

February / March 2013

### **Buildings**

1. At certain times of the day, parking at the centre for health is terrible which the centre is aware of. Despite this awareness Dr. Sautelle refused to see me even though I called from the car park to explain I was sat waiting for a space to become available. I understand Dr's are busy people and they have lots of patients to consider, but in circumstances like that it would be nice to get some understanding rather than having a wasted journey
2. Car parking difficult at times
3. I feel that building a community centre for health on a hill outside the town was not a good decision. I have seen pregnant woman and older people with mobility problems struggling to get up the hill. Not everyone has their own transport or access to transport. The bus stop must be about 200 yards away. I appreciate that there was a lot of political brew haha around the decision but I would guess that none of the decision makers came into the categories I have described
4. Phones are manned during lunch period. Car parking should be free. Notify patients if appointments are running late (more than 15 minutes) even if it is a notice displayed on the screen perhaps even saying where you are in the queue
5. I don't like the screen system for calling in patients from the waiting room
6. Parking prices at ACfH are astronomical considering appointments are never on time
7. Good parking and late appointments which I find very useful shame the pharmacy doesn't open for the same hour
8. I find the number of the rooms not very clear difficult to find
9. As I have a child who lives to run about and play it would be handy to have a screen near the play area so I can be near him and still be able to see when I am called through
10. Signs for toilets signs to tell some people to get their feet off seats
11. We prefer having no music playing in the waiting area and could do with more seats as when it is busy there aren't enough
12. Sometimes the delay in being seen causes you to run over on your car park
13. More parking required always find it hard to park

### **Telephone System**

1. 1.Query about getting through on the phone, why do you have an automated phone message to tell us we have been connected to Southlea practice at Aldershot health centre when we know we've telephoned its number? If the receptionist is too busy to

- answer it then let it ring so we are not paying for the stupid message and probably subsequent similar stupid messages during the day
2. Wait too long to get through on telephone. No appointment offered. When do get an appointment you wait too long waiting sometimes at least 50 minutes. Not acceptable, very poor service
  3. Getting through on the phone is very hard I rang for 15 mins non-stop and got no answer I drove up here to see if there was any appointments for my sick child as it was quicker than waiting for an answer and I was sure to speak to someone then
  4. Its very hard to pick up the phone and difficult to arrange the appointment to see a doctor about our children health problem. So please at the time try to understand our problems thank you
  5. That reception answer the phone quicker

### **Appointments**

1. Being a veteran with 22 years service and working since the age of 15 never claimed any benefits and paid my contributions all my life I find it disgusting that I cant get an appointment to see a doctor when I need one I am not one for wasting a doctors time wo when I have a problem I need to be able to see a doctor at the time not one to two or even three weeks time
2. 10.00 a.m. appointment work=could not wait any longer its now 10.37
3. It is not clear how to book nurse appointments or longer doctors appointments on line
4. I felt that the way of making appointments should have been explained to me as I ring in the morning for an appointment that day if it is not an emergency I cant get an appointment for a week and a half. I don't really understand the system. Sometimes the waiting times when I have baby and a toddler can be very long
5. Dr Bibawy is often booked up for a month which makes it difficult to book appointments if they need to be scheduled around work commitments
6. Huge discrepancy in standard of care received from doctors depending on who you see. Some receptionists are friendly and helpful others have been rude and unhelpful at times. Waiting time for appointments and availability of doctors appointments is a joke
7. It is difficult to book afternoon – after school appointments for non emergencies in advance. The receptionists have strongly suggested for the children to miss school for an appointment which is not ideal. Otherwise am really happy with the excellent service when it is important for any of the family to see someone urgently reception has always made this happen. Thank you
8. More appointments after working hours as most are taken when booking due to high demand

9. This surgery has gone downhill,. I have been here all my life, I am 29 its not acceptable to wait 3 weeks for an appointment. It is always a nightmare getting an appointment why do I work and pay taxes? What do I get out of it
10. Often long waiting time for appointments and then again when waiting on the day. Paying for parking is a hassle
11. If doctor is running late or very late could not the reception staff advise people that are waiting how long the wait will be, or by the auto book in system
12. Cut down waiting times and improve appointments
13. Second time I have had to wait over an hour and had to ask what was wrong
14. The only problem I find is that I cannot make an appointment before the day I want, with working full time it would be better if I could phone in before and not on the day I want the appointment hoping to get one as I work in London
15. Please don't doctors have to cancel their surgeries because of anything other than illness because these appointments are very important to us and feel let down and hard for us to trust when it does happen
16. Extended hours appointments not offered
17. Getting appointments by the time you get one you are on the road to recover
18. Have more appointments released earlier for patients who work a long way away and have diaries
19. Waiting times are my only issue with the surgery even early /morning appointments seem to have a delay 5 mins would be ok but each time it seems to be 20+
20. I do hope that we can be offered appointments when we really need to see a GP as we are avoiding ending up in an A&E just because we can not get an appointment at the surgery which upsets the hospital as well thanks
21. I believe 10 mins per appointment is not long enough, and results in far too long wait after appointment time. For working people this can cause major problems I have now to leave and rebook
22. It would be useful to have some appointments open for booking in advance the receptionist told me I can log on at midnight to book an appointment as I always do a school run at 8.30 so miss the appointments with two kids I do not want to wake up in the night to make an appointment. Also it changed that we cannot make appointments for the following day which is ridiculous
23. I think the asking patients to phone in at 8.30 a.m the following day to try and obtain an appointment with a doctor is one of the most infuriating and frustrating systems and practices I have every used. Its quite unrealistic to have the receptionist repeat this again and again to frustrate patients who have made an effort to attend the surgery in person. I also cant imagine that it makes for a pleasant days work for the reception either. I have waited eight days for the appointments I have currently which I feel is

quite unacceptable. Also I do not know and have never met the doctor I am about to have consultation with which is quite stressful in its self

24. Online booking great

### **Reception**

1. That reception answer the phone quicker
2. Some – not all of the receptionist need better training. You should be able to book in advance for the practice nurses on line. Also seeing your own doctor is better care
3. It would be nice to be acknowledged by the receptionist when arriving at the surgery. More often than not you get ignored until they decide otherwise. Just some eye contact a nod of the head, or an I'll be right with you would be nice, it is just good manners and common courtesy
4. I don't like having to discuss the reason why I require an appointment with the receptionist
5. The younger receptionist's appear arrogant the older ones are much nicer. It is often me that keeps the doctor running late so I don't mind waiting. Dr Brooks must never retire

### **Prescriptions**

1. Prescription for stop smoking very hit and miss which makes it hard to be able to quit smoking which I would like to achieve

### **Gratitude**

1. Everyone always very helpful
2. Overall very satisfied
3. Very satisfied with quality of care from GP's, nurses and receptionists
4. I would like to thank nurses Cheryl and Stella for their care and attention given to my on going health concerns
5. Always excellent attention
6. Having spent many years in a third world country before returning to England I really appreciate the services offered by this surgery and the NHS. Keep up the good work.
7. I am more than happy with the care I receive
8. A very good practice all doctors, nurses and admin staff at ACfH are friendly and helpful.
9. Dr Brigg is excellent best doctor I have ever seen

10. All seem to me to be doing a good job considering that we are not living in an ideal world
11. I have always been very pleased with my care
12. Generally I find the practice very good, helpful and re-assuring
13. Overall im very happy but I have had mixed advise on my medication and have been swapped several times incurring a cost to me everytime
14. Dr Brooks is an absolute gem of a GP gives her all to her patients and has brilliant way of making me feel better all round Thank you
15. Brilliant
16. On the whole with the amount of people that are seen at the health centre it is very good
17. I have always been very satisfied with the care I have had I would love to see a tea and coffee machine somewhere as I'm a diabetic and always wanting a drink all the doctors are fantastic and do such a good job I've had no problems at all
18. I'm really pleased with the GP's here and the care I and my family receive. Everyone is polite and caring the only problem is the length of time waiting to be seen
19. Overall I am very satisfied with all the services I receive from the NHS

### **General issues and comments**

1. Last year I asked my Dr for routine blood tests that I have been taking for the past 6 years after I was diagnosed with thyroid cancer. I specifically asked for Tyroglboline test. She said fine and I gave the blood test and the result was fine I had to call for them as I did not hear from my doctors. Then a few months later she re-referred me to a specialist in surrey park hospital, where I found out that I had not been tested for tyroglboline at all. This was scary news to me as I was under the impression that it had been done and the result was fine. I realised that my gp didn't even listen to my requests at all. It took her a long time to refer me to the hospital and it was after I was making appointments and showing being worried about my health
2. Some doctors seem to not be paying attention and just star at the computer screen giving the feeling that they already know what your diagnosis is without hearing your thought and symptoms
3. Questionnaire could have been structured better. Would like to know findings of this research. More depth required i.e. some doctors are better than others
4. I am very happy to open Saturday because I can find Nepalese people to speak. Quick service in phone is better for all person thank you

5. Not sure if he is still at Southlea one male English dr, slim build has no bedside manner, is very rude and abrupt. He doesn't listen to the patient and tells you what symptoms you have
6. Out of Hours service should have full access to my medical records