

2013/2014 Patient Survey Comments

"Reception staff are very rude. Acute clinic doesn't work. My 4 week old baby was going to have to wait over an hour past her appointment time, and then ended up in hospital!"

"In my opinion you have too many patients"

"Some of the receptionist's phone manner and help needs some work! (Some)"

1. - I answered "fairly satisfied to no 15, only because I'd like same day appointments to be a little longer so that you, and we the patients, are not so pressured. Otherwise I am very happy with how you look after me. 2 - As you move to more online contact with patients could you give greater prominence on the website to contact details for support groups for specific conditions/circumstances? We're possibly less likely to visit the surgery and see notices etc if we're encouraged to use online advice and appointments. Thank you.

Action needs to be taken against missed appointments. There is nothing more frustrating than seeing any number between 400 and 800 appointments missed/month scrolling round when you have struggled to see a doctor. I appreciate this is not specific to the Grange Practice, the NHS need to tackling this problem nationally. Best way is to hit people's pockets for missed appointment. Rant over, service great, the people at the Grange are brilliant too with what they must have to put up with.

Air con in waiting room. Allow less patients in waiting room, it gets too full!

All is well

All well, well done

Although there has been improvement we do find it difficult to get past your reception without having to explain your medical problems in too much detail. My doctor tells me to always come to him for my long-term sickness. The receptionist says Dr X doesn't come in every day so you must use Dr Y who is free but knows little about my needs. That's not helpful.

An on-site phlebotomy service would make such a difference to the surgery and I'm sure that it would be cost-effective and good for the practice and the patients. Parking at HRI is so difficult it makes me cringe every time I am given a blood test form. I fail to see why you cannot provide this service. It would also be good to know what minor surgical techniques are offered at the Grange. Maybe time for a new surgery leaflet

Answerphones

Better - more availability for appointments Well - organise long off appointments Overall - very pleased with this Group Practice

Difficult to book ahead for appointments

Do something about the 8:30 morning raffle

Everything is okay for my requirements, thank you

Find it difficult getting through at 8.30 to book an appointment that day. By the time you get through all appointments have gone unless it is an emergency

For me I think everything is fine. However if I was working I would want longer opening hours

Good surgery, much better than some!

Have more lines open at 8.30 to book same day appointments as recently by the time I've got through all appointments have gone. Better still allow patients to book for day or two after. Receptionists should be aware that many patients work and cannot get to surgery quickly or need to fit appointments in around their job.

Have registered now for the online service

Having registered with your online service I ordered a prescription for me and one for my wife (using the option to order for someone else). I duly received 2 acknowledgments, one immediately after the other. My wife's prescription was waiting for her. There was no trace of mine, although both were requested on my registration. There is little point in having a potentially useful system if it does not work!

I am always impressed by the courteous and helpful reception at the Grange and the treatment I receive.

I am happy with your system as it is.

I am very satisfied with the care my husband and I receive at the surgery. Reception staff are helpful, polite and cheerful. My husband has had a particularly bad year and I have always been able to book an appointment to be seen fairly quickly. Doctors have been helpful, understanding and sympathetic and have referred him to consultant care when necessary. Thank you all for your help and care

I couldn't complete Q18. I am a full-time Carer for my sister with whom I live, so I am not available for work.

I did not know you can make an appointment on line

I do not like having to ring up to see MY Doctor at 0830 on the day I need to see him and then I have been ringing for 20 minutes before I get through ALL PATIENTS WHO DO NOT TURN UP FOR APPOINTMENTS SHOULD BE WARNED THAT IF THEY MISS ANOTHER ONE THEY WILL BE REMOVED FROM THE LIST. THEN WE MAY SEE THE MISSED APPOINTMENTS TOTAL IN SINGLE FIGURES INSTEAD OF HUNDREDS.

I feel the seating area needs to be updated and more seating is required, prescriptions should be available within 24 hours

I find the face to face contact with the receptionists is good, the 'anonymous' telephone service is less helpful & the staff can sometimes be off-hand & not particularly cooperative. However on the whole we feel that we are very lucky to have a practice that cares. Thank you to everyone.

I have generally been treated in a courteous and attentive way by the medical staff. They always listen carefully to my comments. Notifications for my routine checks always arrive in a timely manner. The reception staff are normally very pleasant although, understandably when under pressure, can sometimes be a little abrupt. Advance bookings for specific doctors have a very long lead time unless there has been a cancellation.

I have never been able to pre-book an appointment and getting a same day appointment after 8.35am is impossible over the phone. Needed an emergency appointment and was told by the receptionist to ring the next day for an appointment so ended up in A&E. Needed to see a doctor about painkillers and was given an email address to contact instead, explaining what I needed and why. Nobody replied. Made a complaint and when somebody tried to contact me to discuss my complaint they could only ring me when I was in work and unavailable to take their call. Feel very let down.

I knew cold book prescriptions on line but didn't know that could book appointments. Like flue jab clinics well organised Receptionists helped me out quite a few times, especially when I had forgotten to get holiday jabs a couple of years ago and I do appreciate it. All staff are friendly and helpful. Thanks

I know when my husband worked in Leeds doctor's appointments meant coming home early or going late.

I prefer to see my regular doctor

I work long hours often out of town, I don't get paid when taking time off. I know this winter there are Saturday appointments. For people that work, it would be nice to be able to see a doctor, on an evening I.e. past 5/6pm. Or alternatively weekends. I feel that my condition does not get the best medical attention, due to my inability to get an appointment to suit myself. Seems like the system is perfect for the unemployed and retired people only.

If ringing tell your partner who you are

If you ring at any time other than first thing you cannot get an appointment for that day and have to ring again first thing the next day. Also Reception not very helpful if you have a guest staying at your house who needs to see a doctor.

I'm very impressed with the whole feel of your surgery, perhaps having moved to Holt from a depressed inner city. It is spotlessly clean, smells sweet, seats are smart and comfortable, everyone I've spoken to (doctors, receptionists etc) have been so pleasant, so relaxed (compared to up north) and make me feel that my health and well being matters. Thank you.

In my opinion it would be better if people with infectious illnesses were given a home visit instead of sitting in a room full of sick people and spreading it around.

It can sometimes be difficult to get appointments to fit around work; otherwise I am very happy with the service!

It feels like the surgery is trying to be more accommodating. My concern will be if I can't order prescriptions online more than a week before it is due, as I do find it difficult to get in for them and ordering 2 or 3 weeks earlier gives me that flexibility. Thank you for all your hard work and improvements. Love the ability to order and make appointments online whenever I like.

it is getting harder to book appointments in advance. You get told to ring at 8.30 for an appointment that day, but when you do finally get through, there are no appointments left for the day unless it is an 'emergency'. I would like the choice of booking appointments for that week, as sometimes it is not an emergency, but you would like to be seen soon.

It is getting harder to book appointments with my doctor of choice. The staff are very helpful

and friendly

It is Inconvenient to ring at 8.30 to get an appt. as I am travelling to work. I have at times sat in the car with my phone on redial for over 15 minutes without getting through and have had to give up to get to work. Another time by the time I got through the appointments had all gone. Not easy to get in with the Dr of choice. Been with this practice since 1985 when there were only 3 doctors. It has got so big now and I feel has lost the personal touch a bit. I prefer to see the doctors I am used to. On the positive, when I do see a doctor I am usually happy with the service provided and have no issues with reception staff. Sometimes appt. staff on the phone can come across a bit unhelpful but they probably have to deal with people who can't get what they want when they eventually manage to get through or are cross at how long it's taken to get through. More phone lines may help.

It would be better if it could be possible to book ahead more easily. It is difficult to go back to a different doctor for an on-going problem

Make it easier to book appointments with a doctor of my choice. Also, if an appointment is not available when people phone they should be able to arrange an appointment for the following day, or the day after, and not told that they have to phone back in the morning.

not easy to get through when trying to book appointment, sometimes 20-30 minutes trying to get through

on a morning the phone lines engaged, then free after 8:45 but there's no appointments, even though I'd been trying to get through, Not sure what can be done. Really good at sorting out any problems I have. For example - when waiting for urine results to be dealt with didn't want to be left with symptoms over the weekend receptionist put me in for call back and doctor was able to do prescription. Because you open until 6:30 I was able to pick it up.

Once in consultation with a GP or nurse I have never felt rushed, this is excellent.

Online booking is for appointments too far ahead, needs to be for 2 -3 days ahead.

Overall very satisfied but had two issues with my prescription ordered by email. Once prescribed the wrong medication and once just didn't prescribe because I had not had for some time, without checking with me. Both upset my blood sugar levels.

Parking is a problem

Phones can be very busy first thing in the morning, by the time you get through there are no appointments left!

Please stop changing the online services. We have registered for booking appointments online and ordering prescriptions online since you first offered these services but you change the system every couple of years meaning we have to come in to re-register. If it ain't broke, why try to fix it?

Quite happy as it is

reception could be a little more helpful

reception staff need to be more helpful, when booking in appointments

Reception staff not at all helpful - some downright rude. Receptionists always tell you 'no appointments available' and to ring at 8.30am - HOW when you are working?? Before Christmas rang for an appointment for my husband (>65 years), offered a date in 3 weeks!!

reception very good but I have on more than one occasion had the phone

Receptionists to take more care when making appointments

Receptionists very rude and abrupt on occasions, the machine where you check in for your appointments does not always work as it is sometimes slow so asking the receptionist to check you in is not a pleasant experience! I can honestly say I do not like going to the Doctors like I would imagine most other people but at times needs must but the experience is not made any better by the attitude and conduct of the receptionists, not all of them, but certain ones make you feel like you are an absolute nuisance but if it wasn't for patients they wouldn't have a job! Maybe if they were more welcoming and friendly towards patients it would make the visit to the Doctors more pleasant.

Remember we are people. Deal with diagnosis queries and organise follow up appointments for hospital evaluations. The whole of the service provided is fair especially in difficult times such as we are experiencing.

Satisfied with service

Service is excellent!

Something needs to be done about the amount of patients who do not attend appointments!

sometimes a nightmare to book an appointment on the day, would be helpful if we could maybe book appointments for the next day in order to arrange time off work

sometimes difficult to get through on phone at 8.30 to book an appointment for that day.

Sometimes find it difficult to get appointments to suit as I am working in Leeds and find it difficult to get to appointments during the day

Sometimes the staff can be very rude on the phone and not helpful at all. It is sometimes easier to come to surgery to get my questions sorted

Sort out the system where you can only book an appointment on that day if you attend and queue up before you open. Otherwise you try to ring and it is either engaged or never answered, and when it is there are no appointments

The care of all Dr is fantastic they listen to you I don't feel rushed in any way and if I have a problem there is a sympathetic ear who listens the nurses are great down to earth but professional in the way they conduct themselves the receptionists have a lot to deal with especially the language barrier they should be commended for their patience with some of the people they have to deal with . When making an appointment there is always a cheery voice on the other end of the phone all in all a great practice to look after my well being

The Grange group pharmacy could do with some improvement in the ordering of drugs. Even though I have told them several times what I do and do not need in the following prescription they still insist on sending me everything. I think there needs to be some formal process to do this.

The reception staff are very friendly/very helpful. The surgery is valuable. To the locality don't chose it. We would be lost without it.

To be improved - more phone lines, friendlier receptionists. Prompter appointments. Changing facilities for use of babies and a cleaner changing toilet. Doing well - warm environment, lots of rooms.

To open the surgery on weekends, although I am retired.

To see people on time same time as the appointment because I always need to wait more than half an hour.

try open on Saturdays

Try to find some better system than the early morning telephone lottery when trying to make short notice appointments. Don't know how?

Very happy and no complaints. I did not know that I could register for online services, but have registered now, which will hopefully make things easier

Very happy with the service we get at the surgery, we are treated well by all staff, doctors and nurses! Thank you

What do you do well - I have always been dealt with in a friendly and professional way from reception to doctor. I don't think the service/treatments I have received for myself and my family over the years could have been bettered. What can you do better - I'm not sure it is within your remit but the thing that infuriates me when I am sitting in the surgery is the notice that says generally that the previous month over 300 patients failed to attend for their appointment. I'm sure that some will have genuine reasons for not attending but the vast majority will not. To me this is being disrespectful to both the Practice and other patients. Would you not consider the "three strikes and out principle" for those patients who fail to attend without genuine reason. Your figures work out at between 15 and 20 failed appointments per day. Your already excellent service would obviously be even better if you could eradicate this. Best of luck. (Yes I am officially a "Grumpy Old Man")

When calling for an appointment, to be booked immediately, not to wait for a week sometimes

Wish it was smaller here better - better waiting room and toilets well - quick service try having nicer staff

Would it be possible to have numbered ticket for the emergency clinic? The cards seem a bit unhygienic when they pass from patient to patient. Especially as you are so good at providing antibacterial hand gel.

would it be possible to separate the queue for repeat prescriptions from those needing long conversations with reception

You need to offer more choice of appointments for people who are working

You're doing a good job

You're very friendly and helpful, all of the staff 'well most'. I've been here 4 years plus and I feel like family and feel at home.