LATHAM HOUSE MEDICAL PRACTICE
Sage Cross Street
MELTON MOWBRAY

PATIENT EXPERIENCE SURVEY
OCTOBER/NOVEMBER 2011

Patients' comments

Q15. Are there any aspects of the care and services we provide that you think COULD BE IMPROVED and if so what are they?

FROM THE FIRST **100** FORMS COMPLETED BY **MALE** PATIENTS

1. Waiting room seating find very very low especially for elderly people – need firmer & higher choice of seating for all waiting rooms also with arm rests for ease when getting up to see doctor and nurses

2. Sort out phone answering – last time I rang was told "very busy" and my call was disconnected.

3. X-ray facilities. Surgery not manned Saturdays.

4. Online booking: facility to book blood pressure measurements please

5. Better signposts: electronic check-in gave appointment in "INR" Where is it?? Seems to me Suite 5, MTU, INR Clinic are the same location!

6. Telephone access as before

7. Some of the reception and switchboard staff could be more friendly.

8. Having to wait more than 2-3 days for appointment with particular GP. Dreary atmosphere/look of colour of building/needs a re-decorating/MoT

9. Appointment times

10. You could advertise the Saturday & Sunday minor treatment at St. Mary's more widely as you are closed on Saturday and Sunday.

11. The telephone service is sometimes inefficient. The on-line booking system for appointments is too restrictive.

12. The system used to notify patients to make arrangements for the Healthy Heart clinic. It progressively gets later and later. I shall soon be attending the additions clinic at the same time – duplicating some of the tests! It would be better to have a fixed arrangement, when my condition can be evenly managed over the year.

13. Better car park facilities.

14. It irks me that it can take up to two working days to see my doctor. I put a lot of store by the doctor-patient relationship and think that, apart from emergency, one should always see your own doctor and in less than two working days.

15. Telephone answering could be quicker and service changed as the system cuts you off.

16. Emergency services in Melton Mowbray between Latham House and Melton hospital.

17. Appointment times

18. Telephone system over-busy

19. Question: Are there circumstances by the nature of illness or complaint in which it is necessary or preferable that the doctor (G.P.) should be of the same gender as the patient?

20. People living in Asfordby/Hill might be registered with doctors taking surgery there.

21. Provide a larger car park

22. No empathy from any doctor.

23. There is hardly ever a time that I've got to see my doctor at the time booked. There seems to be more time elapsed without a patient in the doctors room than with the patients themselves.

24. Car parking facilities – not enough for the amount of patients.

25. To see my doctor when I need to.

26. Last year when very ill wanted doctor to do a home visit and no one would come out.

27. Service would be greatly improved with an "out of hours" call out service organised by the practice. Staff performing non-invasive tests should understand the significance of their work to the point where simple questions might be answered!

28. After care visits/contact.

FROM THE FIRST **100** FORMS COMPLETED BY **FEMALE** PATIENTS

1. If I need to see a specialist – ie eye Doctor, that an appoint can be made with them without having to go through own Dr appointment 1st

2. Phone links. Reception staff should do less talking and anser the phones.

3. Phone management

4. Just the irritating "terminating" of calls. It irritates about your poor reception staff. Most get very grumpy, people when they eventually don't get "terminated"

5. More appointments for patients. Longer opening hours.

6. Increase the amount of doctors we have so they don't have so many people to see and then you might be able to see your own doctor.

7. Generally more interaction from staff, ranging from receptionists to nurses in Minor Treatment Unit. A caring atmosphere is not overly apparent at times to the point of rudeness in some cases.

8. Make patients more aware they can if necessary see doctors with a specific medical speciality.

9. Communications. Well person clinic.

10. Weekend opening hours.

11. GP access on Sat/Sun – even if it is only in the morning (as previously). Greater out of hours and use of St. Mary's Hospital, under used at nights/weekends because f closure & not offering out of hours service. Urgent review here needed!

12. Having to wait all morning to speak to make an appointment. The music drives me mad – if I want to listen to music I turn the radio on.

13. Would like to be able to see a doctor Saturday & Sunday. Don't think anything of NHS Direct.

14. I know that some times there can be a wait of more than 4 days to see the doctor of your choice and you are discouraged from seeing another doctor. Very difficult to get through on the phone in the mornings. Can't think of an answer but there must be one.

15. Yes, telephone answering service, or rather lack of. I do not like my call answered immediately to be put into a queue. I would rather it left ringing, as a pensioner I cannot afford to be left holding on at peak time.

16. Opening hours are fine however some "clinics" are limited, eg blood pressure monitoring (24 hour). Would be great to have these types of clinics available once a fortnight out of hours.

17. Just not making you feel foolish when you have something wrong.

18. To see a doctor on the day you need.

19. Waiting time could be improved.

20. After hours service is poor and should be improved especially as Melton population is increasing.

21. The Tannoy system is difficult to hear at times.

22. I am not happy with my GP (although a locum I saw was excellent) but I cannot change as no other women doctors currently have space. From a clinical point of view – have been given bad advice. I was told to rest a running-related knee injury but what was needed was active rehab, which I paid for eventually.

23. From what I hear from other patients home calls and night weekend services are not of a high enough standard.

24. More spaces for parking cars.

25. We would like to have a doctor available in Asfordby, ie our own doctor.

26. To be taken seriously and not too be judged. I feel judged on y past illness and don't feel im being taken seriously.

27. Waiting times.

28. More access to rooms for disabled in wheelchairs.

29. Opening at weekends

30. Apart from unsatisfactory eye treatment with Dr. XX some 2-3 years ago I have been satisfied with the Practice. My daughter wrote separately about this issue.

31. Weekends doctor at surgery.

32. Saturday mornings.

33. Love to get through on the phone to make appointment or to cancel. It is almost impossible.

34. More dedication from doctors.

35. Sometimes at 8.30 you can be hanging.

Again the acquisition of similar data from another 400+ forms is terminated here - it would serve no great purpose in the current endeavour – the revelations are clear and repetitive - but if required for internal use could be continued from the survey forms.