

Herschel Medical Centre Patient Survey Outcome

Comments noted by patients

Questions from NHS Institute for Innovation and Improvement
167 responses collected in January 2014

Accessing an Appointment – 84% felt pleased, respected, valued and cared for

16% felt not listened to, hurried, frustrated and anxious

The nurse was very caring and valued my feelings
You rang me to come in so I must be cared for
I'm a new patient to the surgery and felt valued and respected every time I have visited even once when I turned up a day early!
Very friendly staff
Very pleased
Don't have to wait to long
Helpful
I know when I phoned and speak to a anyone and tell them what the reason, they are very helpful of trying to fit me in
Am always made to feel cared for
Frustrated – Phone varies 25mins bad – 8:45 no appointments
Phone good
Phone simple & quick
Advance Booking
Telephone fine – nightmare getting through
Walk in
I felt normal coming to the surgery
Pleased
Phone 5 – 10 minute wait
Phone polite & quick
Phones pretty quick
All staff are friendly and helpful
Phones 1 – 2 minutes mornings difficult
If I need appointment friendly staff
Surprised to get an appointment same day
No problems very pleased
Spoken to respectfully listened to clear instruction
Came in as could not get through
Very pleased and friendly
Hurried during appointments with midwife which were usually late
Staff are friendly & polite when you arrive at the reception desk
Very clear supportive staff
Polite
Helpful
When we come for appointment they always welcome me with respect
All very good
The lady at the desk was really nice and pleasant
Compared to my old GP I feel more welcome with this one and the staff are more friendly with every necessary detail
Nice and quickly
Phone – advance book
Phone OK – varies 8 – 8.30
Phone – no wait
Booked by telephone – ok
Came in on Monday – booked no problem. Extra special service.

Rang in
Okay no delays
Phone good, quick access
Rang, through quickly
Rang early AM and got appt same day which I wanted due to going on course of treatment in 7 days time (hospital).
Right "pain in the backside to get an appointment" – back problems to patient - generally ok though, holiday times difficult.
Phone OK
Staff treated me with respect and spoke to me with respect
Pop in / I'm not a frequent visitor
Phone – can wait a long time.
Quick and easy rebooking.
In general practice is well run, usually dealt with efficiently and with concern.
The call in the morning to book an appointment on the day can be annoying but once through the staff are helpful.
Pleased – good timing so I can go to work
Usually lots of questions are asked which makes me feel cared for.
I just needed to know my problem wasn't as much a problem as I felt.
Greeted with respect. Phone answered promptly.
Got the appointment I asked for
Was given option to ring again in the morning if condition worsens
Helpful staff
Phone quick – 1 week in advance 8 days only one could have not urgent.
Simple, easy
Wonderful staff
Very good
Phone – sometimes ok, mostly a long wait to get through.
First time here
Phoned – my call was answered very quickly today as I called later in the day. I have waited much longer to get through early mornings.
Ring Tuesday for Thursday, given Friday. Always engaged – ring for 20mins. Generous lady.
Always friendly when at the surgery
Though sometimes it can take a long time to get through
Pleased and valued as they always approach the reason for the appointment.
The staff at this centre are very helpful.
I was able to get the same day appointment
Phone quick today.
Problem with booking same day appointment – line always engaged. Timing 8am is difficult.
Telephone – emergency appointment
Has been quick
Phone quick
Telephone 3-5 mins

Frustrated – Impossible to make appointment when needed cannot get through on phone- when you do the appointments all gone
Frustrated – phone for emergency 45 minutes wait to get through
Frustrated – took an age to finally get through and get an appointment
Hurried – very hurried get the appointment – start calling at 8 o'clock then on hold
Frustrated – trying to get through, no appointments available.
Frustrated – rang – not happy 15-20 min queue. Booking is not possible.
Frustrated – given up with phones, always busy. OK when come in.
Frustrated – 20 min wait – told no appointments
Frustrated – Phone call – long wait 8.00 – 8.30am difficult to get through.
Frustrated – phone not very good at all.
Frustrated – called – phone – no same day appointments by the time I get through.
Frustrated – phone – it's a trial getting through but it's been a trial for a number of years now.
Frustrated – phone – while to get through. Difficult to get through.

Anxious – lady behind the desk helpful but I felt anxious as I always do when seeing a doctor.

Frustrated – often takes a long time for phone to be answered.

Frustrated – not happy with appointment staff requiring to know sensitive information. Hard to get an emergency appt.

Frustrated – (sometimes) has got better but sometime ago you could only make a same day appointment.

Anxious – phone difficult – always engaged. When get through told to ring back tomorrow.

Drive to the surgery when can't get through.

Anxious – have to wait until the morning 8am to ring, when ring it's always busy, if I get connected they say I will call you back.

Frustrated – phone not very good – 8am always engaged.

**Arriving and Checking In -
98% felt pleased, respected, valued and cared for**

2 % felt not listened to, hurried, frustrated and anxious

Reception staff were friendly
I was warmly welcomed on arrival
Efficient
Very friendly staff/receptionists
Self admission used
Friendly and helpful
Very pleased
Friendly receptionist used my name
Was talked to with respect
Easy
Tech check in
Quick
Good
I took a seat in a comfortable area. Felt normal waiting for my appointment
Interested in what I said
I think I am valued as a very important person or patient
Reception staff are welcoming & happy to help
Very Good kind and generous people
Makes you feel welcome
Self check in helps
Self check in helps with queues
Not so comfortable when I asked for appt – I was informed I was outstanding something personal and I wasn't sure if the people behind could hear
Using booking in – Ladies lovely
Very good
Every time I check in by myself different name appears
Listened to what I said
I am happy with the service and I hope it will carry on like this. The screen check in is good
Very good
Receptionist could not be more helpful
Was talked to with respect
The checking in is most fast and easy
They check in quickly
Julia does well
Staff helpful
Polite/helpful
If not busy check in as usual or screen if queue long
Girls very helpful, especially Jo and Elsa.
Used reception to book in, ok.
Check in technology used.
Screen book in fine
Ladies on counter very good.
Ladies very helpful.
Check in by myself.
Staff very helpful
Very helpful
Book in using screen
Kind and polite staff
Helpful.
Very good system – it's easy.
Cared for – they staff at the front desk welcome everyone with greeting and smile. Relaxing atmosphere.
Nice smiley faces – warm greeting.

Reception always polite, friendly and helpful.

Arrived before 8am – reception staff let me in (freezing cold outside) and wait inside the surgery.

Always courteous.

Greeted with a smile.

Quick and easy

Ok – very limited.

Attended to as soon as I arrived.

Self check in is very easy and quick.

Great

Very quick

Sometimes use screen, usually check in.

Used screen, very convenient way to check in – leaves receptionist time to do other tasks.

Check in screen, staff polite.

Self check in is useful

Respected and cared for - I am very happy about the system.

Very smoothly and respected.

Staff were friendly and helpful

Very good, helpful ladies.

Good service

Depending on the staff at the reception.

Reception very pleasant

Helpful

Very good ladies

Screen book in, ladies good.

Frustrated – long queues, not enough staff on reception.

Information (Reception staff, Leaflets etc)

99% felt pleased, respected, valued, cared for, involved

1 % felt frustrated

To be honest I don't really look

I don't look at the leaflets to be honest

Helpful

They get the right info for me when I ask

Information is ok

Staff very helpful

Very helpful

Vast amount of leaflets etc

No TV but good information on posters

All the info needed

The staff does respect you as a patient and is very helpful when speaking to you

The staff know there staff & again happy to help

Tech booking in

Don't take notice

Please keep it up all staff and thank you

Clean & warm

Comfortable pleasant surroundings

Efficient

Super staff no problems at all

The staff are helpful and give the right information needed

No TV but good information on posters

They give good information

Clean/tidy, do not read display items

Clean and tidy, don't read posters.

Receptionists very helpful

Very good

It's good

You ask, you get an answer.

Clean and tidy

Good service, very helpful and friendly.

Very efficient – the staff at the front desk always show signs for caring . Greetings make me feel relaxed. Giving help.

As long as the depressing music isn't on all is well!

I have never had any problems to get information I needed. I always get clear answers in a polite manner.

Staff helpful.

Not very much.

Ok

Information and magazines provided in waiting area.

Leaflets well stocked, TV screen very helpful.

Helpful

Staff and leaflets help a lot

Helps to give info.

No TV screen

Staff always helpful and polite.

Welcoming, always tidy.

Lots of posters around. Staff willing to help.

Straightforward

Explained by your staff

Nice clean toilets

Waiting -(Length of wait, information on wait, environment
82% felt pleased, respected, valued, cared for, involved
18% hurried, frustrated and anxious

When seeing a GP sometimes you can be waiting more than 30 mins past your time which can be frustrated

It takes as long as it takes, it's not a perfect world

Never have to wait too long. Appointment time normally quite good

Very short wait

30 minutes late but patient

Calm environment plenty of comfortable seating good light

Not to long

10 -15 min happy ? I suppose so

Short wait and lots of information

Sometimes I wait to long

Waited 10 mins not to bad on the whole

It's nice and warm like always so happy with that I hope it will carry on

Can't complain never seem to wait to long only once due to self check in mistake

I don not have to wait long after my appointment time or most of the time

Not to long

Always have the right info

Very quick

Prompt

10 – 15 minutes

5 minutes

Short wait

Maximum 15 minutes

Long wait for appointments with midwife

Varies 5 mins to 45 mins understand the prob if Gps & patients would like it to be shorter

Depends on GP – chooses GP now, sees 2 GPs by choose

Comfortable environment

Arrived early knowing doctors are very busy – I would wait as long as it takes

The waiting doesn't take long and the environment is nice and quiet.

Never waited more than 2 mins past my time

Good, not too long waiting

Varies – not long last time – continue previous

10-15 mins maximum wait – not too bad

Not long

Midwife

10-15 mins after appt time

Not long 5 – 10 mins

10 mins

Sometimes delay long – depends on the day and number of patients waiting – generally ok –

10 – 15 mins wait.

5 mins

20 mins longest, 10 – 15 mins

10 – 40 mins

Seen quickly and efficiently

Ok

10 – 15 minute wait.

Maybe ½ hour most of the time.

Sometimes you can be waiting 10 min for your time – that's ok.

Never a long wait.

There is sometimes a long wait.

The waiting time is getting better – it is more improved.

Pleased – always called on time – Dr Khan very efficient.

Majority of the time seen on time. Pleasant waiting room but my only pet hate is there is no lower section of the reception desk for visitors/patients in wheelchairs.

I feel respected as I never waited very long to be seen.
Never been an issue.
Quick
Can be delayed at times
On time
Was not more than 10 minutes I was waiting.
Sometimes the wait can be long but that's understandable.
Wonderful
Time was kept to.
I have never waited an unacceptable time.
Children 5-10 mins, myself 20 min.
Not bad
15 mins
10 mins
Never long
Very prompt
Not long wait at all
Usually not a long wait.
Usually 10 – 15 mins
Frustrated – sometimes wait 35 – 45 minutes
Frustrated – last time 1 hour to wait
Frustrated – maybe 20 min after appt time
Frustrated -15 -20 minute ok – more then worried
Frustrated – sometimes 20 -25 minutes – if I would miss appt they would just cancel it
Anxious – Sometimes worry that I have been missed – not keen on signing in machine as I have been overlooked before
Hurried – to much waiting
Anxious – 15 min early, seen at 10 min after appointment time.
Frustrated – 45 mins sometimes over appt time.
Frustrated – today 20 min late already
Frustrated – current wait time 20 mins – this is usual, can be longer.
Anxious – have been long delays so these are expected.
Frustrated – 25 – 40 min too long
Frustrated – 5mins today. Can wait ½ hour – ¾ hour. Don't mind 10 – 15 min wait but car parking a problem.
Frustrated – these words don't apply. Running late therefore stressing over parking meter.
Frustrated – sometimes if there is a delay, there is no information on how long the wait will be.
Anxious – wait is too long as car parking difficult – have been fined 2/3 times. This wait was 20 mins.
Frustrated – have to wait at least 10 mins after appointment time to be seen
Frustrated – doctors always running late, no free parking facility – always worried I will get a parking ticket.
Frustrated – long wait sometimes.
Frustrated – waiting time 15 min – 30 min wait.

**Consultation and next steps –
95% felt pleased, respected, valued and cared for**

5% felt not listened to, hurried, frustrated and anxious

I find they give me all the information I need

Poor service from 1 GP now choose any GP but this one

I felt I was listened to

Always good

All too often Dr's are under pressure by local government to rush and hit targets – Surely patient care is far more important

Doctors and nurses give good treatment and take care of me and my family

I am very pleased with the information I received from my doctor. He is a good listener and patient, very understanding and try to make you feel comfortable when speaking to you

Very good

Listened to what you have to say

Whether seeing GP or nurse I'm always left feeling cared for

Consultation was thorough and pleasant

Very very kind helpful – I could ring more circles

I am pleased with some GPs some are very friendly than others. Some GP are not quite straight forward with illnesses than others

Some new doctors not so listened

Are occasions when Gp has upset me

Always had attentive and clear help

Nurses ok – some GPs ok

Very good

Helpful

Listen & do what you want to do

Doctor explained options and made necessary referral

Good service – very impressed

Great always smiling

Exception of Dr Khan

Feel have time for me

They are friendly and helpful

Always dealt with very well and all issues seen to

They are very friendly

Generally good but locum has presented problems.

Valued – when you get there!

Very caring

Dr Clark – highly recommended.

Could not wish for better service.

Great service, most GPs very caring.

Dr Lally highly recommended.

Dr Kakad and Dr Clark well liked.

Dr Clark – but cannot get to see him. Very good doctors.

Sometimes when you can see the GP of your choice.

I would hope this (valued)

Very helpful information, felt respected and treated with confidentiality.

Very good

Most of the time my problem has been solved.

Most of the time pleased, sometimes palm you off with a few tablets! Majority of the time happy with service.

Follow ups can be slow but when a query is made always informative.

Very pleased and satisfied with the information provided – Dr Khan

Have always felt listened to and cared for.

If any doubts about my health, follow ups usually offered.

Not keen on multiple doctors input – would rather see one for continuity.

Happy with my investigations

Lots of advice given

Good advice.

The GP has transparent consulting with me for further investigations and treatment.
Relevant information given.
Happy with my doctor – helpful and understanding.
Great
Gave me medication and told me how to prevent it happening again
Usually very good however it would be nice to have one GP who gets to know your condition.
All the time good.
Initially misdiagnosed. Otherwise happy now.
Very good information provided
Most are but must try and pick the one you want – complex problems need to have one GP responsible.
Not always (involved) – sometimes ignored – think you are pretentious – words don't really describe.
Caring and attentive.
Mind set at ease.
Exception caring student 6 months.

Frustrated – overdosed allergic reaction twice – poor service received
Frustrated – Some of them not really bothered see different ones each time
Anxious – 50/50
Anxious – blood tests
Hurried – Get rid of me
Frustrated – this varies, at the present time I am feeling a little frustrated with recent appointments but overall in the past I have felt satisfied.
Not listened to – a lot of the time I don't feel like I'm being taken seriously and listened to.

