

## Annual Questionnaire comments 2018/2019

### **Telephones**

The phone lines require addressing as it is very difficult to speak to staff. I have called in before and walked in to see 4 staff sat chatting and no phone ringing?

The phone systems often either don't work or are not switched on in time. Phones shouldn't be answered on reception desk for privacy and queues. Staff are often rude and unhelpful. Can be in the phone queue for a long time.

Answering your telephone more promptly and without the 'blurb' would do much to alleviate frustration.

The only other point I would make is that on your telephone system the phrase 'medically trained receptionists' really can rub people up the wrong way, a number of people have mentioned this to me. I understand that you are trying to alleviate pressure on your doctors time by perhaps directing them to a nurse or other staff but there have been a couple of times when I needed to see a doctor and I don't want a reception staff member to decide for me. I would always say if I felt a nurse appointment was more appropriate for me, I know not everyone is the same as me but I really don't think the phrase needs to be on there.

I think that it's takes way to long to get through over the phone and it is not at all catered for people that work. I think really early and later appointments should be prioritised for people that work and can't make other appointment times.

Think that it is totally unreasonable to be waiting on the phone after being told you are 3rd in the 'queue' then 32 minutes later a human being actually answers!!! Surely you could be told that it is extremely busy & try again later!

### **Appointments**

Appointments don't take into consideration people who work full time and cannot take time off work.

It would be helpful if we could make a next day appointment not a next week appointment as I cannot lie and claim it is an emergency when it isn't. Things can deteriorate and become a bigger problem the longer it has to wait. I have had to wait 10 days for a non-emergency appointment.

Appointment waiting times are still far too long. Having to ring at 8am is not always possible for some patients.

PLEASE can we have one member of your nursing staff be given the job of being a contact for Elderly Patients as we often just need advice about a health matter and the receptionists block our requests to speak to a doctor or nurse. The staff at the Chemists just know basic things. We feel isolated at times and are left to deal with

health problems ourselves. We need a "Patients Aged Over 65 Help Line" at your surgery.

Open the surgery on a Saturday. Not many people just work Mon-Fri these days.

The booking system at the surgery is terrible - too many patients on the books. It's a free for all to book at appointment in a morning - usually takes a couple of weeks to get an appointment by which time it is too late. In my experience the nurses are very friendly and helpful however although not a frequent visitor to the doctors on the occasions I have been recently always made to feel as though I am wasting the doctors time. No 'bedside manner' or empathy. As you tell I am very disappointed with the service I receive at Richmond Hill and am even considering moving to a different doctors who are able to provide a more personal service. I look forward to hearing the outcome and actions taken from this server. Also the prescription email address is not one that can easily be remembered?

I had high BP after surgery and they recommended my pharmacist. The pharmacist recommended a 24 hr bp. The receptionist said I needed a nurse appointment then a gp appointment and then a 24 bp monitor appointment and then return it. This is 4 trips to the surgery. I work in Blackburn for ELHT and start at 8am. This is very inefficient working.

I've always been able to get an appt when needed for both myself and my family and have received a good service and care from the doctors, nurses and receptionists. Thank you.

The practice has recently become more user friendly and appointments seem easier to make.

I think the appointment system is poor unfortunately having to wait nearly two weeks for an appointment is certainly not good enough, I recently visited the practice and notice you are taking on more patients, either more doctors are needed or your practice should be open longer hours.

I feel for people who work early morning and evening appointments would be a good idea as a lot of employers don't like staff going out of work for routine doctors' appointments.

## **Services**

There is supposed to be a Carers Contact at Colne Health Centre but this person seems to be invisible. Your receptionists say that they do not know who he is. All I have been told by the Carers Link people is that the man is called Tony and he is based at your surgery!! Where is he hiding as he has never contacted me at all and I am registered as a Carer on your computer system.

Great service always given by all

I am more than happy either the levels of service provide

I think you're doing a great job, both in terms of the quality of service the practice provides and your use of online feedback. Both are really appreciated.

## **Staff**

I have found all members of staff are of are very helpful , always listening and putting you at ease when you are seeing them for sensitive issues- glad I moved surgeries.

You do a great job

I have always found Richmond Hill employees to be most helpful, polite and considerate. A sense of humour (where appropriate)is always good and goes a long way to ease anxiety.

I have always found the staff at the centre to be helpful and friendly.

I feel that the reception staff are quite rude. Some staff, not all really need to improve their skills. Instead of listening to you, they interrupt and have an aggressive manner about them. I was very tempted to leave the practice. It doesn't cost anything to smile and be pleasant to be pleasant to people. Without those people there is no use in their job. I have spoken to lots of people about this and nearly everyone thinks the same. There needs to be a big change improvement in there people skill.

I'm happy with the receptionist and the doctors

I have always found the staff to be pleasant and helpful with one exception who in my opinion needs more training on how to deal with people in a respectful manner.

Front line staff are often very rude and make incorrect assumptions about reasons for calling that are biased and incorrect.

I think most of the receptionist are just plain and downright rude and should have more empathy and willingness to help people out. I understand that their job can be stressful, busy so can all of ours. I'm absolutely sick and tired of coming up and being spoken to like a piece of dirt, so much so that I have considered changed my surgery. Possibly provide extra training to these people and even record your calls so you can evaluate where and why they speaking to people like this. Listening to calls could help you solve the issues with them. I know I may seem to be rambling but they have had me in tears several times and I think that something seriously needs to change with them. Also I really do think it needs to be helpful for people like myself that have to come up several times a month and am constantly missing work to then be sat and hour waiting to go in and see the GP.

When contacting surgery get a different response to same question depending on who contact. Staff sometimes abrupt and unhelpful

## **Online Services/ Texts**

Online patient access, easy to use, easy to book appointments and easy to order prescriptions.

Please can you send a text to announce when the results are published?  
Also, in addition to knowing what suggestions are useful, it would be interesting to know the reasons for not taking up other ideas.

The online services are really useful and I appreciate access to my medical records.

### **Surgery in general**

My only comment is that when the surgery is busy and therefore noisy, I have difficulty hearing the staff when I try to speak to them

The best practice around thanks

I would like to say that the practice has improved considerably over the last few years. The receptionists are friendly, helpful and professional. The medical staff are committed and provide good care. Congratulations to all concerned.

Please can you SWITCH OFF the music. If you are poorly you don't want to sit in the waiting area being bombarded with loud pop music. When ringing the surgery and speaking to the staff you can hear the music in the background too. I know I couldn't work in an environment where music is played all day long, perhaps that is why the receptionists keep making mistakes when ordering repeat prescriptions.

Why is your pharmacy the only one in Colne that closes at lunch time?

I am a new patient but already very happy with the information I have received from your practice and appreciate the kindness and help given to me.

Both my wife and I are new to the practice and area (July 2017) and have both been impressed with the practice level of service. Well done!

I do think there should be more effort made in making people to use hand sanitizer when attending surgery. I have used it when in the counter but I would like to see a few wall ones in strategic places.

We have found the practice to be very efficient and welcoming as relatively new patients.

Spent over 15 mins waiting to be seen at reception a couple of weeks ago, the queue was right back to the lifts. Might be worth considering a better system on reception. I was just bringing back some un-used medication.

### **Prescriptions**

Very disappointed that three times in recent months our prescriptions have not been forwarded to our pharmacies. Each time we have e-mailed the request and received a confirmation e-mail from your repeat prescription team. Something is going seriously wrong and we are left at risk of not having any medication.

Online repeat prescription ordering needs to be reviewed. On the three occasions I've used the system it has taken longer to get my prescription than under the old system, when all I had to do was call Ito my pharmacist.

An email address to contact the surgery, besides the site for repeat prescription only would be helpful.

The service I received at the practice has always been to a high standard. Everybody I deal with is professional and helpful.