

Churchview Surgery

Learning From Patient Experience – You Said We Did

Month of: January 2020

YOU SAID.....

Friends and Family

“How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

Extremely Likely	-	19
Likely	-	5
Neither Likely or Unlikely	-	0
Unlikely	-	1
Extremely Unlikely	-	0
Don't Know	-	5

Friends and Family Comments:

- **Under Extremely Likely**

1. I gave this rating as service was very good and staff were excellent
2. Always helpful at COPD clinic
3. Because the doctor was extremely helpful and kind
4. No hassle
5. Positive outcome
6. Always treated with respect
7. I want toys please
8. Appointment times
9. Very happy with excellent attention from all the drs and staff at Churchview Surgery
10. Seen very quickly all questions answered
11. Friendly and efficient
12. The girls are great! Very Good.
13. Been a great help. Have been fantastic

- **Under Likely**

1. Dr Iftikhar is funny
2. Very helpful

Patients Comments and Suggestions Made in the Surgery

I would strongly recommend that you have automatic doors. As a visitor to the surgery today I witnessed someone with a patient in a wheelchair struggle to get into the building. My elderly mother also could not open your front doors. I was appalled that there were no proper chairs with armchairs in the main seating area. I witnessed several people who struggle to get up from the sofa type benches. My mother also struggled to get up. Similarly, in the GP room a chair with arms would be sensible for people with mobility problems. I look forward to seeing whether these changes have been considered on future visits.

NHS Choices Comments

None received this month

WE DID

The GPs held a meeting on the 4th February 2020 to discuss the above comment and suggestion. The practice provides an armed chair in the reception area near the reception desk. The other seats in the main waiting room are part of the fixtures and fittings of the practice building and as the practice does not own the building we are unable to change this seating arrangement at the moment. We have forwarded this comment/suggestion on to the practice landlords for future development.

We take on board the comment of having armed chairs in the consulting rooms. At the present time this is only available in the treatment rooms. Therefore, the practice plans to change the chairs in the consulting rooms over a period of 12 months.

This will be discussed further at the next Patient Participation Group Meeting which is due to be held on Tuesday, 11th February 2020 at 12.30pm. **ALL PATIENTS ARE WELCOME TO ATTEND.**