

PARCHMORE MEDICAL CENTRE Practice Survey 2014

8. Please use the box below for any additional comments (ie what have we done well that we can learn from and what have we not done well that we can learn from)

Answered 47.36%

From the responses we received, there was a common theme regarding the new appointment system/the telephone system/Reception customer care and Doctor/Nurse patient care.

	What have we done well that we can learn from	What have we not done well that we can improve on
Appointment System	<p>Having bookable appointments again is good.</p> <p>Giving us options to choose from whether to see a doctor or have a telephone conversation that is very good. Well done.</p> <p>Very helpful in providing flexible appointment system</p> <p>The new system for speaking with a GP is good and seeing a GP quickly is good but there needs to be more clarification on what is regarded as urgent and non-urgent.</p> <p>Excellent system for telephone consultations. Always called back, usually very quickly. If the injury is physical the dr should always see the patient rather than deal with completely over the phone.</p> <p>We are satisfied with your service</p> <p>I am very pleased with the service I receive at Parchmore medical sometimes appointed time is not on the dot but the staffs are so helpful and friendly, it makes the difference.</p> <p>You are doing an excellent job please continue.</p> <p>You are doing a good job except sometimes your phone gets engaged so much I find myself a bit distressed with it. Overall its excellent work you provide , thanks .</p> <p>I think it's great that I have been able to book two emergency appointments in one week. They were for a serious problem so I am glad I had the chance to visit the GP. Also I like how the doctors will make phone calls to discuss your issues and sometimes makes home visits. The receptionists are also nice. I have found in the past at GPs surgeries the receptionists can be very rude but I do not feel like this at Parchmore. The only thing is some of the doctors need to work on their bedside manners.</p> <p>When the appointment system was changed to waiting for a doctor to call you back to assess your case before getting an appointment it was very frustrating, having to put everything on hold for a day to get an appointment was not good. I totally understand the</p>	<p>The new appointment system although getting better still needs to improve</p> <p>Should be able to see a doctor of preferred choice</p> <p>Minimising waiting time for patients to see the doctors, as the time management for doctors at the surgery are extremely poor, causing the patient to wait approximately 10 – 20 minutes longer than their booked appointment.</p> <p>Whenever I have an appointment I have to always wait a long time. The last time was over 45 minutes.</p> <p>Last time for appointment for one year old baby I waited 40 minutes. I should have appointment 5.40pm and I saw a doctor 6.20pm. No one informed me that there is delay. No one apologise. Appointment was very stressful because my daughter at that time was already tired and crying and doctor was rushing. I am thinking about changing my GP.</p> <p>Challenge I have - question not asked by the way - waiting times. You advise that we come in at least 20 mins before appointment and sometimes I finally will get to see the doctor 30 mins after my appointment. Meaning almost a 50 minute wait in the surgery! A better way to manage expectations of the customer might solve this. We get it, we don't wanna waste the time of the doctors by coming late; you in turn should explain there might be at least an hour wait from time you come in to the time you see the doctor.</p> <p>For the doctors to call back a little earlier.</p> <p>Booked a health check , it took a month to be seen !!</p> <p>Making appointments are rubbish I've been calling for the past 2 weeks and no one will give me an appointment</p> <p>Waiting time has been extremely excessive on many occasions. I had an appointment with my unwell 12month old child & waited 50minutes over her appointment time, which I think is unacceptable for anyone to have to wait but for a baby of that age it was awful.</p>

<p>thought process behind it and I would imagine it was a great thing for you to meet targets and avoid missed appointments. I'm glad that we can now book in advance as not every reason to see a doctor is urgent.</p> <p>I really appreciate the fact that we can ring up and make an appointment to see a Dr on the day rather than having a telephone consultation which really did not suit us and I am so pleased that you listened to patients preferences</p> <p>thank u for listening</p> <p>I think you are all doing a great job and thank you!!!!</p> <p>The system is a lot better since some appointments can be book in advanced</p> <p>I have moved around quiet a lot and this is one of the best surgery's. Appointment system is great and staff provide good Patient care. Thank you</p> <p>New appointment system giving choices is good</p> <p>Changing the appointment system back to having a choice of book on the day appointments is good</p> <p>Offering telephone consultations and appointments if necessary and the telephone consultations are a very good idea - well done. However it is difficult to get through on the phone to request one!!</p> <p>The appointment service is better</p> <p>New system is excellent and very reassuring</p> <p>Being able to pre-book an appointment as before is good</p> <p>Getting appointments when you call in the morning for the same day is good</p> <p>Offering telephone consultations and appointments if necessary. And the telephone consultations are a very good idea - well done. However it is difficult to get through on the phone to request one!!</p> <p>The new appointment system which allows same day appointments is good</p> <p>The new appointment system is good</p> <p>Your punctuality in answering any questions I need and the speed with seeing me if I phone for a doctor on the same day is really good. Keep up with what you are doing for all your patients right now</p>	<p>I think you should not underestimate the value of a face to face consultation - telephone consultation is impersonal and important information can be missed.</p> <p>Triage system ok just that if you happen to miss the call that you may have waited a couple of hours for it is frustrating - would be better having a quicker call back if you cannot guarantee a time</p> <p>The appointment system need a major improvements. Too many times I've made appointments in the morning to find out when I've arrive I've actually not been booked in When calling to book an appointment I've experienced waiting times up to 10 minutes which is cause of concern.</p> <p>The last few times I have had appointments, I have had to wait a very long time, both times 30-40 minutes, without an apology nor reason.</p> <p>I don't like the new system, i was on hold for 20 mins Last time, can't ever get same day appointments. Before I thought it was too good to be true how easy it was to get through and get Appointments, now I just dread it and avoid if poss. Just hope we never get seriously ill.</p> <p>Re-establish the ability to book and cancel future appointments online</p> <p>Occasional having to come prompt for an appointment and then having to wait 45 minutes or more to see the doctor</p> <p>Your new system of getting appointment with doctor is very complicated. Waiting for doctors call without any idea when he /she is going to call back</p> <p>Make the appointment system work so no one is in the surgery</p> <p>The surgery should be open during the weekends for everyone, as it can be flexible for patients who have a busy schedule during the weekdays.</p>
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	<p>You listened to the patients and changed the appointment system to offer pre-bookable appointments.</p> <p>There is nothing I can think of that you need to learn I am happy with how I am treated from the time I walk in until I'm seen. I like how everything is explained. I feel listened too</p> <p>Everything you have done really well done. We all should appreciate.</p> <p>I was not aware of pre-bookable appointments so very pleased with this.</p> <p>I am pleased that we can now book an appointment in advance although they are very limited as I am told that if a specific doctor has no more appointments then to ring on the day. This would be okay but sometimes you cannot get through on the phone first in the morning and then all appointments gone</p>	
<p>Telephone System</p>		<p>I rang to speak to reception, my phone showed I waited 24 minutes to speak to receptionist and still no one answered the phone, I think the service is very poor</p> <p>Phones are taking very long to answer sometimes</p> <p>This surgery has great staff, doctors and receptionists are excellent, however getting through to them is my biggest problem as it takes for ever to get through to this surgery, which is very disappointing.</p> <p>It's a shame that the online booking service is no longer available, because sometimes the phone just rings and rings and nobody answers. I've been in the clinic when this has happened to other people (the phones ring and nobody answers it).</p> <p>Whenever I tried to call I have to wait for long period of time to speak to receptionist. Sometimes patient does not know whether to contact GP or A&E. In that case if patient rang, and receptionist does not answer the call quickly, this may have consequences on patient's health. Surgery should have another line for advice on emergency cases.</p> <p>Staff are rude and waiting times on the phone are ridiculous the answering message is too low for hard of hearing people .it takes ages to get through that I end up trying over a number of days. it would be quicker to drive there.</p> <p>My last appointment I was unable to make. I tried calling from early in the morning and was on hold for so long I had to give up; I did not have the credit on my phone. Can u prioritise cancellation calls? Or have an answering machine for this particular line as u would then be able to rebook the appointments.</p> <p>Receptionists need to answer phones. Sometimes people have to wait for over 10 minutes which is unacceptable.</p> <p>The phone lines are extremely busy during the morning times since the new system overhaul. Even when the line gets through the staff is unhelpful as they only say that the GP will contact you but if the call from GP is missed due to any circumstances that the patient has to suffer again through the difficult phone system.</p>

		<p>Trying to get through telephone line first thing in morning difficult.</p> <p>Overall the surgery is very good however since the new system has started on numerous occasions no one picks up the phone.</p> <p>People have had to make a special trip to book an appointment as the phones are not answered. It's frustrating to see posters saying you are taking new patients when the old can't get hold of anyone. I know it's busy but peak times need to be identified and catered for.</p> <p>I have had difficulty in connecting to the phone line and making appointments</p> <p>Since the introduction of the new system, it can take a long time to get through on the telephone as the line is continually engaged.</p> <p>The waiting time for a receptionist to answer a call is frequently long.</p> <p>The amount of time taken to answer the initial phone call is too long When I try to make an appointment you are put on hold for such a long time. Once I tried to cancel an appointment but was on hold for eight minutes it took all my phone credit and I could not cancel which I do not like doing. I have now received a letter from you saying that I should cancel my appointments which I tried to do</p> <p>Waiting time on telephone is too long</p> <p>Phones are taking longer to answer and cannot always get through</p> <p>When phoning surgery no one answers, hanging on 30/40 minutes improve by getting someone to answer the phones,</p> <p>Waiting 25/30 minutes, receptionists never pick the phone up</p> <p>Sometimes have to wait too long for the telephone to be answered</p> <p>Make sure you have enough staff to answer the telephone</p> <p>Sometimes difficult to get through on the phone</p> <p>Trying to get through on phone on the day is really stressful, especially when you are not feeling well</p> <p>Telephone very inappropriate for ESL people</p> <p>Phones not answered after long period and not always on 1st attempt. Worse than before – Sorry</p> <p>Difficult to get through via phone between 8-8.30am</p> <p>Please try and open the phone lines at 8am prompt. They also need to pick the phone up immediately it starts ringing.</p> <p>Need to have a better telephone system in place</p>
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<p>Reception /Customer Care</p>	<p>Appointments are handled efficiently with good customer care skills information on flu and leaflets give information.</p> <p>Overall a really good practice. Reception staff friendly,</p> <p>The reception staff are friendly and helpful.</p> <p>Continue to train all staff in the area of customer care and self-awareness when dealing with things of a sensitive nature such as poor mental health</p> <p>Reception staff is very helpful as are the nurses.</p> <p>On a positive your receptionists are amazing, always friendly and helpful give them a pay rise!!! I have seen them put up with some really rude people when I have been at the surgery. They remained professional and calm. A credit to the practice.</p> <p>In reception prompt attention is given.</p> <p>So far I have had no complaints and I find the reception staff quite accommodating when I have a query.</p> <p>The surgery has wonderful staff who are sympathetic to patients.</p> <p>The reception staff are an asset to the surgery.</p> <p>excellent receptionist best since I have been a patient</p> <p>The receptionist are friendly and always give you time even though phones are ringing and there are queues</p> <p>Excellent staff</p> <p>A really good surgery. Very clean and receptionists really helpful.</p> <p>Keep up the very good work you are already doing</p> <p>The surgery is very effective with patients' request and taking care of them</p> <p>Well-equipped and trained reception staff, Keep it up. Premises are also clean and furnished for comfort of patients.</p> <p>The system is operating a good service so far some people are very good at listening and do try to help</p> <p>Excellent reception at the desk and very warming, welcoming and chatty</p> <p>Excellent staff and receptionists</p>	<p>Receptionists seems like they can't cope with all work.</p> <p>The number of rude and obnoxious reception staff outnumbers the pleasant ones. I know you're busy and I know some patients can be rude to you but please do not take that out on me.</p> <p>Communication seems to be a problem between patients and surgery receptionist</p> <p>Problems with some receptionists. They should put themselves in the shoes of the patient with illness(suffering with pain). Last Week I was seriously in pains, couldn't move and I kept calling and crying. I would expect the receptionist to show more compassion by pushing my name forward to be called earlier (this event landed me in A&E eventually) I should have gone earlier rather than lying in pains for hours.</p> <p>Sometimes the receptionists are too busy to listen when it's really urgent and you're trying to see the doctor without an appointment.</p> <p>The receptionist staff should smile more often and be a little kinder as people who are unwell come to the doctor's surgery, maybe a smile will brighten their day as opposed to grumpy ladies who want to just shift patients along.</p> <p>More recently, I have also had an appointment booked in with the wrong nurse and been told to go the wrong reception.</p> <p>The automated booking in system needs more attention as changes to doctor's appointments are not reflected there.</p> <p>20-1hr waiting time to see your appointed nurse or doctor. Poor organisation and very off putting system. Better off going to A & E where you are prepared to wait for hours. This can affect patients scheduled day. Need to be informed if doctor or nurse running late</p> <p>When doctors are running late to be told as soon as possible</p> <p>Too long delays, I am waiting usually over 20 minutes for my appointment</p> <p>Reception poor with dealing with adult complaining</p> <p>Train all staff members especially receptionists to give correct and accurate information at all times.</p> <p>Some receptionist on the phone needs to be more helpful and courteous in their voice and not sound miserable</p> <p>Doctors are always late. Patient waiting time between 20-30 minutes. Staff never apologise for the waiting or explain the reason. You have to ask them to have an answer</p> <p>Unfortunately one reception staff member in particular was not only rude but also was no help at all when I tried to ask her questions on behalf of an elderly patient. This was a shame; because I know that other receptionists and nurses that have treated me are brilliant at their jobs, but this</p>
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<p>Consultations/ Patient Care</p>	<p>Most doctors and nurses really pleasant to see although some can be in a hurry.</p> <p>The quality of medical advice varies from excellent to very poor depending on which GP you speak to.</p> <p>Nurses are great. Friendly and efficient</p> <p>The Surgery's GPs are good, compassionate, and caring, up to the task,</p> <p>When I was found to have diabetes, It was explained to me clearly & the treatment too was explained. I have been given regular check-ups & have been able to ask questions etc without feeling I would be wasting time. Thank you.</p>	<p>Referral care and investigative care is poor. Have had on going appointments for various tests which they have not taken seriously. You really need to improve in this area.</p> <p>Takes ages to refer. Came in august for referral, got apt in march the next year, because initially it has been forgotten. After prompting it has been re referred. Also does the practice not refer to the wished hospital</p> <p>Some of the doctors are brilliant. Unfortunately some of your doctors are rude behaving like they doing favour to actually see patient.</p> <p>On telephone consultations or face to face please take the time to scan through recent medical history. it would save a lot of time in the long term on questions and explanations. Hospitals only</p>

I think one doctor is very helpful. Everyone should be like him Am not saying that most is not like that, but he is different he listened to what you have to say. Thank him for me.

Doctors do give urgent and very kind attention to patients.

The doctors are wonderful and the health care assistants.

There are two doctors that are amazing doctors who bring top service and amazing hospitality and manners to the centre, without these doctors this centre would be pointless.

Anytime I have had to call or visit the advice/treatment/referral has been excellent.

The advice from the doctors is great.

Many of the doctors are excellent a few need better bedside manners with elderly or young patients

On one occasion that I visited the surgery the doctor was very understanding and explained the condition in simple terms. This was very re-assuring for me.

Thanks for the wonderful hard work you put into providing care/ information/ support and trust to myself and my family as this surgery has restored my faith again in doctors.

Doctors and Nurses very caring.

Doctors do listen to patients

get a snapshot of history and often misdiagnose. We need someone who can join the dots for us. You are the only ones who gave the ability to learn the whole history. Put this way I have had to use Google to diagnose myself. If the doctor has just looked at my history I would not have been prescribed the same family of drugs that causes my fits.

These days I tend not to call for any appointment, because I have been made to feel that as if I am a problem to the Doctors. I use to have very good relationship with one of the Doctors, she was very good with my kids, but the past year things have changed, if I request to see her I am some time turn down, or sometimes refuse to see someone else. I have been suffering with a long term pain for over two years, but I have been made to feel as if I am making thing up. It is not all bad , but things have change which patient don't have control on , I must say you are very promote with children which is fine for me , and some of your receptionist can be rude on the phone , sometimes put the phone down before you even finish what you want to say . But overall there is some good teams there.

Would like more continuity of care. Irritated at seeing a different GP every time as they have no knowledge or interest in on-going issues.

Would be nice to see the Dr that you want

I am extremely disappointed with the practice. The medical staff show little consideration and understanding and are very quick to rush you out with very little empathy. They treat you like you have very little common sense and disregard any concerns I have had for my infant daughter. The is only one doctor within the surgery who I would recommend and am willing to see, he has an excellent bedside manner and respects individual patients and is willing to help. Since the new appointment service I have had to fight to get my daughter to be seen when she had a serious chest infection and was under the age of 1 and feel that although I completely understand that the surgery is overworked and busy but feel I pay national insurance and do not feel that the service is acceptable.

Extremely busy practice which is difficult to manage. I would like (in an ideal situation) to consistently see the same GP for continuity of care, and to avoid having to explain symptoms etc over and over, but realise that 'times have changed' and GPs are under more pressure than ever.

I couldn't see the same doctor as it used to be. Sometimes it is hard to see different doctors every time.

Doctors need to listen more to the patient

You need to have doctors who have specialist advice in certain areas. Ringing up for an appointment for specific problem and getting a doctor who doesn't know much is not helpful for the patient

10 minute appointments cause patients to feel rushed and sometimes at the end abandoned. Sometimes other ailments converge in the booked appointment

Doctors and nurses not keeping to time of appointments