

Patient's comments for the 2016 Patient Survey

Please see patient's comments with regards to the appointments and the appointment system.

- If you ring first thing in the morning the above may be true, but not if you ring late afternoon there won't be an appointment within a week.
- I am extremely happy with the current appointment system.
- It would be good to see someone quicker when not feeling well.
- There will never be an ideal appointment system to suit everyone. The one currently in place has usually worked for me & being able to book an appointment on line is really convenient.
- I am a very satisfied customer & believe the surgery is ahead with their treatment of patients & seeing them in good time whether it be an emergency or not.
- I am new to the surgery and am impressed with the service so far. I have managed to get a same day appointment every time.
- Don't necessarily see your chosen Doctor when booking.
- Very user friendly system. Thank you.
- The service I receive from Highfield surgery is excellent, not sure how much it can be improved.
- Not sure you can do any more given the increasing demand.
- Struggle to get through on the phone and usually have to book appointments well in advance with arranged time of work, this wouldn't work if I needed an appointment quickly or became ill.
- Can usually book online.
- I think we are very lucky to have such good access.
- Very satisfied with responsiveness to needs.
- I like online booking for non-urgent appointments.
- An easy system to follow if you need an appointment.
- When I hear horror stories from other people regarding their surgery, I consider myself VERY lucky e.g. My sister who lives near Reading has recently had to wait a full month to see a Doctor.
- The online booking system is very useful.

- Usually waiting around 2 weeks for a non-emergency appointment, calling most mornings trying to get a cancellation is usually better option.
- Making the best of limited resources. I often 'ignore' symptoms as I know I won't get an appointment. Or, as current, save up issues until I have a few.
- The online appointment system is very good. I can always make an appointment when I need one.
- I have no problems with getting an appointment when I need one. The on line booking system is very helpful.
- Excellent online system.
- You have an efficient system.
- Booking an emergency appointment for the afternoon is rather difficult and vague system.
- I can never get an appointment. Always get told “to ring back, just ring back”.
- Appointments for children should be the same day.
- I hate the list. I don't like the waiting for the right number (telephoning surgery)
- In the past I have always been able to see a Doctor when required.
- Everyone is helpful if you need urgent help.
- This situation has never arisen.
- I don't often need appointments but I would have had to wait a week to see Dr Adikaram this time.
- Use online service to check available times – If no appointments on the phone.
- Sit and wait would be useful. What one patient deems as urgent will be very different for others.
- Whenever I phone for an appointment I never get it on the day.

Please see patient's comments with regards to our opening hours.

- No everything is great.
- Longer opening and more appointments on Saturday and Sunday.
- No.
- Having Cohen's chemist beside the surgery open at the same time as the surgery including weekends.
- No!
- Certain receptionists can be very rude and unhelpful. The longer standing ladies should give them lessons in customer care.
- Nothing I can think of.
- Not used the weekend appointments but good to know it's there.
- Easier registration for online booking.
- Cannot think of any way to improve opening times or access.
- You already offer flexible and extended opening hours. To make life easier for your patients.
- I am retired so I can attend anytime.
- None.
- Raise awareness of an individual's choice of time slot- if you aren't working then consider keeping away from early am/pm slots; consider others who are working; carers; childcare responsibilities. Acknowledge it is nice to leave your day clear but think of others.
- I am a housewife so timescales are not an issue.
- I think that overall the surgery has it about right, with regards to my requirements.
- No I think it's very accessible already.
- No access is very good.
- Better telephone contact.
- Online availability of appointments often does not agree with telephone availability.
- Have a 24 hour service
- If the surgery all the above times we should be able to see a Doctor on the same day.
- More appointments available as I cannot get an appointment.
- None very satisfied.

- Not understand. Not having to wait for Doctors.
- I can usually get an appointment with a couple of days, but on the last occasion I would have had to wait a week for Dr Adikaram who had been seeing me.
- Good idea to have access to Ireland Wood Surgery during weekends. So keep going.
- Longer opening hours are so much better. I strongly agree!

Please see patient's comments with regards to our surgery.

- Reception staff are very professional and helpful.
- The surgery is a place I can go to with confidence of being for treated with the utmost professionalism and compassion.
- sat here listening to the receptionists, they have patience of saints, dealing with stupid request after stupid request from ungrateful people who seem to think it's their god given right to demand everything done instantly there doesn't look like anything wrong with half of them why can't they take some personal responsibility.
- The practice is welcoming but there is no privacy at the reception if needing to discuss personal matters.
- The receptionists are very helpful, it must be a difficult job at times.
- Reception staff could be happier and friendlier, never anyone at the desk and if you have to ring the bell they come out annoyed that you have disturbed them.
- I live within walking distance. The surgery is clean and bright. With approachable friendly staff.
- The continual music in the waiting room is very annoying.
- I have found the reception staff lack the customer service skills they need to make you feel welcome. I have had several friends and family comment how snappy and unhelpful they are. I have had several phone calls with one lady telling me how wrong I was and was made to feel I was doing something wrong by asking for advice after speaking to 111. I also witnessed a receptionist today having a discussion with a very upset man in regards to his missing prescription, her attitude to this matter

was awful to listen to and then started to talk about his personal medication in front of a full waiting room and rather loudly over the reception, lack of confidentiality comes to mind.

- The environment and all the staff are pleasant and welcoming.
- No issues.
- The staff are usually welcoming, but the last receptionist was not. She was trying to put the phone down before I had an appointment.
- Spoke to someone on the phone last week, very rude!!
- Brilliant.
- Over the years I have never had any reason to complain only compliment. All the reception staff are pleasant and approachable.
- Could benefit with box with toys or books to occupy children while waiting (like Holt Park has).
- The staff are more approachable now than in past years.
- Receptionists always “hiding” in the back office

Please see patient’s comments with regards to clinical care.

- My Dr has treated me for best part of 20 years and with my problems dr kitchen has never faltered in how she has treated me always of the highest care and compassion.
- I've been with the practice for 18 months and have been very satisfied with the GP's efforts to resolve my problems, and with follow-up where necessary.
- As patient records are now electronic, doctors should know if the medication I get from an outpatients department has changed so repeat prescription should reflect this.
- All doctors are different with different opinions.
- Doctors and Nurses here are wonderful.
- The staff are all wonderful.
- Very caring and professional staff.
- Nursing staff, GP's, Midwife and HCA's all amazing and caring.

- Recent experiences (2014) have left me with reduced faith in providing the best care. Felt very much without direction or guidance in treating and living with condition.
- Although it's never particularly pleasant having to go to the doctors, I have complete faith and belief in all the staff that I have encountered.
- N/A.
- My husband has received excellent care from Dr Adikaram.
- I have not made an appointment for a women check-up. Last time I had to get up for 3 different times. (Attending the surgery).
- Took 6 months to diagnose gall bladder problem and my terminally ill son could have received better care in some respects. For example antibiotics would have prevented a life threatening episode on hospital. Perhaps more home visits to monitor people with (e.g cancer) would keep the practice more in a “hands on” touch with events.
- Common NHS problem is to come to see GP with the same problem 5 times before you can be referred for tests or scans. Also a more tailored approach to health issues is beneficial, rather than acting according very general scales (like identifying the need for statins is age dependent etc).
- Depends who you see.
- Very polite and more friendly they used to be.
- The nurses are lovely and understanding.
- Brilliant.
- My Dr is the most caring Dr I have ever had bless her she quite often goes overtime to ensure you get the best treatment she can give.

Please see patient’s comments regarding what changes have been beneficial.

- I'm not sure what the question was. Have I spotted them? Do I approve of them?
- Perfect place to be treated.
- I've not been with the practice long enough (18 months) to comment. I was already used to electronic prescriptions.
- I would prefer to attend High Field for weekend appointments rather than a different surgery.

- I had to be talked into the online services but I am a convert.
- I use online booking and ordering of my prescriptions, which are now sent straight to the chemist. It's faster, saves me running about and I cannot recommend it enough.
- Only been a patient for a year so can't comment on previous set-up, but very happy with all aspects of the practice.
- Weekend appointments are available but not at my local surgery, they are offered elsewhere.
- E-mail prescription service has failed more times than worked - it costs me time too. Choice of online IT provider is not the best.....very non user friendly. Clunky.
- I feel very lucky that I know I can ring either in the week or at a weekend and get an appt. not many surgeries do that! Thank you.
- Although sceptical when the online services were launched, I am very pleased with them, and think that the extended hours are a fantastic service making the surgery more accessible for all patient group's needs.
- Have had a problem initially with electronic prescription. But good service since.
- Appointment with nurses cannot be made electronically.
- Do not like it at all.
- I have never been able to access the online appointment system.
- Out of hours experience is still useless! Not your problem though!
- Not much info is provided about baby imms, for example (Men B, No information was provided upon request).
- Whilst extended opening hours are great, I can never get one.
- Brilliant.

Please see patient's comments regarding the service we offer.

- Breast screening. Counselling.
- Easier access to appointments for parents/carers worried about their child's health. Maybe a drop in clinic for advice from a doctor.
- Ultrasound.
- Physiotherapy.
- No.
- I personally think that the practice has it about right.

- I didn't know you did minor surgery I will book in!
- Service for mental health. Support group ?!
- Hmm let me think on that one...
- Easier booking in system. Get different messages from reception staff when you ring.
- None of these have been applicable to me.
- I feel the practice gives a good service.
- Found having an ultrasound at the surgery much easier than having to attend the hospital.
- More things to occupy children when waiting.
- Physiotherapy.
- Foot care.
- Nutritionist.
- Physiotherapist/Massage

Please see patient's comments for any other feedback.

- Everything at the surgery is great.
- I think the surgery is organised and all the staff and very friendly. Excellent GPs.
- I think it is a good surgery. I don't go very often so rarely see the same Dr. and who my Dr. is has changed several times. I am usually advised of this by text. So I no longer know the Dr. I see. However although I would have liked to have remained with the original Dr. I had the Dr. I have seen have seemed very good.
- I think in general it's a really good surgery and the doctors are really nice and friendly. Anyhow, I got misdiagnosed by a doctor who was there to fill in for someone else and ended up nearly dying. The worst thing about it was that a 2 minute Ultrasound could have fixed it all.
- Arthritis reviews e.g. how to manage flare ups when unable to attend rheumatology clinic at Chapel Allerton hospital.
- Keep up the good work and keep smiling!
- Keep up the good work.

- Keep up the good work. As stated earlier, I feel very fortunate to be registered with this surgery.
- DO NOT MAKE PATIENT'S WAIT LONG.
- The clinical staff are prompt, kind and efficient.
- I have always received a good service. Recently my husband had required continuing care due to a terminal illness. Everyone has been very helpful when we have needed anything.
- It is pretty well run organisation.
- Really great surgery.
- Patients who fail to keep appointments should be penalised (fined and/or restricted). They make it difficult for serious patients to get an appointment.
- I wanted to change the Doctor I was under. I was told I could not by the receptionist. I asked why not? Two consultants at Harrogate had told me what I had, the GP disagreed.
- I have been a patient at the practice since Doctor Berger started it approximately 68 years. Very rarely have had reason to visit it until approximately 8 years ago when I had leg pain and stress related to it. I had a new hip replacement 2.5 years ago, sourced by Doctor Bobet and the surgeon Mr Versi. The stress related problem approximately 8 years ago was sorted by Doctor Bobet. She gave me the space to get my life together (It was worked related/staff concerns as I was a manager. Both instances were both sorted out for me thus enabling me to carry on with my life. My only concern/fear is my yearly health check which I dread (born worrier). Doctor Bobet in my opinion is a caring, understanding, pleasant and approachable Doctor, as probably all the other Doctors are in the practice. Thanks for all your help over the years.
- Keep up the good work! As stated earlier I feel very fortunate to be registered with this surgery.
- Very happy.
- Perfectly happy with services. I have always found the services available when required.
- I feel very happy with the medical advice from Doctors & nurses, but feel the reception desk could be covered more effectively. On my previous

visit people waited 5 minutes for someone to answer the bell. The people in front of me were elderly and were getting upset.

- Been coming here 25 years and very happy with the service.
- All the staff are excellent.
- Dr Bhatti and Dr Cheridjian notice still on.
- It is a shame that magazines and children's toys are no longer provided. The waiting room seems a lot more clinical now.
- Early morning appointments e.g. 10am would suit me.
- Recently returned for OZ after 6 years and experiences GP services "Down under" would have wanted to share this experience with you.
- The two new Doctors (Dr Adikaram and Dr Bhatti) at the practice are lovely and understanding. I hope they stay at this practice.
- One thing I am not happy at all with; I have a daughter 4 years old who gets a lot of kidney infections. I know when she gets it and I took her 4 times to the GP never gave her anything they just said it was a bug. I made an appointment at Ireland Wood as her infection was son bad she began to throw up so much. They really need to do something about that or give me a test kit to take home so that I can test her waters.
- My husband and I have never been with such an outstanding practice. Everyone is pleasant and helpful and what you say, actually happens! Thank you.
- Great Medical Practice. We are very fortunate.
- As organisation it is OK. Some of changes are imposed rather than considered local needs. Service is satisfactory.
- NOT UNDERSTAND NOT HAVING TO WAIT FOR DOCTORS.
- The whole surgery atmosphere is displeasing:- suggestions, On the T.V have a T.V show on with no sound and subtitles, 2.) should be a meet and greet receptionist at front desk – too much electronic check in, 3.) Doctors should meet the patient (some do) which creates an instant relationship.
- Some receptionists need a touch-up on the phone manner.

