

# **Mayflower Medical Group**

## **Accessing services Survey Report**

**October 2022**

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# Introduction

Healthwatch in Devon, Plymouth, and Torbay (HWDPT) are the three local independent consumer champions for people using health and social care services across Devon. Healthwatches role is to listen to what people like about services and what could be improved and shares those views with those who have the power to make change happen.

In May 2022, Healthwatch Plymouth (HWP) were approached by the new provider of Mayflower Medical Group (MMG) to undertake a patient survey. The survey's focus was to address long established patient concerns and frustrations in accessing GP services at the 5 surgeries that form MMG and to ask for suggestions on generally improving the service and in particular improving access.

## Methodology

The engagement took place between 25<sup>th</sup> July and 11<sup>th</sup> September 2022. The survey was co-produced with Mayflower Medical Group and consisted of 17 questions and 5 associated free text responses and a further free text question about people's experiences in accessing GP services and communicating with MMG surgeries; the survey covered areas around telephone access, e-Consult, online services and communications from MMG. Additionally, there were also two questions at the end of the survey to collect demographic information (age and gender).

The survey was distributed and publicised online via the Facebook pages of Healthwatch Plymouth; posts promoting the survey reached a total of 14,491 people and were engaged with 2,344 times. Promotion was also done through Healthwatch's weekly e-Bulletin and via Mayflower Medical Group communications channels. In addition, the survey link was also shared with local councillors.

A total of 338 people responded to the survey; in addition, Healthwatch received 42 comments via our social media pages (Appendix 1) and a further 11 feedback reviews through our website feedback centre (Appendix 2). Survey respondents were also asked for other comments, feedback, or suggestions. The total responses, comments and reviews were 391 equating to approximately 1% of the patient population.

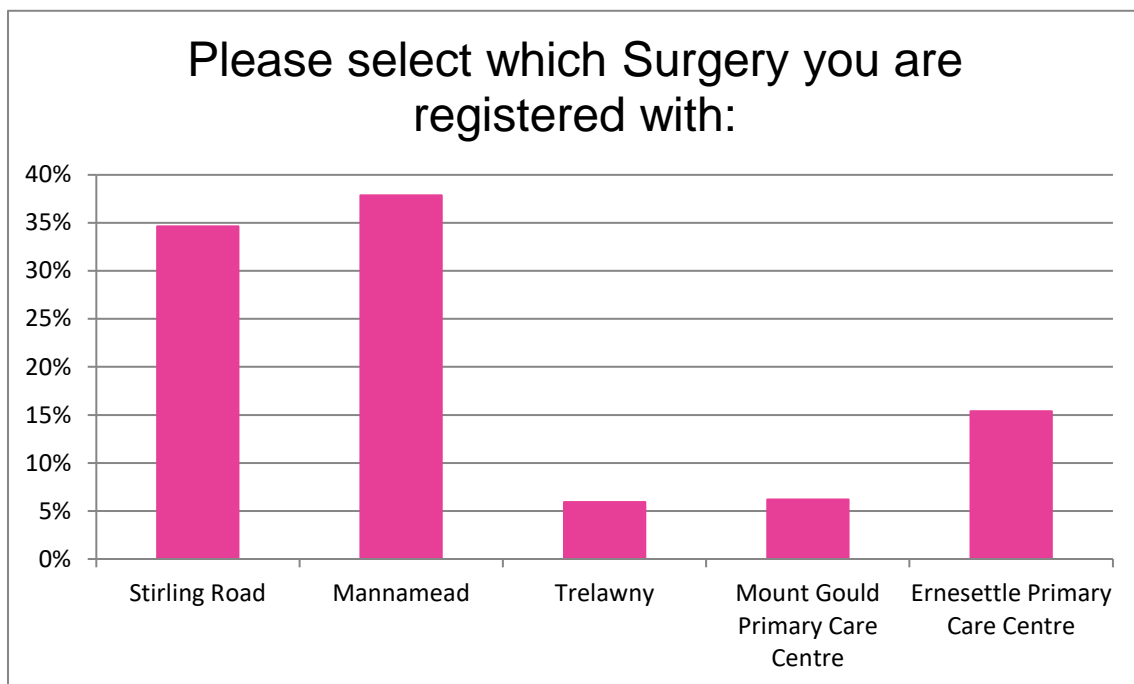
# Key findings

- Primary access routes for patients have been phone contact or eConsult. As patients can be directed to complete an eConsult on phoning or when accessing the surgery in person, use of this service is inflated in the results.
- 82.61% (228 respondents) of patients stated they waited in a queue when contact by phone with 40.91% (99 respondents) of these stating they waited longer than 40 minutes.
- 70% (182 respondents) stated that multi options when phoning was useful, but the current options need reviewing along with welcome messaging to speed up the process.
- 294 respondents had used the online consultation process, but nearly 50% said that they found it not easy to use.
- When told they would be contacted back by a member of staff, 65.20% of respondents stated they were not contacted within the specified timeframe.
- 68.4% (184 respondents) found online services such as booking an appointment or ordering repeat prescription easy or OK to use.

# Detailed findings

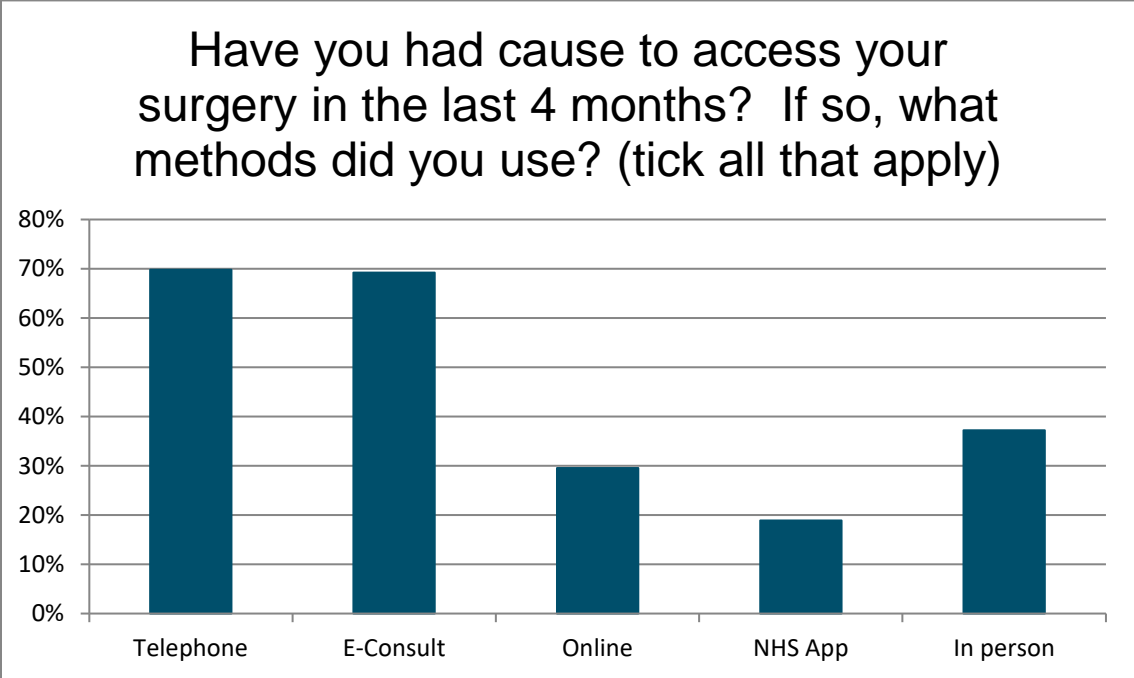
## Question 1. Please select which surgery you are registered with.

All 338 respondents answered this question. 37.87% of respondents (128 people) are registered with Mannamead Surgery, 34.62% (117 people) with Stirling Road Surgery, 15.38% (52 people) with Ernesettle Primary Care Centre, 6.21% (21 people) with Mount Gould Primary Care Centre and 5.92% (20 people) with Trelawny Surgery.



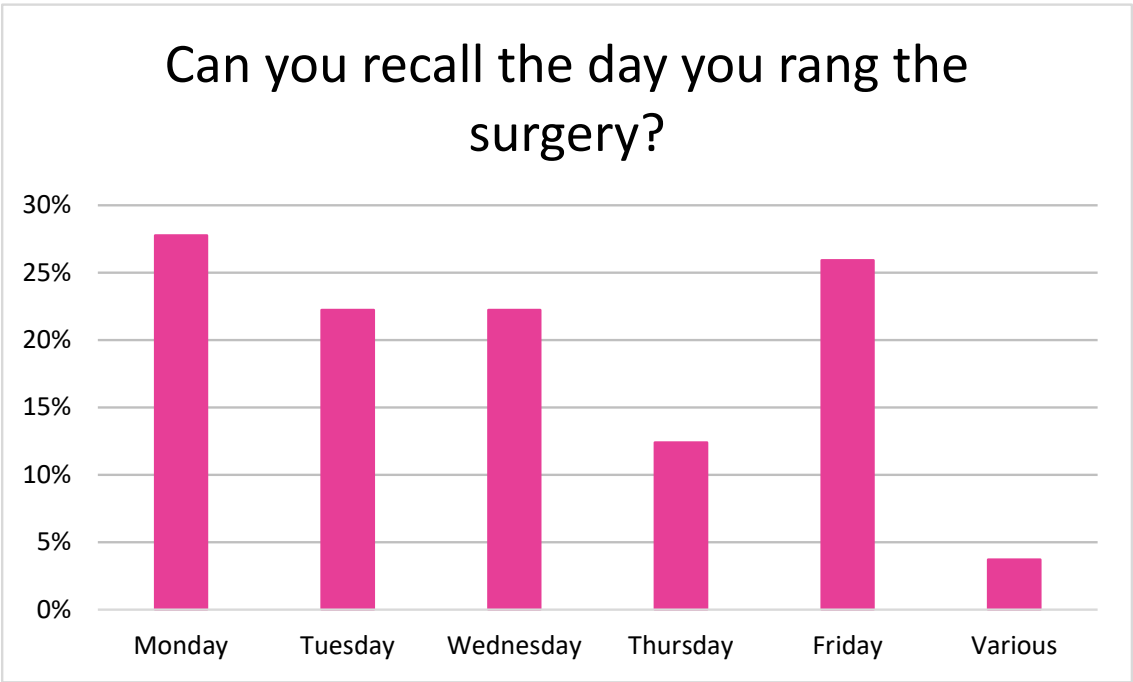
**Question 2. Have you had cause to access your surgery in the last four months? If so, what methods did you use? Tick all that apply.**

328 respondents answered this question and 10 did not. As respondents were able to select more than one answer, percentages may total more than 100. 69.82% of respondents (229 people) contacted their surgery via telephone, 69.21% (227 people) used eConsult, 37.20% (122 people) contacted their surgery in person, 29.57% (97 people) used online methods (e.g. booking and cancelling appointments, requesting repeat prescriptions, self-care and My Medical Record), and 18.90% (62 people) used the NHS app.



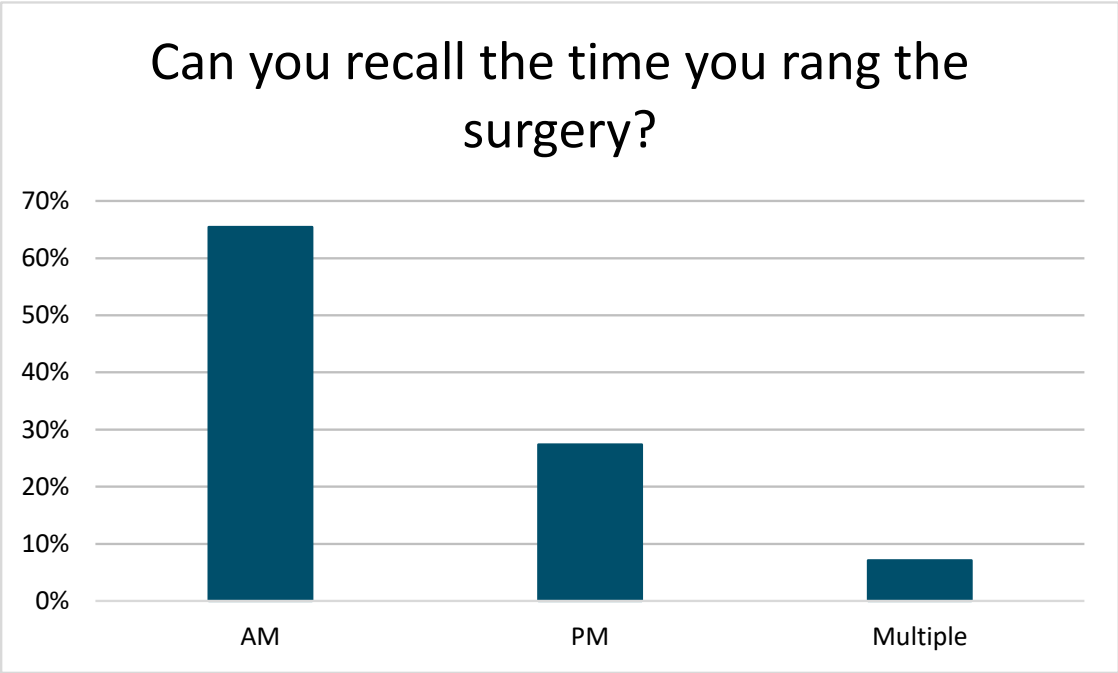
**Question 3. Can you recall the day and time you rang the surgery?**

81 respondents answered the “day of the week” portion of this question and 257 did not. Some respondents named multiple days, so totals may be greater than 81. 27.76% of respondents (22 people) called their surgery on a Monday, 22.22% (18 people) called on a Tuesday, 22.22% (18 people) called on a Wednesday, 12.39% (10 people) called on a Thursday, 25.92% (21 people) called on a Friday, 3.70% (3 people) said they called on multiple days but did not specify which. No respondents reported attempting to call their surgery at the weekend.



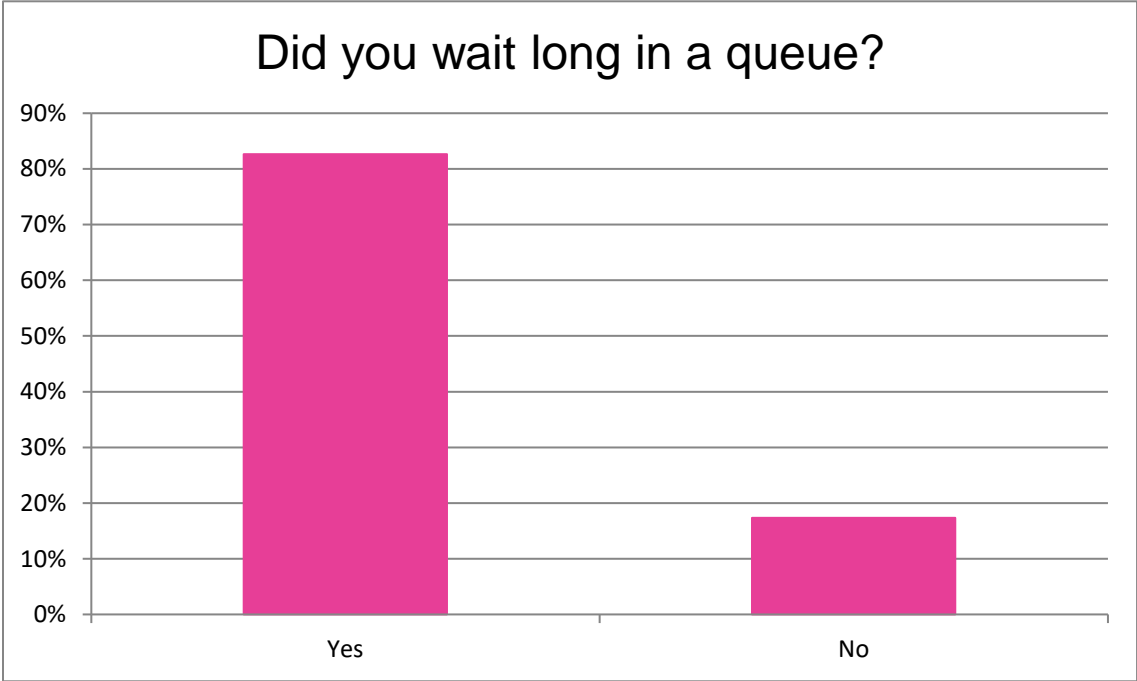


84 respondents answered the “time of day” portion of this question and 254 did not. 65.47% of respondents (55 people) called their surgery in the morning (before 12pm), 27.38% (23 people) called in the afternoon (between 12pm and 6pm), 7.14% (6 people) called their surgery various times but did not specify which. No respondents reported attempting to call their surgery after 6pm.



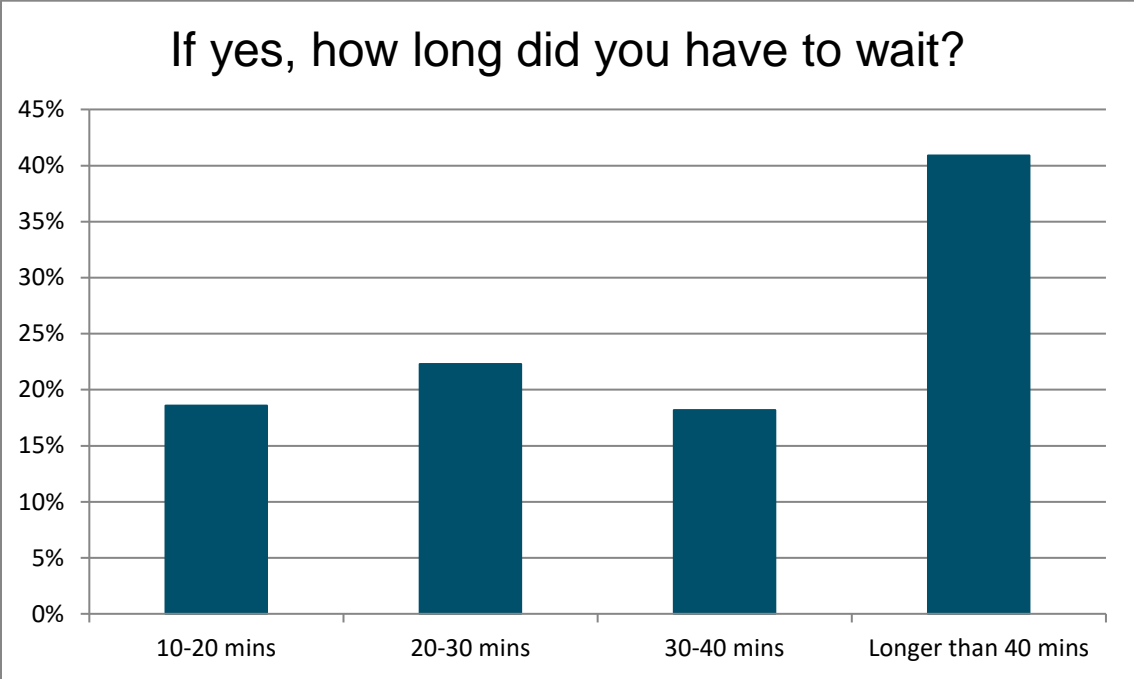
**Question 4. Did you wait long in a queue?**

276 respondents answered this question and 62 did not. 82.61% of respondents (228 people) answered yes and 17.39% (48 people) answered no.



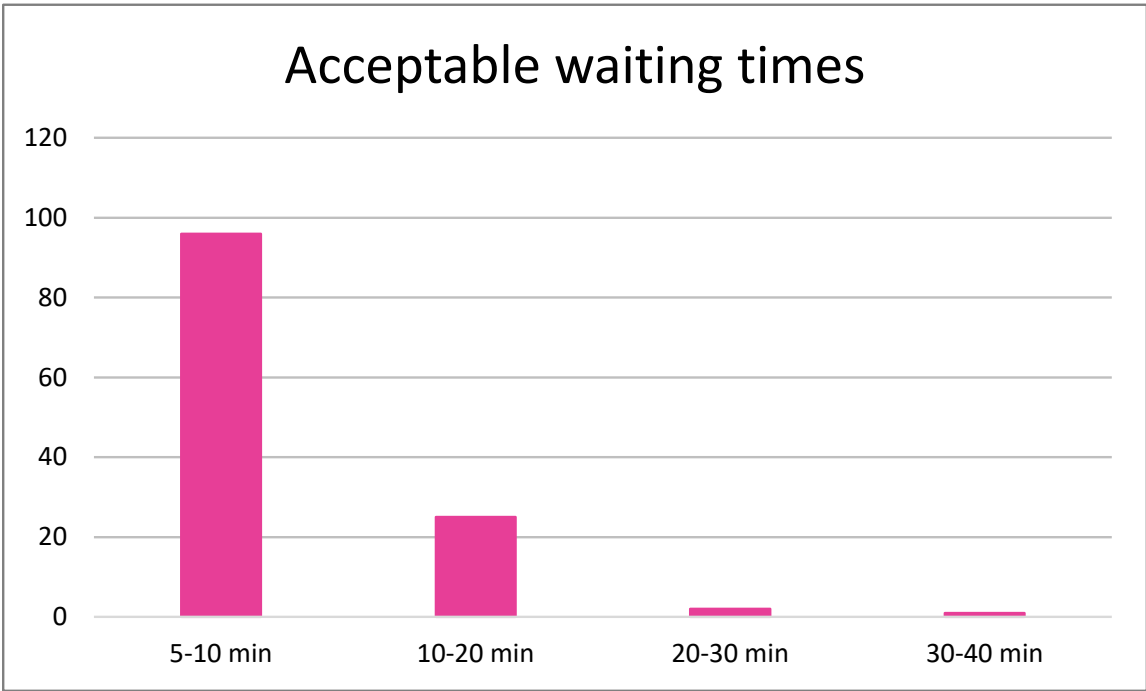
**Question 5. If yes, how long did you have to wait?**

Only respondents who answered “yes” to the previous question were included in this analysis; 242 of those respondents answered this question and 34 did not. 18.60% of respondents (45 people) said they waited between 10 and 20 minutes, 22.31% (54 people) waited between 20 and 30 minutes, 18.18% (44 people) waited between 30 and 40 minutes, and 40.91% (99 people) waited longer than 40 minutes.



**Question 6. What are your expectations of the telephone system, i.e. acceptable waiting times?**

257 respondents answered this question and 81 did not. Some respondents expressed what they believed an acceptable waiting time should be, whereas other respondents shared their current experiences of telephone waiting times. Respondents also commented upon the length of recorded message on phoning. A total of 124 respondents gave their expectation of phone waiting times. 96 respondents said they expected to wait no longer than 10 minutes, 25 respondents said they expected to wait no longer than 20 minutes, 2 respondents said they expected to wait no longer than 30 minutes and 1 respondent said they expected to wait no longer than 40 minutes.



The following comments express frustrations with the current system.

*Disgusting I rang twice yesterday and after pressing the options I got disconnected*

– Ernesettle Primary Care Centre

*Waiting was not a problem it was not getting an appointment*

– Stirling Road Surgery

*40,000 patients one phone number, it's become a joke.*

– Stirling Road Surgery

*Telephone should sound engaged tone and not charge you for waiting by putting you in a queue*

– Stirling Road Surgery

*Waiting time unacceptable, plus there is an unnecessarily long pre-recorded message to start before I was given options to choose and an annoying message given every minute or so to tell me all the lines are busy and to either wait or giving me options on other courses of action, most of which were not appropriate for what I needed. I would have preferred to just have a message telling me where I was in the queue e.g. "You are number 11 in the queue"!*

– Stirling Road Surgery

*Didn't have to wait longer. The worst bit is waiting to go through all the surgeries to get the number you need to contact your surgery.*

– Mannamead Surgery

*The recorded messages are far too long. You're on the phone ten minutes before you actually get out in a queue.*

– Stirling Road Surgery

*Really hard to navigate the systems if the options don't apply, can take a long-time to listen through all the options*

– Stirling Road Surgery

*It's better now than it was. The system was totally useless. But it's changed for the better re accessing the surgery*

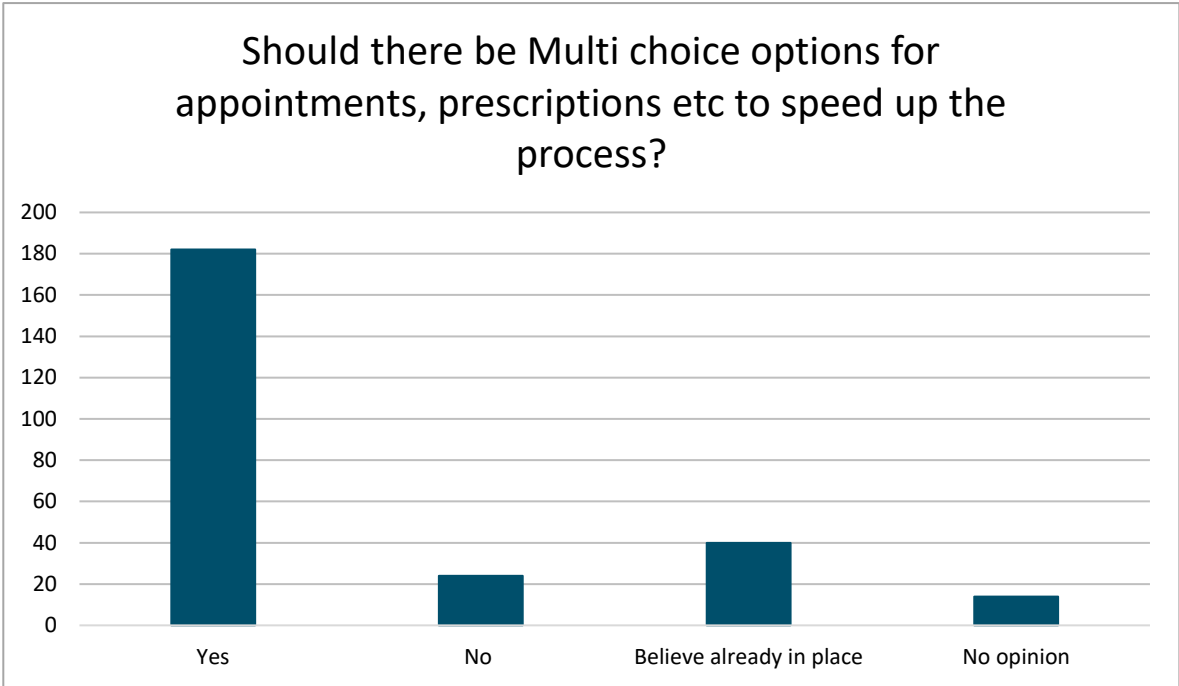
– Mannamead Surgery

*Waited nearly an hour to speak to someone who then told me to do eConsult which advised to ring 111 despite me saying I had spoken to 111 who advised a GP appointment.*

– Mannamead Surgery

**Question 7. Should there be multi-choice options for appointments, prescriptions etc to speed up the process?**

260 respondents answered this question and 78 did not. 70% (182 respondents) said yes or made positive comments about the suggestion, 15.38% (40 respondents) said they felt such a system already existed, 9.24% (24 respondents) said no or made negative comments about the idea, and 5.38% (14 respondents) made alternative suggestions that would make the booking process easier. Alternative suggestions included making it easier to speak to a person or navigate the multiple option process.



The following comments express frustrations with the current system or offer alternatives.

**Option of speaking direct to Reception**

*{as an option, you should be able to} talk to someone isn't necessarily included in the option so there should be a dot, anything else, please hold, and not keep forcing you to press a button which can end up in choosing an option that you don't really need just to be told you talking to the wrong person ring back and press whatever and wait another hour to speak to someone*

*{Yes} but with options that are inclusive and allow you to speak to a person*

*There does seem to be a multi choice, but you need to have an option that offers speak to receptionist.*

*{Yes} but sometimes you just want and need to speak to a human.*

*It would just be nice to speak to someone and not have to go through a multitude of options where what you're phoning up for might not be included and then a wrong selection might be used*

*{No because} most people will need to speak to someone and will end up waiting anyway. Different options just waste's time*

### **Multi Choice Options**

*The number should be for your surgery and not done on options. When you phone your surgery then be given options on appointments prescription etc*

*There's to many options it's confusing for the older generation, people with learning disabilities etc*

*Multi choice options are often confusing for older people and those who are hard of hearing.*

*There can be too many different menus and that really annoys people*

*When you phone the doctors, and you have to go through a number of service providers to pick, its rubbish*

*It does help but it can be confusing what option you need and sometimes the options themselves can be lengthy before you even get put into a queue*

*{options should be} clearly spoken and with the opportunity to listen again without fuss and confusion for the PATIENTS.*

### **eConsult**

*Instead of giving eConsult as only option put a phone number up, not everyone is tech savvy (me included)*

*Having to Access a doctor only online is ridiculous, not everyone has access to the internet. I was in the surgery the other day and a elderly lady was trying to make*

*an appointment to see a doctor all the receptionist kept saying was you have to do it online despite the lady repeatedly saying she didn't have access to the internet, this poor lady was very distressed which I didn't think was acceptable surely we should be able to make an appointment to see a doctor at the doctor's surgery?*

### **Welcome messaging**

*{Yes, to options} but not with a long message that costs the caller*

*{Yes} and not rambling messages that last three minutes before you even get to choose an option*

### **Waiting times to access services**

*I was trying to cancel an appointment. I couldn't get through to tell someone*

*To cancel an appointment should be easy! Not take 50 mins that's why people don't bother*

*There are already multiple options. No one ever answers*

*There are choices but you still can't get through*

*It doesn't matter it's all under the same number and you are waiting for ages to get through.*

### **Other comments**

*It would just make it more confusing go back to the old system it worked*

*Not really. If the old system worked don't fix it*

*Just that when you get through to prescriptions, they can't help you with prescriptions!!!!*

*{Yes} but when I've rang staff don't seem to know themselves how to help...*

*Anything that stop this being a disgraceful practice*



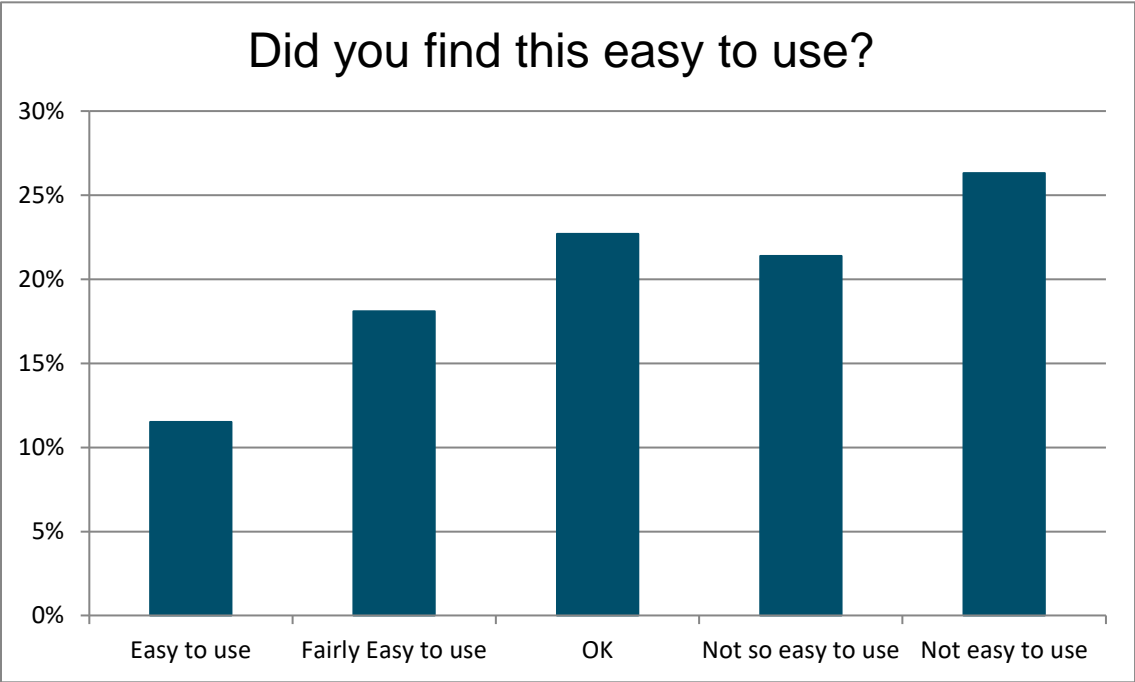
**Question 8. Have you used our online consultation process?**

328 respondents answered this question and 10 did not. 89.63% of respondents (294 people) answered yes and 10.37% (34 people) answered no.



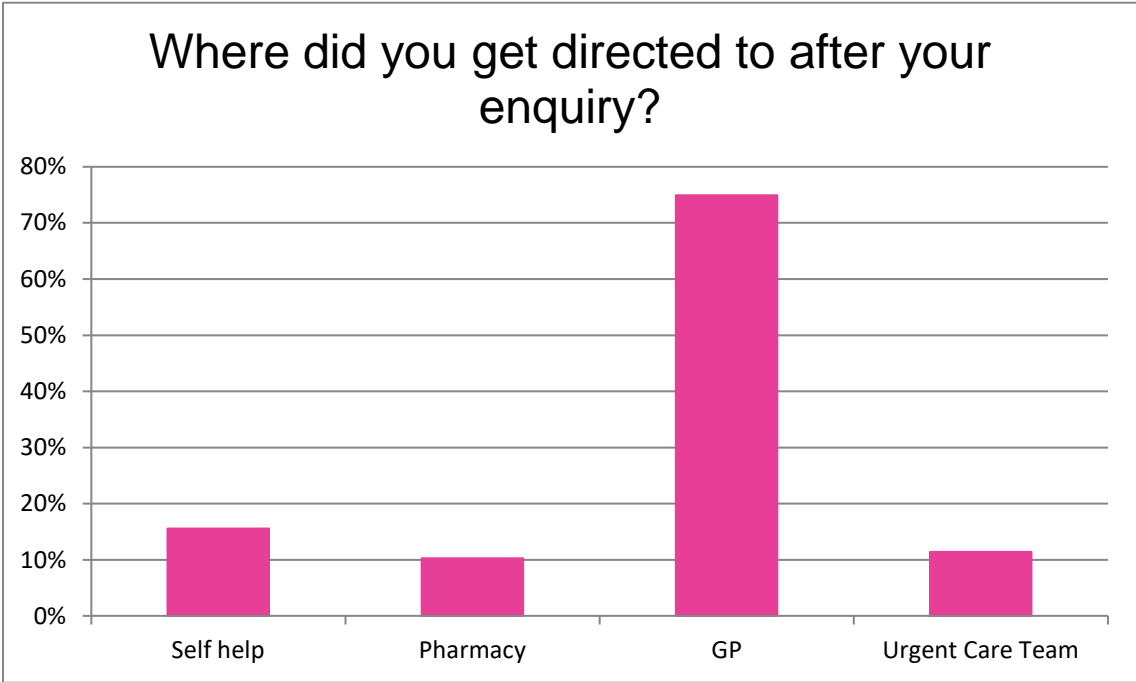
**Question 9. Did you find this easy to use?**

304 respondents answered this question and 34 did not. 11.51% of respondents (35 people) found the online consultation process easy to use, 18.09% (55 people) found it fairly easy to use, 22.70% (69 people) found it okay to use, 21.38% (65 people) found it not so easy to use, and 26.32% (80 people) found it not easy to use.



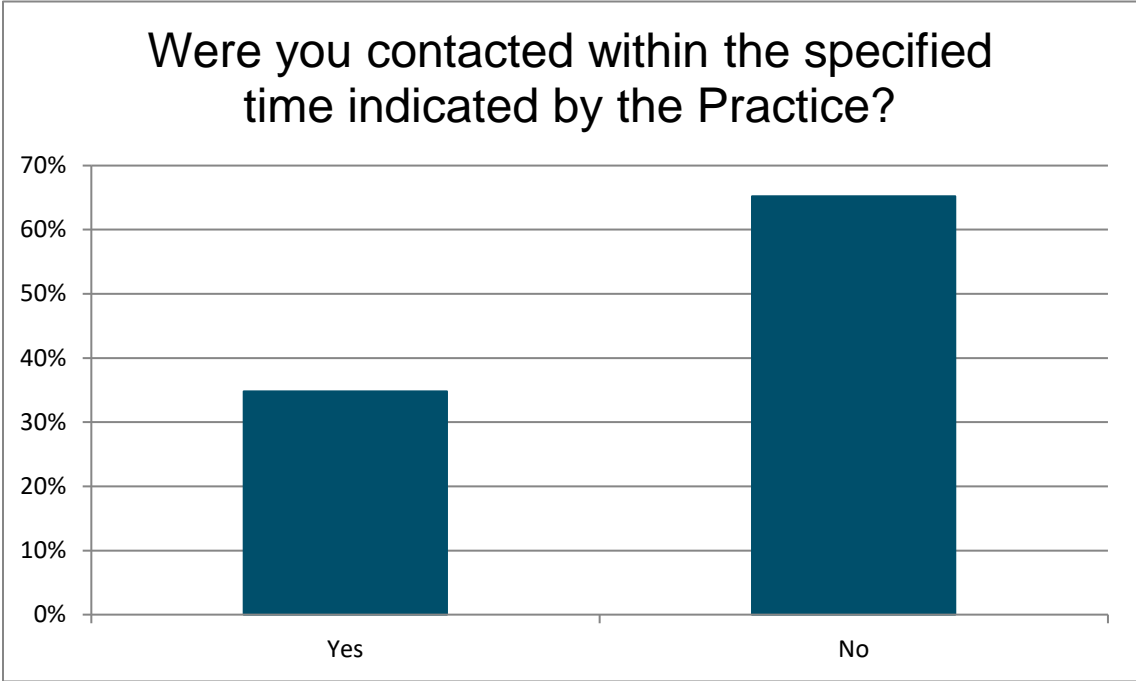
**Question 10. Where did you get directed after your enquiry?**

263 respondents answered this question and 75 did not. 74.90% of respondents (197 people) were directed to their GP, 15.59% (41 people) were directed to self-help resources, 11.41% (30 people) were directed to urgent care, and 10.27% (27 people) were directed to a pharmacy.



**Question 11. Were you contacted within the specified time indicated by the surgery?**

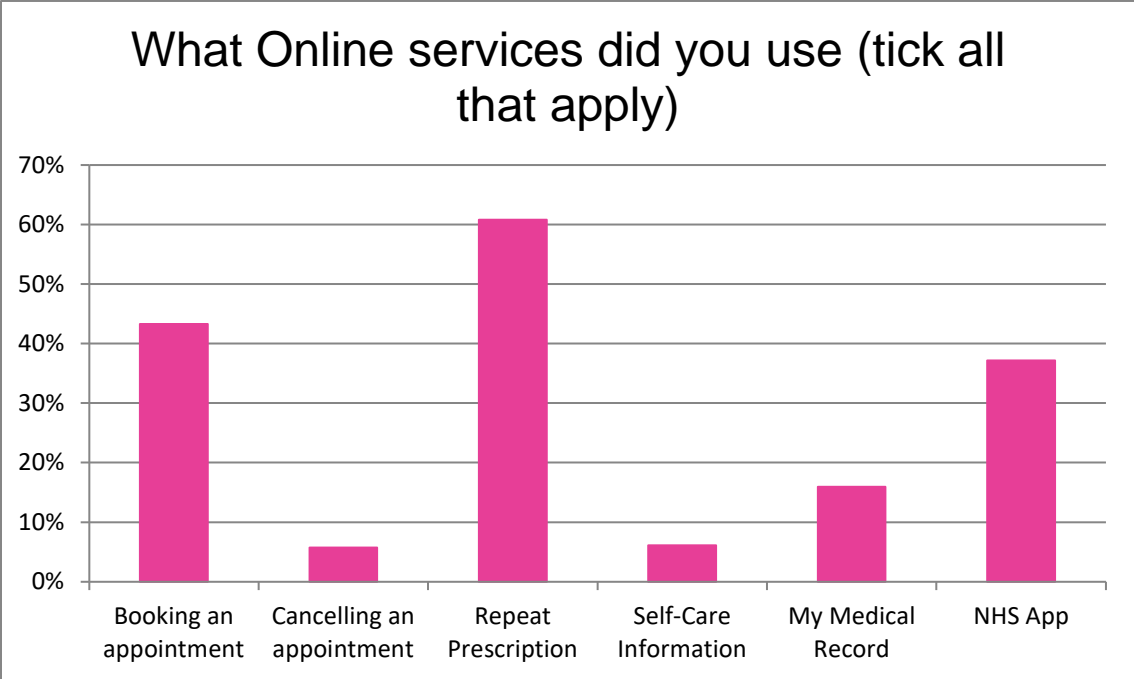
296 respondents answered this question and 42 did not. 34.80% of respondents (103 people) answered yes and 65.20% (193 people) answered no.



For those that responded 'No', a supplementary question was asked about how long they waited for contact from a clinician. Of those that responded the majority stated it was greater than 1 week with some respondents stating they had not been called.

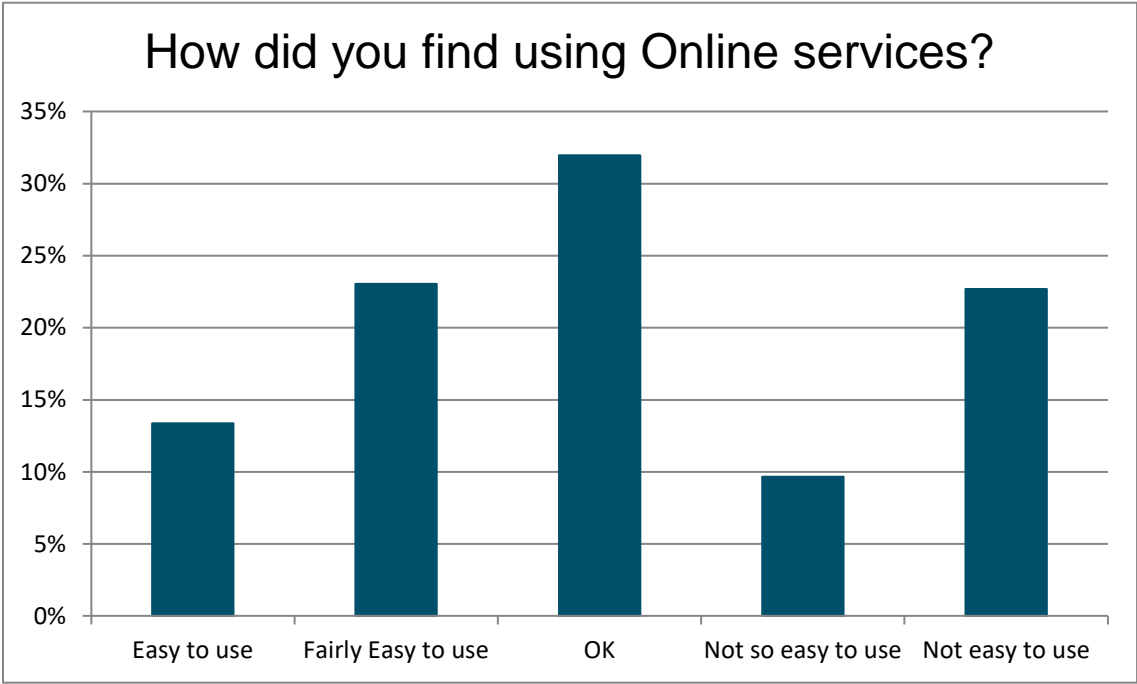
**Question 12. What online services did you use? Tick all that apply.**

245 respondents answered this question and 93 did not. As respondents could select more than one response, percentages may total more than 100. 60.82% of respondents (149 people) used online repeat prescription services, 43.27% (106 people) booked appointments online, 37.14% (91 people) used the NHS app, 15.92% (39 people) used My Medical Record, 6.12% (15 people) used online self-care information, and 5.71% (14 people) cancelled appointments online.



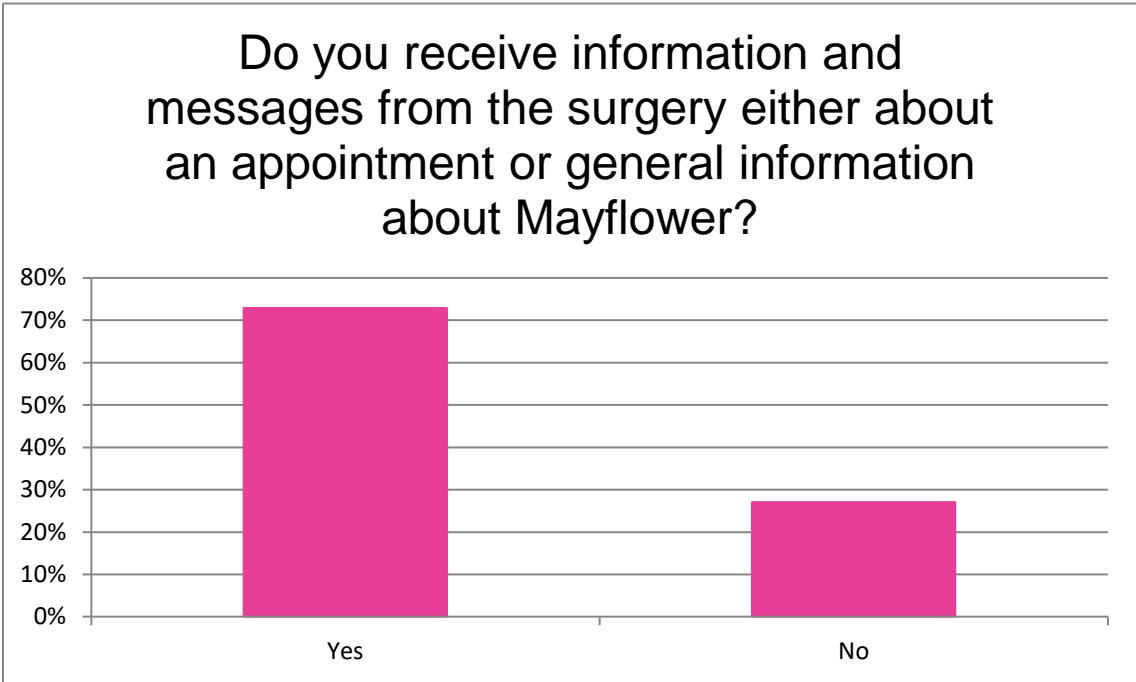
**Question 13. How did you find using online services?**

269 respondents answered this question and 69 did not. 13.38% (36 people) found online services easy to use, 23.05% (62 people) found them fairly easy to use, 31.97% (86 people) found them okay to use, 9.67% (26 people) found them not so easy to use, and 22.68% (61 people) found them not easy to use.



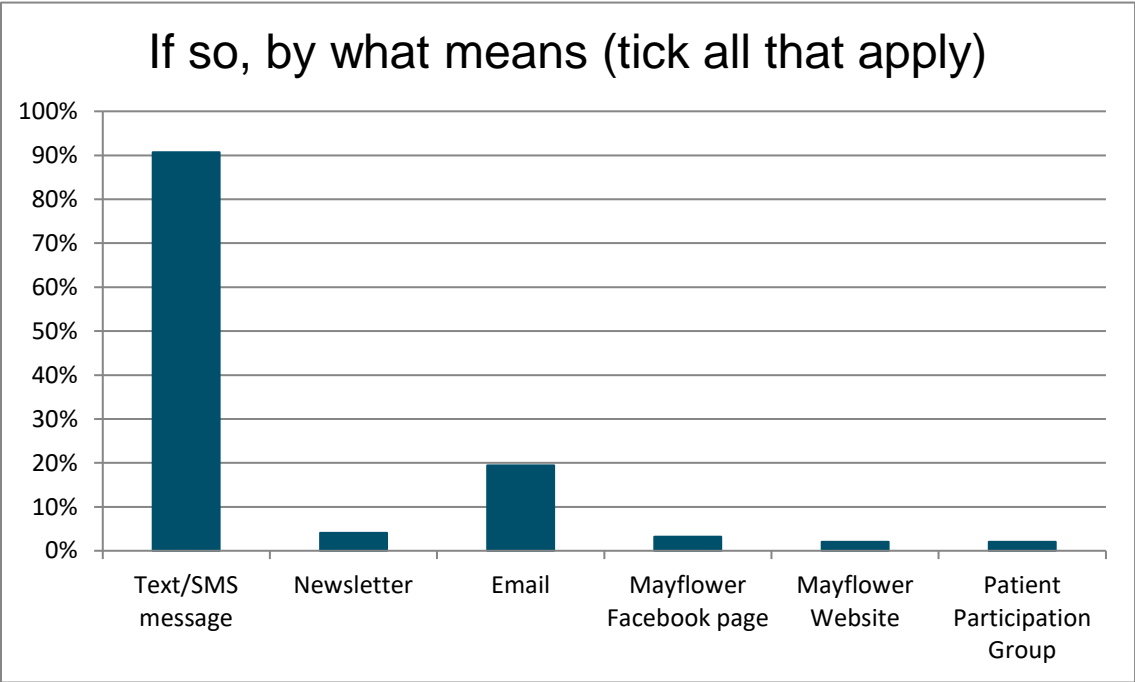
**Question 14. Do you receive information and messages from the surgery either about an appointment or general information about Mayflower?**

325 respondents answered this question and 17 did not. 72.92% of respondents (237 people) answered yes and 27.08% (88 people) answered no.



**Question 15. If so, by what means? Tick all that apply.**

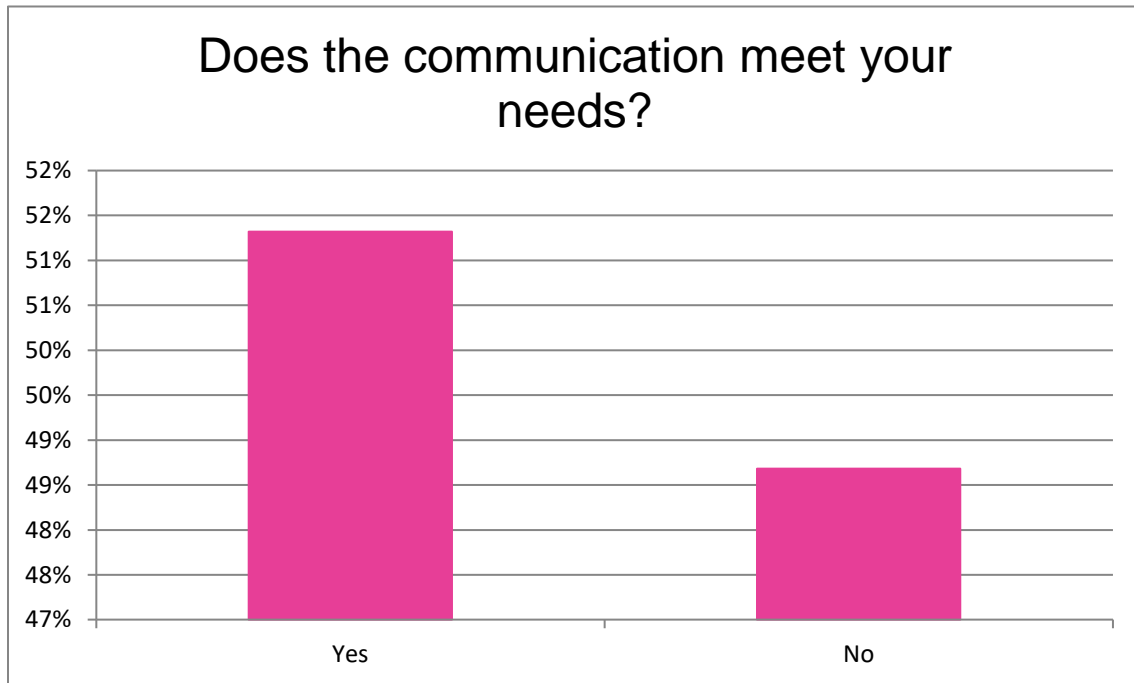
247 respondents answered this question and 91 did not. As respondents could select more than one response, percentages may total more than 100. 90.69% of respondents (224 people) received information via text/SMS message, 19.43% (48 people) received information via email, 4.98% (14 people) received information via the Mayflower Facebook page, 2.85% (eight people) received information via the Mayflower website, 1.07% (three people) received information via a Patient Participation Group, and 0.71% (two people) received information from a newsletter.





## Question 16. Does the communication meet your needs?

302 respondents answered this question and 36 did not. 51.32% of respondents (155 people) answered yes and 48.68% (147 people) answered no.



For those that responded 'No', a supplementary question was asked about 'If not, what communications would you like to receive and how often would you like to receive this and by what method?'

*I have very little need to visit the surgery so a quarterly newsletter in the post would be useful with the addition of any urgent information sent in addition.*

*Appointment reminders are useful but directions to other services I cannot access are not at all appropriate.*

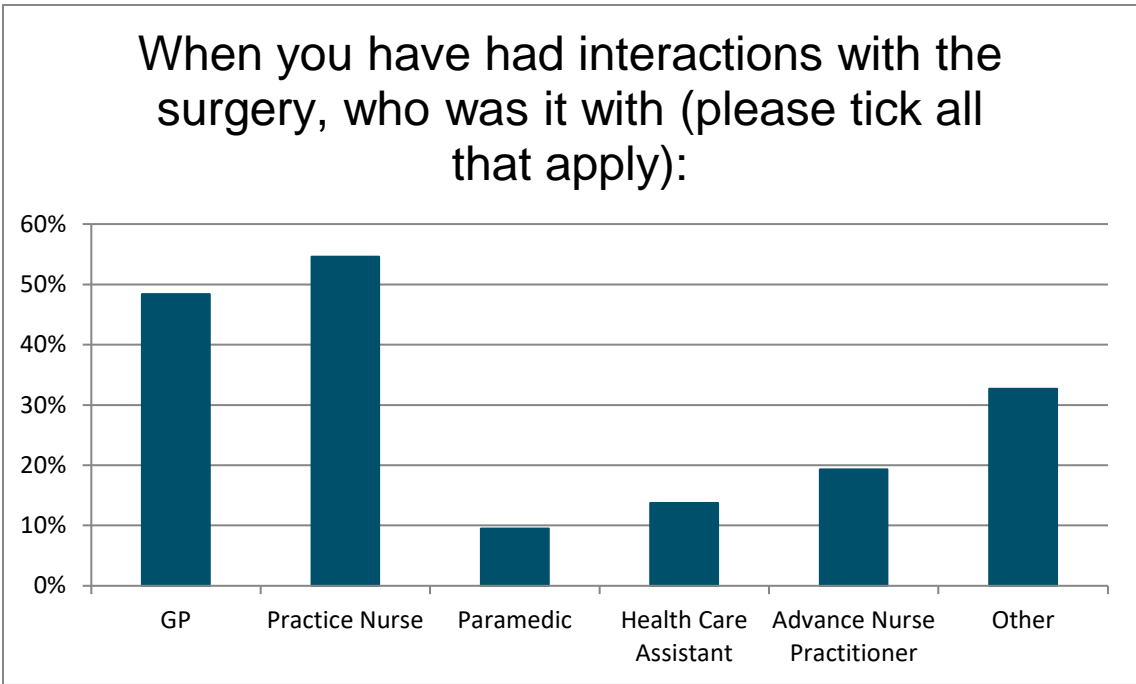
*There was no way to respond to the text message, and phoning takes too long.*

*I joined the patient participation group but have heard nothing. I check the Facebook page, but I think information there should be emailed also.*

*As I'm contact/Power of attorney for my mum it would be helpful if I knew who the text message was for. I attend the same group practice.*

**Question 17. When you have had interactions with the surgery, who was it with? Tick all that apply.**

306 respondents answered this question and 32 did not. As respondents could select more than one response, percentages may total more than 100. 48.37% of respondents (148 people) had contact with a GP, 54.58% (167 people) with a Practice Nurse, 9.48% (29 people) with a Paramedic, 13.73% (42 people) with a Health Care Assistant, 19.28% (59 people) with an Advance nurse Practitioner, and 32.68% (100 people) with another member of staff.



## **Question 18. Do you have any other feedback, comments, or suggestions you wish to share?**

243 respondents answered this question and 95 did not. A breakdown of comments by themes is below.

### **Confidence in Mayflower Group (25)**

*Yes, they need to sort this out it been going on far too long it is so stressful it makes you feel worse. People don't need this when they are poorly etc. I'm scared that there will be no one there when I need them everyone passes the buck.*

*I have no confidence in the service I will receive from the Mayflower Group. In the last couple of years, it has deteriorated significantly. This is currently a failing service as far as I am concerned.*

*The surgery needs open access for children under a certain age and/or with disabilities. Hospital letters need to be addressed! I am a carer for my husband and the hospital sent a letter to the doctor a year ago and they still haven't put in place what had been requested! I get fed up with calling.*

### **Accessing Services (General) (99)**

*When will we be able to see a Dr face to face my mum is 91 with no internet.*

*It can be really frustrating to be sent a text from a GP and told to telephone the surgery with any enquiries - the difficulties in getting through to the surgery make the whole process feel like Groundhog Day!*

*I think your medical team are great but sadly the access through to them is pretty poor - make the website more user friendly, put an extra receptionist on during your busy times (the queue was out the door when I went) the signage is poor, remember you have new patients from another surgery, and they might not have used your facilities before.*

*Would be nice to see a doctor when you go doctors and not a nurse. She is not a doctor and is not getting paid to be a doctor. Would love this comment to be shared but it will not!!*

## Accessing service (phone/online/eConsult/Livi App) (78)

*Complete joke that I have ongoing issues and have to fill out an eConsult every time. Things that are quite urgent are not addressed in a timely manner. Long standing medical conditions are not taken into consideration. It's only a matter of time before something serious happens because someone has been unable to access a GP in a timely manner.*

*Livi app is such a disappointment, easy to use but no doctors to fulfil appointments. Been misdiagnosed twice though online appointments in the past I feel it's an extremely dangerous way to handle appointments.*

*When will patients concerns be taken seriously? The poor reviews should highlight the major areas of concern. Start by making it easier to see a doctor and get rid of the not fit for purpose eConsult.*

## Staff/Staffing (40)

*Often the admin staff/reception staff are quite rude as of you have inconvenienced them by simply contacting them. However, there is a reception staff member who is always helpful and kind.*

*The GP and the phlebotomist were both extremely friendly, helpful, and professional. It is getting to arrange an appointment that takes a long time.*

*Advanced nurse practitioner and paramedic were fantastic. GP off hand, couldn't wait to end the conversation and was dismissive rude and plainly disinterested-missed ESSENTIAL things and left patient suffering further without the correct diagnosis, treatment or referral.*

## Communications (10)

*We need basic, step-by-step information, preferably written, on who to contact for different types of problem / enquiries and which way to do it. Also, an alternative to the online system for people who are not able to use it, for whatever reason.*

*Cancelled appointments without advising. You turn up to find cancelled.*

*I can understand that there is a shortage of doctors etc, but I find the current systems in place are complicated, difficult to use take a lot of time. Simple easy communications are required.*

### **Other (15)**

*Your gathering information when you already have so many poor reviews. Why?*

*A clear lack of menopausal awareness, even from females...told me I'm too young when I'm the right age and have all the symptoms. Also told it's just one of those things we have to put up with. Dr in particular was incredibly rude and patronising.*

*The time taking to get repeat prescriptions authorised and sent by Well is causing real issues. The last two months I have wasted hours chasing repeats between surgery and pharmacy and I've been fobbed off by both.*

## Demographics information

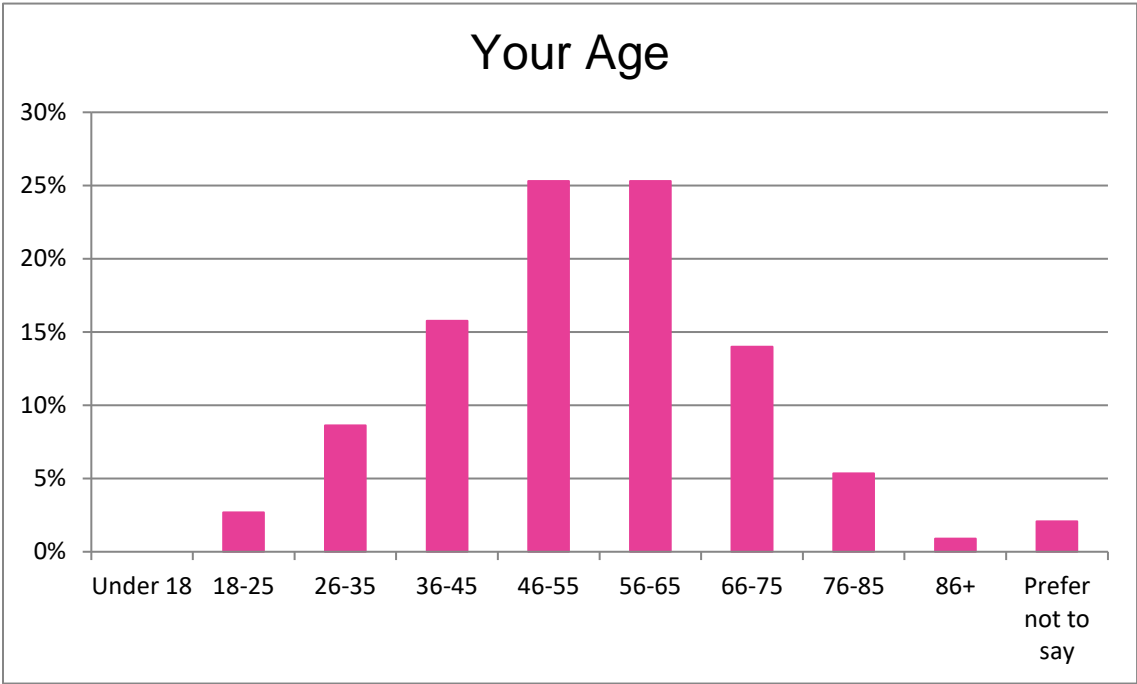
Two demographic questions were asked at the end of the survey.

### What is your age?

336 respondents answered this question and 2 did not.

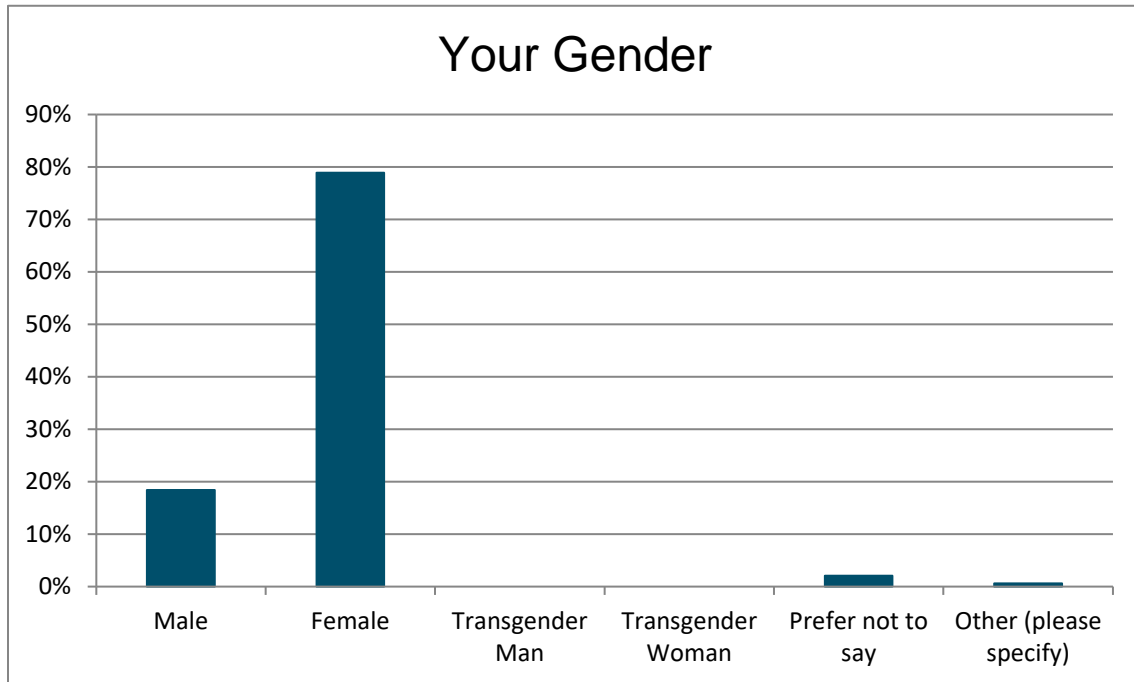
- 2.68% of respondents (9 people) were aged 18 to 25,
- 8.63% (29 people) were aged 26 to 35,
- 15.77% (53 people) were aged 36 to 45,
- 25.30% (85 people) were aged 46 to 55,
- 25.30% (85 people) were aged 56 to 65,
- 13.99% (47 people) were aged 66 to 75,
- 5.36% (18 people) were aged 76 to 85, and
- 0.89% (3 people) were aged 86 or over.

None of the respondents were under 18. Seven people preferred not to say (2.08%)



### What is your gender?

337 respondents answered this question and 1 did not. 78.93% of respondents (266 people) were female, 18.40% (62 people) were male, and 2.08% (7 people) answered "prefer not to say." 0.59% of respondents (2 people) answered "other" but did not specify their gender.



# Healthwatch Observations

From the survey results, and comments, social media comments and service reviews plus our knowledge of Mayflower Group, Healthwatch Plymouth has the following observations.

1. It is very evident that patients and those that care for others are extremely frustrated in being able to access services at Mayflower Group Surgeries. This is not new and has been a constant theme since Mayflower was set up in 2017. Over the years, the access process has been amended and new phone and online systems have been brought in, but it hasn't addressed the frustration that patients feel when trying to contact Mayflower. Long waits in phones queues were being commented upon long before the Covid-19 Pandemic which further exacerbated the situation. There are also indications that patients are losing confidence in the service provided. We acknowledge that the new provider had only been in place for a little under 4 months when the survey was undertaken and that some comments are historical, but it shows the scale of the issues and the mountain that needs to be climbed to meet the expectations of patients.
2. The move to eConsult has not been smooth and Mayflower are not alone in having teething problems with this system. The introduction of an 'eConsult lite' consisting of 3 questions to assist in streamlining those who need to be triaged is welcomed. From the survey data, it is too early to say what effect that this is having although there have been a small number of positive comments in the survey to suggest that small improvements to the service are being noted. The main concern from using eConsult is the current length of time it takes to receive a response that is viewed as excessive. Some respondents had also stated that they had never received a response to their enquiry.
3. The use of an online consultation tool Livi has also received positive comments, but there are also concerns that online appointments are delayed from the booked time or cancelled as no clinician is available. Comments have also been made about the appropriateness of this type of consultation when presenting with physical or skin related conditions and the ability of the clinician to accurately diagnose the issue over a video link.



4. Online services such as booking appointments or ordering repeat prescriptions appear to be regularly used and 91 respondents had used the NHS app. However, a balanced way of accessing services at Mayflower needs to be maintained as not all patients can access online services and more importantly there will be some patients who do not wish to access via these systems.
5. Communications from Mayflower are mainly being received by text message suggesting that this is primarily about appointment reminders and other issues around managing longer term care such as vaccinations and medication. There were very few comments around proactive messaging to patients about services or being involved with the patient participation group. Healthwatch is aware from conversations with Mayflower staff that there is an ongoing process of engaging with patients and re-invigorating the patient participation groups since the change of provider and this survey supports that, but a clear regular plan of practice communication to patients keeping them inform of developments and addressing general concerns needs via various communication channels needs to become a routine and regular process. The language used also needs to be considered so that patients understand that they are seeing a member of the 'primary care team' so that their understanding of primary care is not just about seeing a GP.
6. The age demographics of this survey should also be noted with 65% being between the ages of 36 and 65 with 20% being over the age of 65.

In summary, there remains considerable patient frustration in accessing services, particularly by phone and by eConsult especially around extended waits in phone queues or the length of time to receive a response to an eConsult. As a result, some patients have lost or are losing confidence in the service. Other issues with online video consultations maybe out of scope for the practice to resolve themselves, but feedback needs to be given to the provider of this service about the issues being experienced. A proactive and regular communications plan needs to be maintained to keep patients informed of changes.

Moving forward, Healthwatch Plymouth would welcome further opportunities to work with Mayflower Group in developing patient services.

# Statement from Mayflower Medical Group

Mayflower Medical Group would like to thank Healthwatch Plymouth for their support to work in collaboration and to gather a wider scope of patient feedback.

Whilst Mayflower Medical Group continue to receive patient feedback through our governance team, it was imperative that a wider audience had been reached and sought for feedback and interaction on their experience of the primary care services.

Following the outcome of the survey the team have put in place an action plan to address the concerns that have been raised, in regard to access to the surgery.

The main themes that came to fruition in regard to access were the telephone and eConsultations. Some clear examples were provided regarding access and where improvements were needing to be made.

Mayflower Medical Group will over the coming weeks and months work through the action plan with the key accountable individuals to start to explore what resolution could be put into place. Mayflower Medical Group will work closely with Healthwatch Plymouth to provide feedback on those areas so that this may be shared with our patients and the wider community.

Thank you for taking the time to contribute and feedback regarding your experiences.

## Recognition

Healthwatch Plymouth would like to thank everyone who participated in the survey and took the time to share their feedback via our website and social media platforms.

# Appendix

## 1. Comments received by Healthwatch in response to Social Media Posts

Social Media Channel	Topic	Comment
Facebook	Appointments	Trying to get to see a GP is like trying to show a flea how to jump
Facebook	General	Diabolical. Terrible. A joke.
Facebook	eConsult	I did exactly what they asked me to do, an eConsult, the reply was that I would be contacted up to 24 days, remembering to keep your phone on you all the time for 14 days hoping to hear from a doctor is totally unreasonable, I never received a call or any contact so now what do I do? This is an area which needs attention, it is unreasonable to expect a patient to wait 14 days to be contacted, please M.M.G. try seeing things from the patient's point of view.
Facebook	eConsult	My 2-year-old had tonsillitis couldn't swallow his own saliva and from eConsult came email that it will be answered within 28 working days what a joke.
Facebook	General	Last time I told someone who my doctor's surgery was, they actually laughed in my face. Can't blame them either. And yes, Healthwatch Plymouth, I have completed the survey.
Facebook	Appointments	I don't know how to see a doctor

Facebook	Medication	A doctor what's that???? They are a waste of space imo. Can't get prescriptions without an argument with the pharmacy they blame the surgery, and the surgery blames the pharmacy I am meant to take medication daily but can't because I never get my prescription on time and I get some others are missing or late I would much rather pick my prescription up from the surgery then hand it into the pharmacy myself that way I would know who is to blame for missing items
Facebook	Call backs	These call backs are awful too, not everyone has the pleasure of sitting at home all day/week/month to wait. My husband works on a building site, it's impossible for him to have a call back. And they wonder why people end up at A&E.
Facebook	Medication	Hmm I had to go without my regular medication because they thought my 28 tablets was for a month and I'm not allowed to suddenly stop them. I was in a very bad state and the doctor I had a video call wasn't even local she couldn't see what was wrong.
Facebook	eConsult	After eConsults the wait is ridiculous...And then when you are called or text with the online consultation you can't use it through no id. I've been waiting ages and when I did get a call it was on a Sunday when I'm out with family. You can't discuss certain issues in a public place...
Facebook	eConsult	To many mis diagnosed illnesses etc through eConsult. My friend was told she had built up gas in the stomach, after several weeks complaining she then went hospital instead of more eConsults to be told she had terminal cancer. She has sadly passed.....pity doctors can't be held accountable for missed or late diagnosis that could've been treated properly.
Facebook	Appointments	I'm sick of hearing day after day that my parents can't get an appointment or still haven't got a call back! People are falling through the cracks and I'm sure there has been many people that have skipped this and have gone straight to the hospital!
Facebook	General	Poor Surgery

Facebook	Appointment	The surgery is shut but do I have to make other arrangements for appointments I have for end of August as they are up Trelawny?
Facebook	Appointment	Every time I need an appointment, they're 'full to capacity' whatever time of day I call.
Facebook	General	It has not improved. Records are still not kept up to date. Reviews on people's medical conditions don't happen or are 3 months late. You cannot contact the surgery by telephone. Reception staff are not informed or not supported. The computer system at times does not work in the surgery. No doctors are available for appointments. Some of the staff are cruel and uncaring. I would not be surprised if the surgery has not killed people! I have done the survey.
Facebook	General	It's still the same absolute shambles
Facebook	General	Never known any service so poor, let alone a health care!
Facebook	General	This whole surgery is an absolute disgrace
Facebook	General	What services!
Facebook	Livi Appointment	Had an appointment on the Livi app my appointment was 5.15pm. I checked in and waited, an hour later still no doctor was assigned, terrible service.
Facebook	General	Shocking
Twitter	General	Needs some improvement but am so happy with the treatment I received last week, everyone is struggling especially the NHS and so much uncertainty, my faith has been restored in the Group.

Twitter	General	Utter fiasco and slightly scary sums it up. Questions answered but care doesn't seem to come any better because of a questionnaire does it.
Facebook	eConsult	Absolute joke just done an eConsult and I have to wait up to 14 working days to hear anything from them
Facebook	General	Absolutely the worst
Facebook	eConsult	Done consult waited for 14 days got a call today have to wait for doctor to call don't know when. She could not help me what a load off [rubbish]
Facebook	eConsult	Spent 1 hr going round in circles trying to get to eConsult page, more direction needed for the non tech savvy people, like me.
Facebook	General	We don't have health care. I gave up trying to get medical help.
Facebook	Appointment	I'm in my seventies tried to ring for an appointment to see a doctor at Stirling Rd after trying all day get told to fill in a form online. I replied I don't have the capability to do that and got told come to the surgery tomorrow morning and someone will help you. I didn't feel well this morning so still haven't got an appointment. This in my opinion is discriminatory to those of us without computer skills or Wi-Fi.
Facebook	General	It's always shut how about that for experience
Facebook	General	Utterly useless surgery
Facebook	General	I was a patient for 40yrs and left the practice last year. It had changed out of all recognition. To be honest the NHS we knew has gone forever.

Facebook	General	This survey is absolutely rubbish and does not go into any real detail about anything. Sadly, it is a reflection of the service by Mayflower Group, totally inadequate.
Facebook	General	Went in to one of your doctors this morning I've never seen anything so disorganised receptionist making life difficult for an elderly lady in front of me they don't listen to you queue out the door Mayflower get a grip because the way you're doing it now isn't working.
Facebook	General	One word "Diabolical"
Facebook	General	It feels like it's set up to make you feel like you shouldn't be asking for help or what you need very dismissive we can't help. You ring the main number which is a 45min job and very confusing put it back the way it was older people can't cope with it the way it is hope this feedback helps to get it sorted
Facebook	General	Having a laugh husband not seen anyone for 3yrs he is diabetic and had asthma and other illnesses a total joke and surgery been closed all summer holidays
Facebook	eConsult	I was supposed to have a GP ring me back on Thursday (25/8) it's now Sunday still waiting. The service is shocking I need antibiotics as the first lot didn't work. This is why A&E is full we can't access a GP or nurse, so things get left until it's too late for anything but the emergency room
Facebook	General	Waste of time I'm afraid, they already have enough information concerning the practices problems, they are just looking for an excuse to play for time, we need action and change now.
Facebook	General	It's been total rubbish for the last few years. Mayflower has ruined a good surgery at Trelawney
Twitter	General	Utter fiasco if I can use those words. Sometimes occasionally one paid employee might possibly try and assist only to have the next ones undermine their decision and patients are yet again left to suffer and have NO care, NO treatment, and NO support

## 2. Reviews received via Healthwatch Plymouth website since 1 April 2022.

Date	Surgery	Review
05/04/22	Stirling Road	I have spent last week trying to get through by phone and can't get through by email or eConsult. I need my repeat prescription I have nearly run out of tablets. Very worried!
18/05/22	Stirling Road	A complicated way of requesting repeat prescription and if you run out you can't get an emergency supply.
20/05/22	Stirling Road	Impossible to get an appointment. They will not discuss two conditions at the same time ridiculous as there could be crossover.
01/07/22	Ernesettle Primary Care Centre	We've tried to get me better. But no one is helping.
01/07/22	Stirling Road	My father is 92 he hurt his wrist and in pain apparently not a priority.
15/07/22	Stirling Road	It is nearly impossible to get an appointment with a GP and in the unlikely chance that you do you cannot see the same one twice. There is no continuity of care for what little if any care there is. I have not seen a GP in over a year and can't get an appointment as I am referred to either Ill or A&E. What is the point of GPs?
09/08/22	Mount Gould Primary Care Centre	I have High Blood pressure and trigeminal neuralgia which causes a lot of pain and can't talk to a doctor.



10/08/22	Ernesettle Primary Care Centre	I have many long-term conditions that need constant attention and reviews. All Staff from administration to face to face medical staff do a tremendous job and always with a smile. All in all, the staff I see do a great job in difficult circumstances. I certainly trust my life to these medical staff. Cardiac Nurse is outstanding - providing first class care. Reception staff are amazing people who deal with a lot of tricky and abusive people. Drs are fantastic and extremely patient.....very experienced.
16/08/22	Ernesettle Primary Care Centre	Despite numerous complaints a GP appointment is never offered and if you have dodgy bloods you have to ring, wait 45mins+ in queue to ask what you're supposed to do to be told a prescription is waiting for you at a pharmacy.
22/08/22	Stirling Road	Find it impossible to speak to anyone and cannot see a doctor in person prescription reduced as need blood test but can't get one at surgery.

# Contact us



Jan Cutting Healthy Living Centre  
Scott Business Park  
Beacon Park Road  
Plymouth  
PL2 2PQ

[www.healthwatchplymouth.co.uk](http://www.healthwatchplymouth.co.uk)  
t: 0800 520 0640 (Freephone)  
e: [info@healthwatchplymouth.co.uk](mailto:info@healthwatchplymouth.co.uk)  
tw: @HealthwatchPlym  
fb:  
[facebook.com/HealthwatchPlymouth](https://facebook.com/HealthwatchPlymouth)