

Learning from Patient Experience – You Said We Did

Month of: July 2023

YOU SAID.....

Friends and Family July 2023

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

Very Good	- 149
Good	- 23
Neither Good nor Poor	- 12
Poor	- 8
Very Poor	- 3
Don't Know	- 2

Friends and Family Comments (copied exactly word for word):

Very Good

I was treated with respect and kindness

Miss Sagoo is very helpful and understanding. She went out of her way to reassure me over things the Dr had said earlier in the day in a phone call. She is very easy to talk to and I didn't feel rushed.

Prompt, efficient treatment.

Very efficient and attractive to patient

Service was quick and easy explaining as she went along

Service is brilliant

Not waiting long to see nurse

Anyways a good service

Dr Grey was very helpful, and receptionist helpful.

Efficiency and clear instruction by nurse

And she is so kind and care

Very nice Doctor, explained what was going to happen after my consultation with him.

I was seen by dr next day from phoning

Very good

On time and good advice of nurse and all very helpful.

Very good

On time staff and nurse good

The nurse was pleasant and very clear with the information provided.

Always helpful and can talk to her about my situation lovely people

I was made welcome saw Dr on time had excellent consultation thank you.

Very helpful and quick service

Dr Aslam is very patient and listens. By having her for each of my follow up appointments allowed for continuity of care. Dr Aslam's kind nature and ongoing support was invaluable to me

All members of staff were polite at all times, and we were not kept waiting longer than our appointment time. Thank you

Nothing

It was excellent

Everyone I spoke to was polite and running on time.

Although we was not seen on our appointment time. I did appreciate that we were seen in a profesional manner and had an outcome that I would of expected.

I always receive the right service

Pleasant staff good doctor

The doctor was very thorough and gave clear explanation

The appointment was on time. The practice nurse work was very polite and helpful.

Because it was dealt with quick from phone call to appointment.

On time and everything dealt with

Not kept waiting. Consultation was supportive.

Just perfy

Got an appointment same day. Lady I saw was very thorough. She explained everything to me Ajit was very knowledgeable, approachable and inspired confidence when answering my concerns she also promised to look into another issue I raised and phone me with her findings, which she did as well within the promised time scale. In short I couldn't of asked for more.

Because I was satisfied with the attention I received and with the consultation.

Seen promptly dealt with sympathetically and information provided to put me at ease

quick to get me in for my injections

Got fast appointment very pleased with with doctor for being very thorough

Happy with my appointment

Was seen on the day of ringing in.

Because they helped me and was very kind^o

Same day appointment with associate physician. Very thorough, and relieved to get necessary prescription.

I phoned on the morning to ask what the procedure was to see a doctor. I was asked my name and why I wanted to see a doctor. I gave them my symptoms and was offered a appointment with the doctor the same day on the afternoon.

Dr Heart was very helpful and made me feel at ease about the fertility process

I always have a good service

Called in on time. Dr. Harte was as usual kind and helpful 😊 The nurse was also very supportive

Always first class

Always 1st class

Looked after following urgent treatment both nurses and doctor were very reassuring

Dr aslam did what she could for me

I saw two nurses and they both excelled on their explanations of my problems I want to thank them both very much especially the diabetic and asthma nurse sorry I never remember names

Friendly and efficient

He explained a lot

Because was asked for feedback

As a new patient the new doctor I saw was straight to the matter as urgent which eased my anxiety.

Dr Aslam was very polite and considerate. Made me feel very at ease. Also receptionist was friendly.

Saw Dr Gray on time referral done which I have heard from already and appointment booked Friday.

Always helpful, kind and understanding

I was given a good examination everything was explained to me

Dr Harte seen me early which I was happy about, and she listened to what help I needed Thank You

Satisfied

Very good checked everything and even arranged a follow up

The doctor we saw who was under doctor Harte, was lovely she listened to what we was saying and felt that she checked my daughter thoroughly. Easy to talk too and would see gladly again if needed to with regards to health.

Nice friendly and speedy

Very helpful and friendly

Got an appointment on the same day. In fact Three hours after I'd phoned ! However it's always good to be a patient at that surgery !

The doctor was very good as always is well pleased

Very though

Over all good service

Was seen on time and the nurse was

Very good

Always. Great

The nurse was very nice and easy to talk to,she made you feel at ease

I got a face to face appointment with the doctor

Excellent service and good information

Doctor was very thorough, even managed to get a referral

My appt covered requirements

The staffs are always willing to help and listen to what you have to say.

No problems at all

Happy with my appointment thanks nothings

Very friendly

Got an appointment on the day and doctor I saw was very efficient and dealt with my problem .

It was nice to be able to see a doctor.

Made me feel comfortable nice man

The Dr's here are amazing

Lovely caring people with loads of knowledge very satisfied with all my treatment.a

Good placeno

I was in and out in no time and the doctor was very good.

Plesant, friendly, and made me feel relaxed

Appointment was given the same day I phoned up

Phoned for appointment .. got one straight away

Very professional

Doctor Khan was very thorough, personable and helpful

Had an appointment the same day that I rang.

Teresa is very pleasant and helpful No

The doctor was very helpful.

I just felt that the appointment went well for me.

Dr's conduct was great. Was very through and addressed all concerns to the best of her abilities.

Was prompt and clear about instructions on what do next.

The nurse very friendly and supportive

Friendly staff today and doctor

The young lady I saw was very polite & considerate. She explained everything to me , she actually took her time to listen

Desk staff and GP always friendly, professional and efficient. Have been a patient at this surgery for over 40 years and would not think of going elsewhere.

Didnt have to wait

Seen very quickly and Dr Harte was very sympathetic and helpful.

Got an appointment very quickly

Great

Doctor listened to me , gave me good advice and had a good 15 mins with my doctor.

Managed to get doctors appointment on same day. If your really ill you don't want to phone 3 days running to be told no appointments go to the walk in, every one needs some hope they'll see a doctor.

Nurse very friendly.

I was treated with urgency and professionalism

Simple

I didn't have to wait long and the Doctor , as usual , listened to me and was very understanding .

Friendly understanding nice to see a smiling face puts you at ease

Felt like I was listened to and reassured

Because receptionist very kind and nurse was very kind

Good very good

Appointment on time and efficient and friendly healthcare staff

Professional well done

Doctor very thorough and listened well

Receptionist took the initiative to book me in when i arrived and i was seen on time by the nurse. The Nurse was also kind enough to squeeze me into my husband's appointment to save time since we are both due for vaccination.

All members off staff very polite with a smile

I was seen by GP with no rush and the resectionist was very pleasant and helpful

Quick into the app. Friendly, informative and pleasant health person. Face to face always preferred. Thanku.

Appointment was for routine blood pressure check, but injuries from a recent fall were dealt with without delay

I was straight in to see the nurse

Very happy

Brilliant service

The doctor was understanding

It was good

Dr Khan is just a nice experience

All staff very helpful

Very good surgery.

Doctor explained everything

iPhone and was put on wait and got to see aDoctor same day

It was my First consultation with this particular doctor and it was thorough and he assured me that he would make an appointment for a scan.

Was given an appointment for the afternoon on the day I called and both reception staff and the doctor were most helpful

Good

Good, but appointment can be hard to get

The consultation was good. The downside was the wait. Appt was 9.05 am and I saw GP about 9.45 am

I booked in on the screen and I ended up waiting for 45 minutes because it hadn't worked properly. The receptionist said it wasn't the first time that day. Luckily Marie was still there and I managed to have injection 4. Marie was very good, just the booking in screen let the practice down.

Not kept waiting for appointment.

The person i came to see was very thorough and patient

Was quite happy overall

Dr iftikhar actually listens and does scans or bloodtest if needed without even asking him I feel very comfortable in telling him my problems

Bit of a wait but ghe doc was excellent

Booked face to face on line although appointments were not really as soon as needed

Staff were good. Nice to have a one to one with a doctors. Gives you some reasurance. Fell better seing a doctor rather than on the phone.

Dr Hart was very helpful and understanding

It was on time no waiting a round

The reason for this is that from the receptionist to the doctor, they were very professional and friendly

Reason for not very good was because my appointment was 35 minutes late. Overall good

The Dr we saw was thorough and also good with kids

Helpful staff

Because the GP listened to me and also followed up on unattended pending appointment of last year

It was perfect and on time it was with the nurse

Checked various vital signs and decided to keep everything the same

I will always show my medical needs

Poor

11.50 appointment but didn't get seen until 12.50 which made me late for work. Also would rather have been referred to the hospital as I feel the doctor just guessed what is wrong and gave me a prescription to get me out the door

Doctor was very aggressive towards my son who after I told suffers with anxiety still wanted to make him answer and asked him questions

Didn't feel I got any answers out of the consultation. Passed onto physiotherapist, given a number to ring, which wasn't the correct way anymore. Spoke to someone on that number and promised a link on my mobile, which never arrived. So now I'm back to square one.

My appointment was scheduled for 16.00 pm on 17/7/23...I went into the GP at approx 16.50 pm. Very dissatisfied with this long wait...The GP I saw was a locum Dr..Dr Khan ..to see a locum and not a regular gp, I find a disappointment, he was not very familiar with my records, and I had to explain to him on several occasions of my forthcoming appointment at Corbett's Hospital Demonology Dept..and why..in the end he studied as book and prescribed a cream to use...(Diclofenac sodium 3%gel.) My wife as tried 6 different pharmacy's to locate this Gel..to no success...I'm now got to try a alternative option...I'm very dissatisfied with this service once again.. What on earth is happening to our beloved..NHS...

Because I had to wait a month to speak to the Dr and 2 months to have my B12 injection

Doctor not there

Appointment at 3.20pm went in to see doctor at 4.10pm

Had a water infection was asked to bring a sample which wasn't looked at. Advice from doctor a locum somewhat confusing.

It would be nice to see one of the practice doctors. The last 3 times I have visited over the last twelve months I have seen a locum

Very Poor

My appointment was 10:25, I got into the room after 12 forcing me to miss a subsequent appointment. I had been requested to attend, via SMS, no explanation, I sat in the room, was asked what was wrong, told the doctor they had requested me, and the doctor spent 10 mins trying to unpack it. Ultimately the appointment wasn't in fact needed at all.

As the question "is it MRI or US" should have been answered last year when I had the MRI, and was waiting for the follow-up US... 2hrs late by 10:30...

Took over an hour to be called in by the doctor.

Passive

We didn't have to wait long to see the Dr after we arrived. It wasn't busy in the waiting room, which was great.

Dr Gray always seems to have time to listen to what you have to say, and responds accordingly.

Patients Comments and Suggestions Made in the Surgery

Via Online Website –

A comment was received regarding the amount of time patients have to wait past their allocated time. The patient felt this was totally unacceptable.

NHS Choices Comments

None this month

WE DID

The practice analysed the data as above and the following was discussed as a team:

Patients were sometimes unhappy at the length of time they had to wait in the surgery to be seen for their consultation. This was due to GPs dealing with emergencies during the day and being extremely thorough with patients during examinations/consultations and listening to all patients concerns. It was noted however, that some clinicians ran slower than others.

We, therefore, reviewed the practice appointment system and changed some of the appointment slots from 10 minutes to 15-minute slots to allow the clinician additional time during face to face consultations.

This change will be communicated to the practice population via text message, posters in the building, the practice website and practice newsletter.

The practice also aims to run a patient survey in November (delayed this year due to holidays) around the appointment system to obtain as much patient feedback as possible.

Possible questions for the survey will be discussed at the next PPG meeting to be held on the 15th August 2023.