, say 8.30 p.m., to fit around workers and get more children
In without taking time off School
Stay open till 7.00 p.m. or 8.00 p.m.
I have always been very happy with the service but further extended opening hours would help me
as I work full-time
Duration of Surgery hours – understand that it is busy

TELEPHONE

Answer phone a lot faster

The Appointment Line needs to be answered a lot quicker, especially in the morning and some staff need better customer service

Be able to get to speak to someone instead of keeping ringing in morning and phone engaged for hours

Appointment line - always difficult to get through

Make it easier to phone for appointments, still takes several times of trying and now, with the messages beforehand, costs more money, only to find that no one is available to take my call. Apart from this I am very happy with the Practice

Maybe earlier Receptionists to take appointments

Far more people manning Appointment Line at busy times

Improved Appointment Line

The Appointments Line is terrible and getting through to this has really deteriorated in the last twelve months

More telephone lines

Sometimes told to ring at 8.00 a.m. but it takes a long while to get through

Taking the recorded message off the telephone

Change time when appointments can be made only by phone as sometimes at desk I have been told I have to call for appointment at 8.00 a.m. and then wait at least one week on occasions

Appointments system on line to view appointments instead of Reception going through old dates, i.e. Appointment Calendar

Appointments to be made at Cotmanhay by phone

Allow you to phone your Doctor to get them to ring you back

WAITING TIMES

Reduce waiting times when in Reception trying to make an appointment

Appointments on time – sometimes wait too long to see the Doctor – it could be 20 minutes or more

Most of my appointments tend to be late, sometimes as much as 30 minutes

Cut back on patient waiting times – can be up to forty-five minutes sometimes, this is not acceptable when you are working

Waiting time for results

Get Prescriptions dispensed quicker – 3 days is too long

DOCTORS

More Doctors

Better Doctors - some Doctors are great, however many could be better

More GPs so we could get appointments in time, especially when you get infections and need to be treated with antibiotics

Will only see Dr. Farndon or Dr. Prabhu (no longer with the Practice)

More respect and common courtesy from some Doctors – no apology for waiting past appointment time

Have Doctors who don't think they know better

Allow more time – sometimes feels like you are being rushed.

Not to feel dismissed/empathy, more re-assurance, general manners

Drs (name withheld) not typing on the computer when I am trying to talk to them

One Doctor needs to update her people skills
Liaise with the Hospitals better

STAFF

Have found Appointments Line staff to be quite intrusive and abrupt at times when calling for an appointment
One Receptionist always has attitude and is very rude. There are a couple who are nice but one I dread
Better attitude – more flexibility from Reception staff
Reception staff need to be more helpful, compassionate and accommodating, especially when young children /babies are involved
Appointment staff could be a little friendlier on the phone
Sometimes staff on the phone can make me feel like I am an inconvenience to them
Staff at Old Station Surgery less helpful than Cotmanhay.
Let patients know when Doctors are running late
Call back when they have said they will
Implement queuing system
Better Data Protection – just minor mistakes in the way this is handled on occasions
Be helpful in every way
Keep doing their best
They do the best they can

IMPROVEMENTS IN WAITING AREA OR SURGERIES

Get a better sound system as I struggle to hear who is being shouted to see either GP or Nurse
List the services they do
Let women breastfeed in the waiting room instead of going into a separate room
Drinking water facility
Coffee or other drinks machine
Make sure the Surgery is clean and tidy
Making the Surgery look better
Make the Surgery more inviting – it is cold-looking. Children need yellow, blue and pink
Buy chair for blood tests
Have younger magazines

PARKING

More parking
Better parking
Car Park

GENERAL OBSERVATIONS

There's always room for improvement in any Practice
More nurses
Suggest Relocation

SATISFACTION

Satisfied (3)

Very satisfied

Things OK for me

I'm happy with the Practice (4)

I am very happy with the Practice (2)

Relatively new to the Surgery. So far have been impressed with all aspects

You do everything I need

No complaints

It is alright as it is

Quite happy with the Practice

Satisfied with care I always receive

Completely satisfied

I think the Practice is fine and does not need to do much else