

Comments from questionnaire 2013-14

1. Is there anything particularly good about the health care you receive at the surgery?

- Immaculately clean, airy and informative waiting room. Professional consistency in terms of medical and personal patient approach
- A personal service. Feeling known as a person by the GP's. Being listened to with respect
- A very friendly and helpful practice
- All aspects of the surgery are excellent
- All staff are friendly and helpful.
- All the staff are very helpful and caring, put you at ease when you visit
- All very good
- Always found each aspect helpful
- Always helpful always polite cant fault care and attention that I receive
- Always see Dr Rasheed - amazing doctor. Always listens, explains and makes sure you understand. He always gives a thorough examination in a very caring manner. First class practice
- Doctors (mine is Dr Whelan) are fantastic
- Does offer a good service and would not like to see any removal of the services in place today
- Dr Cole is an excellent GP, very empathetic and caring, very professional lady
- Dr Polkey and Nurse Bree have been particularly outstanding in helping my family
- Efficient Pleasant medics and staff
- Excellent service all round - Thank you
- Excellent service under difficult conditions, all helpful, thanks
- Feel that I am listened to and respected, treated as an individual and not a number.
- Good as going can get
- Helpful advice received from Dr Cole Excellent!
- I am a new patient at the surgery. The reception staff are very helpful and friendly. Good to receive appointments when required
- I am satisfied with the care I receive at the surgery
- I can almost always see a doctor when needed Dr Lawrence, Dr Cole and Dr Rasheed are very good doctors I would prefer to see them when I can
- I consider the doctors are friendly and that makes a difficult situation far more bearable.
- I could not have received better care than that given to me by Dr N Whelan when I suffered pneumonia last year it was the best I could have ever asked for, also for the attention given to me whenever I have required seeing him.

- I don't think there is anything particularly bad
- I find that the doctors listen and make every effort to get any tests or investigations sorted
- I have been with this practice for 50 years - very good service and no complaints
- I have regular blood tests due to the medication I take and I find all the staff very helpful and polite.
- I recently had to see Dr.Polkey as my usual doctor was not available and I asked about my arthritis. I was given a couple of exercises which helped a great deal. Whilst there she noticed that my thyroid was a little abnormal and I have since had a scan and treatment for it. On a recent visit I asked advice about a long standing bowel problem and the pills she recommended have been a great success allowing me a lot more freedom to plan work etc. I have also received good advice on my PSA reading and am having it monitored. So, all in all, very satisfactory and thorough treatment course.
- Professional helpful staff
- Prompt and efficient
- Satisfied
- Seeing one doctor even if that means a delay is reassuring. My doctor is always willing to listen and to explain things to me
- Staff at the surgery are excellent
- telephone receptionist very good
- The staff and doctors are excellent
- The very best!!!
- Treatment and follow up is very good
- Very pleasant staff. Think it's great that we can be seen at other surgeries.
- We feel the practice is excellent in every way. We are looked after well and any necessary follow-ups and conducted quickly. Therefore we feel comfortable and extremely confident at all times
- When I see my own doctor I feel he really tries hard to help and cares. Some other doctors are also caring and helpful
- Yes - all good
- Yes mostly caring professional staff
- Yes I didn't know who to turn to in regards to me being ill until I came to the practice
- Yes. Dr Thomas always is really attentive and never tries to rush me.

2. Is there anything that could be improved?

- A few times when ordering a repeat prescription it hasn't been processed and I have turned up to collect it and it hasn't there. A confirmation email/text would be very helpful.
- After 6pm appointments one day a week would be helpful for full-time workers

- Do not like the impersonal way we have to use the click in at reception when there are staff there who don't even smile or look up
- Earlier nurses appointments! I start work at 9am and once a month I have to seek permission to be late.
- How the flu jab is planned for. Last year I arrived at around 11am and was straight in and out. This year I arrived at the same time and there was none left. This meant I had to make an appointment to see a nurse for it which is a waste of resources.
- On the whole we are fortunate to receive the care and concern that we do in difficult times.
- Improvement should be ongoing in every aspect which I'm sure is occurring
- Instead of staring at the sign perhaps a 'ping' when a name pops up
- It is often difficult to see the doctor of your choice at short notice
- Longer running appointments with doctor. Most usually running late or feel you can't talk properly as only get small slot.
- Must try out website. Could be advertised to patients
- No - already first class
- Not waiting to long for an appointment
- Noticed nurses don't wear gloves when taking bloods!!!
- One receptionist needs a course on manners, who seems to have left now anyway
- Realistically & Reasonably "no"
- Receptionist hide behind glass screens and are slow to open them and talk to patients
- The ability to book a nurses appointment online
- To be able to see a doctor from the practice evenings and weekends (as in the old days!)
- Waiting times! I said this last time I filled in this form. Whilst all staff are lovely and do a great job, waiting up to 40 mins for my appointment really annoys me, especially when I have children with me or I have to be at work.
Waiting to collect prescription (repeat) can take a little time as receptionist is also on desk/tel duty
- When test results arrive at the surgery why are patients not telephoned to let them know
- Yes front door very hard to open for elderly person

3. Any other comments?

- A good surgery. Thank you for looking after me
- Am not aware whether there are telephone or email consultations, but if not there should be and if there are they need publicising. Clearly not always appropriate but there are occasions when it would save time of both GP and patient to good effect.

- Generally all round care is good. Preferred coverage by Danes Dyke at weekends and evenings if needed
- Good doctors surgery overall
- Have only been living in Scarborough since 2012 so can't give any comments other than the times I have been in contact with receptionists and doctors they all have treated me in a friendly helpful manner
- I don't think you should assume that all your patients have a computer or easy access to one!
- I have many health issues and for the first time I have found a practice that I have every confidence in
- I visit south cliff surgery usually once a year for my regular check up and I have to say Heather who is the Health care assistant always puts me at ease as I am I bit nervous when I go, she always has time for a chat as well as doing her job exceptionally well.
- It is often difficult to see my own doctor because he is so busy and a very good doctor. I find it difficult having to see several doctors with the same problems, I am old enough to remember when your family doctor was the one who knew you and your family best
- It's always excellent, no complaints whatsoever
- Just I found the practice very helpful and the staff here were really good and helpful. They all need a pat on the back for what they do for people
- Many thanks for the service we are fortunate to receive, long may it continue being 79 years old
- Newsletter not advertised enough and easily available
- Not keen on being asked for a reason why I need to see a Dr when booking over the telephone.
- The surgery is good at being reactive but not proactive, example, when we joined the surgery some years ago we filled in a form but not one Dr asked to see us and explain the surgery workings and to check on us and our medication and when I've been on a hospital appointment Dr's have never followed up on these?

END