

Patient Comments on Questionnaire 2014

What do you like best about our Medical Practice?

Welcoming – people smile!

The staff are very welcoming and helpful when visiting the medical practice.

I am always able to see my usual Doctor.

Attention.

Everyone helpful and friendly.

Convenient.

Apart from the excellent care the positive attitude of the staff is very helpful.

Phlebotomy is excellent, staff and service.

Prompt service in all aspects.

Always helpful and positive in reception.

My GP Dr Beanland and receptionists.

Doctors and Staff

The people who make it work.

Friendly/People orientated.

Its close to home.

Everything.

Friendliness and care of the staff.

All Staff.

Really Good when it comes to getting babies seen.

The are nice people, friendly and NHS.

Friendly staff.

I've been a patient for years – familiar, friendly and efficient.

All staff and Doctors polite and friendly.

Convenient all helpful people.

I like to see a Gp I know.

Referred to a Specialist if needed without fuss.

All the staff are helpful and supportive.

Friendly staff.

Good location, excellent staff.

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Friendly and helpful.

Mainly supportive but one feels the internal communication doesn't always operate well.

Always supportive.

Always found I can make an appointment or have a telephone consultation when needed.

Friendly atmosphere and Gp's are welcoming.

Convenient.

Service.

Nothing in particular.

Reception Staff.

Always helpful and friendly and reassuring.

Staff are very professional and friendly.

Continuity of care/nursing staff.

Dr's and Nurses.

It's situation.

Small and Friendly.

Helpful and friendly atmosphere.

Efficient competent and friendly.

Ease of getting an appointment.

Friendly staff and Doctors.

Staff being helpful.

Excellent Doctors and other staff.

All staff and Doctors are excellent.

No waiting. Kindness of the Doctors and staff.

The friendly reassuring manner of the staff and the central situation.

Quality of Treatment and attention to needs.

Friendly staff.

Staff and Doctors.

Professional.

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Listen to us.

Easy and simple to book and appointment.

Convenient location, good Doctors, Nurses and Receptionists.

Friendly, reassuring and efficient.

Location.

Small but friendly.

Always ready to listen.

Drs and staff always take an interest in you.

Seeing the same Doctor i.e. Dr Beverley.

Location and fit ins especially for children.

Continuity of Doctors.

Near to the car park and to town.

Very pleased.

Convenience to access.

Clean and Tidy.

You can make an appointment easily not like Station Drive Surgery.

Walking distance.

You can get to the practice without using transport.

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What do you like least about our Medical Practice?

How small the reception area is.

Size of rooms very small needs more space.

Finding Doctors and nurses rooms.

Cramped Reception Area.

Cramped in the waiting room.

Appointments available at more hours/days.

Lack of space.

Can get overcrowded periodically.

Parking.

The décor. Dark and gloomy.

More available appointments.

Lack of parking.

People using mobile phones.

Waiting times.

Waiting to get an appointment with chosen Doctor.

Can't think of anything except the reason for having to go.

Parking.

There are more locums who don't know you.

Small cramped reception with lack of privacy.

Not always able to see the Dr of choice.

The feeling that it is now more difficult to get an appointment and that the follow up and monitoring is patient initiated.

The feeling that the quality of the service is deteriorating.

Entrance to the reception.

Waiting times for appointments.

Nothing.

No dislikes.

Lack of privacy in the reception.

Waiting times for Doctors.

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Can't always see the same Doctor.

Policy for refusing prescription requests over the telephone.

Gossip.

Some receptionists be given friendly training.

Waiting for an appointment.

No room and little privacy in the reception.

No complaints at all.

No complaints.

Lack of regular long serving Doctors.

Doors, Cramped reception area at times – not comfortable seating.

Lack of privacy in the reception.

Hours.

Nothing.

Delays with no info given.

Not well signed.

Large screen.

Could be a little larger.

Having to come.

Could be more room and waiting time for appointments.

Nothing to dislike.

Update needed, waiting room very drab.

Waiting room a bit shabby looking.

Notices on the walls.

Trying to get an appointment when I need one.

It may close.

When it was closing.

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How do you get information about your health? (e.g. from the Medical Practice, Hospital, voluntary organisations, library or internet)

From the Medical Practice.

Medical Practice.

From the Practice.

Medical Practice.

All if necessary.

Medical Practice, Voluntary organisations and the internet

Doctor.

GP.

Voluntary Organisation and the internet.

Internet.

Doctors and Hospital.

Internet.

Post.

Visiting my GP.

Read articles in the Newspaper.

Hospital.

Media.

NHS Mail shots.

Gp.

Family and friends.

Daughter in law and family.

Hospital or GP.

Don't normally bother.

Telephone/Letter

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What other services would you like us to provide? E.g. Pharmacy in the building, repeat prescription alert service, review reminders.

Happy with the services that are already provided.

Pharmacy in or attached to the building.

Out of hours visits.

Not strictly necessary.

None comes to mind.

Pharmacy.

Pharmacy, repeat prescription alerts, review reminders.

Pharmacy.

Review reminders.

Repeat Prescription alerts.

Pharmacy in the building although Lloyds is super.

I am happy with what you provide.

Prescription collection reminder.

Pharmacy building would be nice.

Pharmacy in the building.

Its very convenient being able to have blood tests and dressing changes at the surgery rather than going to the hospital.

Review reminders.

Text reminders for appointments.

OK as it is.

Repeat prescription alerts and reminders for vaccinations.

Alerts.

Reminders.

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Suggest Improvements for our Medical practice?

A larger reception area with more space to wait and then patient's can't overhear conversations.

Better signage and bigger premises.

Improved reception area and better signage e.g. which Doctor is where.

Better reception area.

Appointments available at more hours/days,

More Doctors and more space.

Just stay on present location.

Paint the dark woodwork ?air conditioning.

More available appointments.

More polite patients.

|Larger building, especially the reception.

Personally not having just Radio 2 on.

Keep Gp's we know.

Need to be modernised have easier direction to consulting rooms.

Bigger entrance.

The premises is not really adequate for the numbers now using it.

The health village would have been very good.

Being able to book in for appointment privately.

Open till later at night.

Being able to order a repeat prescription over the phone.

Persuade TBS to postpone his retirement.

Waiting times for appointments

Larger reception area and better calling system for patients to go into see the nurse of Doctor.

Own Doctor long term.

New premises but not across the A49.

Reception space and poor verbal privacy needed in the reception window.

Lack of privacy in the reception.

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Better waiting room.

Entrance/Reception is tiny.

For the reception team to keep the patient more informed to Drs running late.

More signs.

Take down the screen.

Extend the building.

Update needed in waiting room.

Improvements to notice boards and leaflets.

Upgrade interior.

Doors need sorting out.

Longer hours for people who work full time.

Face lift in waiting room.

Making sure the practice stays where it is.