



“You are next in the queue”

GP Access Report

February 2022

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Introduction

When it comes to accessing health and social care, your views really do count. Irrespective of your identity, where you live, your ability, or background, the Covid-19 pandemic has highlighted a range of health inequalities and access barriers.

Over the last year the way people access health and social care has changed dramatically. **We recognise that general practice has worked to maintain services throughout the pandemic.** We developed a survey that we took out during our summer tour to give us a snapshot of how people are accessing their GP Practice across the city and county.

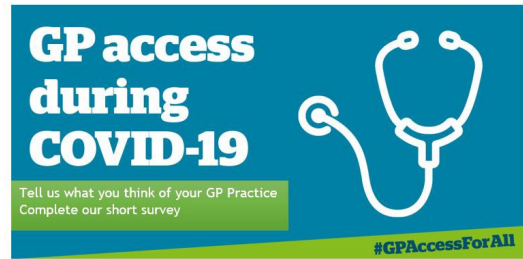
Harsha Kotecha
Chair

Executive Summary

Healthwatch Leicester and Healthwatch Leicestershire are an independent voice for the people of Leicester and Leicestershire. Our role is to listen to the voice of the public and represent their views with commissioners and providers of services to influence service improvement and hold to account where appropriate. We work with all communities and use feedback to help shape services and drive-up quality and improvement.

As part of our project; 'The impact of Covid-19 and new models of care' we wanted to:

- examine how people are accessing health and social care
- assess which of those models of care people prefer
- make recommendations based on the end-user experience



What we did

We developed a short survey to find out people's experiences of accessing their GP Practice during the pandemic.

The survey was made available online and distributed through our social media channels and available on our website.

From 6 July - 15 September 2021 we went on a summer tour across Leicester and Leicestershire to gather their experience of GP Services. We attended outdoor events as lockdown restriction eased across the city and county. We went to shopping centres, local parks, markets, city and town centres.

We attended 35 events (see next page for details).

District	No.	District	No.
Leicester City	19	Oadby & Wigston	1
Hinckley & Bosworth	6	Melton	1
Charnwood	4	Blaby	1
North West Leicestershire	2	Harborough	1

Where we went

Location	District/ Borough
Hinckley Market	Hinckley & Bosworth
Coalville Market	North West Leicestershire
Marlene Reid Centre	North West Leicestershire
Fearon Hall	Charnwood
Syston - Sun dial park	Charnwood
Tesco Stand	Leicester City
Haymarket Centre	Leicester City
Abbey Park	Leicester City
Brocks Hill Country Park	Oadby & Wigston
Bede Park	Leicester City
Market Bosworth Country Park	Hinckley & Bosworth
Melton Space (Country Park)	Melton
Wesley Hall	Leicester City
Snapdragon Festival x3	Hinckley & Bosworth
Braunstone Summer Fete	Leicester City
Glen Parva Summer Gala	Leicester City
Leicester By the Sea	Leicester City
Town Hall Square x2	Leicester City
Haymarket Centre	Leicester City
Centre Project Foodbank	Leicester City
Humberstone Park	Leicester City
Jubilee Square	Leicester City
Loughborough Mela	Charnwood
Jubilee Square, Well-being Day	Leicester City
Enderby Park + Ride	Blaby
Ratby Park + Ride	Hinckley & Bosworth
Birstall Park + Ride	Charnwood
Clock Tower	Leicester City
Ashby Magna Street Fair	Harborough
Victoria Park	Leicester City
Botanic Gardens	Leicester City
Mosaic Foodbank	Leicester City

Disclaimer

This report relates to our findings taken from our GP Access survey. Our report does not represent the experiences of all patients but only those who contributed by completing our survey.

Methodology

We asked people to provide the name of their GP Practice so that we could see if there were any common issues or themes at those practices.

We asked four key questions:

1. What is your experience of getting an appointment at your GP Practice?
2. What is your experience of getting repeat prescriptions?
3. How satisfied are you with your GP Practice?
4. What single change would improve your experience of accessing your GP Practice?

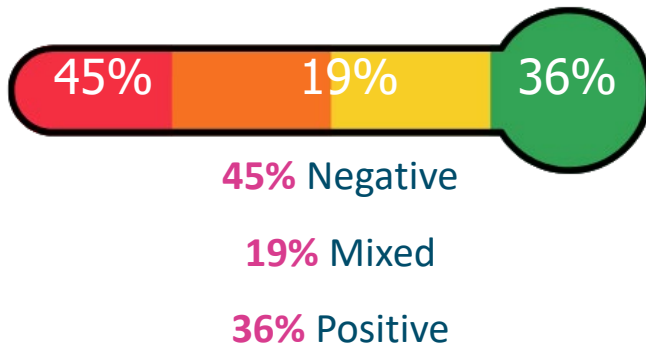
Feedback was gathered during our Summer Tour and the survey was made available across our social media channels, promoted via our newsletter and cascaded to all our community contacts.

There were **351** responses to the survey.

The findings in this report reflect the views of the individuals who took part in the survey and their experiences of accessing their GP practices. The sample is not a representative sample of all patients of GP practices in Leicester and Leicestershire and therefore, provides a snapshot of their views.

Findings

What is your experience of getting an appointment at your GP Practice?



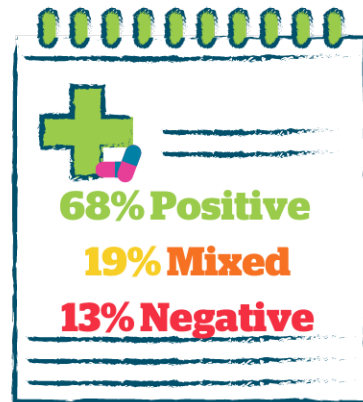
Two thirds of people reported a negative or mixed experience of getting an appointment at their GP Practice.

People told us that:

- “You ring up bang on 8am to get an appointment and even when you are 7th in the queue you cannot get an appointment.”
- “The receptionists just hang up if you don’t call at the right time.”
- “It is very difficult to get an answer when you phone, mostly engaged after repeated dialling.”
- “I called 27 times; no-one answered the phone.”
- “Getting through for an appointment in the first place is a challenge.”
- “They are always busy - you keep the phone ringing 100 times and still they are busy.”

- “I am often cut off when calling and have to call back many times before getting through to someone.”

What is your experience of getting repeat prescriptions?



The majority of people had a positive experience in getting repeat prescriptions:

- “Now using the NHS App, it’s really easy to order repeat prescriptions and this needs to be promoted widely.”
- “All done via an app which is brilliant.”
- “Excellent but I do have a laptop! People who do not have modern technology struggle with repeat prescriptions.”
- “Telephone requests are sent directly to village pharmacy.”
- “During the pandemic, I have emailed my repeat prescription requests and have then collected from the village pharmacy.”

Concerns around prescriptions:

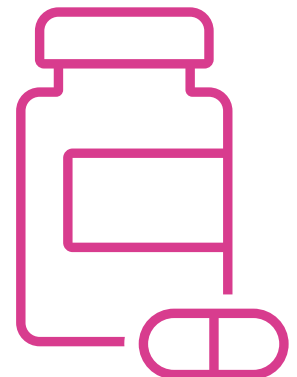
- “My husband could not get his lifetime medication on repeat prescription, why is this?”
- “The chemist does not have the updated information from the hospital in time for when I order.”
- “It’s a complicated process with no delivery option for housebound patients.”
- “Can only get repeats online and not all of us are computer literate.”
- “Depends which doctor issues the prescription. Had to start using online system. You cannot order children's medication. Getting a review of medication is difficult.”

“I used to get a three monthly prescription of lifelong meds and it was suddenly changed to one month at a time. I received no notification of this and when I queried it, I was told it was a new ruling, yet my husband still gets his regular multi month meds.”


Female, 60+, Leicester

The need for medication reviews before repeat prescriptions could be issued was raised:

- “Every repeat prescription requires a review and follow up”
- “Getting a review of medication is difficult”
- “They should check with the patient”



A key issue was the amount of time repeat prescriptions took and the timescales that practices had in place for re-ordering.



“I cannot put my prescription in until 2 days before - even though the NHS England policy is 10 days for controlled long term medication. The surgery made an exception during the pandemic to follow the NHS England guidelines but have reverted back to the 2 days instead of 10 days. The pharmacy cannot issue my medication when I need it due to the GP policy. I have raised this with the Clinical Commissioning Group (CCG) as I do not understand how the GP can ignore national guidelines and they will not give me a definitive answer.”

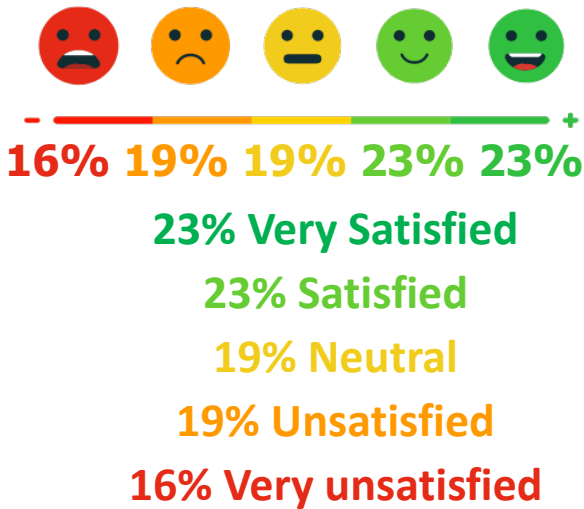
Male, 40+, Hinckley

“Repeat prescription - not allowed to order over the phone, need to physically go to the GP and drop it in. I have been doing my own blood pressure checks throughout the pandemic and would like to keep doing this. I have now been told; I have to go to the surgery”

Female, 60+, Shepshed



How satisfied are you with your GP Practice?



People were asked to make additional comments about their experiences of getting an appointment at their GP practice as well as naming a single change that would improve their experience of accessing care at their GP Practice.

Times of day to contact GP Practice

There were comments made about the need to contact practices at specific times of day in order to secure an appointment that day. Comments were made about the calling at 8am in particular and finding that there were no appointments left.

- “Every time I ring the surgery the receptionist says call tomorrow at 8am. Same every day.”

- “When you ring at 8am you can be in queue for 45 minutes.”

“Appointment system - It was moved to online appointments during the pandemic which was working. Now, you have to call at 8am again. You cannot get through, always on hold. It does not work.”

Female, 50+, Braunstone

However, not all the feedback on booking by phone was negative with one person describing their experience as *“brilliant-you ring at 8am and get straight through.”*

Telephone systems

Comments were made about the telephone systems that were used by practices with people giving a range of feedback about their experiences.



Phone lines being engaged were raised by people:

- “The practice is mostly engaged after repeated dialling”
- “Wait for about 50 minutes as it just shows engaged.”
- “I would prefer to wait in a queue rather than having to keep calling to get through.”
- “Sometimes the phone hangs up on you.”

There was feedback that in some cases telephones were not being answered at practices:

- “I called 27 times, no-one picked up the phone.”
- “I’m fed up with them not answering the phone.”
- “When you call, you end up in a really long queue and still get no appointment.”



Online Booking

Being able to book online was seen as a potential positive by some people but that there was **“no online booking available.”** However, feedback from those who had used online booking was mixed with one person saying that the **“online service works great”** whereas others said that either **“online [was] not working either”** or that **“I still struggle using the online booking.”**

Availability of appointments

The most common theme from the feedback was around the availability of appointments or the lack of available appointments.

- “I cannot see a GP at all.”
“I cannot get an appointment.”
- “There is no chance of an appointment since covid and it was difficult before”
- “I have been unable to get an appointment after weeks of trying.”

For some people, a link was made between the delays associated with telephone systems and not being able to access an appointment. Some people saw getting an appointment as being a matter of being **‘lucky.’** Others simply saw the issue as being **‘not enough appointments.’**

Waiting times

There was feedback about long waiting times for appointments once people had been able to get through to make a booking.

- “It’s a minimum two week wait for an appointment.”
- “It took me three weeks to get an appointment with the nurse.”
- “You only get a telephone appointment with the doctor when you do manage to get an appointment.”
- “When you eventually get a triage telephone appointment, they usually will not allocate you a specific time to call.”

Types of appointments



Video

There was little feedback about video or online appointments with one person commenting that there was **“no video conferencing offered - only telephone appointments.”**



Telephone

There was a large amount of feedback about the use of telephone appointments. There was positive feedback about telephone appointments:

- “It’s been nice, the phone contact is nice, better than long waits for an appointment.”
- “I always manage to speak to the doctors and they phone you back.”

Most of the feedback about telephone appointment was less positive with concerns about the quality of care over the telephone as well as issues around when call backs were going to be.

Two people raised concerns about the prescribing of medication after a telephone appointment.

- “The doctor without checking gives medicine.”
- “I felt that the doctor was over-prescribing medication without thorough assessment.”

People raised the lack of appointed call backs.

“Telephone appointments can be any time 8am - 6pm, with only one chance to answer it is unrealistic. If we can have a set time to see a doctor, why can’t we have a set time for doctor to call?”

Female, 30+, Hinckley



Face to Face

There was strong feedback that people preferred face to face appointments with their GPs and it was a key area for suggested improvements. Practices were seen as being 'good' when people had been offered a face to face appointment.

- “The practice should be offering face to face again, but they are not.”
- “I feel confidence talking face to face [but] not on the phone.”
- “Never been offered a face to face appointment, even though I was admitted to hospital.”
- “Need to introduce face to face appointments. Over the telephone talk is not useful.”
- “A face to face triage service - doctors are too quick to over prescribe and not assess issues thoroughly.”

“There have been misdiagnosis due to refusing to see patients and only offering telephone appointments. My husband's 'pulled muscle' turned out to be bowel disease.”

Female, 60+, Burbage

“Have a GP who is willing to see you face to face - not just have a telephone conversation. There needs to be a relationship between the patient and the doctor. I do not know the names of the GPs at the practice - I can probably name two!”

Female, 70+, Leicester



Staffing

The roles, numbers and attitudes of staff were mentioned by people with reception staff being commented on most frequently.

- “Too many questions from receptionist and no appointment if I don't tell her my issue.”

- “Trying to see the doctor is made more difficult by the receptionist.”
- “Receptionists are not good; they feel they are doctors.”
- “Ensure there are enough doctors and admin staff to handle the number of patients.”

Some people felt that a lack of staff was contributing to the lack of appointments and difficulties with getting through by telephone.

There was comment on the role of some staff particularly in relation to reception staff asking why there was a need to see a doctor, and this being interpreted by respondents as *‘nosey’* or that reception staff considered themselves as being medically qualified.

Reception staff are seen as gatekeepers with one person commenting that they *“can never get past the receptionist”* and another saying that *“they judge if it is an emergency.”* However, there were comments about reception staff being positive, friendly and helpful.



Recommendations

Prescriptions

1. GP Practices to ensure that there is clear and accessible communication to patients about the process for repeat prescriptions and the timescales that practices have in place for re-ordering. This should include consideration of those who do not have access to digital technologies.

Appointments

2. Review whether the appointment system is working for patients. (The short window of opportunity from 8am to book via telephone with long waits is a core issue). There was strong feedback that people preferred face to face appointments with their GPs and it was a key area for suggested improvements.

3. Review the system for call backs to patients – looking at whether patients can be given a time for their appointment with the doctor over the telephone.

Reception

4. Encounters between receptionists and patients needs to be addressed. GP Practices to ensure training and regular cycle of refresher training to address and review receptionists' communicative styles with patients to improve relationships.

5. Patients should be better informed of how to make a compliment or complaint, the complaints procedure and how to contact the practice manager.

Actions

The findings and recommendations will be shared with the Clinical Commissioning Groups (CCGs) who are responsible for commissioning and providing GP services.

We will ask the CCGs for a response to the recommendations with the report and how they are going to act on user experiences to improve services.

We will continue to gather evidence and insights from the public and patients about GP Services and will champion their voice at every opportunity.

We will be using the report findings to inform our Enter and View programme of GP Practice visits.

Appendix 1

GP Access Survey

Healthwatch Leicester and Healthwatch Leicestershire (HWLL) are the independent local champion for health and social care services in Leicester and Leicestershire. Part of our role is to understand the experiences of people who are using these services and to give people an opportunity to speak up and have their voices heard. On this occasion we would like to find out about your experiences of accessing your GP Practice during the pandemic.

Q1 Name of GP Practice

Q3a Additional Comments?

Q2 What is your experience of getting an appointment at your GP practice?

- Positive
 Negative
 Mixed

Q2a Additional Comments?

Q4 How satisfied are you with your GP Practice?

- Not at all satisfied
 Slightly satisfied
 Moderately satisfied
 Very satisfied
 Completely satisfied

Q3 What is your experience of getting repeat prescriptions?

- Positive
 Negative
 Mixed

Q5 What single change would improve your experience of accessing care at your GP practice?

Appendix 2

What is your experience of getting an appointment at your GP Practice?

Ease of booking an appointment rating

	Name of Practice	Location	Positive	Mixed	Negative	No rating
1	Al-Waqas Medical Practice	Leicester City		1	1	
2	Ar Razi Medical Centre	Leicester City			1	
3	Asquith Surgery	Leicester City		1		
4	Aylestone Health Centre	Leicester City	1	1		
5	Barwell and Hollycroft Medical Centres	Hinckley & Bosworth	2		2	
6	Beaumont Leys Health Centre	Leicester City		1	2	
7	Beaumont Lodge Medical Practice	Leicester City	2	2		
8	Bedworth Health Centre	Bedworth		1		
9	Billesdon Surgery	Harborough		1		1
10	Bowling Green Street Surgery	Leicester City	2	1		
11	Bridge Street Surgery	Charnwood	2	3	5	
12	Briton Street Surgery	Leicester City	1			
13	Burbage Surgery	Hinckley & Bosworth	2	2	4	
14	Canon Street Surgery	Leicester City	2			
15	Castle Medical Group	Ashby			1	
16	Castlemead Health Centre	Hinckley & Bosworth	2	3	4	
17	Charnwood Surgery	Charnwood	1			

18	Countesthorpe Surgery	Charnwood	1			
19	Croft Medical Centre	Blaby	1	1	2	
20	Cross Street Surgery	Charnwood	1		2	
21	De Montfort Surgery	Oadby	1	3	10	
22	Desford Medical Centre	Charnwood	1	1		
23	Downing Drive Surgery	Leicester City	1			
24	Dr G Singh Surgery	Hinckley & Bosworth			1	
25	East Leicester Medical Practice	Leicester City	2		2	
26	East Park Medical Centre	Leicester City	2	1	3	
27	Enderby Medical Centre	Leicester City	2			
28	Evington Medical Centre	Leicester City	1	1		
29	Forest House Medical Centre	Blaby	2		2	
30	Fosse Medical Centre	Leicester	1			
31	Glenfield Surgery	Leicester City	2		1	
32	Greengate Medical Centre	Leicester City		1		
33	Groby Road Medical Centre	Blaby	1	3		
34	Hazelmere Medical Centre	Charnwood	2	1	1	
35	Heath Lane Surgery	Leicester City	5	2		
36	Highfield Surgery	Blaby	1		1	
37	Highgate Medical Centre	Hinckley & Bosworth			1	
38	Hilltop Surgery	Leicester City			3	
39	Hockley Farm Medical Practice	Charnwood	1	2	1	
40	Hollycroft Medical Centre	Leicester City	5		1	
41	Horizon Health Centre	Leicester City	1			
42	Hugglescote Surgery	Hinckley & Bosworth	2		1	
43	Humberstone Medical Centre	Leicester City	2		1	1
44	Ibstock House Surgery	NW Leicestershire			1	
45	Inclusion Health Centre	Leicester City		2	1	
46	Kingsway Surgery	NW Leicestershire	3	3	7	

47	Long Lane Surgery	Leicester City		1		
48	Manor Park Medical Practice	Blaby			2	
49	Maples Family Medical Practice	NW Leicestershire	3	4	6	
50	Maxwell Drive Surgery	Leicester City	2		6	
51	Melbourne Community Health Centre	Hinckley & Bosworth	4		3	
52	Melbourne Street Surgery	Charnwood			1	
53	Merlyn Vaz Health Centre	Leicester City	1	1	1	
54	Merridale Medical Centre	Leicester City			4	
55	Narborough Road Surgery	Leicester City	1		2	
56	Newbold Verdon Medical Practice	Leicester City	2			
57	Oakmeadow Surgery	Leicester City	2		2	
58	Orchard Surgery	Hinckley & Bosworth		1		
59	Outwoods Medical Centre	Leicester City		1		
60	Park View Surgery	North West Leicestershire			3	
61	Pinfold Medical Practice	Charnwood	8		3	
62	Quorn Medical Centre	Charnwood	1			
63	Riversley Road Surgery	Charnwood			1	
64	Rosebery Medical Centre	Charnwood	8	1	5	
65	Rugby Road Surgery	Nuneaton		1		
66	Rushey Mead Health Centre	Charnwood			3	
67	Saffron Health Centre	Bedworth	1		1	
68	Sayed Medical Centre	Leicester City	1		2	
69	Shefa Medical Practice	Leicester City	4	2	1	
70	Silverdale Medical Centre	Leicester City	1		2	
71	South Leicester Medical Group	Leicester City			2	
72	South Wigston Health Centre	Charnwood	1			
73	Spinney Hill Medical Centre	Harborough	4	4	3	
74	Station View Health Centre	Wigston	4	3	5	
75	The Anstey Surgery	Leicester City	1		2	

76	The Central Surgery	Hinckley & Bosworth	2	2	2	
77	The Centre Surgery	Charnwood	2	2	1	
78	The Grange Medical Centre	Oadby			2	
79	The Hedges Medical Centre	Hinckley & Bosworth		1		
80	The Heron GP Practice	Nuneaton	1		1	
81	The Old School Surgery	Leicester City	2	1	1	
82	The Surgery- Sr Shafi	Leicester City			1	
83	The Wycliffe Medical Centre	Blaby			1	
84	Victoria Park Health Centre	Leicester City	1		2	
85	Village Health Group East Leake	Harborough	1			
86	Westcotes Medical Practice	Leicester City		1	4	
87	Whitwick Road GP Surgery	NW Leicestershire			2	
88	Wigston Central Surgery	Wigston	1	3		
89	Willows Medical Centre	Leicester City			3	
90	Woodbrook Medical Centre	Charnwood	3		9	



	Positive	Mixed	Negative
City	31	20	49
County	38	19	43

Additional Comments

Ease of getting appointment

I struggled to get an emergency appointment during the pandemic - I had to visit in person as I was unable to get through on the telephone. The care we received was excellent.

I still struggle using the online booking, I prefer to phone up.

Sometimes when you have asked for a triage appointment, they did not ring

Fed up them not answering the phone

You have to be lucky to get an appointment. When you ring at 8.00am, you are in a queue for up to 45 minutes.

Not enough appointments

Can't get through, not enough appointments. Telephone conversations not adequate

Long wait times, not enough appointments

No appointments pre covid

No system for booking non urgent appointments

Calling at 8am to get an appointment isn't functional

I do not feel like I am listened to by the doctors and the staff.

My husband was diagnosed with cancer and has had no contact with the doctor or follow up care. The hospital has been brilliant, but the doctors are shockingly terrible.

It is hard to get an appointment and you cannot book ahead of time.

The surgery is okay except for Mondays.

It is not easy to get appointments

You only get a telephone appointment with the doctor when you do manage to get an appointment

Our doctors are not seeing any patients face to face. I tried to book an appointment on Monday and can only see a nurse practitioner.

When I get a face to face appointment it is good.

Tough. Struggle to get appointments. There is little understanding of child mental health.

Very efficient

Poor. Can't get an appointment. Have been given incorrect information. Told to come for a blood test - turned up and was told it was not needed until October. Then I saw the doctor the following week, who said it was a priority. Went for the blood test, the nurse told me I had already had it - which I had not. Very poor communication and service.

Getting through the receptionists is difficult

Positive and friendly staff

Waiting times are too long. The phone lines are sometimes busy.

You ring up on the day and can only get an appointment in a weeks time. It takes ages to get through on the phone and sometimes with phone hangs up on you.

Brilliant. You ring at 8am and straight through. Always managed to speak to the doctors and they phone you back.

Not able to get through on the telephone and receptionists being awkward.

Normally telephone for an appointment - by the end of the queue there are no appointments left. Keep having to phone each day - no appointments. Need a more efficient system in place.

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Very difficult to get through on the telephone.

Receptionist mafia. I am satisfied with my clinical care but not the receptionists. Trying to see a doctor is made more difficult by the receptionists.

Receptionists are a nightmare - they judge if it is an emergency. By 9am all the appointments are gone.

Too many phone appointments / No face to face and long waits for phone calls

Not enough appointments

Not enough appointments / Long wait times and no online booking option

Long wait times and continued overuse of covid excuses

Very fast and good

Not enough appointments

Can usually get an appointment when needed

No pre-book appointment option and only offering telephone appointments, no face to face

I am well known to the GP service and finding the more I attend, the easier it is

Lack of availability - no face to face appointments.

70% they are excellent

Can never get through and not enough appointments

It's been nice, the phone contact is nice, better than long waits for an appointment

No appointments for adults but service is better for children

No issues

Telephone appointments can be any time 8am - 6pm, with only one chance to answer it is unrealistic. If we can have a set time to see a doctor, why can't we have a set time for doctor to call?

Good response times

The practice is very good and offer face to face when its needed

Should be improving and offering face to face again but are not

Sometimes have to call for days to get an appointment

Supportive service

Can't get through on the phones, no online option for booking and no video conference offered for appointments - telephone only

Long waits and encounter reluctance when trying to make an appointment

Very easy on the day appointments but not easy to pre book

I call in for same day appointments and always get one

Not sufficient people answering phones

Relatively easy to get an appointment and I prefer the new telephone service, just wish they would let you wait in queue rather than having to keep calling to get through

Can't get through on the phones, have had to walk down on a few occasions

Always helpful for concerns and if you need to see someone

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No appointments, get fobbed off

No access unless you lie and say its urgent

Telephone appointments are prompt

Wonderful staff

Long wait times and phone only appointments

I don't make many appointments but it's often quite hard to see an actual doctor

I'm not happy with the changes since covid, I'd like to see a doctor face to face

Getting through for appointment in first place is a challenge

Triage takes a long time

Struggle to get in to see doctor

They now do appointments on the day

Very difficult to see a doctor and home visits for the vulnerable are very bad

No appointment, told by receptionist to download exercises and take ibuprofen

Telephone only appointments still

Hard to get through on phone, hard to get an appointment

Appointments take two to three weeks and can never get through on the phone

They are not always very helpful

Always helpful

Sometimes difficult

Difficult to see a doctor in normal hours and often only telephone appointments

Staff always try and fit you in if they can. The team that manages appointments are very friendly and helpful. Sometimes difficult to get through on the phone- there has been a problem on their line where the number options to direct your enquiry has not worked for the last few years. No appointments left after morning for that day- told to go to the Urgent Care Centre, but this just shifts the problem elsewhere and I cannot get to it easily as I am disabled. They need to increase the number of appointments bookable online by providing more prebookable appointments.

Not easy to get appointment, long waiting on the phone

Long wait times, only phone appointments, I would like to see my GP

Brilliant before pandemic and getting better now

Can usually get an appointment through askmygp

Not very easy

Easy

GPs need to get back to face to face appointments

Tried twice no appointments on day though rang within three minutes of opening. Number 15 in queue and 23 in queue. Appointment offered for 3 weeks time and phone call appointment only.

Cannot get an appointment nor a home visit

Long wait times 2 or 3 weeks fobbed off to A&E

Can never get through having to wait 2 weeks to speak with someone

Terrible to get hold of to book an appointment. Phone lines are always busy and waiting times are excessively long but often the line will hang up before I even get to speak to anyone

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Long winded process

Appointments are impossible

Face to face appointment

Due to the new system of only being able to book on the day at 08:00 you are only allowing people who are able to get up at 08:00 get the slots, you need to bring back pre-bookable appointment asap

I've had Covid - possibly 2x, but the length of time for the recorded message to finally say "we don't want to know" was disheartening. No tests available at that time (March and mid Sept 2020), I needed medical advice.

Long wait times

154 redials before being told there's no staff to do blood tests or remove stitches

Saw a paramedic not a doc - 3.5 hrs wait on the phone for an appointment

Long wait times

I do not understand why GPs still are not seeing people face to face. It's disgusting. You can spend weeks ringing at 8am to get through an hour later to be told you should have rang at 8am and if your heart condition is that bad go to A&E. The GPs are compounding the covid issues by fobbing things off on accident and emergency, that they should be doing to

Difficult to get through, however has a zoom meeting

Very happy with the process

Good positive response from the GP

Waiting times are long - always changing doctors and I have to explain everything again and again

No appointments available, sick notes not being written properly

Difficult to get appointments

Not able to see doctors and constantly changing doctors in the surgery

It can be difficult to get an appointment but service is good when I can get one

When I was really ill the GP did not see me on time but told me to come back

Not able to get an appointment / wait times are 3 weeks

It is very hard to make an appointment and long wait times on the phone

The process is easy but often have to wait a few days

Not very happy, it is very hard to get in and all telephone appointments

Much better now that I can book appointments via the app, it's easier than ringing

Not always a chance of getting an appointment on the day - 1 week wait

No chance of appointments since covid and difficult before - 1hr 57mins to make an appointment and then a 2 week wait for a telephone appointment / I was then sent to sister practice who can't do anything for me - now been waiting 4 weeks for a referral

Can often spend 30 minutes waiting on the phone and no appointments available once getting through - and so it all starts again the next day

Especially No, GP should not be doing phone calls, it should be face to face when I am talking about my life

I have always received excellent treatment, no problems

Not able to get appointment, they're always busy

They tell me to ring for an appointment and when I do they have already gone because it takes me so long to get through

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Took me 3 week to get an appointment with the nurse

Usually accommodating and try to work around school commitments

My son has struggled with asthma form a young age and the surgery have been very supportive with appointments and follow up after hospital treatments

They don't listen or pick up my phone calls

We have to wait for a long time to set an appointment

Can't get an appointment at all. Can't get through on the phone to be able to book one

Excellent

It takes so long to get through to them

Can't get an appointment after weeks of trying and after complaining of chronic problems

Not enough people on the phones at peak times

Generally very good

Generally ok, sometimes a short wait

Aren't able to get an appointment easily and it doesn't matter what time of day we ring, it is always the same outcome

Very difficult to get through on the phone and book an appointment. Sometimes I wait for 30 mins on the phone to be told there is none left.

Able to set phone appointment whenever needed

Not able to get through

Took 2/3 weeks to get an appointment

Excellent service and easy to make appointment

Takes a long time to answer, sometimes 45 minutes

Very difficult to get through to surgery on phone. Online not working either

Waiting time is too long

Not used GP for last year and a half

Online service works great

Can never get an appointment, even if you ring on time

Still not allowed to physically walk in

Why normal GP hours not resumed now that face to face contact is allowed?

Quite easy telephone appointment

Very good

They always do their best to offer an appropriate appointment based in patient needs

Not always easy. Need phone appointment first and ringing in to get a phone appointment has been difficult at times due to the demand.

Cannot see the GP and only can see the nurse

No face to face appointment and only over the phone, it is difficult especially speaking little English / receptionist not nice/ rude to me.

Difficult to get appointments

Not picking up and answering phone on and left message no gets back to me.

Some difficulties getting appointments

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Door Locked, have to speak through an intercom in street so everyone can hear. Never been offered a face to face appointment, even though I got admitted to hospital.

Almost impossible to get an appointment. They take ages to answer the phone and when you eventually get a triage telephone appointment, they will not allocate a specific time for a call.

Generally positive.

Fortunately, I have had no need to book an appointment recently so I have no experience of that.

Great

Prefer face to face appointment

Face to face appointments need more accessible

They are not taking responsibility e.g., getting back to me. Staff are very rude. Not picking calls e.g., tried 27 times, no picked the phone.

They are so rude, no appointment was given

Face to Face appointment system useful and required

Not getting appointment

Not picking up the phone, when we need an appointment we are told the GP is busy

Long time to wait to pick up the phone to answer

Receptionist needs to pick up the phone when we ring them

Not giving appointment

Not picking up the phone

Not happy, because taking long time to get the appointment

Not giving appointment

Very difficult to get appointment, when phone at 8am they said appointment gone

Not getting appointment, and taking long time, not picking the phone

No comments

When you call, you end up in a really long queue to still get no appointment

Can't get appointments

Too many questions from receptionist and no appointment if I don't tell her my issue

Long wait times

They aren't helpful

Receptionists are rude and never enough appointments

They don't answer phones and when they do it's a minimum 2 week wait for an appointment

Need easier ways to access doctors

They are actually rude and unhelpful

Can never get past the receptionist

Always on hold for hours, never any appointments

It's really bad

Difficulty getting contact with them

So difficult to get an appointment

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It is very difficult to get through on the telephone but when you do get through the staff are friendly and do their best to try and get an appointment

Cannot see a GP at all

Not able to get an appointment

It would be useful to work in to make an appointment

Can't see them

Cannot find them - hiding in their offices!

Very difficult to get an answer when you phone, mostly engaged after repeated dialling, when you do get through all appointments have already gone. Frustrating and disappointing!!

Very difficult to get an appointment and not able to see a GP, so no continuation of seeing the same GP.

Ring up bang on 8.00am to get an appointment and even when you are 7th in the queue you still cannot get in.

It takes too long to answer the phone calls and no appointment are available by the time you speak to them

Taking long time tom pick up phone calls, appointment is not available

GP is rude

Takes long time to get a phone call,

Less appointment / reception staff is rude

Telephone calls very difficult

Appointment is not available easily

Not able to GP appointment

Very difficult to get an appointment

Not getting appointment and being told to ring at 8.00am by the time they answer the appointments is not available

Every day I have been told ring in the morning but when I get to talk to someone than the appointments are not available. Every time, they say ring again.

95% appointments always available. I think the sit and wait service after 5pm is great idea. More surgeries should have a similar service.

Cannot get through easily then no appointments left.

Don't get to see the doctor talk on the phone. Without checking gives medicine. Takes long to pick phone. Try from 8am don't get through by the time get through the no appointments available.

Do get appointment if we ring at 8.00am but have to wait for about 50 minutes before receptionists pick the phone, just shows engaged. After 10.00am all appointments are gone, so difficult.

It is very hard to get appointments

The phone keeps ringing no answer and once we are able to speak to someone than the appointments are not available

Happy with service

When I try to call the surgery to see the GP for appointment, but the receptionist say call tomorrow 8.am next same things happens again

My GP and receptionist are very helpful. But the only problem is that I do not like video calls

I always get big problem getting appointment. Every time ring surgery receptionist say call tomorrow 8.am same everyday

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It takes longer time to telephone and sometime GP do not give face to face appointment

Just okay

Cannot get appointment

When we ring, the receptionist say all the appointments has finished

Extremely unhappy - waiting on the phone for hours and it takes one hour to speak to receptionist.
When you get through than all the appointments have gone

No appointment available when you are able speak to someone at the front desk

I am quite happy with my GP practice. Sometime it's very difficult to get and appointment.

Additional comments prescriptions

Fairly straightforward

The doctors don't send to pharmacy like they say they would, which delays me getting my meds

Ordering repeat prescriptions have not been a problem at all, because you can ring at any time.

The chemist does not have the updated information from the hospital in time for when I order.

No problems

All on time

All done via an app which is brilliant

Depends which doctor issues the prescription. Hard to start using online system. You cannot order children's medication. Getting a review of medication is difficult.

Cannot put prescription in until 2 days before - even though the NHS England policy is 10 days for controlled long term medication. The surgery made an exception during the pandemic to follow the NHS England guidelines but have reverted back to the 2 days instead of 10 days. The pharmacy cannot issue my medication when I need it due to the GP policy. I have raised this with the CCGs as I do not understand how the GP can ignore national guidelines and they will not give me a definitive answer.

Repeat prescription - not allowed to order over the phone, need to physically go to the GP and drop it in. I have been doing my own blood pressure checks throughout the pandemic and would like to keep doing this. I have now been told; I have to go to the surgery.

Always go to the chemist - no problem.

This has been easy and good

Done online and never experienced any issues

Can only get repeats online and not all of us are computer literate

It's a complicated process with no delivery option for housebound patients

A good experience

Very good

Online and no problems

Telephone requests are sent directly to village pharmacy

Easy and smooth process

I was once given the wrong prescription

No issues

Recently set up delivery due to change of circumstance but means I have to be in all day or else they won't leave it

Receptionists are trying to do more than they know and are often getting it wrong, you then have to call a number of times before getting the right thing

No problems

Done online, very good

All good

Done online - all good

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No issues

Very easy, just fill in a form

Easy

Very good

Done online, no issues

Generally ok

Online

It was easier when the pharmacist could re order for you

Always done very quickly.

Online, easy and good

Online, no issues

Lost request even though they say the post box is secure

Sometimes takes 1 week

Again, the excuse of no face to face means the most basic of services is not in place

I order them through the chemist

Online but scripts still go missing

No issues

Not had to get repeat prescriptions but they are effective for my mum's prescriptions

Online - so many system errors

A whole lot of messing around to get what you need

Good

Not applicable

From 29th Feb 2020, there has been a note on the bottom of prescriptions saying not to order via the chemist. There is no external post box at the surgery, so they say - to go inside! I questioned this early March 2020. No wonder we have so many cases of covid in our area!

It's a joke

Mess up regularly on sending electronic script

3 day call notice

Always delays. Waited over a month recently

Call them 7 or 8 times but they tell me to wait

No issues

Can't get until you see a GP on the day

Telephone takes at least an hour / loads of problems with repeat prescriptions especially when a review is needed

Seems to be ok

No problems

My husband can't get his lifetime medicine on repeat prescription. Why is this?

Not happy as the service is not quick to be able to set up repeat prescription. Receptionist is not nice either

All online so great experience

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Very easily achieved

Delivered from pharmacy

Online, very easy

Some prescriptions wrong

All online

Have to be 5 working days ahead and ringing for re-issuing of prescriptions is no longer accepted

Pharmacist is not good but GP okay

During the pandemic, I have emailed my repeat prescription requests and have then collected from the village pharmacy.

Doctors surgery has been good. Local pharmacy not always so good. We have, and still are, using a volunteer to collect our prescriptions.

I get my prescriptions by going online. I don't contact my surgery for them.

I used to get a 3 monthly prescription of lifelong meds and it was suddenly changed to one month at a time. I received no notification of this and when I queried it, I was told it was a new ruling, yet my husband still gets his regular multi month meds.

I select what I need via systmone.

My pharmacist orders my prescription, so I don't have a problem with it.

Could have been little bit faster.

No issues

Being sent back and forth between old GP and new one for prescriptions

Can't get my inhaler in Leicester because they say it's too expensive. My mum has to send it from my hometown GP.

No one has explained how I can get repeats

Every repeat prescription requires a review and follow up appointment

Have gone missing before

It's really bad

Ok, but difficulty in changing a prescription

Good

Excellent but I do have a laptop! People who do not have modern technology struggle with repeat prescriptions

Speaking to family and friends with every repeat prescription there is always something wrong or something missing

Takes long time to issue a repeat prescription

No problem

Good

No issues

Now using the NHS app, it's really easy to order repeat prescriptions and this needs to be promoted widely.

GP gives repeat but should check the patients

I am happy with repeat prescriptions

Very good service both the GP and the chemist

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We order through chemist, and we get good service

Okay

Not so bad service

How satisfied are you with your GP Practice?

Overall Satisfaction Rating by Surgery

	Practice Name	Location	Completely satisfied	Very satisfied	Moderately satisfied	Slightly satisfied	Not at all satisfied	No rating given
1	Al-Waqas Medical Practice	Leicester City	1	1				
2	Ar Razi Medical Centre	Leicester City				1		
3	Asquith Surgery	Leicester City						1
4	Aylestone Health Centre	Leicester City		2				
5	Barwell & Hollycraft Medical Centres	Hinckley & Bosworth	1	1		1		1
6	Beaumont Leys Health Centre	Leicester City			2			1
7	Beaumont Lodge Medical Practice	Leicester City		2				2
8	Bedworth Health Centre	Bedworth						1
9	Billesdon Surgery	Harborough	1		1			
10	Bowling Green Street Surgery	Leicester City	1	1				1
11	Bridge Street Surgery	Charnwood	3	1	2	3		1
12	Briton Street Surgery	Leicester City	1					
13	Burbage Surgery	Hinckley & Bosworth	2	2			1	3
14	Canon Street Surgery	Leicester City	1	1				
15	Castle Medical Group	Ashby		1				
16	Castlemead Health Centre	Hinckley & Bosworth	4	2	2	1		
17	Charnwood Surgery	Charnwood			1			
18	Countesthorpe Health Centre	Blaby	1					
19	Croft Medical Centre	Oadby	1		2		1	
20	Cross Street Surgery	Charnwood				1	2	
21	De Montfort Surgery	Leicester City			2	5	6	1

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22	Desford Medical Centre	Hinckley & Bosworth	1	1				
23	Downing Drive Surgery	Leicester City	1					
24	Dr G Singh Surgery	Leicester City				1		
25	East Leicester Medical Practice	Leicester City	1		2		1	1
26	East Park Medical Centre	Leicester City			4	1		
27	Enderby Medical Centre	Blaby		2				
28	Evington Medical Centre	Leicester		1	1			
29	Forest House Medical Centre	Leicester City	1	1			1	1
30	Fosse Medical Centre	Leicester City		1				
31	Glenfield Surgery	Blaby	2					1
32	Greengate Medical Centre	Charnwood		1				
33	Grobby Road Medical Centre	Leicester City		1	1		1	1
34	Hazelmere Medical Centre	Blaby		2			1	1
35	Heath Lane Surgery	Hinckley & Bosworth	5	1		1		
36	Highfield Surgery	Leicester City	1		1			
37	Highgate Medical Centre	Charnwood						
38	Hilltop Surgery	Leicester City		1		1	1	
39	Hockley Farm Medical Practice	Leicester City		1	1	2		
40	Hollycroft Medical Centre	Hinckley & Bosworth	4	1			1	
41	Horizon Health Centre	Leicester City				1		
42	Hugglescote Surgery	NW Leicestershire		2			1	
43	Humberstone Medical Centre	Leicester City	1	1			1	1
44	Ibstock House Surgery	NW Leicestershire						1
45	Inclusion Healthcare	Leicester City			1			2
46	Kingsway Surgery	Blaby	1	2	1	3	3	3
47	Long Lane Surgery	NW Leicestershire	2					
48	Manor Park Medical Practice	Leicester City					1	1

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49	Maples Family Medical Practice	Hinckley & Bosworth	1	3		2	4	3
50	Maxwell Drive Surgery	Charnwood			2	2		1
51	Melbourne Community Health Centre	Leicester City	2	2	1	1		1
52	Melbourne Street Surgery	Leicester City	1					
53	Merlyn Vaz Health Centre	Leicester City		1	1	1		
54	Merridale Medical Centre	Leicester City			1		2	
55	Narborough Road Surgery	Leicester City			1		1	1
56	Newbold Verdon Medical Practice	Hinckley & Bosworth	1	1				
57	Oakmeadow Surgery	Leicester City		2			1	1
58	Orchard Surgery	North West Leicestershire		1				
59	Outwoods Medical Centre	Charnwood						1
60	Park View Surgery	Charnwood					3	
61	Pinfold Medical Practice	Charnwood	3	2	3	1		2
62	Quorn Medical Centre	Charnwood		1				
63	Riversley Road Surgery	Nuneaton						1
64	Rosebery Medical Centre	Charnwood	3	2	4	2	1	2
65	Rugby Road Surgery	Bedworth		1				
66	Rushey Mead Health Centre	Leicester City				3		
67	Saffron Health Practice	Leicester City	1					1
68	Sayeed Medical Centre	Leicester City			1	2		
69	Shefa Medical Practice	Leicester City	1		4	1		
70	Silverdale Medical Centre	Charnwood		1		1		1
71	South Leicestershire Medical Group	Harborough					1	1
72	South Wigston Health Centre	Wigston						1
73	Spinney Hill Medical Centre	Leicester City		2	9	4	1	
74	Station View Health Centre	Hinckley & Bosworth	1	4		1	3	3

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75	The Anstey Surgery	Charnwood						3
76	The Central Surgery	Oadby	4					1
77	The Centre Surgery	Hinckley & Bosworth	1				1	2
78	The Grange Medical Centre	Nuneaton						2
79	The Hedges Medical Centre	Leicester City		1				
80	The Heron GP Practice	Leicester City	1					1
81	The Old Surgery School	Blaby	1	2				1
82	The Surgery - Dr Shafi	Leicester City	1				1	
83	The Wycliffe Medical Practice	Harborough		1				
84	Victoria Park Health Centre	Leicester City	1		1		1	
85	Village Health Group East Leake	Charnwood	1					
86	Westcotes Medical Practice	Leicester City				4	1	
87	Whitwick Road GP Surgery	NW Leicestershire				1	1	
88	Wigston Central Surgery	Wigston	3					1
89	Willows Medical Centre	Leicester City		1				2
90	Woodbrook Medical Centre	Charnwood	1	2	2	4	2	



	Completely	Very	Moderately	Slightly	Not at all	No response
County	24	20	11	13	13	19
City	9	18	24	20	14	15

What single change would improve your experience of accessing care at your GP Practice?

Ensure that the telephone system is working for patients

Being able to speak to someone for triage, for reassurance, and to know that the doctors are able to identify emergency issues

To introduce face to face appointments again

Less nosey reception

To not have to travel to hand in repeat prescriptions

Longer appointments

That you actually get to see your GP

More online services and more staff

Nothing

Method of booking to become easier

None

More appointment slot, can't just call first thing

Face to face appointment at least!

Employ receptionists that want to be there.

Appointment System.

More availability to get appointment

Easier online access service to book appointments

To be able to get face to face consultations

More face to face appointments

More opportunity to see GP

Increased appointments

More appointments

Consistency of rules re appointments

Receptionist attitude and more appointments

Better appointment system

Modify appointments, and online booking system

Be able to get appointments

More family friendly approach and better booking system

To be able to get an appointment with the GP

Have doctors who treat you for your illness and do not fob you off.

The doctor makes contact with patients - provides a level of care.

You never see the same GP - I would like to see the same GP for my care.

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Helpful receptionists!

Booking appointments could be easier.

You should be able to make a face to face appointment to see the doctor.

Appointment system - It was moved to online appointments during the pandemic which was working. Now, you have to call at 8am again. You cannot get through, always on hold. It does not work.

Have a GP who is willing to see you face to face - not just have a telephone conversation. There needs to be a relationship between the patient and the doctor. I do not know the names of the GPs at the practice - I can probably name 2!

More face to face appointments with the doctor.

Ensuring that the notes are written up correctly. They lost my blood tests and did not make a referral to the hospital that I needed. Ensure that the paperwork is correct.

Listening!

Maybe if something is wrong they should see you urgently.

Everything seems pretty good.

Being able to get an appointment with the doctor. My son needed to see the doctor. Spoke to the receptionist and explained the issue. Nurse rang me back later. Asked again for the same information. I sent the pictures etc. Was told he needed to see a doctor (which I had asked for in the beginning). Was told in 2-4 weeks the doctor will call - heard nothing. It's not great at all.

Electronically send prescriptions. You have to ring the chemist to get the prescription ready otherwise they will not do it. If you have already rang the doctors for the prescription, why do I have to ring the chemist to get it dispensed.

Being able to easily get an appointment - if I could book electronically that would be better.

Smaller catchment area would create more time to see the doctors.

None.

Less waiting times.

Improve waiting times.

Nothing. I am happy with my service - I have been with the practice for 25 years.

Talk to a health professional rather than a receptionist trying to be a doctor to you.

See same GP on a regular basis.

Management - in the last 5 years it has changed. The receptionists follow their own rules and are not patient centred.

Need to have a waiting list in place to be able to call the patients who need to see a doctor. Have home appointments and improve the telephone appointment system.

Quicker in booking appointments

More understanding receptionists.

Less critical receptionists - "we wouldn't be ringing if we didn't need the doctor".

Appointments

The clinic is very intimidating, some cheerful decoration would make it more inviting and less scary

More available appointments and more appointment options i.e., face to face / video call - not just telephone

A face to face triage service - doctors are too quick to over prescribe meds and not assess issues thoroughly

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Answering calls in a timely manner

Very satisfied

Receptionist attitudes

Advanced appointment availability

Change the appointment system / add additional appointment availability

Improve the appointment system

Receptionist attitudes - we aren't calling to inconvenience them; we are calling because we need a doctor

Increased paediatric skills

Appointment availability

Increased knowledge in reception staff / nurse availability to reduce need for GP when advice is needed

Receptionist attitudes

Happy with service

I think they are working hard to do the best they can in difficult times

It's very good, I can't really fault it at all

Receptionist attitudes

Quicker service for appointments

None, I am happy with the service

Appointment system, video service or face to face when needed

Overall, quite good, facilities good, staff friendly

Nothing

More appointments and longer appointments

More doctors

Very prompt, they solve issues quickly

Appointments - I am often cut off when calling and have to call back many times before getting through to someone

I only go when necessary

Misdiagnosis due to refusing to see patients - only offering telephone appointments - husbands 'pulled muscle' turned out to be bowel disease

Receptionist attitudes, I mean are they actually medically trained?

None

They are lovely

Quicker response to enquiries

Being able to get through on the phone and seeing a doctor

Go back to face to face appointments

Prescription access - an online system would be easier

Being triaged by the secretary is insulting

Getting appointments

None

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Making it easier for people to see the doctor

A proper triage nurse

See me face to face

Appointments

Receptionists should answer in a timely manner not leave people waiting for 15 minutes, they need more doctors

They should be more helpful i.e., getting appointments

Better communication with appointments and follow ups. Better receptionists

Easier to get through on the phone, easier to get an appointment

With me having long term and complex mental and physical health needs I would like someone to coordinate the care received by all services for me. I would also like the practice to be more proactive in helping me self manage my conditions.

Easy to make appointment without waiting long time

The voicemails you have to listen to before you get through are a nightmare

Could be better

Communication and coordination

Better appointment system

Receptionists

Nothing

Get back to face to face appointments immediately please

Appointments available within a week.

GP home visit are subcontracted - my mum who has Alzheimer's was visited twice in the middle of the night she didn't open the door as she was asleep and so the appointment never happened. There was no option to schedule a time to enable myself or my sister to attend which would be needed as my mum has communication difficulties and understanding difficulties as a consequence of the dementia.

Blitz it and start again - it needs placing under special measures - nothing will change

Following legal procedures

Faster appointments that are not so difficult - receptionists are awful here - everything is too much trouble

It should be easier to speak to the reception or surgery over the phone and book appointments.

Appointments on the day rather than waiting for doc to call and decide if you need to see them

Sack the receptionist

No change

Pre-bookable appointments with your doctor of choice

Nothing

Availability of appointments

Improve overall admin to prevent unnecessary mistakes and patients having to make multiple contacts

An external post box and knowing the envelope/ prescription gets acted upon by receptionists, not BINNED, as my paid for stamped envelopes were, not even opened!

Answering the phone in a timely manner

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Someone tell me how to do a lung capacity test over the phone

More thorough examinations

Receptionists' attitudes - more accessible GPs

Appointments

Being able to actually see a GP. Not being fobbed off

More face to face consultations

It can sometimes be difficult to get an appointment - look into reviewing the appointment system

Waiting times

Waiting time needs to be looked at

Wait times, they are always busy - keep ringing 100 times and still they are busy

One doctor with me especially, I need care and important illness

To be seen when needed

Improved communications

Wait times can be long - it depends on individual condition at the time

communication between professionals

Home visits- sit and wait service - walk to GP and not making appointment

Appointment systems

See you quickly and not taking long to be seen

face to face appointments

Not very happy

On the day appointments

Be quicker answering the phones

To make more GP practices more accessible at all times

Ensure there are enough doctors and admin staff to handle the number of patients

Consistent doctors - I don't like seeing someone different each time - I want someone that knows me

See me as a person, not an inconvenience to their day

Waiting time in calls

Can't work the online system on any of my devices so may need an update

Parking

More regular appointments and more time for the patient

Better system to making an appointment

How they allocate appointments

Better appointment systems

Seeing the same person for consistency

Same doctor for appointments

Make it easier for those whom speak English as a second language can understand easier

All calls are answered

New appointment system

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Making appointments

For the GP to talk more calmly, professionally and with respect to the patient.

A better building

Better operation and communication when taking people's bloods

Reminders for appointments and vaccines

More evidence of being open

Booking appointment system

Be more approachable and answer phones

Waiting time should be shorter and more accessible

Make it easier to contact and for the surgery to regularly contact patients

Waiting time

Having more available appointments on the day of calling

Choice of GP if done online

Better appointment system

Face to face appointments

More face to face appointments

Access to GP appointments over the phone and face to face

Extended telephoning times for apps

I can't fault them. They always do their best, even when under very heavy pressure. All staff members are patient and polite and I am very satisfied with the care I receive. It's the best practice I have ever had.

Easier telephone access

Face to Face talk

Face to face visits

It's a hit and miss when contacting my GP. It's not always possible to get on appointment to see a doctor when required.

Positive

Not happy, get rid off 111 waiting list so long. Need smiling faces

Have complementary therapist in surgery every wed.

Appointment to be improved.

Positive

Okay so far

Generally happy but more quicker appointment and long waiting list need improve.

Doors unlocked not confidential talking into intercom in street. Answer phones more quickly as when you get through all appointments gone. Staff need much better training.

Answering the phone more promptly.

Online appointment booking

Return to face to face meetings.

Availability of online appointments.

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More emergency appointments available

Quicker appointments

Improve communication and wants appointment system to be improved

Change staff and give training

Quick appointment required, no support for people with English as a second language, not listening to us

GP needs to support the people.

Picking phone up quicker

Needs to pick up phone

Required faster service

Need quick appointment time

Quicker appointments needed

It is difficult to explain because English as a second language, quicker appointment required

We like easy system to get appointment

Better appointment booking service

Quicker answering of the phone

Better receptionists

Clarity of processes

Quicker appointments

Better and more receptionists

Easier ways to contact them

Calling at 8am doesn't work and receptionists are rude

The appointment system in terms of wait times

Needs more staff

Listen to what's wrong - not being rushed always

Should be easier to call in and get an appointment, nicer receptionists are needed

For the GP to actually listen

A triage system maybe

To be able to talk to a doctor

Need to be more available and helpful

Actually help when needed

Getting an appointment and being taken seriously

More communications and open dialogues

Access to Nurse and Doctor

Parking is a nightmare, not enough

Receptionist - believe what we say

More active doctors and no telephone consultations

Excellent when you see the doctor face to face but need to get appointments much easier.

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Talking face to face

Being able to get an appointment and receptionist are too rude to patients.

Pick up the phone as soon as possible and give appointment

Doctor should give face to face visit

Doctor should pick up phone quickly, and to take care of patient's need

Need to answer calls and give appointment

Service is not good and would like to see GP face to face appointments

Need to be quick to answer phone call and need to introduce face to face appointments, over telephone talk with doctor not useful

Need female doctor, need to pick up phone call quick, face to face appointments necessary

Need face to face appointments

Emergency service is long queue

Need face to face appointment

Services need to be quicker

Longer time to get an appointment

To see doctor face to face/ Change appointment System

Receptionists are not good; they feel they are doctors

Change receptionists

Great doctors and very good service and do not change any timing but good to go back to face to face appointments now.

Make it easy to get appointment

Appointments should be easy to get.

I feel more appointments should be available

GP should change the system so we can get appointments easily.

If you want to see the GP the receptionists tells you everything but we want to see the GP

No change required

If you are lucky to see the doctor and get appointment. It is a big problems not getting appointment to see the GP

Easier to get an appointment and they are helpful.

Face to face service

Face to face to see GP

Face to face appointments

Change receptionists and face to face appointments

At present most unhappy, was okay before pandemic made things worst. get face to face appointments and feel confident talking to face to face not on the phone

Not getting hospital appointment long waiting

Appointment system needs changing and regular GP e.g., same GP every time so we do not need to explain everything again

Every time I approach the doctor about my problems, the doctor gives me nothing.



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