

Healthwatch Waltham Forest

# The Manor Practice

454 Lea Bridge Rd, London E10 7DY

GP outreach 2016: Individual Practice Report

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## What is Healthwatch?

Healthwatch Waltham Forest is a local Healthwatch organisation, established by the Health and Social Care Act 2012 to act as the local independent consumer champion for health and social care service users.

Local Healthwatch organisations have statutory duties to:

- Gather the views and experiences of patients and public
- Make those views known to providers and commissioners
- Promote and support the involvement of people in the commissioning and provision of local care services and how they are scrutinised
- Recommend investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)
- Provide information and signposting about access to services and support for making informed choices including independent advocacy support to make an NHS complaint
- Make the views and experiences of people known to Healthwatch England, providing a steer to help it carry out its role as national champion

## Executive Summary and recommendations

Healthwatch attended the Manor Practice over six weeks in January and February 2016. Patients were asked to complete a survey about the practice and to provide additional comments during conversation. We received 140 survey responses and 110 general comments.

This report summarises these survey responses and comments. This was part of a wider project in which four surgeries in Waltham Forest will be visited to explore patient views on what works well at their GP surgery and what could be improved.

Survey responses indicated that limitations include lack of people knowing about PPG, about the family and friends test, and about extended GP services. Around half of the patients felt that they can see a GP of their choice. Only a small number were registered to book appointments and repeat prescriptions online, with various reasons mentioned, including lack of information, lack of IT access/knowledge, or lack of personal motivation. A majority of people who needed interpreters were using friends or family members.

The general comments indicated that key issues were waiting times and the limited appointment system, confusion about the merge with Hyatt practice and what this means practically for patients, both for old patients who felt the

practice was now even more overcrowded, and new patients from Hyatt who were not sure what the merge meant for them and how to navigate the new system. Complaints were made about appearance and layout of the waiting room and lack of an outside shed for patients waiting outside in bad weather. There was also a lot of concern around understaffing and overworked staff, and complaints about lack of choice of GP, including lack of available female doctors.

From this feedback and from patients' direct suggestions, we have made recommendations for ways to improve the service and environment at the surgery such that it meets patients' needs.

1. The surgery should provide better information on accessibility support, and information on the issues around bringing in a family member for translation, including confidentiality and safeguarding.
2. Make available more accessible information and advertising material about the Patient Participation Group (PPG). This can be done by using posters, and ensure GPs and staff provide all patients with information on the PPG.
3. The practice should make available clear information about the extended hour services. This should be visible in the practice and also in places where patients would look for such information on the day they need it, such as the practice website and answering machine.
4. The practice should provide patients with better information on online booking and prescription services. For example, the practice could provide simple leaflets which guide people through the process, and make efforts to motivate people to use online services by explaining the benefits of using this system.
5. Provide patients with clear information about how the telephone and booking systems work, clear outlines of when & where to call for different types of appointments, and inform patients of expected waiting times.
6. Make more efforts to provide patients with options for GP choice, especially looking at availability of female doctors.
7. The practice should make improvements in the practice environment based on patient feedback, such as making the waiting area more enjoyable, making an outside waiting area available, and ensuring wheelchair accessibility throughout.
8. The practice should let patients know what the merger with Hyatt Practice means for them and any changes to the service they will receive. This could involve a guidance document that clearly outlines what the merge means for patients, both for the new and old patients.

We were in touch with the practice prior to publishing this report. The practice manager, Joan Woolcock, appreciated the recommendations and gave a comment, please see the conclusion section (page 15) for this.

## Introduction

Each year, Healthwatch reviews the previous year's data on Primary care and specifically GP practices. Based on the data from 2014-2015 we identified the practices which received the highest volume of negative patient feedback, and approached the practice managers to suggest we work with them to explore the issues further by gathering detailed patient feedback on key areas in need of improvement, and on areas in which the practices were doing well. These approaches were made in October 2015.

Of the four practices, two were keen to work with us, including Manor Practice, which is the subject of this report. We visited the practice twice a week for five weeks to speak to the patients attending the surgery on that day. We gathered feedback using a survey, and encouraged patients to share any other comments they may have that were not covered in the survey questions. The survey questions were developed based on key issues from the 2014-15 GP data, and we also requested input from Practice staff if they felt anything needed to be added particular for their practice.

Both practices will receive an individual report of the feedback at their surgery, with recommendations for change based on what patients told us. A summary of the findings from both practices will be published separately.

Thanks to our volunteers Mary Walsh, Evalina Strum, Kate Franklin for carrying out the consultations. We appreciate your help, without which this project could not have been completed. Thanks also to the reception staff at Manor Practice for being supportive of our volunteers during outreach by offering to print surveys for them when we ran out, and to the practice manager Joan Woolcock for kindly working with us.

## The practice

The Manor Practice is in Walthamstow and is a GP Partnership surgery with a patient list of approximately 6,300. The practice serves a mixed population with 29% identifying themselves as White, 31% as Asian / Asian British and 28% as Black / African / Caribbean / Black British.

Manor Practice has undergone a lot of change over the past 18 months, including a GP retiring, the forming of a new GP Partnership, and changes in key personnel including the Practice Manager. The surgery has recently been refurbished and the IT and Telecoms system has been upgraded. The practice recently took over the management of an additional 5,000 patients from the Hyatt Centre, a surgery which has closed. Efforts to support this transition include increased staffing and improved skill-mix of clinical staff, as well as GP access. Some of the staff from the Hyatt practice have transferred over to The Manor Practice. The Practice's future plans include further investment in the premises, in order to meet the needs of a growing patient population in a diverse and ever-changing landscape.

The practice is in a converted residential property and has been evaluated by the CQC as not Disability Discrimination Act compliant. There are currently five consulting rooms, of which some need to be accessed by stairs. The practice's entrance faces a main street and is close to public transport. On street parking is available nearby, but not on the practice's premises.

We visited on Tuesday afternoons and Thursday mornings between the 19<sup>th</sup> of January and the 18<sup>th</sup> of February. We collected survey responses from 140 patients over the 5 weeks.

We did not include questions on demographics such as age group, gender, or ethnic background within the survey, and so we cannot state whether the sample of patients we spoke to was representative of the whole practice's patient profile. We did this in order to be as anonymous as possible, as we were talking to people about the service inside the service, and wanted to avoid people being worried about being identified based on their information.

## What people told us about The Manor Practice

### Survey Responses: trends and key issues

A summary of trends and key issues is presented here. For the full survey results please see Appendix 1. Some patients who filled out the questionnaire did not respond to all items.

On booking, the majority of patients knew you had to call the surgery at a particular time to book appointments, and that there was a different telephone booking process for urgent appointments. The waiting time for non-emergency appointments was estimated by most patients at around 2 weeks. When asked whether they get to see the GP of choice, only half the patients answered yes.

Regarding online booking for appointments and repeat prescriptions, only 16 (out of 137) answered yes. The leading reasons for not being registered were lack of information about the availability of online booking (28) with comments such as “didn’t know you could”, “haven’t been informed”, and personal reasons and motivations (32), such as “can’t be bothered”, “don’t like this method”, “prefer to phone”, “we have tried several times but no joy” and “I like coming to the GP instead”. Other reasons included difficulties of computer or internet access (15) with comments such as “appears hard to access”. A few comments were made on personal timing (8), with comments such as “haven’t got around to it yet”, and “will register ASAP”.

Regarding access needs such as mobility or interpreters, around half the respondents said the surgery supports them, while others mentioned informal support including “my son always comes with me”, “I usually bring someone”, and “receptionists help with language.” A majority also felt that the surgery provided them with the appropriate support to manage their self-care.

Regarding information, the majority of respondents knew what to do if you need care outside of GP opening times. However, less than a quarter were aware of the extended hour GP services available across 3 locations in the borough open on Saturdays and Sundays. A third of respondents knew how to make a complaint about or praise the surgery.

On patient participation, only 17 (of 137) people had been invited to complete a Friends & Family test, and only 5 (out of 138) had been invited to attend the Patient Participation Group (PPG).

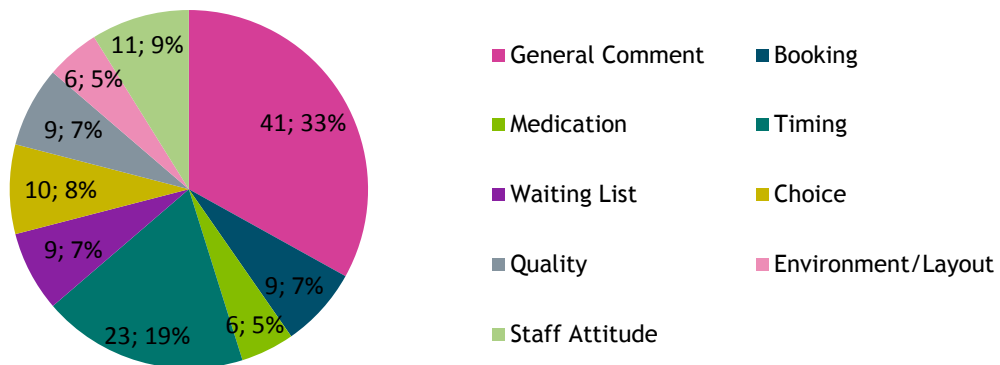
## General Comments: What people told us about the Manor Practice

After completing the survey, all patients were invited to share additional comments about the surgery, whether it was feedback on what they like about the surgery, what works well and also issues they have had and what could be improved. There were a total of 169 comments shared about the Manor Practice, including 40 positive comments, 16 neutral comments and 113 negative comments, with some people commenting on several aspects of the service. The comments in this report reflect what the patients we met on our ten visits told us; they are not necessarily reflective of all patient experience at the surgery. A copy of all the comments is included in Appendix 2.

### General Overview of Comments

Subjects that came up in the comments included Booking, Medication, Timing, Choice, and other areas. Chart 1 shows the proportion of comments by subject. The majority of comments were general comments (41), followed by comments about timing (23).

Chart 1: Proportion of comments on each topic

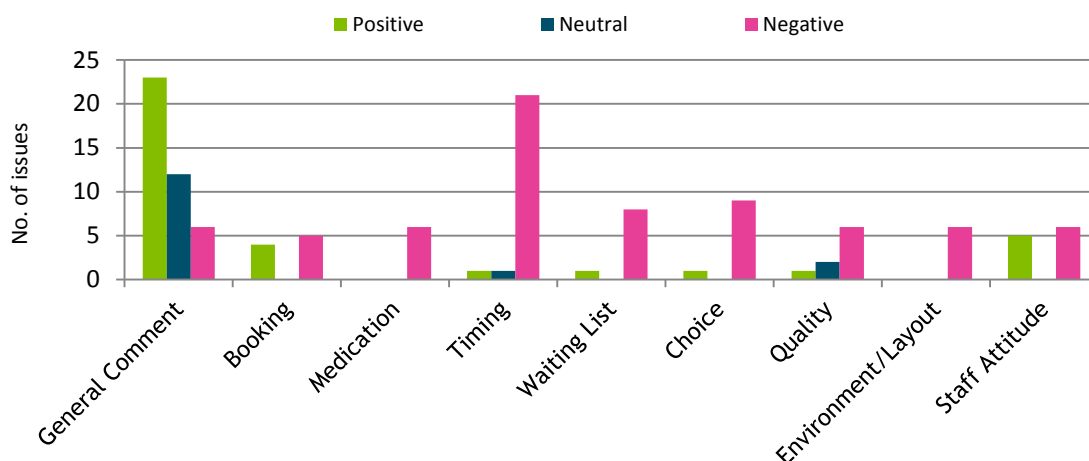


The overall health topics were General Health (156), Children's Health (5), Diabetes (3), Asthma (2), and Dementia (1). The comments were related to 4 stages in the care pathway: Clinical treatment (117), followed by reception (34), Diagnosis (2) and Nursing (3).



Table 1 shows the proportion of comments in each subject with positive sentiment, neutral sentiment and negative sentiment. The largest number of positive comments were general, followed by staff attitude and booking. The largest number of negative comments were related to timing, followed by waiting list and choice. Meanwhile we received a large number of positive general comments.

Table 1: Comments in each topic by sentiment



An overview of comments is presented here with some examples of positive and negative comments. For the full list of comments please see Appendix 2.

### *Clinical Treatment*

117 comments were made about clinical treatment, with the key issues mentioned being waiting time, choice and waiting list, while general comments we received a large number with positive sentiment.

**General comments** included:

“I am very happy with this surgery especially the doctors and receptionists.”

“Doing the best they can with the resources they have. The surgery took on a lot of extra patients but no more GPs or staff.”

While comments around **quality** included:

“Since changes I feel this surgery is neglecting its patients. Original staff are upstairs. Nurse has left - the waiting room doesn't smell fresh.

“Everything is rushed - it feels like a cattle market. Too many patients to cope with.”

### *Reception*

Out of 34 comments about reception, most were of negative sentiment, apart from Staff attitude, which received 4 positive comments.

The most common problems were related to telephone (5) and environment (5), with comments such as the following for **telephone**:

"Information is not always accessible and takes time and many phone calls."

and five comments were made on **environment and layout** including:

"Very claustrophobic here - too small area in waiting room"

**Staff attitude** received 4 positive comments with feedback including:

"I am used to it here so I am confident - all down to reception. When I come in, I like to be recognised."

And 3 comments with **negative feedback** such as

"found the doctor to be very rude & sharp & not very compassionate."

### *Diagnosis/Testing*

2 comments were made about diagnosis and testing.

"Once they did not diagnose my daughter correctly. She has an allergy but doctor thought it was chicken pox."

### *Clinical Nursing*

Clinical Nursing received 2 comments, with one negative feedback about **hygiene**:

"Seems ok so far. Not too happy with time I sit and wait. The nurse did not wash her hands when I saw her one time."

and about **quality**:

"When I tell GP my problems he says he can only deal with one thing at a time so I have to make another appointment. I preferred the previous doctors."

Some other common issues were brought up around waiting times, timing, medication and referrals.

### *Waiting times & Timing*

32 patients mentioned timing and waiting list, with comments such as:

“I would like to get a quicker appointment. I usually have to wait at least a week.”

“Sometimes there is a massive queue and I can wait ages to be seen.”

### *Medication*

6 negative comments were made on medication, such as:

“One of the receptionists is not very helpful and my medications have been wrongly prescribed here.”

“Doctors are not very friendly, their knowledge not up to date - prone to medical negligence.”

### *Referrals*

One patient we spoke to was unhappy that they had not been referred to a specialist as they wished.

“They don’t always listen to my needs. I have diabetes (I’m 40) and I want help with a diabetic clinic and check up..”

### *On the merge and increased number of patients*

Some comments were made on the merge with Hayat Surgery:

“Service has improved as I was registered with Hayat before and my surgery was moved over. I was seen very quickly and had good service from reception staff.”

“There have been a lot of changes in the surgery i.e. putting two surgeries together and a change of doctors & there has been no communication about this”

And on the large number of patients:

“The waiting room is so stressful, full of stressy people, noisy & as an amputee, I feel very uncomfortable & not welcome.”

“I feel that the Reception staff are under far too much pressure, & don’t always book the correct things requested by doctors”

### ***Suggestions made by patients***

Some patients made concrete suggestions. Some were about the merge and how this could be managed better:

“Two GP surgeries merged but only one system going. Can they be separated?”

“It seems the surgery can’t cope (without problems) with all the patients - too many really! They should be given option to go to another surgery.”

Some suggestions were made about the environment:

“Needs to be more hygienic - cleanliness and appearance.”

“They must have place with shed so patient can wait before surgery. There is no place especially disabled people.”

“The waiting room is sombre and needs cheering up in terms of décor.”

And about GP choice:

“Get more doctors here! Especially well qualified female ones!”

“Improve choice of seeing my GP or a GP that I prefer to see.”

## What we observed at The Manor Practice

Three Healthwatch volunteers conducted the outreach at The Manor Practice and observed the following:

The surgery was located within a row of houses, with one waiting room as soon as you open the front door, and consultation rooms off it, down a corridor and up the stairs. The reception office was at the end of the waiting room, with an open reception space, allowing the receptionist to see people as they arrive; there was no check in machine. Patients approached the reception staff on arrival, sometimes forming a queue, and details were taken before they are asked to wait in the waiting room area.

The surgery had chairs lining the walls of the waiting room and additional chairs in the middle of the room. There were notice boards with various posters (including a Healthwatch poster) on one wall, as well as a holder for pamphlets and flyers.

There was just enough space for wheelchair users to move around when there are not too many people. The door was sufficiently wide to allow access.

There was often a queue to the reception desk occupying the middle of the reception room. Patients were called to their appointment by name by reception staff, by the nurse or by a GP. We observed patients often attending with friends or family members, and chatting amongst themselves. Most patients with communication issues such as language barrier or deafness attended with friends or family members. What we observed reflects some of the patient comments we received; it was sometimes very crowded, but reception staff was friendly.

## Summary and recommendations

This list includes the improvements suggested by patients directly as well as recommendations based on survey responses and comments.

Issue	Recommendation
Many people using family members for language support.	1. The surgery should provide better information on accessibility support, and information on the issues around bringing in a family member for translation, including confidentiality and safeguarding.
Few people were aware of PPG.	2. Make available more accessible information and advertising material about the Patient Participation Group (PPG). This can be done by using posters, and ensure GPs and staff provide all patients with information on the PPG.
Few people were aware of extended GP services.	3. The practice should make available clear information about the extended hour services. This should be visible in the practice and also in places where patients would look for such information on the day they need it, such as the practice website and answering machine.
Various barriers to online booking and prescriptions including lack of information, lack of IT access/ knowledge and personal motivation.	4. The practice should provide patients with better information on online booking and prescription services. For example, the practice could provide simple leaflets which guide people through the process, and make efforts to motivate people to use online services by explaining the benefits of using this system.
Complaints about limited appointment system	5. Provide patients with clear information about how the telephone and booking systems work, clear outlines of when & where to call for different types of appointments, and inform patients of expected waiting times.
Concern about understaffing and overworked staff, and about lack of choice of GP and female doctors.	6. Make more efforts to provide patients with options for GP choice, especially looking at availability of female doctors.
Complaints about appearance and layout of waiting room and lack of outside shed when waiting in bad weather.	7. The practice should make improvements in the practice environment based on patient feedback, such as making the waiting area more enjoyable, making an outside waiting area available, and ensuring wheelchair accessibility throughout.
Confusion about the transition from Hyatt practice and what this means practically for patients.	8. The practice should let patients know what the merger with Hyatt Practice means for them and any changes to the service they will receive. This could involve a guidance document that clearly outlines what the merge means for patients, both for the new and old patients.

## Conclusion

The Manor Practice was observed to be still adjusting to the merger with Hyatt practice, with increasing patient numbers, confusion among the new patients, and overworked staff leading to patients perceiving the practice as disorganised and overcrowded.

By further addressing our recommendations to increase use of online booking system, better management of patient expectations around waiting times, and improvement of the appointment system, these pressures may be alleviated to some extent. General improvement of reception room atmosphere through space management and a clearer waiting system (e.g. display screen, announcing expected waiting times, regular communication with people in the reception room from staff) could help reduce the perception of disorganisation and claustrophobia.

In addition, more patient involvement through an engaging PPG and generally better information would ensure patients' needs are heard and that they are engaged to work together with the surgery to address issue areas and make improvements where necessary.

Staff attitude received the most positive feedback. This should be fed back to staff and maintained.

We were in touch with the practice prior to publishing this report. The practice manager, Joan Woolcock, appreciated the feedback and commented that they are gradually progressing, and some of the recommendations made in this report are already being worked on:

“The Hayat Medical Centre 'caretaking' period is now over so we now have a 'combined' list and therefore only one patient computer system in operation.

We have achieved full points for our QOF monitoring (Quality and Outcomes Framework) and also 97% for Infection control.

In addition, we have installed a self check-in patient system and we been awarded a substantial grant to improve the premises.

The recruitment of patients to our Patient Participation Group remains challenging (we have a cohort of about 5 patients at the moment, but we are working to increase this).” Joan Woolcock, Practice Manager

Healthwatch Waltham Forest looks forward to continue working together with Manor Practice in the future.

## Appendix 1 Survey responses from Manor Practice patients

### What people told us about The Manor Practice

Survey items included questions on appointment booking, reception staff, waiting times, the GP, Patient participation group (PPG) and online booking/prescription. These were all issues which were noted when reviewing the 2014-2015 GP data.

**1) How long have you been registered with the practice?**

137 people answered this question. Answers ranged from 1 month to 67 years, and the most common answer was between 10 and 20 years. 4 patients who have been registered less than 1 year were transferred from Hayat Practice. 5 patients gave vague answers such as “Since birth” and “very long time”.

**2) Do you have to call the surgery at a particular time to book appointments?**

82 people answered yes, and 47 people answered no to this questions.

**a) How long do you need to wait for non-emergency appointments?**

134 people responded, with various timeframes ranging from “immediate if urgent”, “less than one week”, up to “sometimes 6 weeks”. The most common answer was 2 weeks and 2-3 weeks. There were also some vague statements such as “Ages” and “it depends”.

**3) Is there a different telephone booking process for urgent appointments?**

89 answered yes, 38 answered no. 18 of those who said yes mention they would have to phone early morning before 8-9am.

**4) Do you get to see your GP of choice?**

67 answered yes, 63 answered no.

**a) If yes, do you feel the surgery provides you with the appropriate support to manage your self-care or has referred you to the right support?**

80 people answered this question, with 41 people answering “yes”, 13 answering “No”, and 20 people gave other answers such as “I don’t know”, “Sometimes” and “not always”.



**5) Are you registered to book appointments and repeat prescriptions online?**

16 answered yes, 121 answered no. 88 people gave reasons for not being registered. The two leading reasons were **lack of information** about the availability of online booking (N=28) with comments such as “Didn’t know you could”, “Haven’t been informed” and “No information given”, and **personal reasons and motivations** (N=32), such as “can’t be bothered”, “Don’t like this method”, “Prefer to phone”, and “we have tried several times but no joy.” “I like coming to the GP instead”

Other reasons included difficulties of **computer or internet access** (N=15) with comments such as “Don’t use computer”, “Appears hard to access” and “Bad internet access”. A few comments were around **personal timing** (N=8), with comments such as “Haven’t got around to it yet”, and “Will register ASAP”. N=3 people explained that they had just been transferred from Hayat.

**6) Do you have access needs such as mobility or interpreters?**

22 answered yes, 95 answered no.

**a) Does the surgery help you book those services in order to attend your appointments?**

9 people answered “No”, 12 people answered “Yes”, while 7 people gave answers about informal support such as “my son always comes with me”, “I usually bring someone”, and “Receptionists help with language.”

**7) Do you know what to do if you need care outside of GP opening times?**

110 people answered yes, 25 answered no.

**8) Are you aware of the new extended hour GP services available across 3 locations in the borough open on Saturdays and Sundays?**

32 answered Yes, 106 answered no.

**9) Have you been offered to complete a Friends & Family test?**

17 answered “Yes”, 121 said “no”.

**10) Have you been invited to attend the Patient Participation Group (PPG)?**

5 answered yes, 133 answered no.

**11) Do you know how to make a complaint about, or praise the surgery?**

43 people answered yes, 91 answered no.

## Appendix 2 Source Comments from Manor Practice patients

<b>Record No:</b> 33351	<b>Date:</b> 19/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Choice, Clinical Treatment		
<b>Content:</b> Improve choice of seeing my GP or a GP that I prefer to see.		

<b>Record No:</b> 33272	<b>Date:</b> 26/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Waiting List, Clinical Treatment		
<b>Content:</b> we are not happy because we have to wait 2 weeks for a letter (for example)		

<b>Record No:</b> 33249	<b>Date:</b> 19/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Catchment/Distance, Clinical Treatment		
<b>Content:</b> I have to travel from chingford		

<b>Record No:</b> 33359	<b>Date:</b> 18/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Support, Clinical Treatment		
<b>Content:</b> Doing the best they can with the resources they have. The surgery took on a lot of extra patients but no more GPs or staff.		

<b>Record No:</b> 33358	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Quality, Clinical Treatment		
<b>Content:</b> Since changes I feel this surgery is neglecting its patients. Original staff are upstairs. Nurse has left - the waiting room doesn't smell fresh. Everything is rushed - it feels like a cattle market. Too many patients to cope with.		

<b>Record No:</b> 33357	<b>Date:</b> 02/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Waiting List, Clinical Treatment		
<b>Content:</b> I am happy here but I have to wait 2/3 weeks for an appointment; it is too long.		

<b>Record No:</b> 33356	<b>Date:</b> 02/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		
<b>Content:</b> Things have improved and I hope that it stays this way.		

<b>Record No:</b> 33355	<b>Date:</b> 02/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Hygiene, Clinical Treatment		
<b>Content:</b> Needs to be more hygienic - cleanliness and appearance. This has a negative effect on me.		

<b>Record No:</b> 33354	<b>Date:</b> 19/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		
<b>Content:</b> No very good for this client.		

<b>Record No:</b> 33251	<b>Date:</b> 19/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Timing, Clinical Treatment		
<b>Content:</b> Waiting times for an appointment are always more than an hour		

<b>Record No:</b> 33352	<b>Date:</b> 19/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Waiting List, Clinical Treatment		

**Content:**

At first ok but now takes longer to get appointment.

**Record No:** 33252 **Date:** 19/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Timing, Clinical Treatment

**Content:**

waiting times for emergency appointments is no less than 2 hours - on several occasions

**Record No:** 33350 **Date:** 28/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Booking, Clinical Treatment

**Content:**

Have problems all the time making appointments. The surgery has changed over the years and the service has become very poor. You can never get other appointments since the surgery has merged. I have attended today 27.1.2016. Appointment was 10.15 and

**Record No:** 33349 **Date:** 28/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Timing, Clinical Treatment

**Content:**

The waiting times are unreasonable (over one hour) Be more organised

**Record No:** 33348 **Date:** 28/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Administration, Reception

**Content:**

Re changes to ownership of surgery been poor. Doctors I have become used to have gone and part time doctors employed. Poor phone responses. I do not understand receptionists accents - takes a long time to arrange things. Today appointment with nurse 9

**Record No:** 33347 **Date:** 28/01/16 **Source:** Outreach, The Manor Practice

**Topic:**

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Booking, Clinical Treatment

**Content:**

This GP Practice has become a stressful affair. Appointments impossible to book in a sensible time ratio. No personal feeling any more. Very upset.

**Record No:** 33345 **Date:** 28/01/16 **Source:** Outreach, The Manor Practice

**Topic:** Children's Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Timing, Clinical Treatment

**Content:**

Not happy with this surgery. For emergency appointments we come in and have to wait two hours to see a doctor. Once they did not diagnose my daughter correctly. She has an allergy but doctor thought it was chicken pox.

**Record No:** 33344 **Date:** 28/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Timing, Clinical Treatment

**Content:**

Runs late.

**Record No:** 33343 **Date:** 28/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Timing, Clinical Treatment

**Content:**

Long waits. Rude Receptionists.

**Record No:** 33342 **Date:** 28/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Timing, Clinical Treatment

**Content:**

Long waits.

**Record No:** 33353 **Date:** 02/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Timing, Clinical Treatment

**Content:**

Last time due to traffic I got her 5/10 minutes late. I had to wait an hour to see the GP. I was really upset.

**Record No:** 33261 **Date:** 19/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Administration, Reception

**Content:**

feel that the Reception staff are under far too much pressure, & don't always book the correct things requested by doctors

**Record No:** 33298 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Timing, Reception

**Content:**

Sometimes there is a massive queue and I can wait ages to be seen.

**Record No:** 33270 **Date:** 26/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Timing, Clinical Treatment

**Content:**

sometimes the time given for appt goes over time. Maybe 15 mins average

**Record No:** 33269 **Date:** 26/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

Generally, I'm quite happy with the service

**Record No:** 33268 **Date:** 26/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Staffing Levels, Clinical Treatment

**Content:**

I find it catastrophic as the surgery is full

<b>Record No:</b> 33267	<b>Date:</b> 26/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		
<b>Content:</b>		
No choice cos transferred from Boundary Road		

<b>Record No:</b> 33266	<b>Date:</b> 26/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Timing, Clinical Treatment		
<b>Content:</b>		
have to wait a long long time		

<b>Record No:</b> 33265	<b>Date:</b> 26/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Advice/Information, Reception		
<b>Content:</b>		
I didn't know I can book my repeat prescription on linbe nobody told me about this.		

<b>Record No:</b> 33264	<b>Date:</b> 26/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Environment/Layout, Reception		
<b>Content:</b>		
20th January 2015 They must have place with shed so patient can wait before surgery. There is no place especially disable people.		

<b>Record No:</b> 33250	<b>Date:</b> 19/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Choice, Clinical Treatment		
<b>Content:</b>		
There is a shortage of doctors, particularly female doctors		

<b>Record No:</b> 33262	<b>Date:</b> 19/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Advice/Information, Reception		



**Content:**

there have been a lot of changes in the surgery i.e. putting two surgeries together and a change of doctors & there has been no communication about this

**Record No:** 33339 **Date:** 09/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

I am very happy with this surgery especially the doctors and receptionists.

**Record No:** 33260 **Date:** 19/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Environment/Layout, Reception

**Content:**

The waiting room is so stressful, full of stressy people, noisy & as an amputee, I feel very uncomfortable & not welcome.

**Record No:** 33259 **Date:** 19/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Timing, Clinical Treatment

**Content:**

The waiting time is ridiculous.

**Record No:** 33258 **Date:** 19/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Timing, Clinical Treatment

**Content:**

we wait too long for appointments and prescription

**Record No:** 33257 **Date:** 19/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Quality, Clinical Treatment



**Content:**

The doctors in Manor practice are well qualified and they always proper listen to the patients, but the only thing which should be noticed or to take the aciton is that they always give you one to two weeks for the appointment which is sometime not accept

**Record No:** 33256 **Date:** 19/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Choice, Clinical Treatment

**Content:**

GET MORE DOCTORS HERE! ESPECIALLY WELL QUALIFIED FEMALE ONES!

**Record No:** 33255 **Date:** 19/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Choice, Clinical Treatment

**Content:**

I never see the same GP again due to a particular one being mostly busy.

**Record No:** 33254 **Date:** 19/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

doctors are not very friendly, their knowledge not up to date - prone to medical negligence

**Record No:** 33253 **Date:** 19/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Staffing Levels, Clinical Treatment

**Content:**

too many patients

**Record No:** 33263 **Date:** 19/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Staff Attitude, Reception

**Content:**

met one of the doctors for the first time, the only lady one there & found her to be very rude & sharp & not very compassionate.

<b>Record No:</b> 33307	<b>Date:</b> 02/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Quality, Reception		
<b>Content:</b> My husband completed a registration form 3 times but the reception didn't have details!! I think I might change to another surgery.		

<b>Record No:</b> 33317	<b>Date:</b> 11/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Waiting List, Clinical Treatment		
<b>Content:</b> I would like to get a quicker appointment. I usually have to wait at least a week.		

<b>Record No:</b> 33316	<b>Date:</b> 11/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		
<b>Content:</b> I am fed up. I want to change. I don't feel I get the same treatment that I used to get. Also I sometimes find it difficult to understand what the doctor is saying.		

<b>Record No:</b> 33315	<b>Date:</b> 11/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Staff Attitude, Reception		
<b>Content:</b> Receptionists are very helpful. Limited appointment system. Needs addressing.		

<b>Record No:</b> 33314	<b>Date:</b> 11/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		
<b>Content:</b> I am very, very happy with this surgery.		

<b>Record No:</b> 33313	<b>Date:</b> 11/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		

<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)
<b>Issue Identified:</b> General Comment, Clinical Treatment
<b>Content:</b> I am 100% satisfied. I have never experienced any problems.

<b>Record No:</b> 33312	<b>Date:</b> 11/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Choice, Clinical Treatment		
<b>Content:</b> Don't get to see any doctor other than Dr Charles if it is an emergency and we have to wait 1 1/2 hours to see him. Routine appointments for specific doctor can be up to 3 weeks. No online service for appointments/prescription yet (poss. June 2016).		

<b>Record No:</b> 33311	<b>Date:</b> 02/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Timing, Clinical Treatment		
<b>Content:</b> No, but had to wait 2 hours to see Doctor last time.		

<b>Record No:</b> 33310	<b>Date:</b> 02/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Timing, Clinical Treatment		
<b>Content:</b> Should give priority to patients who have a long history with them!! Waiting times are ridiculous - getting longer and longer! Too many patients - insufficient doctors! Needs looking at.		

<b>Record No:</b> 33341	<b>Date:</b> 09/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Timing, Clinical Treatment		
<b>Content:</b> Happy with most things except with wait for appointments. If you come late you can miss your appointment, but if we come early/on time we can sometimes wait an hour.		

<b>Record No:</b> 33308	<b>Date:</b> 02/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Staff Attitude, Clinical Treatment		

**Content:**

Good place/very nice receptionists. Dr Ali very disappointing, asked for 1/2 results from hospital and he said I can only tell you one thing at a time. Need another appointment for rest of results - had to wait 2 weeks for this appointment.

**Record No:** 33320 **Date:** 11/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Staff Attitude, Reception

**Content:**

I am used to it here so I am confident - all down to reception. When I come in, I like to be recognised.

**Record No:** 33306 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

I am happy with this GP service.

**Record No:** 33305 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

Fortunately don't need to come often but happy with the service.

**Record No:** 33304 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

I very rarely come to the GP and I still need to become familiar with the new doctors. Three doctors and the nurse recently left so I don't know the new staff.

**Record No:** 33303 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Booking, Clinical Treatment

**Content:**

There is some improvement with getting appointments. The waiting room is sombre and needs cheering up in terms of décor.

**Record No:** 33302 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

Majority of the time I am satisfied with the service I get.

**Record No:** 33301 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

I am quite content with the service.

**Record No:** 33300 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Staffing Levels, Clinical Treatment

**Content:**

It is getting busier here - everything seems to be rushed. Sometimes I get annoyed that I have to wait a long time for an appointment.

**Record No:** 33299 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** Children's Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Staffing Levels, Clinical Treatment

**Content:**

GP is too full. It takes nearly 2 hours to wait for emergency appointment. As they tell you to come at 5 or 6 but need to wait nearly until 7 with my 2 year old son.

**Record No:** 33309 **Date:** 02/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Choice, Clinical Treatment

**Content:**

This patient was automatically transferred from Boundary Road Surgery which was closed. Then because this surgery was deemed heavily overcrowded, this patient received a letter asking him if he wished to transfer or register here.

**Record No:** 33329 **Date:** 11/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Telephone, Reception

**Content:**

Always very busy/phone always busy/not enough doctors.

**Record No:** 33273 **Date:** 26/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

came for appt Wednesday by taxi and doctor moved legs and it was painful. He told her to go to Whipps X where she stayed for a day and a half. She feels this surgery has changed and not so good now.

**Record No:** 33338 **Date:** 09/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

It's not too bad. I am prepared to wait for an appointment.

**Record No:** 33337 **Date:** 11/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Booking, Clinical Treatment

**Content:**

Good, all the doctors are available. For emergencies I can get an appointment.

**Record No:** 33336 **Date:** 09/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**  
I am happy with the service - I don't really have any complaints

<b>Record No:</b> 33335	<b>Date:</b> 09/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> Asthma		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Booking, Clinical Treatment		
<b>Content:</b> I am quite happy here. I am getting quick appointments because my daughter is asthmatic.		

<b>Record No:</b> 33334	<b>Date:</b> 09/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		
<b>Content:</b> I am happy here even though it is very busy.		

<b>Record No:</b> 33333	<b>Date:</b> 09/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Staffing Levels, Clinical Treatment		
<b>Content:</b> The surgery is too overcrowded. There is no privacy - too many people - especially when you come to reception. I don't want people to know my business.		

<b>Record No:</b> 33332	<b>Date:</b> 09/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		
<b>Content:</b> I don't come very often. The doctors are mostly new and the nurse is no longer here.		

<b>Record No:</b> 33318	<b>Date:</b> 11/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Choice, Clinical Treatment		
<b>Content:</b> I would like continuity to get to know my doctor. My previous doctor knew me well and I miss that.		

<b>Record No:</b> 33330	<b>Date:</b> 11/02/16	<b>Source:</b> Outreach, The Manor Practice
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<b>Topic:</b> General Health
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)
<b>Issue Identified:</b> General Comment, Clinical Treatment
<b>Content:</b> Very busy since two surgeries amalgamated.

<b>Record No:</b> 33319	<b>Date:</b> 11/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		
<b>Content:</b> I am fine whenever I come here.		

<b>Record No:</b> 33328	<b>Date:</b> 09/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		
<b>Content:</b> It is alright.		

<b>Record No:</b> 33327	<b>Date:</b> 11/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		
<b>Content:</b> I am very happy with this practice.		

<b>Record No:</b> 33326	<b>Date:</b> 11/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		
<b>Content:</b> This is my first time and it seems ok.		

<b>Record No:</b> 33325	<b>Date:</b> 11/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		



**Content:**

I am very happy with things at this surgery.

**Record No:** 33324 **Date:** 11/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Hygiene, Clinical Nursing

**Content:**

Seems ok so far. Not too happy with time I sit and wait. The nurse did not wash her hands when I saw her one time.

**Record No:** 33323 **Date:** 11/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

I am happy and confident with this particular surgery.

**Record No:** 33322 **Date:** 11/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Telephone, Reception

**Content:**

My biggest problem is when I phone the surgery, I have to wait ages for someone to answer.

**Record No:** 33321 **Date:** 11/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

I am satisfied with the service I am getting.

**Record No:** 33340 **Date:** 09/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

I don't come very often fortunately, so I don't have any problems. Suggestion: Two GP surgeries merged but only one system going. Can they be separated?

<b>Record No:</b> 33331	<b>Date:</b> 09/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		
<b>Content:</b> It is ok here. I would like to be given an emergency appointment the same day.		

<b>Record No:</b> 34795	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Staffing Levels, Clinical Treatment		
<b>Content:</b> It seems the surgery cant cope (without problems) with all the patients - too many really! They should be given option to go to another surgery.		

<b>Record No:</b> 33271	<b>Date:</b> 26/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Waiting List, Clinical Treatment		
<b>Content:</b> Wish I could get appts sooner rather than later!		

<b>Record No:</b> 34812	<b>Date:</b> 02/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Registration/Access, Reception		
<b>Content:</b> My husband completed a rgistration form 3 times but the reception didn't have details!! I think I might change to another surgery.		

<b>Record No:</b> 34811	<b>Date:</b> 02/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Administration, Reception		
<b>Content:</b> My husband completed a rgistration form 3 times but the reception didn't have details!! I think I might change to another surgery.		

<b>Record No:</b> 34805	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

Have problems all the time making appointments. The surgery has changed over the years and the service has become very poor. You can never get other appointments since the surgery has merged. I have attended today 27.1.2016. Appointment was 10.15 and

**Record No:** 34804 **Date:** 28/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Timing, Clinical Treatment

**Content:**

Have problems all the time making appointments. The surgery has changed over the years and the service has become very poor. You can never get other appointments since the surgery has merged. I have attended today 27.1.2016. Appointment was 10.15 and

**Record No:** 34800 **Date:** 28/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Hygiene, Clinical Treatment

**Content:**

Since changes I feel this surgery is neglecting its patients. Original staff are upstairs. Nurse has left - the waiting room doesn't smell fresh. Everything is rushed - it feels like a cattle market. Too many patients to cope with.

**Record No:** 34799 **Date:** 28/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Language, Reception

**Content:**

Re changes to ownership of surgery been poor. Doctors I have become used to have gone and part time doctors employed. Poor phone responses. I do not understand receptionists accents - takes a long time to arrange things. Today appointment with nurse 9

**Record No:** 34798 **Date:** 28/01/16 **Source:** Outreach, The Manor Practice

**Topic:** Children's Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Quality, Clinical Treatment

**Content:**

Not happy with this surgery. For emergency appointments we come in and have to wait two hours to see a doctor. Once they did not diagnose my daughter correctly. She has an allergy but doctor thought it was chicken pox.

<b>Record No:</b> 34814	<b>Date:</b> 02/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Staffing Levels, Clinical Treatment		
<b>Content:</b> Should give priority to patients who have a long history with them!! Waiting times are ridiculous - getting longer and longer! Too many patients - insufficient doctors! Needs looking at.		

<b>Record No:</b> 34796	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Staff Attitude, Reception		
<b>Content:</b> Long waits. Rude Receptionists.		

<b>Record No:</b> 34819	<b>Date:</b> 02/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Administration, Reception		
<b>Content:</b> This patient was automatically transferred from Boundary Road Surgery which was closed. Then because this surgery was deemed heavily overcrowded, this patient received a letter asking him if he wished to transfer or register here.		

<b>Record No:</b> 34794	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Booking, Clinical Treatment		
<b>Content:</b> I think it seems to have improved in terms of appointments		

<b>Record No:</b> 34793	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> Diabetes		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> User Involvement, Clinical Treatment		
<b>Content:</b> I am not happy here - they don't always listen to my needs. I have diabetes (I'm 40) and I want help with a diabetic clinic and check up.		

<b>Record No:</b> 34792	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
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<b>Topic:</b> Diabetes
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)
<b>Issue Identified:</b> Choice, Clinical Treatment
<b>Content:</b> I am not happy here - they don't always listen to my needs. I have diabetes (I'm 40) and I want help with a diabetic clinic and check up.

<b>Record No:</b> 34791	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b>		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		
<b>Content:</b> This GP Practice has become a stressful affair. Appointments impossible to book in a sensible time ratio. No personal feeling any more. Very upset.		

<b>Record No:</b> 34790	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Planning, Reception		
<b>Content:</b> The waiting times are unreasonable (over one hour) Be more organised		

<b>Record No:</b> 34789	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Medical Records, Clinical Treatment		
<b>Content:</b> Since the surgery has changed it seems to be very much busier. One of the receptionists is not very helpful and my medications have been wrongly prescribed here. I go to Moorfield Hospital who have written to the surgery to correct this error.		

<b>Record No:</b> 34788	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Medication, Clinical Treatment		
<b>Content:</b> Since the surgery has changed it seems to be very much busier. One of the receptionists is not very helpful and my medications have been wrongly prescribed here. I go to Moorfield Hospital who have written to the surgery to correct this error.		

<b>Record No:</b> 34787	<b>Date:</b> 26/01/16	<b>Source:</b> Outreach, The Manor Practice
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<b>Topic:</b> General Health
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)
<b>Issue Identified:</b> Medication, Reception
<b>Content:</b> I didn't know I can book my repeat prescription on linbe nobody told me about this.

<b>Record No:</b> 34797	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> Children's Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Quality, Diagnosis		
<b>Content:</b> Not happy with this surgery. For emergency appointments we come in and have to wait two hours to see a doctor. Once they did not diagnose my daughter correctly. She has an allergy but doctor thought it was chicken pox.		

<b>Record No:</b> 34852	<b>Date:</b> 04/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Quality, Clinical Nursing		
<b>Content:</b> When I tell GP my problems he says he can only deal with one thing at a time so I have to make another appointment. I preferred the previous doctors.		

<b>Record No:</b> 34891	<b>Date:</b> 19/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Staffing Levels, Clinical Treatment		
<b>Content:</b> There is a shortage of doctors, particularly female doctors		

<b>Record No:</b> 34890	<b>Date:</b> 19/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Waiting List, Clinical Treatment		
<b>Content:</b> The doctors in Manor practice are well qualified and they always proper listen to the patients, but the only thing which should be noticed or to take the aciton is that they always give you one to two weeks for the appointment which is sometime not accept		

<b>Record No:</b> 34889	<b>Date:</b> 19/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		

<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)
<b>Issue Identified:</b> User Involvement, Clinical Treatment
<b>Content:</b> The doctors in Manor practice are well qualified and they always proper listen to the patients, but the only thing which should be noticed or to take the aciton is that they always give you one to two weeks for the appointment which is sometime not accept

<b>Record No:</b> 34888	<b>Date:</b> 19/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Staffing Levels, Clinical Treatment		
<b>Content:</b> GET MORE DOCTORS HERE! ESPECIALLY WELL QUALIFIED FEMALE ONES!		

<b>Record No:</b> 34887	<b>Date:</b> 19/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Staff Attitude, Clinical Treatment		
<b>Content:</b> doctors are not very friendly, their knowledge not up to date - prone to medical negligence		

<b>Record No:</b> 34864	<b>Date:</b> 02/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		
<b>Content:</b> I am happy here but I have to wait 2/3 weeks for an appointment; it is too long.		

<b>Record No:</b> 34862	<b>Date:</b> 02/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Support, Clinical Treatment		
<b>Content:</b> Good place/very nice receptionists. Dr Ali very disappointing, asked for 1/2 results from hospital and he said I can only tell you one thing at a time. Need another appointment for rest of results - had to wait 2 weeks for this appointment.		

<b>Record No:</b> 34861	<b>Date:</b> 02/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Adminstration, Diagnosis		



**Content:**

Good place/very nice receptionists. Dr Ali very disappointing, asked for 1/2 results from hospital and he said I can only tell you one thing at a time. Need another appointment for rest of results - had to wait 2 weeks for this appointment.

**Record No:** 34813 **Date:** 02/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Environment/Layout, Clinical Treatment

**Content:**

Needs to be more hygienic - cleanliness and appearance. This has a negative effect on me.

**Record No:** 34853 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Choice, Clinical Treatment

**Content:**

When I tell GP my problems he says he can only deal with one thing at a time so I have to make another appointment. I preferred the previous doctors.

**Record No:** 34285 **Date:** 11/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

Seems ok so far. Not too happy with time I sit and wait. The nurse did not wash her hands when I saw her one time.

**Record No:** 34851 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Environment/Layout, Reception

**Content:**

Wait too long on the phone. Insufficient room in the waiting room. Gone from bad to worse since the changeover.

**Record No:** 34850 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Environment/Layout, Reception



**Content:**

There is some improvement with getting appointments. The waiting room is sombre and needs cheering up in terms of décor.

<b>Record No:</b> 34849	<b>Date:</b> 04/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Staffing Levels, Reception		
<b>Content:</b>		
Sometimes there is a massive queue and I can wait ages to be seen.		

<b>Record No:</b> 34835	<b>Date:</b> 04/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Timing, Clinical Treatment		
<b>Content:</b>		
Service has improved as I was registered with Hayat before and my surgery was moved over. I was seen very quickly and had good service from reception staff.		

<b>Record No:</b> 34834	<b>Date:</b> 04/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Telephone, Reception		
<b>Content:</b>		
Organisation seems poor. Information is not always accessible and takes time and many phone calls. Things are not as good as they used to be e.g. insufficient staff, overcrowding in surgeries.		

<b>Record No:</b> 34833	<b>Date:</b> 04/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Advice/Information, Clinical Treatment		
<b>Content:</b>		
Organisation seems poor. Information is not always accessible and takes time and many phone calls. Things are not as good as they used to be e.g. insufficient staff, overcrowding in surgeries.		

<b>Record No:</b> 34832	<b>Date:</b> 04/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Staffing Levels, Clinical Treatment		

**Content:**

Organisation seems poor. Information is not always accessible and takes time and many phone calls. Things are not as good as they used to be e.g. insufficient staff, overcrowding in surgeries.

**Record No:** 34820 **Date:** 02/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Staffing Levels, Clinical Treatment

**Content:**

This patient was automatically transferred from Boundary Road Surgery which was closed. Then because this surgery was deemed heavily overcrowded, this patient received a letter asking him if he wished to transfer or register here.

**Record No:** 34860 **Date:** 02/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** User Involvement, Clinical Treatment

**Content:**

Good place/very nice receptionists. Dr Ali very disappointing, asked for 1/2 results from hospital and he said I can only tell you one thing at a time. Need another appointment for rest of results - had to wait 2 weeks for this appointment.

**Record No:** 33283 **Date:** 28/01/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Staff Attitude, Clinical Treatment

**Content:**

6 months ago a "supply" doctor was quite rude to me and not very helpful.

**Record No:** 33293 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

It is ok here.

**Record No:** 33292 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Staff Attitude, Reception

**Content:**

Service has improved as I was registered with Hayat before and my surgery was moved over. I was seen very quickly and had good service from reception staff.

**Record No:** 33291 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

I am very happy with this surgery

**Record No:** 33290 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Telephone, Reception

**Content:**

Wait too long on the phone. Insufficient room in the waiting room. Gone from bad to worse since the changeover.

**Record No:** 33289 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Timing, Clinical Treatment

**Content:**

Appointments can be too long unless it's an emergency.

**Record No:** 33288 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** General Comment, Clinical Treatment

**Content:**

I am happy so far. However if I am late I have to wait.

**Record No:** 33287 **Date:** 04/02/16 **Source:** Outreach, The Manor Practice

**Topic:** General Health

**Service Name (Service):** The Manor Practice (Primary Care Service, GP Surgery/Health Centre)

**Issue Identified:** Quality, Clinical Treatment

**Content:**

When I tell GP my problems he says he can only deal with one thing at a time so I have to make another appointment. I preferred the previous doctors.

<b>Record No:</b> 33286	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> Diabetes		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Inter-Provider Involvement, Clinical Treatment		
<b>Content:</b>		
I am not happy here - they don't always listen to my needs. I have diabetes (I'm 40) and I want help with a diabetic clinic and check up.		

<b>Record No:</b> 34786	<b>Date:</b> 27/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Telephone, Reception		
<b>Content:</b>		
used to be 2 day for repeat scrit now 3 days - even then sometimes not ready. "they say" ring at 2pm but phones always engaged / then put on hold - that is for emergency appt. Doc doesn't always read notes & sometimes prescribe medication not suitable.		

<b>Record No:</b> 33284	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Environment/Layout, Reception		
<b>Content:</b>		
Very claustrophobic here - too small area in waiting room		

<b>Record No:</b> 33296	<b>Date:</b> 04/02/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Timing, Clinical Treatment		
<b>Content:</b>		
The time waiting for the GP Is so long and I don't know how that can be fixed. The only thing is give more opportunity for working people to see their GP at any time so that it can be easier for them.		

<b>Record No:</b> 33282	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Choice, Clinical Treatment		
<b>Content:</b>		
It seems the surgery cant cope (without problems) with all the patients - too many really! They should be given option to go to another surgery.		

<b>Record No:</b> 33281	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		
<b>Content:</b> I have been transferred from Dr Hayat Surgery here so far I have no complaints.		

<b>Record No:</b> 33279	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Medication, Clinical Treatment		
<b>Content:</b> Getting prescription is a problem. Sometimes I have to wait - even though I ask ONE week earlier!		

<b>Record No:</b> 33278	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> General Comment, Clinical Treatment		
<b>Content:</b> I think it seems to have improved in terms of appointments		

<b>Record No:</b> 33277	<b>Date:</b> 28/01/16	<b>Source:</b> Outreach, The Manor Practice
<b>Topic:</b> General Health		
<b>Service Name (Service):</b> The Manor Practice (Primary Care Service, GP Surgery/Health Centre)		
<b>Issue Identified:</b> Staff Attitude, Reception		
<b>Content:</b> Since the surgery has changed it seems to be very much busier. One of the receptionists is not very helpful and my medications have been wrongly prescribed here. I go to Moorfield Hospital who have written to the surgery to correct this error.		

## **Glossary**

A&E - Accident and Emergency Department in the hospital

CQC - Care Quality Commission

FFT - Friends and Family Test - Feedback tool used in the NHS to gather opinion from patients on their experiences of services

GP Patient satisfaction survey - The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice

PPG - Patient Participation Group