

Patient Questionnaire Comments 2015

Below are the written comments which we have received from the patient questionnaire:

Question 4 comments:

'Efficient & friendly'

'The receptionists are always pleasant & helpful'

'Very helpful'

'Yes I am a new patient here so not much experience but all is fine so far!'

'Yes 5 stars'

'Very polite & helpful'

'Yes, very friendly'

'Yes always helpful & professional'

'Always friendly'

'Always polite & helpful'

'Always friendly'

'The receptionists are always polite & professional'

'Yes, the staff are lovely!'

'Yes, very helpful & friendly'

'Always polite & courteous'

'Yes very satisfied'

'Sometimes'

'Fantastic staff – very helpful'

'Yes very good'

'Yes very satisfied'

'Always very friendly'

'Very helpful'

'Always kind & helpful'

'Very satisfied. Lovely helpful, friendly staff!'

'Good atmosphere in surgery'

'Always polite & helpful'

'Very satisfied always very friendly & helpful'

'Yes they greeted me in a very friendly manner'

'Yes always helpful'

'Reception staff exceed the former staff'

'Yes very warm welcome'

'Yes very satisfied receptionist always willing to help'

'Always very welcoming'

'Always good'

'Most of the time, not always'

'Very satisfied, they are always helpful & welcoming'

'Always helpful'

'Yes, it's very welcoming & staff are friendly'

'Staff are always helpful & cheerful'

'Yes! Fortunately however I rarely have to visit'

'Definitely very pleasant & helpful'

'Yes, very helpful & polite'

'Ladies are always very friendly & smiling'

'Whenever I have tried to get an appointment, I've always been helped to get one'

'Staff are very polite'

'Yes always helpful'

'Definitely – warm & friendly'

'Very friendly & helpful. We are always greeted with a smile'

'Very Polite & helpful, always a pleasure'

'Yes the reception staff are brilliant'

'Receptionists are very friendly & welcoming. They are very helpful & give good advice'

'Yes, kind & helpful lady'

'Yes always polite & helpful'

'Lovely receptionists'

'Yes, Linda is particularly helpful & always cheery'

'No problem, very helpful'

'Yes very good'

'Very pleasant staff'

'Always helpful'

'Yes, very satisfied'

'On 03.01.15 yes but previously no'

'Very satisfied, staff are very helpful & friendly'

'It was nice'

'Yes, however, no one answered the phone before lunchtime – so it's impossible to impossible to speak to anyone if you had urgent problem. No answer phone or queue system either!'

'Wonderful!'

'Most welcome. Always polite & courteous'

'Always helpful & polite staff'

'Yes, the staff are always friendly & pleasant'

'Always very helpful & lovely'

'Very satisfied & lovely'

'Lovely, welcoming & helpful'

'The receptionists are always very warm, friendly, respectful & professional'

'Receptionists are always friendly & welcoming'

'Always helpful'

'Always very warming'

'Yes, I have always found the welcome pleasant & friendly'

'Rude staff'

'They are great'

'Yes, very helpful & polite'

'Very friendly & professional'

'Always helpful'

'Yes very much so'

'Always friendly & helpful'

'Couldn't ask for any better, our reception staff are caring, considerate & very kind'

'Always have been happy with member of staff'

'Staff always polite & helpful'

'Staff always very helpful'

'Very friendly & helpful'

'Always very helpful'

'Always polite & welcoming'

'Very helpful on the phone also'

'Very polite & friendly'

'Very satisfied'

'Yes, lovely ladies'

'Yes, very professional, polite & helpful'

Question 5 comments:

'Need hasn't arisen'

'Very helpful & wouldn't want to be at any other doctors surgery'

'The service I have received has been very good, thank you'

'Very good'

'Have been very happy with service'

'Usually. Last week I could not see a doctor but instead offered an appointment with the nurse practitioner instead which was fine'

'I am very happy with the service'

'She/he was very kind & she/he solved the problem very quickly'

'Always helpful'

'Not always'

'When a DR is going to call they always call on time'

'Everyone seems to help in what they can'

'Had to wait until lunchtime until I could get through on the phone'

'Ladies always pass on messages to the doctors & I always get a reply'

'Once before, very grateful'

'Every time you ring they never have any appointments. Was better when there was an open surgery'

'Satisfied on some occasions'

'Sometimes have phoned at 8am 97 times before getting through! This system drives me insane!'

'Again, receptionists are very helpful & helped me with an urgent letter that I required.'

'Doctor always calls same day & always helpful'

'Excellent service'

'But you have to phone 8:00am on the dot!'

'I got an appointment same day but unfortunately couldn't make it and had to reschedule'

'It all depends on who's at the desk'

'Have phoned but unable to get an appointment'

'Had excellent treatment from Dr Brander and given follow up appointment.'

'Very good service'

'Very grateful for this'

'Very reassuring'

'Appointment too long to get'

'Very good'

'It's an absolute nightmare trying to get through on the phone'

'The staff always try their best'

'Great service'

'Very good, prompt'

'I was advised to call at 8am most days for same day appointment but it was engaged until 8:45am which by that time only 1 appointment was left.'

Other comments:

'I think the refurbishment is great & I Have always found the staff friendly & helpful – No complaints'

'I do find only being able to discuss one issue per appointment inconvenient.'

'The open surgery in the morning was great & it's a shame it has changed. That said, I have usually been able to see a doctor by calling in the morning.'

'I like Dr Roy! He's a great Doctor & I like Karen at reception. They are all polite & work well at the practice.'

'Very satisfied'

'Keep the good work going'

'Reception desk is too public. Have to discuss with receptionist in front of other patients.'

'TV is on all the time – unable to escape this. Nowhere quiet to wait – even when I am the only one waiting, reception insists on it being on. Sometimes unsuitable for children.'

'I have been with this practice for 14 years & have always been satisfied with the service'

'I am very impressed with everything about this surgery, the faculties, the doctors & the treatment you receive.'

'The staff do seem to go out of their way to help'

'Very pleased with quality & service provided'

'Doctors should join forces with alternative therapies'

'I value the care given by the doctors, nurses & staff at the Woodlands Practice.'

'Overall very good all round'

'I think that trying to get an appointment to see a doctor is still bad, & I have thought about going to a new gp.'

'I think general practices should provide a weekend out of hour's service.'

'If there was a phone queuing system in the morning I would be more than happy, but the fact that It's necessary to wait until later in the day to get through can be worrying.'

'Doctors are helpful & make situation as comfortable as possible, especially as I hate going.'

'Staff always helpful, always try to help and it makes you feel better as they are always there for you'

'The electronic prescription system, does not work. Trying to get correct orders from the doctors & chemist does not work. Receptionist's advice when complaining was to waste a patient's appointment. With the doctor to complain. Very unprofessional of reception.'

'Had to complain about a locum doctor. Hard to get an appointment on the day. Not very family friendly anymore.'

'The woodlands surgery is very well organised, very efficient & most friendly'

'Reception staff can be unhelpful on the phone. Sometimes hard to get an appointment.'

'Dr Roy is very good. One of the best doctors I've had.'

'I sometimes see a lady Doctor. Two of which can be abrupt.'

'Very good facilities & welcoming environment'

'I am unhappy with the services provided'

'All reception staff & doctors are always friendly & professional.'

'The doctors at this practice have excellent manners. They have a welcoming attitude towards patients (I & family). The reception staff are always courteous and helpful.'

'I am especially pleased with Dr Pascall & Dr Roy. They respond quickly with referrals for serious problems.'

'Dr Roy is understanding & always there for you.'

'Dr Roy listens, believes & never gives up on you. He seems concerned & makes you feel at ease & really cares for your wellbeing.'

'I would love to be able to get through on the phone lines at 8am.'

'The building work & reception area make a big difference. Light & airy.'

The appointment system is much improved. Lots of female GP's which I prefer, but still not enough same day appointments.'

'I am very happy with the service in the practice. Everyone is helpful & friendly. Doctors have supported me in difficult times.'

'I am very satisfied with the service I get from the woodlands.'

'I am very impressed with the receptionists & doctors. They are very helpful & understanding & go out of their way to help resolve any queries & problems.'

'I have been with the practice for nearly 20 years and find it excellent.'

'It's a disappointment when I couldn't see a doctor for a week, but lovely doctors & staff.'

'Although the appointment service is calmer in the waiting room, sometimes you have to wait a week or so to see a certain doctor.'

'Weekend appointments should be available.'

'Reception staff are extremely helpful. I am a new patient & I had tried to register at another doctors as I thought they were the only doctors & they were very rude & unaccommodating. A complete contrast here – outstanding!'

'Such a brilliant service!'

'Always helpful & lovely – especially having 3 young children, never had a problem getting an appointment.'

'The tablets I receive come as 28 tablets. There are more than 28 days in a month.'

'It would be useful to be given the name of the doctor the appointment is with when booking on the phone.'

'Once I had very bad flu and I had an appointment booked. I was running 10 minutes late & the doctor would not see me. It was not very nice. I was very upset that I didn't get seen.'

'The new look of the practice is brilliant. Always feel welcome at the surgery.'

'If I call a week in advance I expect to see a doctor within 7 days. This is not always possible. Hence today I am taking up a morning appointment – as was told no doctor was free for almost a whole week!'

'I am always very satisfied with the Woodlands!'

'This is my first time since the renovation. Have always had total confidence in your practice, arrangements & any staff I have dealt with.'

'It's ok but I do think that attention is more directed at the elderly than children. I have thought of changing GP's for this reason.'

'Electronic prescriptions seem to go astray at Lloyds mottingham.'

'I am very happy with the service given to me.'

'It would be nice to have reading material in the waiting area.'

'Dr Roy is a fantastic doctor.'

'Making an appointment in the morning is often difficult.'

'Sometimes people at the desk can be unhelpful.'

'Always efficient, well mannered & considerate.'

'Overall, I am very happy with the practice.'

'Staff very helpful'

'Preferred walk in surgery in mornings – reason I changed to you in the first place. Used to be seen the same day. Not anymore.'

'I feel that I have been cared for very well, thank you.'

'Very difficult to get an appointment on the same day, despite ringing at 8am, or I am asked to ring back the next day.'

'I preferred old system when you could walk in and be seen the same day. Often appointments offered are not convenient as I work in central London.'

'I am always pleased with the care my family & I have received from the Woodlands Practice. The important thing is that my family & I are not just numbers. We feel we are known by our doctors and our needs are catered for professionally.'

'It would be helpful if you could have a Saturday morning surgery again.'

'It is very difficult to get through in the morning on the phone to book an appointment.'

'I am very happy with the practice.'

'I think it is much calmer now you have the appointment system. Most of the time I am able to see a doctor without an appointment if necessary.'

'On the whole, I believe a good service is provided by the surgery, however some improvements can be made regarding the bedside manner of some doctors. Although a patient's illness may not be life threatening. He/she must not be made to feel foolish for booking an appointment or made fun of because of the condition.'

'It would be helpful to have the "call back" function on your phone lines.'