

GP Surgery Feedback August 2016 to March 2017

SUMMARY	Positive	Negative
Appointments system	18	23
Seeing to right doctor	0	15
Receptionists	4	7
General comments about surgeries	71	2
Clinical procedures and treatments	0	9
Attitude	0	3
Transport	0	5
Miscellaneous	0	2
Out of Hours	2	0

Comments on the appointments systems

Positive
Good surgery, also got an appointment for next day in an emergency
Very good service. Get an appointment quickly if emergency. I am happy
Very good Surgery, GPs, good appointment system
Very good, very good
Doctor very good
Good service once you can get an appointment
Good service once you can get an appointment
Very good Surgery, appointment system not bad
Got good appointment system
.....Surgery is good for service and appointments, good home visits, 1-3 days to get appointment
Have improved appointment system
Pleased with Surgery, and appointment system is good. I can call them up in morning and they can fit you in for an appointment later
Appointments are easy to get
..... Surgery has fast one day appointments and is good
Organised, appointment system is good, can call in the morning and can get appointment easily later. Is

getting better in service and appointments
Appointment system works well. Or they will give me an appointment with emergency service through 111 which I am happy with
Appointment system good
All the doctors are very good. The appointment system is poor. If you call up for an appointment, you have to wait 30 minutes to speak to someone. The line is always busy. The receptionists say there is not enough staff.

Negative
Can never get an appointment, I am diabetic. I sometimes need an emergency and need to beg to be fitted in.
As this person is a stroke victim they have several complex medical conditions and so have been allocated a named doctor to look after them. Problem is that the named doctor is never available for an appointment so you either have to wait several weeks for an appointment, see someone else or take an emergency appointment to get what you need.
Appointment system does not work well. You have to ring up on the day for an appointment if need one for something that's come up, not necessarily urgent. Have to call at 8am. Would prefer to call a few days in advance of when I need an appointment and then get it.
Have to wait a long time for an appointment- 2 days
Takes too long to get appointment atCentre, 10 days
Takes a long time to see your doctor for appointment.
Appointment system was poor. I had a sore throat and phoned up for appointment. Receptionist told me to come down in afternoon. I said not well enough so she told me to come the next morning to be put through 'triage' system. I got a taxi in the morning but all the appointments had gone by 9.10am and the receptionist asked me to return in the afternoon.
Appointment system is poor. Told to call at 8.30am in morning for appointment. You end up not getting through and the appointment has gone. Then the appointment book is full up all month and told to phone at end of month for next month and sometimes told the appointment book is closed for appointments all next month too.
There is a delay for appointments and a waiting list
You can never get an appointment! Always a wait, over a week.
Long wait for appointments
Cannot get an appointment. You ring in morning at 8.30am and it's always engaged. You ask if you can make one for tomorrow and they say no.
Poor appointment system
You can never get an appointment! Always a wait, over a week.
Poor appointment system. Called in Aug. 16 as husband unwell and they said no foreseeable appointment. He died 6 weeks later from a tumour. We had to get an emergency doctor from medical centre who said he had a UTI infection and were monitoring him from stroke. We decided to rush husband into hospital and it was found out he had a tumour after they did the scans.
Hard to get an appointment. They take one or two weeks to give you a time. It has to be an emergency for my kids to be seen and they will fit them in. But for adults it's really hard to be seen and they will have to wait one or two weeks. They also do no blood tests in the Surgery which is a shame.
Hard to see doctor for appointment. If it's the holidays, then it's even worse.
Appointments long delay- has waited 3 and a half weeks to see her GP.
Appointment system could improve- have to wait 2 to 3 weeks for appointment and sometimes cannot get who you want.
Doctors are good, offer good care but appointment system is poor. You sometimes have to wait for up to 10 days for an appointment. If it's an emergency, they will write your name down and give you an appointment if there is a cancellation. But it's not ideal. You are not able to book in advance
Long wait to see a GP for appointment. Takes 2 weeks. It's a pain in the neck!

It is very difficult to get a same day appointment. 5 people agreed with this.
You can never get an appointment! Always a wait, over a week.
Appointment with dietician been cancelled and they have not offered a new appointment and I have been advised by GP to see dietician.

Comments about the difficulties in getting to the right Doctor

Negative
It seems hard to see the same doctor at the surgery, they keep changing and are part time. With multiple problems due to a stroke you have difficulty in getting an appointment at all and always see a different person so you have to tell the whole story all over again and there is no continuity
Very difficult to get an appointment with the right doctor. Doctors keep changing and you have to repeat your story each time. Named doctor system doesn't work as you can never get an appointment with them. Receptionists are sometimes not as helpful as they might be.
Long wait to see a doctor. I waited 3 weeks to see my own doctor. I did not want to see a strange doctor who has little or no interest in you. I do not like to go. They never contact me for anything. It's a waste of time
Cannot get an appointment to see GP. Have to wait 3 weeks to see my doctor. It's hard to get an advance booking for my GP. I prefer seeing my own GP as I have a continuous problem and it's more helpful for me.
Can never see same doctor, prefer to see own doctor, have to wait 3 weeks. It's erratic the quality and manner of doctors. Sometimes you get one who is very good and has good bedside manner and sometimes not
Getting to see own doctor- never see the same doctor. I prefer to see my own doctor as I have a lot of issues. I know they can look at the screen and computer records but it's not the same. My own doctor is and can never get an appointment with them.
Have to wait too long to see own GP. All the doctors are excellent but when you are older, you start having more problems and it's easier.
There is a long wait to see your own GP.
Cannot always see my own GP. I have a pacemaker so prefer to see own GP. Have to wait 2 weeks and on a lot of meds.
There is a few weeks' delay to see your own doctor
Hard to see own GP
Ongoing difficulty in seeing registered GP as there is always a long waiting time to see him. Patient would prefer seeing her registered GP instead of anyone available and thought perhaps GP should at least check her annually.
Wait to see own GP is too long. Prefer it as doctor knows what's going on with me and don't feel like telling someone else.
It is very difficult to get a same day appointment or to see a named GP – no-one knew which Doctor they were registered with. It was felt that the receptionists were not always empathetic. <i>7 people agreed with this comment</i>
Long wait to see own doctor. I wanted to see Doctor Have to wait up to 3 weeks. You have to be patient. I know you can see some one else sooner.

Comments about receptionists

Positive
All good, receptionists, doctors, nothing is too much trouble. If cannot get you an appointment they will call you.
Very good, they keep you informed, the receptionists ask you in a nice, polite way what is the matter with you and you feel like telling them. They also ring me if they think I am due for a check-up.
Have improved service, especially reception that seem politer and a little less spiteful.

Receptionist is very rude. When I collected my prescription she was a bit abrupt.

Negative

Don't like receptionists asking you private matters. They are not medically trained to do so. The way they ask you out in the open is not nice and there is no confidentiality.

Do not like receptionist who is NOT medically trained, diagnose you before you see a doctor. It feels like this. The way they approach patients is blunt and rude in the way they want to know why you want to see the doctor.

Do not like receptionist prying into personal issues, and asking why do they need to see doctor for appointment. It felt like she was prying. Also went to see one doctor for a personal problem that was causing mental anxiety and the doctor was not very sympathetic and she felt they did not take her very seriously. She made an appointment to see someone else who did listen to her and take concerns seriously.

Not very private as when talking to receptionists have to speak about yourself within ear shot of other patients

Not liking receptionists asking why I want to see doctor. I do not want receptionist diagnosing me. In fact receptionist got it wrong and said wrist was not broken but it was and I should have seen doctor.

Receptionist decided that my friend who had red, swollen eyes after a cataract did not need to see her GP. She just needed to bathe her eyes in warm water. My friend would have preferred seeing GP.

It was felt that the receptionists were not always empathetic.

General comments about surgeries

Positive

..... Surgery is fine, happy to see all doctors, and do not mind who I see.

Happy with care and treatment

Happy with everything

Very good surgery

Doctor Is very good in the Surgery

Surgery very good and will come out to visit my husband

Happy with the speed of son's diagnosis of autism. GP good and health visitor good. Health visitor directed me to doctor.

Very good, have beds in doctor room and was able to wait whilst waiting for ambulance. Cup of tea was made for me.

Doctor very kind and caring after my stroke

Happy with surgery. Very good for mental health issues. Will see me within fortnight. All good, receptionists, doctors, nothing is too much trouble.

The doctors are lovely

Happy, nurses are brill.

Nurse is friendly. It's very clean.

I am very happy with them. They listen to me. They are very good

Really happy with surgery and Doctor

Very happy with surgery and with my Doctor

Very happy with Doctor.....

I am happy with Health Centre

Happy with service, patient care etc

Very good surgery

Happy with service, patient care etc

Happy with service, patient care etc

Provided good care for patient with Learning Disability needs

Happy with Doctor she will come out to see you

Extremely good service whenever seen by this GP
Very happy with it
Very good
Happy with Surgery. They gave me an appointment for my knee op within 8 weeks, so happy
Very good for case above in referring me- doctor good
Very good surgery
Doctor is brilliant
Doctors are very good
Doctors are very good, give very good care. I am 'fit as a fiddle thanks to them and I am 94'. There are no long waits.
Doctors are very good
Good GP service
Good service in surgery
Very good surgery, doctors, service, but sometimes a bit of delay getting appointment. 2 to 3 days wait but they will fit you in if a bit urgent.
Very happy with Doctor
They are very good.
Nurse, reception, doctors good
Good Surgery, happy with service
Happy with everything
I am very happy with Surgery. They are caring and the GPs are very friendly.
I am a diabetic and they give me 6 months regular checks, and follow through and listen. They do not dismiss me. They really listen to me.
I like my doctor, they are good.
Very happy and I get to see the same doctor every time.
Happy with doctor. I had ulcerated legs and they were very helpful and dressed it.
Very good, marvellous
Very good
Good service
..... Surgery is good
Doctors are very good, have good bedside manners
Nurse, reception, GPs good
Good surgery, good service, appointment system good
Very good service, Doctor Very good and offers very good treatment. You can get him on the phone and have a chat.
Very happy with everything.
Good service
Happy with Doctor <i>Number seeming to agree with comments</i>
Doctors are very nice - told to us by person who has learning disabilities.
Good surgery
I am happy with this surgery
Good surgery
Happy with care, treatment
Happy with care and treatment
Happy with service, patient care etc.
They are excellent. I had a chest infection in Jan 2016 and they really looked after me. They were fantastic and gave me great care and good follow up. They have a fast appointment system and you can be seen in the same day.
Nice doctors for patient with learning disability needs
Very good doctors
All the doctors are very good
Marvellous, receptionists good, nurses good. I have a leg ulcer and need to go there to attend to it 3 times a week. They are all brilliant

Negative

I ordered my repeat prescription. The doctor told me he sent it to chemist. The chemist said not there. I went back to doctor and they said already sent it to chemist. I am going around in circles with just getting my repeat script!

It's a real hassle trying to get your repeat prescription. I have had to wait over a week. I have been chasing the chemist who said they have not received it and doctor said already sent it to chemist.

Comments on clinical procedures and treatment

Negative

Parkinson's nurse said would refer my husband to neuro physiotherapist. But the request between nurse and doctor got lost. I needed to get involved after a few weeks and chase it up. The request was still in system somewhere.

Had to pay for cardiology tests privately as much faster than waiting for them- e.g. echo, ECG etc.

The doctors do not listen to you. I am very young and have very severe pain due to sciatica. I have had this since I was a teenager. They have not really helped me and it's got worse. I would have liked to have been referred to a specialist sooner but they did not. They are also not very clear about their process of referral. I thought they would refer me to a consultant and instead I get an appointment for physio. I then had to make an appointment with doctor to ask why I had not been referred to a consultant. They said that I will need to see physio first and if my sciatica does not improve, they will refer me to a specialist. I wish the doctor had explained this the first time.

Have heart issues running in family and wanted to see nurse for cholesterol test. Receptionist decided I needed to see doctor for this. But there are 15 people on waiting list when called. The receptionist told me to book online. The online system was confusing. I have given up on trying to have a cholesterol test!

Every time I take my 3 year old to doctor, and she's poorly, they dismiss it as a 'viral infection'. I felt as a mum her breathing issues were more serious so I called 111 and got medication for child and they were better. I was not overreacting as doctor suggested.

Not happy with Surgery, they do not always do what they say they will do. Months later after decisions made at appointment- they still have not been followed up

Patient needed to go to doctor and get diazepam prescribed for a procedure. Her doctor gave her 10 tablets when one should have been enough. She was concerned given her mental health issues.

A stroke victim with multiple health issues including epilepsy said that Surgery had started to prescribe a generic drug because it was cheaper. This drug was not as well received by the patient and gave some side effects. But though the patient has complained to the pharmacist and the doctor it has not been changed. The pharmacist says it is to save money.`

My son had terrible pain and he was rushed to A and E and admitted into a ward for a few days. I am upset because the doctors did not pick up on his appendicitis. They did blood tests in hospital and said not appendix. But the pain was really bad and a few days after being admitted he burs his appendix. I am upset they did not pick up on it sooner and also that the nurses kept telling him he was very noisy at night. He was in so much pain, that's why he made those noises

Comments on attitude

Negative

I was towards end of my appointment with doctor and he had already rung for next patient whilst I was speaking to him. Another patient walked into the room. I felt a bit unwanted and that I was wasting his time.

My old doctor retired and do not feel listened to by new doctor. My old doctor used to give me clearer

feedback, much more information. I now feel brushed off. For instance I had a sports injury. I am under 40. My muscle clicks; it's aggravated from playing squash but Doctor laughs it off with inappropriate comments.

I had just finished speaking to doctor about my young child and had to re-dress my child after having to undress her so the doctor could diagnose her. The doctor had finished her consultation and her tone was a bit cold when she asked me to re-dress my child outside of her clinic room.
Perhaps she could have been more polite and asked me nicely and explained she was time limited.

Comments on transport

Negative

One lady specifically was distressed that she had to attend her surgery for doctor dressings three times a week with associated mobility problems and wondered why home visits were no longer offered.

Given appointment to attend Wexham Park Hospital (WPH) for heart issues. I cannot drive and told there is a shuttle from Slough to WPH. But this was not running. I had to get a taxi. Would like more help with transport to appointments.

I am at Surgery and want change to Surgery as it is closer. They make it so difficult for you to change your doctors. You need to fill in 10 pages, have a driving license, passport. It puts me off. Why can't they contact my current surgery and get all the details from them. I know someone who changed doctors who had to wait 7 months for it to process.

The GP Surgery which is over a mile and a half away. The only way to access it if you don't have your own transport or cannot walk that distance, is by bus which doesn't always run to time and on occasion doesn't turn up. Appointments are missed because of this or patients arrive late.

7 people agreed with this comment

This stroke victim cannot drive and finds it difficult to walk. It is very difficult to get an appointment with the right doctor at her surgery and then she has to find a way of getting there. A taxi costs £5 and she does not have much money. The volunteer transport service can only come when someone is available so cannot guarantee to be able to pick up for a specific appointment. The surgery does not understand and is not flexible about timings.

Miscellaneous comments

Negative

I would like acknowledgment from surgery that I am a carer and, being a carer for my husband, my own health suffers. I have to think about ordering everything for husband who has had a stroke, his meds, his PEG feed. I would like carers who come in to test more things- like his blood sugar, they are not allowed.

I have been reading ghee is a good fat but doctors tell you not to use it to cook with. But it's a natural fat our ancestors have used for generations and new evidence says it stays stable when heating and not cause heart disease and cancer like processed oils do. Yet doctors don't know and give outdated advice on what to avoid. Without knowing it, they are harming us.

Out of Hours

Positive

Mother phoned GP for a home visit and advised about St Mark's out of hours. She had a very good service.

Out of hours - Good service