

Wawn Street Surgery

Date

1st February - 28th February 2018

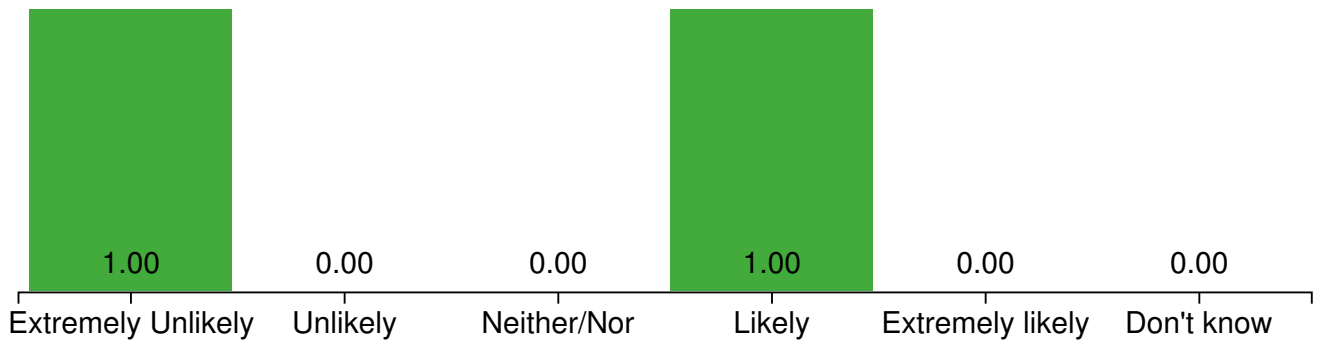
Average score this period



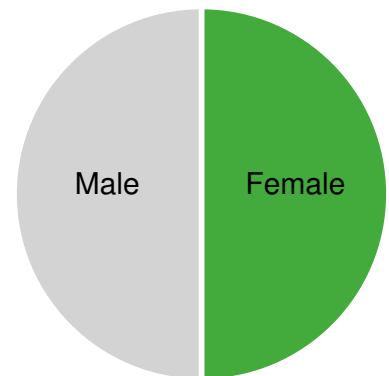
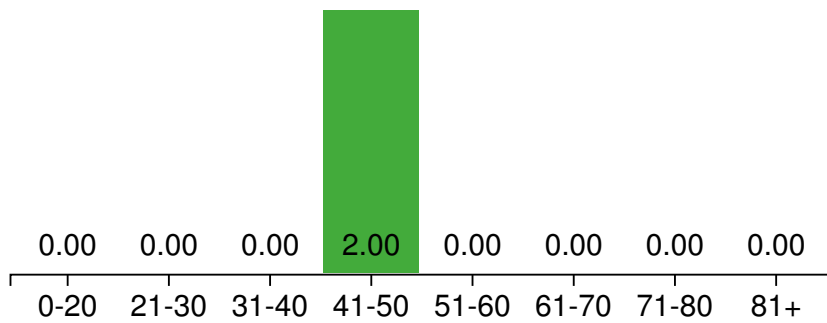
Reviews this period

2

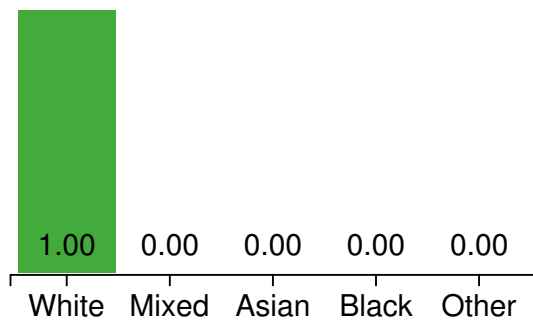
Reviews by score this period



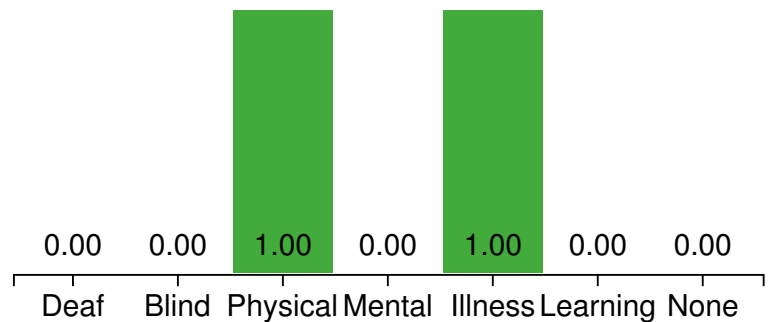
Reviews by age



Ethnicity



Long-standing conditions



1

Involvement	1.00
Cleanliness	2.00
Staff	1.00
Appointment	1.00

Source: offline

THERE WAS NOTHING GOOD ABOUT MY CARE.

I THINK ALL SHOULD BE RE TRAINED

A CARE NAVIGATOR ARE THESE DOCTORS
NURSES OR
TRAINED FIRST AIDERS

WHY DO THESE HAVE TO BE TOLD
WHAT MY PROBLEM IS ???

4

Involvement	4.00
Cleanliness	5.00
Staff	1.00
Appointment	2.00

Source: online

I have used wawn street for 40 years now and I have watched the Drs and the premises change many times, sadly the reception is now very stark, smells odd and uninviting and the reception team seem to relish putting up signs about what patients can and cannot do. I have never in my 40 years had any issues with any of the Drs and nurses I have always had 1st class care from them, however the vast majority of the reception team are just unhelpful dictating bossy individuals, given a couple are wonderful, but the rest of them should not be working in that post, I have listen to them call patients addresses out loud, ask for addresses and personal info whilst others are in hearing distance, ignore the ringing telephone untill it rings itself off, I've witnessed one of them pull faces at a patient. I myself have been rudely spoken to after I begged for another telephone appointment after missing the phone call, a receptionist saying "well you only have yourself to blame" and "it's not my problem" is not what you want to hear when you are desperate to speak to your Gp might I add this was the same receptionist who pulled faces at a patient. Several of my friends feel the same about the reception team but we are too afraid to speak up. And making a complaint does not feel easy to do as we do not know everyone's names and we don't want to have to stare at a lady's chest area for 2 minutes to be able to read their name badge, not that we would be able to see it now through the bullet proof glass they have erected on the reception desk., The reception team need a good overhaul of their customer kindness and service, apart from that the only other thing I would like to see improve would be waiting times, the average appointment time for me seems to be around 4 weeks I don't think this is acceptable in this day and age, they have made good improvements with late opening times which everyone is greatly for, but the receptionists and waiting times need work.