

FEEDBACK REPORT PROVIDER:	LCCG - Primary Care - GP's
DATE OF REPORT:	November (April - October)
Reviews in period:	61

Summary Report:

From April-October 2016, Healthwatch Luton have received 6 reviews in this period regarding GP services in Luton.

The overall sentiment of the feedback is positive - mainly 49% of the reviews were positive and 33% were negative. This can be viewed in more detail in the statistics below regarding monthly sentiments. The main areas of negativity were Access and Communications, and the main positives were Treatment and Care and Referrals.

The Average Healthwatch rating for Luton and Dunstable Hospital has been a 3/5 star rating. This average rating system is marked on cleanliness, staff attitude, waiting times, treatment explanation, quality of care and quality of food. This can be viewed in more detail in the statistics below regarding ratings.

The main source of feedback has been via our website (48), and then engagement we have carried out with our Seldom Heard groups, Tokko (8) for our Youth and NOAH (3) from the homeless. This can be viewed in more detail in the statistics below regarding sources and how they rated the service they received.

Regarding the NHS Friends and Family recommendations, 15 were likely to recommend this service, 11 were extremely likely to recommend and 14 were unlikely to recommend. This can be viewed in more detail in the statistics below regarding NHS Friends and Family Test.

The sentiment trackers highlights positive and negative feedback through the months - showing September, July and June had mainly positive feedback, whilst October, August and May showed mainly negative feedback. This can be viewed in more detail in the statistics below regarding monthly sentiments on the sentiment tracker. August shows only negative feedback.

Through the themes tagging, Treatment and Care was rated as one of the most feedback experiences, being mainly positive, and Access to Services, allocated the highest feedback experience was mainly negative.

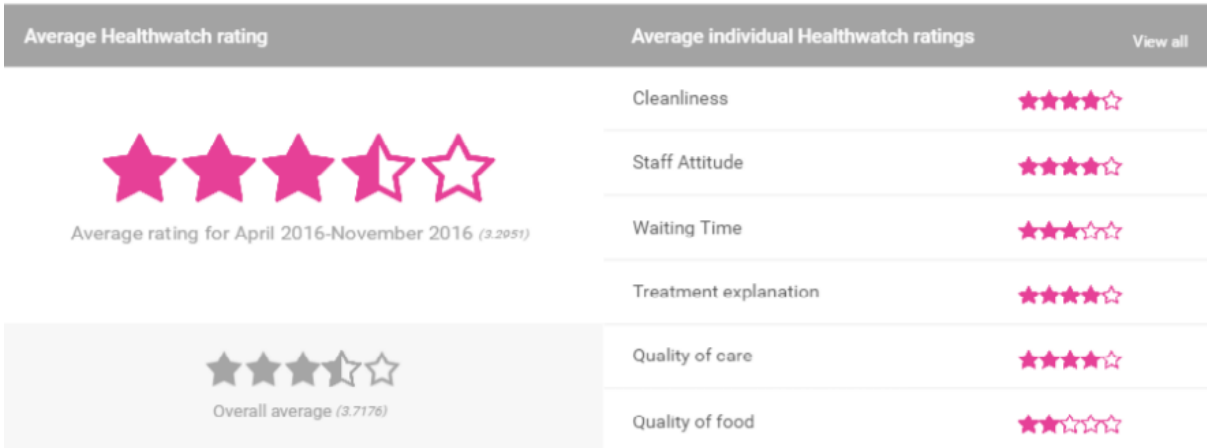
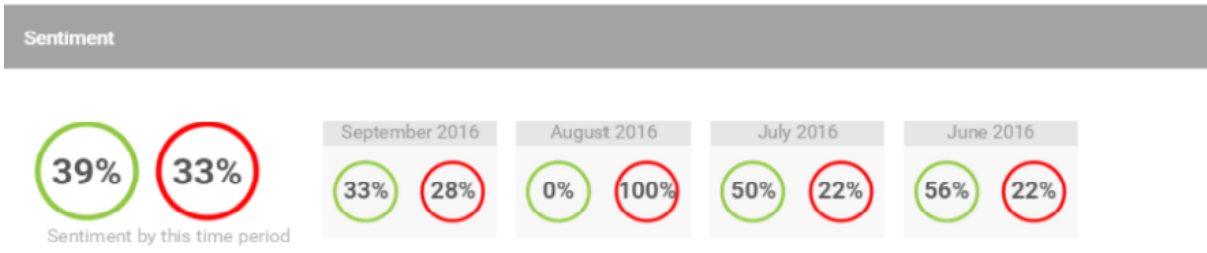
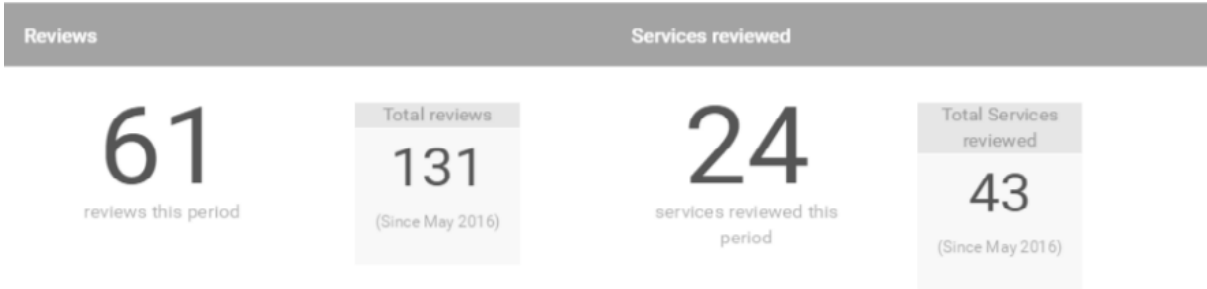
This can be viewed in more detail in the statistics below regarding Themes tagging.

The review section highlights people's personal experiences and stories regarding this provider. This can be viewed in more detail in the Reviews section below

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Snapshot (April 2016-November 2016) [?](#)

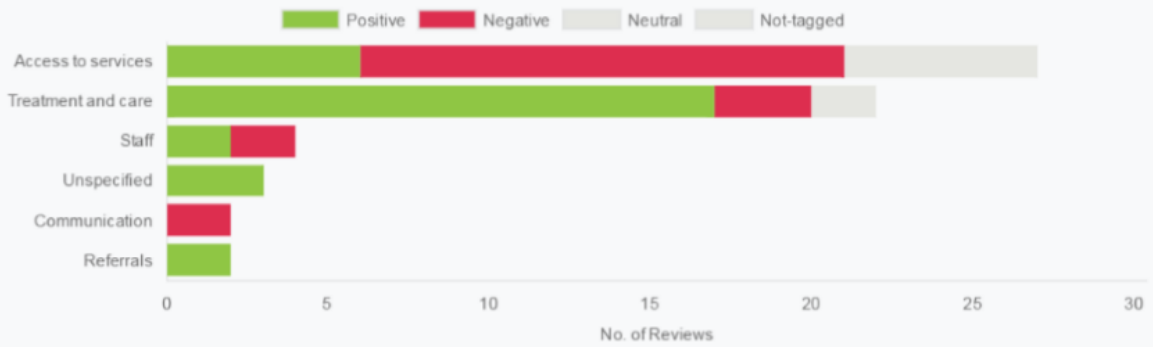
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Friends and Family ?



Themes Tagging ?



Search: Type in a Theme name or

	Theme name	Reviews	Positive	Negative	Neutral	
🔍	Access to services	27	22% 🟢	56% 🔴	22%	Sub-Themes >
🔍	Treatment and care	22	77% 🟢	14% 🔴	9%	Sub-Themes >
🔍	Staff	4	50% 🟢	50% 🔴	0	Sub-Themes >
🔍	Unspecified	3	100% 🟢	0 🔴	0	
🔍	Communication	2	0 🟢	100% 🔴	0	Sub-Themes >
🔍	Referrals	2	100% 🟢	0 🔴	0	Sub-Themes >
🔍	Diagnosis/assessment	1	0 🟢	100% 🔴	0	Sub-Themes >
🔍	Facilities and surroundings	1	0 🟢	100% 🔴	0	Sub-Themes >

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Provider	Rating	Title	Review	Created
The Medici Medical Practice	1	General Feedback (ANON Archive)	Staff here are absolutely rude, both on the phone and in the Surgery. Have been told to speak to Practice Manager, who is equally as rude. Morning staff tell you to call in the morning for an appointment. If you are even 5 minutes late they treat you really harsh.	2016-10-31 13:46:55
Moakes Medical Centre	5	Friendly staff with first class Doctors	Moakes G.P. surgery is what a Doctors should be. Friendly, helpful staff and first class Doctors. Have been using this surgery since it opened and have never had better health care. All the staff are very approachable and go out of their way to help you.	2016-10-27 14:26:10
The Medici Medical Practice	3	TKOTZ0510 General feedback	Sometimes have to wait between 30 - 60mins for an appointment, Usually see whoever is available. Can get appointments. Use the pharmacy that is inhouse. Midwife at surgery Ginny/Nikky, all ok.	2016-10-19 12:52:45
Conway Medical Centre	2	LDH0310 Appointments are difficult to get	Waiting for appointments for 3-4 hours, but only a 5 minute appointment. Have to ring at 8.30am for an appointment, but it is so hard to get one. Have to call back in afternoon for an appointment. GPs are great and the management team are great, but the reception team are not.	2016-10-19 10:22:03
The Medici Medical Practice	5	TKOTZ0510 General feedback	Dr are great, midwife and health visitor Hollie Fountain too. No problems at all. No toys in waititng areas.	2016-10-10 13:15:25

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Castle Street Surgery	4	YSC2909 Treatment for tonsillitis	Tonsil infection, was coughing a lot. Was really easy to get an appointment. Mum attended appointment. Looked down throat. Dr spoke to patient and asked questions. He listened and offered medication. Asked about allergies, very thorough.	2016-10-07 15:26:09
Conway Medical Centre	3	TKO2809 General feedback	Personal matter - reception open, sometimes ask for personal details, lack of privacy, numbers called out. GP migraines, didn't like care. Counselling, referrals were so hard. No medications. Referral made to SEPT. Waiting times. Calling is hard. Rooms waiting for ages. Not made aware of delays. Receptionist are rude. Dr are good, although spoken at or ignored at times.	2016-10-07 15:20:55
Stopsley Village Practice	1	Impossible to get appointment!	My daughter has previous medical history, like Septicaemia, appendectomy, UTI, kidney infection etc, etc... Whenever i call the reception, I can get an appointment. If through battle, i get one, the GP always give us wrong diagnosis, wrong antibiotics. We have to visit A&E ant middle of the night, as the antibiotics doesn't work. We got Urine Infection diagnosis even though the GP did not even looked at the urine. When I asked for a referral to private Paediatrician the GP's response was: "This is not your country where we go to paediatrician with every high temperature" - at this occasion my daughter was 4 weeks old, the GP diagnosed her with dehydration (At 4 weeks is a serious diagnosis) we got Dioralyte sachets. Over all, not only the reception stuff is rude and unhelpful, the Drs are not careful and throughout either.	2016-09-27 12:23:50
Bute House Medical Centre	3	NHWC2309 General feedback	Staff are helpful but did not help with sign in system. Drs are helpful. Appointments can be up to a months wait.	2016-09-26 11:12:10
Lea Vale Medical Practice	3	NHWC2309 General feedback	First doctor went to see, Dr Barran, listened to me and checked everything, blood pressure knees etc. Put as sick from JSA. Went for a blood test but couldn't do it. One cup of tea. Told verbally. Receptionist was ok.	2016-09-26 10:54:34
Walk In Centre	5	NHWC2309 General feedback	Saw the walk in centre and went in to see if could get an appointment to see a doctor and how much it cost. Made an appointment for 30 minutes later. The doctor was very good, ask about stomach problem and was told had food poisoning. Was given a prescription and felt much better straight away.	2016-09-26 10:44:19
Lea Vale Medical Practice	4	TKO1609 General feedback around surgery	Happy with GP. They listen. Waiting times can sometimes be long, it depends on the day. Dr listens to me and involves me in my care.	2016-09-26 10:35:20
Walk In Centre	4	TKO1609 Regular visits for inhalers/asthma	Would go and visit walk in centre because closer to get to. Visit for asthma/inhalers. Doctors always listen and involve with care and decisions regarding treatment options.	2016-09-26 10:32:09
Castle Street Surgery	3	TKO2009 Went to see doctor for blood tests	Went to doctors for blood tests, accompanied by dad. Wasn't feeling very well. See different doctors, all of them are nice. Has magazines in waiting area.	2016-09-26 10:00:00

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Castle Street Surgery	3	TKO2009 Went to see doctor for blood tests	Went to doctors for blood tests, accompanied by dad. Wasn't feeling very well. See different doctors, all of them are nice. Has magazines in waiting area.	2016-09-26 10:21:30
Lea Vale Medical Practice	4	TKO2009 Experience of blood tests	Don't like the doctors as I am scared of injections and needles. Mum helped me out at the GPs. They were calm.	2016-09-23 15:27:15
Bramingham Park Medical Centre	4	general feedback	Can always get an appointment, do not have to wait very long for doctor either. Doctor always listens to me. Doctor involves me in my care.	2016-09-16 17:28:43
The Medici Medical Practice	4	Efficient service	Appointments really easy to book. Efficient service. System ok, Happy to see any GP, they're all good.	2016-09-16 15:19:17
Lea Vale Medical Practice	1	Overall experience	Surgery has too many patients for the amount of doctors. I have now registered with an alternative practice.	2016-09-16 10:58:46
Walk In Centre	5	Overall experience	When I changed surgeries Dr Nizar discovered I had a low heartbeat and I was referred to Cardiology. I was also sent to hospital for xray of my lungs.	2016-09-15 14:09:43
Lea Vale Medical Practice	4	Overall feedback of the patients GP	I always feel that I am listened to at the surgery. I have been given medication for a problem that I was experiencing and it has made all the difference.	2016-09-13 15:32:42
Town Centre GP Surgery	1	overall experience	Really unhappy with service provided by gp	2016-09-13 12:23:02
Barton Hills Medical Group	4	Medication	GP always listens to what patient has to say. Very helpful. Really good surgery. Getting an appointments is quite difficult. If needs emergency appointment may take 3 days.	2016-09-13 11:50:17
Lea Vale Medical Practice	4	Dressing changed by nurse at GP	Gentleman went to see nurse to have dressing changed 3 or 4 times... was actually asked to pay for dressing even though he was a registered patient. He was extremely surprised and there was no charge after he complained. The same happened at the walk in centre.	2016-09-13 11:34:12
Barton Hills Medical Group	5	Always helpful	As I didn't want to make an unnecessary appointment with the doctor I booked an appointment with the nurse. She took a look at my issue and then said the doctor should see it. She booked me an appointment for the following day. Whilst I may not always get to see the doctor they will always give me a solution.	2016-09-12 10:52:35
Urgent GP Clinic	2	It could have been better	Waiting time was unreasonable as there were only 2 other patients other than myself. Also the clinic itself looks really horrid no light shows through so it makes you feel even worse than you did before! I just think the whole look of the place is disgusting looks almost unsanitary. The Dr who treated me was lovely, he really pushed the team inside A&E to get me to a scan which was life saving as I found out I was pregnant and had to have an operation just to secure my womb. Really grateful to him.	2016-09-02 14:00:49

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Dr JK Marsden's Practice	2	Not very good	It's very hard to rate a service when you try for weeks and simply can't get an appointment. We ended up having to go a private clinic - just to be able to see a GP!	2016-08-22 12:12:35
Lea Vale Medical Practice	4	Polite and helpfull and competent	Point of contact always helpful and considerate, I have a long-term health condition with compromised immune system - they assist with waiting and access for appointments. Knowledgable (as you'd expect) but open to suggestions gained from other sources. Prompt to respond.	2016-07-30 07:37:50
Dr R Khanchandani's Practice	3	General feedback	It's not easy to get an appointment for my children when they are ill. It takes about 2 weeks.	2016-07-13 14:28:23
Conway Medical Centre	4	General feedback	Good services but appointments for kids are a long wait. No traffic light/zebra crossing in Bury Park for children.	2016-07-13 14:26:51
The Medici Medical Practice	4	General feedback	Getting appointments on the day is needed. Excellent reception services and good services from doctors.	2016-07-13 14:24:08
Dr R Khanchandani's Practice	4	General feedback	More information when communicating with someone whom English is not the first language. Good surgery. More pre-booking of appointments	2016-07-13 14:21:22
Lea Vale Medical Practice	5	Overall experience of GP	Very excellent.	2016-07-13 14:17:09
Larkside Practice	5	Scheduling of appointments	Patient needs to attend GP every 4 weeks for injections. Suggestion that a longer calendar listing of appointments be available covering a 4 week period. There is only a 2 week calendar at the moment.	2016-07-13 14:12:54
Kingsway Health Centre	1	Access to appointments	The surgery never answers the phone and even when the circumstance is an emergency regarding children they tell you to go to the walk in centre.	2016-07-13 14:09:13
Dr Sivasailam Subramony	1	Appointments for children	Appointments for children is low. Mostly 1-2 week wait.	2016-07-13 14:04:08
Dr JK Marsden's Practice	2	Access to GP	I asked for a particular doctor and was told 'no'. Tried for 3 whole weeks and was always told no.	2016-07-13 13:56:27

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Dr SKP Choudhury's Practice	3	Access to appointments	My 6 year old son had a continuous headache for one week and I tried everything to help him and hoped that it would ease, including early nights, more fluids etc... he had gone off of his food and all he wanted to do was go to sleep. After the week he hadn't changed so I contacted the Dr to get an appointment and they said they could not give him an appointment for one whole week. I explained everything that I had tried to do, but it was a struggle to get an emergency appointment. He had his headache for two whole weeks. He was seen by a GP at this point. The care in the surgery is good, but it really depends on which GP you get to see. You do have a choice, but there is a much greater wait to see your favourite GP. The Nurse in the surgery is very friendly.	2016-07-13 13:47:39
Dr JK Marsden's Practice	4	access to appointments	Can be hard getting appointments. Phone constantly engaged. Will not get appointments on the day unless real emergency. Will make an appointment but 2 weeks later. Standard of care is OK. Locum is really good but leaving around the end of the month.	2016-07-13 12:01:49
Dr R Khanchandani's Practice	1	general apps	No support- even with children. It's all about first come first serve. Don't provide advice. You just get told to call back another time- there's no signposting.	2016-07-13 11:47:04
Dr R Khanchandani's Practice	1	access to appointments difficult	Never able to get an appointment for my 3 year old son. I take son to the walk in centre. It's a shame because the standard of care given by doctors is good.	2016-07-13 11:25:40
Dr R Khanchandani's Practice	1	access to appointments difficult	Never able to get an appointment for my 3 year old son. I take son to the walk in centre. It's a shame because the standard of care given by doctors is good.	2016-07-13 11:25:40
Lea Vale Medical Practice	4	general apps sometimes emergency	Apps on time. Friendly staff	2016-07-13 11:04:37
Dr SKP Choudhury's Practice	4	regular GP appointments	Patient attends regularly to see the same GP, very helpful, listens to patient and has a very caring attitude towards patients wellbeing.	2016-07-13 10:26:24
Dr Z Ahmad & Partners	4	GPs helpful and approachable	my experiences to date have been acceptable	2016-07-06 09:34:56
Dr R Khanchandani's Practice	3	good listening ear	General health problems	2016-06-25 10:53:33
Drs Mirza, Sukhani and Partners	5	general feedback	Dr listens to patients concerns. Gives patient full attention. Excellent with children. Personal service very interested in whole family.	2016-06-25 10:26:45
Dr Dipak Vidhu Shah's Practice	5	always easy to get an appointment	Referral to hospital for treatment	2016-06-25 10:12:23

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Drs Mirza, Sukhani and Partners	4	good gp	Medical problems referred to go for treatment	2016-06-25 10:08:25
Castle Street Surgery	3	difficult to get appointment but GP good	Minor problems visit gp	2016-06-25 09:43:05
Dr Sivasailam Subramony	4	Feeling poorly cold and cough	Doctor gave some tablets. GP was really nice and helpful.	2016-06-21 11:49:13
Dr Z Ahmad & Partners	5	Health check	Very good health check, has once a year. Appointments are very easy to get. Patient rings them to organise.	2016-06-21 11:09:34
Lea Vale Medical Practice	1	Access to appointments	Every time patient wants an appointment he has to telephone as he cannot use the online facility due to his learning disability. He starts ringing at 8am and continually calls throughout the day, finally gets through at 2pm but at that time all appointments have gone. A doctor calls patient back but he has been told to see his doctor by consultant at the hospital for a general check up but the doctor says 'no' you don't need to be seen. There doesn't seem to be a relationship between doctors and consultant and in the meantime patient feels like he is not being listened.	2016-06-21 10:07:58
Lea Vale Medical Practice	4	Overall good	Delays of 2 weeks to get normal appointments is not very good, but the staff do their best and are friendly and helpful.	2016-06-08 12:24:21
Lea Vale Medical Practice	4	Overall good	Delays of 2 weeks to get normal appointments is not very good, but the staff do their best and are friendly and helpful.	2016-06-08 12:24:21
Stopsley Village Practice	4	access to appointments difficult	Good practice but access to building and booking of appointments difficult.	2016-05-29 14:46:56
Dr Dipak Vidhu Shah's Practice	4	good overall at most occasions	Generally doctors are good staff go helpful and polite	2016-05-29 14:26:40
Larkside Practice	4	access to appointments difficult	When phoning never any appointments on that day always told to ring back next day. Still problems next date getting an appointment.	2016-05-29 12:55:18
Castle Street Surgery	3	problems with accessing appointments	Took 4 weeks to get an appointment. Has eye allergies and requires appointments urgently at times. Difficult to ring up at 8am.	2016-05-29 11:36:03
Dr Z Ahmad & Partners	3	comfortable with the service	Na	2016-05-29 11:14:20
Conway Medical Centre	2	always difficult to get an appointment	Phones in the morning are really bad, you never get through to get an appointment	2016-05-29 10:39:02

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Kingfisher Practice	2	poor experience	Access to appointments. No one returning calls when trying to make complaint.	2016-05-28 18:06:35
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Dr WHM Matta & Partners	4	General feedback about doctors surgery	I have been with this surgery for over 20 years. My children are also registered with this practice. My children and I have always been cared for appropriately. There has been occasions when I haven't been able to get an appointment, but this is more to do with processes and procedure. Dr Matta, the partner is an amazing doctor and provides a real personal service. You often have to wait for him but it is worth it and he provides an exceptional service.	2016-05-27 15:51:02
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Concluding Statement

Healthwatch Luton have forwarded this Provider Feedback to the CCG on 17.11.16 and have not, as yet, shared this feedback with the individual GP's. This is something Healthwatch are happy to do, but will discuss with CCG. Where serious concerns are raised, or where the feedback provider has requested, we have actioned their concerns and contacted the provider.

HWL are meeting with the LCCG as a general meet up in December and will follow up any actions from this.

Overall, the general feedback on the GP service in Luton is positive, however, the feedback also highlighted Healthwatch Luton's largest negative feedback (Access to Services) which Healthwatch will be focusing on in the new year, hopefully with the CCG's support.