

Appendix 3C

Scarborough Medical Group Practice Survey 2012-13 – Comments

Q1. Is there anything particularly good about the health care you receive at the surgery?

A.

Always had good service. Would not look to changing surgery.

Always polite and helpful. Very obliging. No complaints, only praise and appreciation.

Always very willing to help to give emergency appointments and advice.

Certain doctors (Abrines) are totally committed to fixing your medical problem no matter how long it takes or how hard it is, though those couple of doctors are then very popular and it's then hard to book an appointment with them when needed. Now that's a love of there job and an empathy for the patient.

Doctors and staff are friendly, helpful and professional. We consider ourselves lucky to be at this practice especially when we hear of other practices from friends.

Everything from speaking to the reception team to seeing the Doctors, Nurses and follow-ups are excellent

Excellent care from all staff.

I am able to discuss the pro's and cons of different treatments and my point of view is taken into account

The staff are always very pleasant and helpful.

Very efficient, quick appointments, staff helpful

Able to discuss blood test results. If running late, only a few minutes. Much better all round than previously in Essex.

Always a pleasure - the surgery has a warm, friendly atmosphere.

Always found reception staff pleasant and helpful.

Always treated as an individual and not a number. Staff always friendly and helpful.

Always try to accommodate needs.

Being able to be seen quickly if needed.

Clean, warm and welcoming.

Consideration, sympathy and understanding are areas which I have always found to be at a high level of excellence in this surgery. My treatment too is excellent.

Dr Bilquis and the Dr who has just left were very empathetic and helpful. Receptionists are usually very nice and helpful.

Everyone is friendly, caring and respectful.

Excellent service both with Doctors and Nurses. Receptionists are very helpful.

Excellent service from both Doctors and Diabetic Nurses.

Feel well looked after.

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Good advice, helpful information and helpful staff.

Good prompt service.

GPs, nurses and receptionists all treat me as an individual and do all they can within their roles to assist me with my queries, health care needs. I have been treated with utmost respect, professional and supportive service by all at the South Cliff practice.

Great surgery, great staff, great doctors.

I always know that I have treated well and fairly. All members of the staff treat me exceptionally well and I feel that they understand my situation health wise and do their best to accommodate me wherever possible.

I am reasonably happy with the care I receive.

I am still enjoying life despite many health problems which years ago would have been fatal.

I believe that I am always treated as a person not a body.

I don't come that often - whenever I have visited I have always been very happy with all staff. Well done.

I find the practice very good and the staff and Doctors excellent.

I have always been treated with respect and have been listened to by all members of the staff.

I have been particularly pleased with the treatment I have received from Dr Lawrence and Dr Cole as well as Heather, the Nurse. All 3 have a lovely personality and nice manner.

I have had instant treatment when it was warranted and do appreciate the attention that I was given - Thanks to all.

I have nothing but praise for all the staff at the surgery who are very helpful and kind.

I have only been a patient for the last 3 months but I have received nothing but excellent service from all your staff. The courtesy is next to none.

I think surgery is very efficient.

Inspires confidence.

Kind, attentive and knowledgeable staff.

My wife and I have been patients of Danes Dyke Surgery since it was built and have always received courteous attention from the admin staff and excellent attention from Docs Whelan and Abrines, and consider that we could not have received better service if we had gone private.

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Not being a regular attendee I found my needs were attended to promptly with care and support.

Pleasant and comfortable surroundings.

Polite and friendly service all round.

Receptionists are lovely and helpful. Doctors/Nurses are also lovely.

Receptionists are very helpful in actioning any requests or messages to be passed on. All done efficiently with good feedback.

The Doctors and Nurses are easy to talk to.

The practice is always clean and tidy.

The receptionists are always very helpful and polite. I always get an appointment when I need one and the Doctors are always very helpful and always reassure me when something is wrong.

The service given by the Danes Dyke Surgery is excellent.

The service I receive is and always has been brilliant.

This is an excellent practice, very high standards by all staff, medical and non-medical.

I am usually able to get an appointment if it's urgent by calling first thing in a morning.

Usually able to see the Doctor I request.

Very friendly staff, always smiling.

Very good follow-up.

Very good receptionists and Doctors are great.

When have needed to speak to a GP re husband's medication have always been very helpful.

Yes can get appointments very easy. All staff and doctors are very friendly, polite and helpful. I needed my contraception pill which had run out once and they were very helpful when I realised I needed some more. I managed to get the prescription within 24 hours.

Yes, everyone is very helpful. The receptionists are very helpful and fair with whatever they are doing.

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Q2. Is there anything that could be improved?

A.

A second screen in waiting room.

Certain Doctors (P) could do with going back to medical school as they were obviously absent for the lessons they were learning about bed side manner, sympathy, empathy, how to look like a respected member of medical staff and how to talk to the patient in a respectful manner! You can always get an appointment with this doctor!

Repeat prescription line not available (Answer-phone full?)

Appointments for children when needed urgently have had to take to Castle previously because no appointments and on one occasion Out-of-Hours GP.

As I am hard of hearing (High tone deaf) I find the patient warning buzzer is not suitable for me. The music drowns the sound too. Other aid users may find this too.

Asking all persons to use hand gel prior to entering waiting room.

Availability over weekends.

Blood tests - not always convenient to come on a morning if you work.

Can't think of anything except maybe charge patients a small fine that either don't attend or cancel their appointments when other people so desperately could have used that time.

I don't like to be asked why I need to see a Doctor by the receptionist.

I like to read while waiting and would prefer the 'beep' on the message board to be a bit louder.

If I am told I can order additional meds I do not like being treated disrespectfully.

Larger consulting rooms.

Not really. Just waiting for a consultant for mental health which I know is a long waiting list.

Sometimes have to wait a while at reception to be seen.

Only provided with one month supply of Thyroxine whereas at previous Doctors would get 3 months at a time. As 12 monthly check-up cannot see the point of restricting to one month only repeat prescription.

Open earlier or later for those that work.

Out of Hours surgery not available.

Parking!

Radio can get a bit annoying.

Some Doctor's attitudes - male doctors - being embarrassed of some female issues.

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Some hospital Phlebotomists are less competent than surgery Nurses - Frequently bad bruising which is not present when surgery Nurses take blood samples.

Some of the receptionists seem not bothered and unfriendly and always pre-occupied. Others are great!

Telephone access to the Danes Dyke Surgery is a problem.

Would prefer not to have to wait more than 30/40 minutes for appointment.

Q3. Any other comments?

A:

All in all staff are helpful and courteous at all times.

Bloods - Need to be more availability for times to have bloods taken at surgery requests. Had to go to path lab myself due to no immediate appointments available.

I feel confident that my health is being well monitored.

I find it difficult to understand when my doctor signs me on sick the Jobcentre medical team overrule him.

I have been lucky to have good health most of my life so getting older shows its wear and parts begin to fail.

In my opinion nurses do not need longer per appointment to do a simple blood test that takes less than a minute than an appointment for a Doctor to talk to you about your need, access you and decide how best to treat you. Neither should they feel the need to weigh you all the time, this is just filling in time which could be better used seeing another couple of patients. you generally wait longer to see a nurse than to see a Doctor, its madness! They could fit in 3 times as many patients if they were 5 min slots for a simple blood test/pressure check etc!

My husband and I have registered to be on the patient panel but have not yet been to a meeting.

Some doctors seem to be in a rush and stressed. Understandably!

Very good practice

All the staff at South Cliff surgery are extremely helpful and especially the reception staff who are always polite and courteous when you ring up, I tend to only see one GP (if I can) Dr Halloran and she is always so kind and caring and never seems to rush you bearing in mind you only have a small time slot.

Danes Dyke receptionists could be much friendlier i.e. more courteous and smile!

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Everyone is wonderfully sympathetic.

Everyone, staff, doctors very good.

Everything and everyone excellent and kind.

Excellent all round.

Fairly new to practice and left an exceptional practice when moved here but have struck lucky as service and friendliness here is excellent and on-line information/ booking very helpful.

First class.

Generally - fab

Had a bit of trouble with a repeat prescription, ended up waiting a week for tablets, but staff and Doctors are all very pleased to help.

Happy with all aspects.

I have always been treated with the utmost respect, care and consideration by everyone at the practice.

I have always found South Cliff Surgery to be very helpful and friendly - you normally don't need to wait a long time to get an appointment too.

Keep up the good work and thank you for all your efforts.

Moving sign is visually annoying. Suggest Dr calls name and sign illuminates patients name and we all know which surgery we are at. When name is not announced you can easily miss and cause delay.

Overall very satisfied with the practice.

Reception staff very helpful and friendly.

Thank you that you want to know how the patient feels and sees it.

Very satisfied with the care given.

Would recommend these Doctors to anyone - very good.