

## Patient Questionnaire Comments 2016

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

Question 4 comments:

Very good

Very satisfied

Always happy and friendly

Staff are always welcoming

Reception are always lovely – very friendly and welcoming

Very friendly at Reception

However, once I arrived at 7.55 for an 8am appointment and was told “We’re not actually open yet”

The ladies on Reception are always really helpful and nice

Some are quite rude and not very helpful

Yes always

Generally the ladies are very pleasant

Friendly and welcoming staff

Very welcoming and polite

Always efficient and courteous

All Reception staff are very polite and welcoming

Very good

Always friendly

Always very friendly and helpful

Very friendly and helpful

Always polite and friendly

Always extremely friendly and helpful

Not always

Excellent, very helpful and pleasant, professional and friendly

Yes the Staff at Woodlands are very helpful and nice. Some not but mainly great

Very good

Always helpful – excellent

Always friendly

Yes, on the whole very friendly

**The ladies are very nice**

**Some ask personal questions for an 'Urgent' appointment**

**Well mannered and pleasant Receptionists**

**Yes friendly**

**Always very friendly**

**They always try to do their best and are always smiling**

**Receptionists are always very nice and friendly**

**Very happy, very welcoming**

**Polite, helpful staff, very understanding and caring**

**Staff at Reception always deliver a great service**

**Receptionists always very pleasant**

**Always helpful**

**Always helpful**

**Waiting area too small in comparison to Reception lobby area**

**Lovely Reception staff**

**Always very pleasant and helpful**

**Very nice**

**Always try their best in making sure you're seen and call back when they say they will**

**Always very pleasant and welcoming**

**Very friendly and helpful**

**Pleasant, welcoming and straight forward**

**Very satisfied with the Reception**

**Always very good**

**Always very polite and helpful**

**All Receptionists are very helpful**

**Always helpful and friendly**

**Yes always**

**Very good service and all the receptionists are very lovely**

**Confidentiality is an issue. Not good to have to explain certain things in front of a room full of people. Anything I have to say here is confidential and seems even my address has to be heard**

**All Receptionists are friendly, polite and helpful and a credit to the surgery**

**Very much so**

**Very nice and pleasant**

**First class**

**Always very helpful and friendly**

**I think leaflets should be put out for patients with this information**

**Yes but lacks privacy**

**Great**

**Yes very helpful**

**Very welcoming**

**Excellent staff**

**She is lovely**

**Top drawer**

**Quick and polite**

**Yes always pleasant**

**Always friendly when I arrive**

**Friendly service**

**Very friendly and approachable, very helpful too**

**Always!**

**Very friendly and helpful**

**Very polite and helpful staff**

**Staff are very friendly and helpful**

**Great**

**Very helpful Practice and staff**

**Yes, more than happy they're always polite**

**Ladies very helpful and polite**

**Always friendly**

**Very, extremely polite**

**Always friendly**

**The morning Receptionists can be unfriendly sometimes**

**Always helpful and will try hard to assist**

**Very good service**

**Perfectly**

**Staff are very friendly and they always smile**

**But over chat about mutual friends shared**

**Lovely welcome every time**

**Always very friendly**

**Excellent Receptionists**

**Very good**

**Always very polite and friendly**

**Very kind and helpful**

**Always pleasant and helpful**

**Excellent. Efficient, helpful and professional**

**Excellent**

**Always very helpful and obliging**

**Suggest all staff wear name badges**

**Question 5 comments:**

**Most of the time**

**Sometimes**

**Tried calling me**

**Very good with regards to children**

**Occasionally there are no appointments**

**Sometimes**

**Always very good for my small children**

**Always been able to get an appointment within a few days**

**Not always**

**Generally speaking yes; recently more difficult to see someone, now I'm working and need later**

**Appointments**

**Also been great, thank you**

**Very stressful given my condition**

**Wonderful service**

**Thank you very much for fitting me in so quickly**

**Saw Nurse Practitioner**

**I have always been able to get an emergency appointment when needed**

**Not always, except today 😊**

**This can be very upsetting when you're in pain and cannot see anyone**

**Always manage to get a same day appointment**

**Only asked to speak to GP once and I was able to**

**Not very much but when I needed I have**

**Usually**

**Brilliant Doctors**

**Always try their best to**

**Sometimes but have had to call later in the day to see if there are any appointments, not always been able to see one**

**Staff go out of their way to help**

**😊**

**Not always - ended up at UCC**

**Not contacted for 'Urgent' request**

**This has not been necessary recently**

**I saw the Nurse who was able to help**

**Most times**

**Very often no appointments, particularly with female Doctors for up to 2 weeks**

**Usually**

**Not always**

**The Doctors and Receptionists always try to help in cases like this**

**Great**

**Only if I've come in person at 8am, never managed to by phone**

**Yes sure, a Doctor hour after my call**

**Excellent**

**Yes I have been able to speak to a Doctor**

**I have also NOT been able to**

**Sometimes**

**Very quick and good response on the phone**

**I didn't realise I could have and 'urgent' appointment now it's appointment only, but I didn't say it was to be fair**

**If you are flexible the surgery will always accommodate you**

**Most of the time depending on what time I ring**

**Can get emergency appointment**

**But not always a GP who knows me, despite one of them being in**

**Most times**

**They are very busy**

**I needed an urgent appointment with a Doctor for my daughter and I did on the same day**

**I always get same day appointment which is brilliant**

**Very good**

**It can take a while to get through though**

**Never really had to do that but I know they have emergency appointments**

**Not always**

**Very difficult to see a GP on the same day**

**Has only been necessary on very rare occasions though**

**Excellent**

**Question 8 comments:**

**My son was really unwell on a Bank Holiday weekend**

**Migraine over the weekend – NHS Direct recommended seeing a Doctor**

**Seizure (fit)**

**Severe pain**

**Been no appointments**

**Not for me but my partner**

**Longer appointments and couldn't wait**

**Finger infection – risk of septicaemia and had a telephone consultation with GP at Woodlands Practice but situation not improved; possibly worse needing antibiotics so went to PRUH Walk-In/A & E. I was advised I did the right thing and they prescribed antibiotics for the pain**

**Sent for xray**

**Pains in my chest at work**

**Told to go by GP as at University and can't get to GP**

**I had a referral from Dr Choong**

**I needed to be admitted for exasperation of asthma**

**I fell**

**Swollen ankle – needed xray**

**No appointments left**

**I had a fall and needed urgent attention to my eye**

**Partner ill**

**Angina trouble**

**Out of hours care**

**Daughter had polyps in nose and son had breathing problems and pain in his chest**

**Something that required hospital care**

**Because I was in a different area**

**I couldn't get an appointment**

**Unable to walk, couldn't put pressure on my foot**

**Was on a Sunday, injury to hand**

**My husband was taken bad, Dr Roy sent the ambulance**

**Chest pain**

**Doctor sent me there for a CT scan**

**Allergic reaction**

**Sent there by one of your Doctors**

**Possible xray needed**

**Very late at night**

**A & E was necessary – possible break**

**Splinter needed more precise equipment**

**Referral**

**Queen Mary's – Bleeding in the eye**

**Damaged foot**

**Stitches required**

**Suspected fracture – thought it would need an xray – went to UCC**

**Pacemaker check up**

**I was taken ill at work with chest pains, sweating and was taken to QEH by ambulance**

**Had problems with one of my eyes and thought it better to go straight to the hospital**

**Dr Brander sent us**

**I'm always ill when Doctors are shut**

**My girlfriend was taken ill with an ovarian cyst in the early hours of the morning in SW London**

**Have also used when surgery has been open as I feel you get a better service**

**Subarachoid haemorrhage**

**Question 9 comments:**

**The Reception Team are great and understanding**

**Last time I saw Dr Brander who was very good and helpful**

**Just I think the Receptionists should be more understanding and less rude and more helpful**

**Perfect**

**Very good**

**All staff are polite**

**Too early to tell as this is our first visit to this Practice**

**I have been with The Woodlands Practice for many years and I am very happy**

**Yes, but some Doctors prefer to have money 1<sup>st</sup> i.e. in charity box**

**Yes this is why I moved from Chislehurst Medical Practice**

**Not very satisfactory of late**

**They do their very best in the time allocated**

**Yes, Dr Roy is my main doctor and is so great and very approachable**

**Yes but I have cancer and sometimes need an appointment but there is nothing on my notes to say I should get an appointment**

**Very happy**

**Very good service**

**You're all marvellous**

**Very happy**

**Yes, as the problem is always solved**

**Definitely**

**Yes, love the service at Woodlands and have never had any sort of problems**

**Very happy**

**Waiting area seats are too close and cramped, smaller than before**

**Excellent service**

**Very helpful**

**Too long to get through on phone and it is very hard to get the Doctor you want**

**Haven't tried using online patient access as I don't always have access to a computer**

**They are always willing to help**

**Yes very**

**Apart from not having enough appointments for emergencies, especially in young children and babies**

**Yes, all the team are excellent**

**Very good**

**My only issue is the trouble I always have making an appointment. Have to ring on day and the phone is constantly engaged**

**Get a Phlebotomist on site. Appointments are difficult to get online**

**Very happy**

**Depends on what Doctor you see. One of them got my diagnosis very wrong**

**Very difficult to reach appointment at 8am which is necessary if a today appointment is required. Last time had to call 37 times before I got through**

**Very happy and always have been. I have and do not hesitate to recommend the Practice. Thank you all for your commitment to your patients and to providing such an excellent service to my family over many years**

**I do find it difficult when it's hard to get an appointment. Sometimes having to wait 2 weeks**

**Very happy here**

**Appointment only system should be changed to mixed appointment and Walk In service**

**It takes a lot longer to see a Doctor since stopping the 'No appointment' service. With children that was much better as I could wait and see if they improved on their own, knowing I could always take them to the Doctor the next day if they became worse. Now you are more cautious and make an appointment**

**Sometimes the appointment seems rushed and can take a long wait for an evening appointment**

**Very satisfied Receptionists and Doctors are excellent**

**Mostly yes**

**The system, attention and care are fantastic but I wish the phone lines were not so busy in the mornings**

**First class**

**Very good with appointments and help**

**Always friendly and helpful**

**Excellent**

**I am happy overall**

**His parents always come here and enjoy the service**

**Friendly**

**Extremely**

**Absolutely happy. I have never been let down once in all of my over 10 years of being a patient**

**Yes**

**Always do their best to be helpful**

**Helpful**

**I wish the routine appointments could be made in advance for periods less than 2-3 weeks**

**Preferred old system of morning walk in**

**Very happy**

**Very happy all round**

**Very professional**

**Brilliant Doctors**

**Generally I don't need an appointment at short notice so can normally get an appointment in the future quite easily**

**Very much so**

**Feel very fortunate to have this Practice as a patient**

**Very good**

**Very good**

**Only 1 small gripe – sent in repeat prescription request online. It was never dealt with!**

**Very happy**

**Most of the time**

**My wife and I have been patients for many years and have always been treated professionally and kindly**

**Other comments:**

**It can sometimes be frustrating seeing different doctors as they are not always aware of your history but**

**This can't always be helped**

**Difficult to phone at 8.30am to book same day appointment as I need to get kids to school at this time, earlier would be better**

**Was not aware I could go online**

**I answered no to the online questions because I don't have the internet**

**It would be helpful to get repeat prescriptions online for my 14 year old son via my login**

**Too long to wait for an appointment**

**Just that I am happy with Dr Roy for family and personal reasons. He is a good Doctor, hard but fair**

**More' Urgent' appointment slots needed**

**Always difficult to get through on the telephone at 8am**

**The only problem is when you call at 8am and are unable to see a Doctor**

**Extremely good service. Brilliant surgery, the best I've ever been to. Very helpful, caring and considerate**

**Always happy**

**I am aware of EMIS but don't use it**

**It would be nice if you were open on a Saturday morning. I had trouble with my meds and had to call 111 for a prescription**

**Very happy with the service**

**My daughter has been very ill and I am happy with everything – Thank You**

**Pleased with service from both Doctors and Reception, so recommended my parents to join Practice which they have done and are very happy**

**Your phone can be engaged in the morning for up to 3 hours!**

**More appointments should be available and more phone lines in the morning**

**I've seen a few of the female Doctors in this Practice. I think that the care and treatment that I get from them is absolutely amazing!! They are life savers!**

**I have been pleased with the service I have received from the Practice over many years**

**It is frustrating to have to call repeatedly at 8am on a day where we need an appointment**

**We would like to see the Doctor we were appointed to not any of the other Doctors**

**Difficulty getting an appointment**

**Service is good, Reception is particularly very friendly**

Good experience with Practice always. Usually manage to get appointments on the day needed

Cheaper charge for referral letter to see private Consultants

The possibility to book a double appointment online could be good although I appreciate it could be hard to manage

Always been very happy with the service I have received

I sometimes require copies of test results for my own information but this has been refused but read out to me over the phone. A charge of £10 was requested

Would like more time with the Doctor when worried but I'm sure they would try to give longer when possible

You provide an excellent service

Office staff are fantastic – always helpful and solve my issues. Doctors are fantastic also. Excellent 5\*

Everyone is on the Doctors side in the latest Government criminality

I am not online. My daughter lives in Dulwich

I've always been impressed with whichever staff I've met. The modernisations are excellent, very fortunate to have such approachable Practice in such difficult times, thank you

You are doing a great job, please keep it up

Quite satisfied

Reception looks boring

When in crisis being able to have a phone appointment with GP I know and trust

I met Kasha, she was very professional and nice

Not sure that I would expect to be able to get an appointment on the same day. Normally I have been told to ring in the morning for cancellations

Perhaps website should contain more info about times etc.

Best Doctors surgery I have known. Good availability of appointments and service

Would like more time for out of office hours. Waited for evening appointment, had to phone on 2 occasions

Not sure how many phones are available to take calls. Might be handy to have more. Also maybe release 2x days of appointments

Gets better every time I visit

Have noticed longer appointment times for non urgent

I believe the service is excellent

It's really hard to get a late evening appointment on Monday and Tuesday. People who work in the city or away can only come to see a Doctor after 6.30pm. Can you please introduce more late evening slots?

Too long wait for appointments

**I requested an urgent appointment for my child and was told I would have to have a call back. 4 hours later still nothing although I was worried about heart rate and breathing and made this aware to person on phone**

**More late night appointments, we work in day time**

**Make patients aware of 'Private Room' facility. Scrolling LED screen to bring patient's attention to urgent or current messages i.e. newsletter/flu jabs/holiday jabs**