

Patient Survey 2011 Results

Patient comments

1. I would like to say how well the doctors look after me, and I do note the early mornings and late evenings the doctors' cars are outside the surgery. The girls in the pharmacy are excellent and look after my needs very well. Sue Alexander is superb.
2. Q1. Some receptionists are very helpful, some are not very helpful, so I have put 'fairly helpful' as a compromise.
3. About 3 weeks ago, I saw the doctor and she said to come back in 8 weeks. I asked the receptionist how far ahead I could book appointments and she said "Oh... about 6 weeks". So I am both surprised and annoyed to learn that, in truth, it is 8 weeks!

The appointments are usually set at least 8 weeks in advance, but there are occasions when this is not possible, due to holiday arrangements and other reasons that take the doctors away from the surgery. The receptionist was probably being over-cautious in her estimate of what was available to book.

4. Have been with this surgery for 40 years and have always received excellent service. In recent years have been unable to see elected doctor more often than not. Being told to ring again for 48 hr appointments is not the answer – it assumes the patient has time and money.

We are well aware of this problem and agree that it is not acceptable to be continually asked to ring again for an appointment. We have adjusted the balance of appointments so that there are many more 48 hour appointments available now and this has drastically reduced the number of times patients are asked to call again.

5. I don't like the options on the phone. I prefer to speak to someone straight away. It depends which doctor you see for your waiting time. I don't mind which doctor I see as I've always had thought, consideration and kindness from them all. The reception staff and nurses are great, they always give me comfort and confidence. I would like to book to see a doctor instead of having to call each day until I get an appointment.

We understand that patients prefer to speak to a person straight away, but the telephone system was re-engineered to stop patients receiving the engaged tone so frequently and having to keep redialling. If you are calling to cancel an appointment, you can go straight through to an answerphone and leave a message instead of holding up the receptionist, who can be dealing with another patient. You can also get straight through to the secretaries or pharmacy. This all makes more efficient use of the receptionist's time.

6. I think we are very lucky to have such a good surgery. I do find the appointment system a bit muddling and it is quite difficult sometimes in the morning at 8.30 am to get through on the telephone. Otherwise excellent.

As above 4& 5.

7. Sometimes the phone system is annoying as you press 1 for reception but it's engaged so takes you back to menu and you can go round and round in a loop at busy times.

As above 5.

8. If I can't see my doctor of preference on the day I want to know why can't I book for the time when they are there, instead of having to phone when it's convenient for you. There should be some way a patient with urgent problems ie. Breathing, heart problems, can be flagged on your computer insuring they see the doctor urgently.

Patients with urgent problems are always seen on the day. If there are no urgent appointments available, the receptionist is able to send an urgent message to the doctor. It must be for the patient to decide how urgent the problem is, if there are severe breathing problems and chest pain, it may be best to call 999.

9. I am very pleased with the care of service given by all at the Tolsey Surgery. Thank you.
10. We are very lucky to have such a marvellous practice in this area and staffed by lovely, dedicated doctors, nurses and other staff!
11. We can't be sick between Mon-Fri only or between 08.30-11.30 and 3-5.30! Malms Drs do home visits – why don't you? NN. More empathy downstairs!

If you need to see a doctor at any time the surgery is closed, the Out of Hours service is available and will deal with your query. The telephone is always answered and the appropriate Out of Hours telephone number given on a message.

The doctors do go out on home visits every day after morning and evening surgeries to patients that are too sick or unable to come to the surgery. We do ask if you require a home visit, please call before 10.30 if possible.

12. Q12. I didn't answer as having no usual medical problem I would want to see the doctor for an emergency medical problem so wouldn't know I had it 8 weeks ahead!
13. Is there any way that we could wait downstairs to go upstairs. It is a horrid airless little room with bugs flying round very close.

We are well aware of the cramped conditions of the upstairs waiting room. If you would prefer to wait downstairs please let a receptionist know and we will try and accommodate your request.

14. The surgery does not feel or look clean. The wood panelling upstairs is covered in layers of dust and old and too well thumbed magazines.

Unfortunately, patients frequently leave their old magazines in the waiting room. We will be asking patients not to do so. A supply of new magazines will be provided by the surgery for the upstairs waiting room.

15. Notice boards are far too busy with key useful or meaningful information lost in the melee of scrappy out of date notes. Every month there could be an educational health display rather than adverts on top of each other. The surgery needs a make-over! The nurses room is full of paper pinned to walls – not all relevant. The old adage Less is More!!

The notice boards have been considerably thinned out. Again, patients often put their own notices up. We have allowed half of the notice board in the downstairs waiting room to be used for village news, this will be more closely monitored and older notices will be taken down.

16. I just want to add that in the past two years and more so this year, the surgery staff and GP's have been a great support to me and my husband with regards to my mum-in-law.

17. We have always found the Tolsey Surgery very kind and helpful. My husband has cancer and whenever we need help, it is always forthcoming quickly. Thank you all very much.

18. Some aspects are excellent. Doctors are very good and nurses too. Reception and pharmacy staff can be very brusque. It is possible to be firm without being sharp or appearing uncaring. Often kept waiting a long time at pharmacy window before it is opened. A friendly smile or wave to say "be with you in a minute" rather than being ignored would be nice.

We are sorry if the dispensers come across as brusque. We feel they do an excellent job under sometimes difficult circumstances. When they are not dealing with patients at the window or on the phone, they are working in the dispensary, either filling prescriptions, making up dosette boxes or putting drug orders away. It is essential that they maintain their concentration whilst carrying out these duties to avoid mistakes. They will never keep a patient waiting longer than necessary.

19. Booking ahead (say a week) is very hard. Great doctors though.
20. The care given by the doctor is really excellent and I am really grateful.
21. Excellent, wonderful kindly service. Family friendly – full marks all the way.
22. With regard to waiting times, I am led to believe that normally a patient has a 10-minute slot with his/her doctor. This seems to get quickly out of hand sometimes and queues build up. If the nature of the illness/complaint was known in advance and say 20 minute or 15 minutes slots could be given and the diary of the doctor adjusted accordingly? Or is it not this easy?

We do indeed offer patients longer appointments if needed. Unfortunately, what sometimes happens is that patients save up a number of complaints as they don't want to 'keep bothering the doctor'. The doctor will sometimes suggest making a further appointment. There are occasions when it can't be predicted if a patient requires a little more time. The doctors only have the patient's best interests in mind.