

February / March 2013

### **Buildings**

1. Survey monkey on website, self login move to side of reception desk to avoid climbing over other patients, handrail for elderly at door entrance, signs for rooms, LED room announcement with the room numbers
2. The waiting area is woefully inadequate. There is very little room and waiting patients can hear telephone and face to face conversations other patients are having with the receptionists – very clearly. Disabled access is poor because of the doors and limited waiting area and this also hampers parents with pushchairs. There are also no facilities to occupy waiting children. Add this to the appointments over run times and this makes for an unpleasant hour or more wait at times. I've even been asked to keep my young daughter quiet before which has just added to the anxiety. I can't suggest how it can be improved other than a complete re-think/refit of the reception area. It's the worst one I've ever wasted my time in.
3. The inner entrance door is very difficult to manage with a pushchair/pram/wheelchair. A single door or second automatic door would make a world of difference. Background music in the waiting area would make me feel less like an eaves-dropper would make me feel like I was not being overheard while talking to reception
4. You may need a new location/building you need a quiet reception area to wait for people who are feeling very ill / nervous. Better access on foot mobility scooters and access for emergency services. Improved toilet facilities and signage
5. Wooden chairs not plastic in the Waiting area. It is sometimes possible to hear a consultation when sitting outside the surgery. All surgeries need a set of steps to get up onto the bed, not a single high step either
6. It is difficult to get into the surgery if I have my son in a pushchair
7. Could do with better seating and more room
8. Cleaning, cross infection while walking around the building. Informance governance i.e. my medical notes. The building and design of the waiting area
9. Automatic door only one ever works
10. Need 2 signs to show location of rooms 1-6 or electronic screen like railway stations. Declutter notice boards and tables much of this information could be given via a 30 minute automatic power point screen. This would positively use up 40 minutes of waiting time. Quiet chill out background music various types to decrease the stress. Focal display. Notice peeling paint on walls could we have a coat of paint please not grey so depressing. I think an anti obesity slimming clinic is needed perhaps develop a programme with weigh ins etc. I like the family surgery feel of southlea even though I know it is not I think everyone tries their best and I hope my comments will be helpful
11. Waiting room soft chairs most are cracked. The surgery as a whole needs a face lift there is too much clutter on the notice board. There is a lack of clear location of individual doctors

12. More seats and reading magazines
13. Everyone can hear the receptionists
14. Clean but not good looking
15. Needs a coat of paint

### **Telephone System**

1. a Nightmare getting through on the phone
2. Its really annoying when trying to contact Southlea on the phone, often it rings for ages then you hear it being picked up and put down again. Its happened on more than one occasion
3. When ringing for appointments on the day you try and ring at 8.30 either its not answered or engaged by the time you get through all the appointments have been taken, I find it easier when possible to come down at 8.15
4. The most frustrating and most important, is that it is virtually impossible to get through on the phone. I have to visit the surgery to make an appointment. Sitting here now the telephone is being ignored it would also be an improvement if appointments could be made with the nurses on the website
5. Telephone unavailable between 12 – 2 unacceptable
6. Less waiting to see Dr. not easy to get through on phones, but reception are mostly very helpful

### **Appointments**

1. A need for a better appointment booking system
2. Find it difficult to book an appointment either first thing in the morning or afternoon. As I work over 25 miles away middle of the day is not suitable for attending. Last time I tried to book an appointment two weeks in advance i.e. obtain further medicine I was not able to, had to go in at 8 a.m. to book on the same day – Frustrating
3. Up to one hour to wait to see GP on every occasion I come! Always bring a book!
4. When medical students are with doctors, appointment times should be at least doubled – it is noticeable that waiting times increase greatly
5. Much less waiting times to see doctors or nurses
6. I often feel like I am not welcome to have an appointment or that when I do see doctors my problems are not getting fixed. I am discouraged using this resource and as a result my pains and tiredness has got worse over the last year
7. More doctors so we can get more appointments when we want it
8. Every body busy, surgery too small. Receptionists rude and wont answer the phone. If very ill have to wait too long or if working the boss needs to plan if I'm going to get in.

Without an appointment date I loose wages for not going in. More doctors are needed for faster turn over. My children have left your surgeries in time I might

9. Add appointments with nurses to the website
10. Takes at least two weeks to get an appointment
11. The doctors and surgery are good but the appointment system lets them down. I need to be able to book an appointment within 1 or 2 days notice but this is usually impossible
12. To book an appointment on the phone is a nightmare. To get an appointment is a nightmare. Doctors, nurses reception are excellent
13. Apart from the waiting times for example 15 minutes plus I am happy with the service offered
14. Overall my normal doctor is very good. It can be hard to get appointments with this doctor however, have to wait up to two weeks. This is no good if you need to see the doctor sooner. Alternative appointments are offered but this is not my preferred option. Nurses I have seen are very good, knowledgeable and helpful. Appointments with the nurses are generally booked in advance are not required at short notice
15. Takes at least two weeks to get an appointment
16. You are always told to ring on the day can never get through. When you finally do all appointments are gone
17. Online appointments system is great but it would be better if it offered all the family under one password
18. The waiting times for appointments to see the doctors are very poor i.e. if appointment is at 9.30 still have a long time to wait
19. Everytime I phone up in the morning to get an appointment on the same day it never happens I am normally told all appointments are gone and to phone up tomorrow morning. I do not think it is fair to be told you have to ring up and then not get an appointment
20. Always have to wait ages past appointment time
21. I have never been seen at my appointment time. You should have a ticket system like the health centre blood department. First come first served. I have to wait so long here to be seen
22. It is horrible that I have to go to A&E when I feel worse because there are never appointments available. When I finally get through on the phone I always hear that there are no appointments for the next 2 weeks and I should call next day when I hear exactly the same, no matter how poorly I feel. GPs appointments are never on time, on average I wait between 1-2 hours receptionists are not helpful at all
23. When I became a patient at Southlea surgery 10 years ago I have found it has changed appointments became very difficult to see my own doctor, even though I was informed I should be able to see my own doctor who knew my medical history and not someone I had never met who did not know anything about me. Recently I tried for an appointment with my doctor only to be told the doctor was fully booked for the next 15 days. I do not think for myself and any other patient with the same doctor I had no

choice but to see another doctor even then had to wait 6 days before the doctor was available. I believe a letter should be put in place and stop patients from being allowed to make appointments on line

24. Waiting time is always an issue but my dot is excellent and very busy so I can accept this,. He always apologises some of the receptionists have seen me for a long time and are therefore aware I will only make appointments for myself/husband/children if it seems absolutely necessary. Some of the newer staff have not the patience and can generally be very unhelpful at times this can be upsetting
25. Please add nurses to online booking

### **Reception**

1. Sack unhelpfully – arrogant receptionists, and rude staff – sacked and improve telephone systems
2. A need for a better appointment booking system
3. That reception answer the phone quicker
4. I find the reception staff at Southlea to be friendly and kind, its just been a nightmare getting through to them and its not easy having to wait such a long time to see a specific gp
5. I find some of the receptionists are very hard to get by when booking an appointment. I only attend the doctors when I need to, and feel I am being interrogated by a receptionist as to my worthiness of an appointment it is wrong for them to decide if my appointment is work it or wait two weeks. It's a pity there are people who get appointments for a runny nose and take appointments that could be used for others
6. The receptionists very very helpful excellent service
7. Receptionists vary but I think they are doing what they are told and are a “firewall” for the professionals
8. Receptionists are very rude and unhelpful

### **Prescriptions**

1. I took a day off spent 9.30 – 11.00 trying to make an appointment by then they had all gone. I had to wait 10 days to get one after work and after 5.30 p.m and still it wasn't with my own gp. Meanwhile I have gone a week with no antidepressants. The emergency prescription was arranged but after waiting 50 minutes I had to leave without receiving the prescription. The receptionists are lovely but clearly chronically understaffed
2. Repeat prescriptions are a problem but cannot identify whether problems is surgery or chemist. Normally have to go to both sites

## **Gratitude**

1. I would like to say to everyone down at Southlea are lovely very caring. I have had cancer all of you have been very supportive. I would like to say a very big Thank You.
2. Thank you very much
3. Just want to say that for three months three times a week I was coming over to see the nurses for change of dressings they were always so nice and helpful. Also the doctors have time for you. The receptionists always very helpful. In all this surgery have top marks from myself and husband. When I hear what friends say about their surgeries keep up the good work. I do find sometimes you can not hear the doctor nurse call you when there is a noise going on in the waiting area
4. This practice is first class in every way
5. Just a big thank you to Dr. Bibawy for being an outstanding, understanding doctor
6. Dr Briggs always has the time to discuss any problems and offer alternative advice
7. Always excellent attention
8. Keep up the good work you all do
9. Your surgery is perfect like you don't forget that
10. I am very happy with the treatment I received in the last 23 years since moving here. Hope it continues
11. I have used this surgery for 11 years and have seen most of the doctor and staff. I can now say I have the best doctor (dr Robinson) I feel she gives you the time you require, she listens she refers to her drugs and she cares. I would gladly wait 30 minutes to be seen by her. At least I am a person with a problem and it is getting sorted. I am very grateful
12. I am very happy with the practice thank you
13. When I have called after ambulance and A&E in past two days was given an appointment to see gp and treated with care. Many thanks to the staff and Dr. Bibawy
14. I find everyone in the practice I have dealings with to be very helpful and pleasant to talk to
15. I have had a number of appointments with the doctors and found them all approachable pleasant and felt confident in their ability to deal with my problem
16. Advertise the website more

## **General issues and comments**

1. I like the surgery but it feels very formal its not relaxed and even the doctors seem hard sometimes and somewhat distant. But it is still ok as surgeries go!!!
2. The kind of service I get from my doctor depends on the doctor I see

3. Patients waiting outside the door of the doctor is a big no as you can hear the conversation therefore not private. In my opinion there is no need for it
4. The surgery is very poorly run I have had to wait 1 hour and a half before my son with a chest infection was seen because the doctor had checked him off with out actually seeing him
5. It would be beneficial if repeat prescriptions could be ordered on the same site and login as the ones used to book appointments
6. I understand senior citizens should be called in for a healthcheck annually. I know this is done nearby why is it not done here. People are saying about this clinic in Aldershot “don’t go on a Tuesday”. I have seen why. Otherwise excellent service many thanks
7. Doctor didn’t appear to be listening too busy yawning
8. It would be good if the admin side was as good as the GP side and hospital referrals were done promptly

### **Distractions**

1. Always bring a Something for children to do
2. book
3. Reading material useless more choice is needed and length of wait would fly by