Survey Comments

>> Dr Care - Dr Care by name and nature. Lovely doctor! <<  
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>> Dr Care is a very patient doctor who listens to my problems. <<  
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>> Everyone is helpful <<  
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>> Happy with doctors, nurses and reception staff. <<  
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>> I find the odd receptionist not to be very helpful. I do worry that some emergency appointments are being taken by non-emergency cases. Most times I don not wait long for appointments to start, but have had to wait over an hour in the past with a relative. <<  
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>> I find the staff helpful and caring <<  
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>> I like the text reminder service. Even though I am overweight nobody has mentioned to me that perhaps I am not always feeling of my best because of my weight. Just spoken to the GP and we have discussed all this. Thank you <<  
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>> I see Dr Care for acupunture and she always gives me the time needed to discuss my issues. Thank you <<  
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>> I would like to have appointments available to book later in the day as not always convenient to come earlier as I am working. also not convenient to phone at 8.30 for an appointment on that day as I am travelling to work at that time <<  
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>> Ive been with this practice a long time and I wouldn't change a thing <<  
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>> Last visit the GP prescribed out of date items. 2 out of 3 items discontinued (not very good) <<  
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>> Like that there are female doctors <<  
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>> Most of my visits are for my children so care, concern and support are high prioritues for me. Most GPs are very good, I have only had minor issues about certain doctors whom I generally avoid if possible <<  
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>> Most of ur receptionists are extreamly helpful,particually sharon but the odd few seem to act a bit like god. To be honest some issues u would prefer to talk in private to ur dr about, u seem to be questioned on the inns and outs of by some reception staff which too some extent is giving them unneccasary information. I understand that in some situations it is a important factor but when it is a personal matter u dont really want to be extensivly questioned infront of other patients. <<  
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>> Overall a very good GP practice. Always room for improvement!! <<  
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>> Please keep up the excellent work. Your hard work shows!! <<  
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>> would like doctors to book my appointment if they need to see me for follow up instead of being told at reception that there is no appointments <<  
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always seen quickly and efficiently, highly satisfied with decisions regards my healthcare  
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complete satisfaction from surgery doctors & nurses have helped me to manage & understand my diabetes and chest problems everything now under control  
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A little concered that cannot see my Doctor of choice,but if needed can see one urgently,but then not surprised when see monthly total of missed appointments.  
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All the girls on reception are helpful  
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Always get good service from this doctors compared to my last doctors surgery  
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Am please with the overall service of the Group Practice  
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Been with this surgery for many years. Very happy with the service and doctors are excellent  
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Being able to have routine blood tests done at any time or by appointment rather than having to trail to the hospital would be the most beneficial service the practice could offer. This service would be even more important to me than the in service pharmacist which I find is a service not needed at all.  
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Car parking dificult  
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Diabetic care is outstanding  
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Dr care and dr Rahman are excellent gps take time to listen have been fantastic with my husbands health care. Thank you  
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Dr oliver is a very good doctor. She listens to your health problems and deals with your health and illness. She is a very patient doctor, listens to everword calmley and does not rush you. Excellent doctor, would recommend her to everybody. I have never met a doctor like Dr Oliver, very nice doctor, very nice person!  
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Dr Oliver is lovely!  
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Drs Good just getting appioments on time. Otherwise happy  
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Due to a patient becoming ill in the surgery I had to wait longer than normal to be seen by the doctor (3 doctors attended). Because question 13 asked about my most recent visit I had to put 11-20 minutes. This is NOT NORMALLY the case, I would say it usually is 5-10 minutes, but understandable in the circumstances.  
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Excellent service  
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excellent, understanding, kind and caring reception staff never seen or come across such a great team of individuals, thank you for all your hard work and your kindness, from Shamila Y Khan  
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Good people friendly  
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Good staff and doctors  
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Happy at this doctors  
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Happy with this doctors  
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Hard to get appointment with Dr of choice. Untidy consulting rooms (nurses) full of junk and personal photos etc. The practice is too big and inpersonal. Some of the appointment 'rules' may make life easy for staff but not for patients, ie ring up 5pm Monday for an appointment for a doctor of your choise, informed non available until next week, but turn up at the surgery at 8.00am tomorrow and you can have one that day. Not easy for pentioners  
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Health care very good but administration of the Diabetes Clinics poor - very rare to get a full complement of staff for the annual check.  
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Helpful staff  
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I am always happy with the service I get from this place. Keep it up!  
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I am happy to be seen by any GP as information is on screen I am happy with all Gps, nurses and all staff I have dealt with. The surgery has dealt with my needs and referrals to NHS services - scans, blood tests and physio etc  
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I am horrified so many appointments are not taken up when some of us have tried hard to get an appointment. Wasn't too happy with my last visit to a nurse for a called check up.. Came away quite depressed after being reassured by Dr Anderson only the week before my blood pressure, cholesterol etc was fine. Why do they work from different figures or computer programmes.?  
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I change my surgery from newsomw surgery due to my previous doctor not being respectful and supportive with my concerns about my health. Since joining the Grange I have felt that my health is being taken seriously. Particularly Dr Mohbeen and Dr Oliver. Thanks  
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I do find sometimes depending what receptionist you get on the phone depends how helpful they are. I can try from 8.30 in the morning til 9am trying to get through for an appointment and then none available or not deemed as urgent  
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I do not have the need to see a doctor very often, but when I have, the staff have always been friendly and polite.  
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I find that the care I receive for my diabetes is excellent  
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I find the GP practice very helfull and frindly and easy to be seen at short notice due to my partner having a long term illness (cardiomyopathy)  
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I get looked after by all reception staff at grange group practice, they're always friendly always ready to help you with whatever questions or queries I may have even at the end of the day when their shift is about to end, they're kind and willing to help (consistency throughout the day) I personally really appreciate that. So thank you, You all deserve a pat on your backs for doing a great job.  
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I have 2 small children and normally need to be seen urgently, as you do with children, and I find that I can always get an appointment on the day  
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I have been seeing Dr Ford for years and I am finding it harder to get appointments with her. I prefer to see her as she knows my background.  
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I have been with the practice a long time and I highly recommend this surgery to anyone I know. Excellent customer service and care. Keep it up! And Happy New Year! Thnx  
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I have been with this practice for a long time and i have never had any problems, i will say i have been sat in the waiting room and the abuse the receptionists have to put up with is ridiculous, they do get spoken to very rudely and i do not know how they put up with it. i know u probably carnt accomodate everyones needs at the time they want, but patients registered there want to thank themselves lucky as i know a few of my friends who are registered elsewhere and they have to wait 2 wks before they can see there gp. keep up the good work everyone!!!  
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I have two young children and when they are ill I can always get an urgent appointment for them to be seen.  
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I intend to talk to your pharmacist About the failings of the online prescription system of ordering and dispensing  
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I prefer to see Dr Oliver, so don't mind waiting for appointments with her. Today I saw her at the Keldergate surgery and she was running late and the waiting room got a bit full of patients - It was a bit uncomfortable.  
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I prefer to see one GP for ongoing health issues, but will see any GP when need be.  
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I was a patient at Dr Bhuyan for many years and have been very happy with the service since he retired.  
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I was booked into the Emergency clinic, which was very busy on the day therefore had to wait a bit for my appointment to start. I can fully understand that the doctors are dealing with emergencies in this type of clinic  
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I would appreciate if the surgery was open even on saturdays.Doctors especially should atleast try to look into patients history and listen a bit more to patients for instance if certain medication did not work and when I come the same is always prescribed it gets me frustrated.  
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I would just like to say that I think sometimes the clinicians and admin staff at GP surgeries get a raw deal from us patients. It is a very busy and demanding environment. Sometimes I have to say I have cringed at the way I have heard patients speaking to the reception staff. They all have a lot to put up with and I am very impressed with my surgery, GP's nursing staff and admin staff alike. If a patient is not happy at a particular surgery they are always free to find themselves another one. I wonder if everyone is aware of this fact. I have been a patient at this practice for the last twenty years and have never had a negative experience at surgery through all the expansions and changes that have gone on. Well done the Grange!!  
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In all the years I have been with this practice i have always been highly satisfied with all their services regarding myself, husband, sons and parents.  
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It can be difficult to get through on the phones first thing in the morning, but otherwise not a problem if you wait for the rush to be over.  
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it is difficult to try and get an appointment when needed but i riesdon't blame the GP's in any way the area they cover is quite large with a very large community. the issues i have are generally with the secretaries who can sometimes be very rude and obnoxious. one practice nurse i went to see had no idea about patient care or patient dignity which totally put me off  
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It is getting harder to get in to see my doctor of choice (Dr Ford)  
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Keep up the good work  
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Less waiting times plz  
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No complaints  
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No problems so far at this surgery.  
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Not had to see a nurse, but happy with doctors  
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On the whole I find too many of the reception/telephone staff quite hostile, unfriendly, unhelpful, unsympathetic and too keen to say NO...... often to quite frail & elderly people in reception...... If you ring up when you are feeling quite ill, you don't need additional stress trying to negotiate an appointment time. The waiting room gets too full and isn't at all relaxing or cheerful. Waiting times are often half hour-ish. This is a worry for me as I have enough health problems and have to avoid catching whatever else is going around. I like to have the continuity of seeing my GP, but sometimes I ring and there are no appointments for a week. Often I am advised to ring at 8.30am for the 'appointment lottery' but I am not well & often don't sleep well & don't usually feel up to phoning until lunchtime. I would book online but last time I looked there were so few appointments available - no choice- I had to ring. Thank-you.  
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Overall very good  
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Professionally run and always looking to improve. Thank you for listening!  
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Q1 - depends on who you get - some are really helpful - others not Q6 - not very easy unless a doctor does it for you during an appointment  
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Receptionists need far more training, more often than not they are rude and unhelpful on the telephone. Occasionally one is helpful but this is not the norm. I have been in the waiting room and witnessed unacceptable behaviour from receptionists towards patients. One told a very old lady to come back tomorrow because she couldn't find the repeat prescription she requested! Quite appalling. Patients are 'grilled' over the phone when requesting appointments at the acute clinic, yet the other day when I took my ill husband to see a doctor, 9 people walked in off the street and were given immediate appointments. As it happens all were Asian or Eastern European and spoke very little English. Clearly this is what I need to do when my husband is next ill. Patients are told there are no appointments available and that "some will be released tomorrow"  
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Shocked how many people do not turn up for appointments, something should be done about it, so that those of us that need and turn up for our appointment cang get one.  
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Some gps are very good at the practice and it is very difficult to get an appointment with them, however I think when patients are booking for an emergency appointment for a gp they are forced by the receptionists to book with a nurse practioner which seems to me is being used as a substitute to gps which is wrong, when a gp is requested we are told there are no gp appointments and nurse practioners can prescribe, however after seeing numerous nurses every time I have had to come back to see a gp as there advise has been inadequate and the problem not resolved. The receptionists over the phone are cold and come across as arrogant however the ones on the desk are better.  
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Some of the ladies on the phone can be a bit rude at times. The ladies on recption are helpful.  
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Some of the staff can be a bit difficult to deal with, otherwise happy  
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Sometimes difficult to book an appointment to be seen again if the doctor asks you to come back for review. Maybe doctors should have appointments they can book directly into?  
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Sometimes it is the luck of the draw if you get a helpful receptionist on the phone whether you get an appointment or not!! Today was my lucky day  
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Sometimes too long to get to see a doctor. Once phoned tues - app following weds week after. Think some receptionists have clever attitide.  
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Speak directly to a medically qualified person within the practice rather than speaking by phone to NHS direct at the weekend when practice is closed. More car parking  
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Stop phones! I do not want to listen to phones of patients ringing or talking on them when waiting  
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The attitude of receptionists needs some looking at. Some are about as helpful as a bow without an arrow.  
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The car park can be a problem at busy times, but that could be more to do with patients not knowing how to park.  
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The care I get from the doctors is exceptional!  
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The doctors and nurses do a brilliant job. Sometimes I do have concerns with reception staff when trying to make an appointment especially when it is urgent. There is one lady in particular who does make the whole experience unnecessarily difficult. I do understand it can be difficult for them when so many people fail to attend their appointments but I never do this but it seems everyone suffers as a result. People who consistently fail to keep appointments should be flagged on the database and people who don't should not have to suffer such "interrogation" from reception staff. Everybody's interpretation of an "emergency" is different, and sometimes it cannot wait a few days as you have already waited for a few days for the problem to go away by itself and need to see a doctor as a matter of urgency by now. Not all people run to their GP at the slightest problem, most people try home remedies etc and only go when all else fails. Thankyou for listening, but Grange Grange is truly a good practice and my comments are only here to help, hopefully!  
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The experience at the surgery would be greatly improved by better trained reception staff. A couple of staff are excellent but unfortunately others are at best rude and arrogant. Reception staff have no right to question patients over the phone about what is wrong with them, furthermore it is questionable whether this is good practice from a data protection and patient confidentiality perspective. When seeking an appointment patients are grilled over the telephone while other patients simply walk into reception and are given an appointment to see a doctor or practitioner immediately and without questions. Clearly staff must ascertain whether a patient requires early intervention and is indeed worthy of acute status, but in-depth questioning over the telephone is unacceptable.  
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The ladies on reception are always helpful, friendly and polite. Thank you and keep up the good work!  
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The ladies on the desk in reception are very helpful and friendly.  
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The practice is too big, Waiting times can be long even with appointments. e.g if you have a 9.00am appointment why does one often wait 15-20 minutes so early in the morning? if you are given a prescription why do you have to queue again for a follow up appointment?  
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The receptionist can be very rude and unhelpful when trying to make appts and I feel they have no right to ask what is wrong before they will give you a appt.  
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The receptionists are rude. I know many people who go to this practise that complain about them. Not all of them are rude but most times when i phone up i get spoken to like i'm an inconvinience.  
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The receptionists are very good but the telephonists are not so. It is too difficult to get to see who you want and when  
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this surgery is excellent compared to my other surgery I was registered at  
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To qualify the answer to Q13 - long waiting times do occur for various reasons, and I don't have a problem with waiting when necessary.  
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Toilets not clearly marked No reading material in waiting room Poor car parking  
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Very poor, rude reception staff, very difficult to see a GP, awful practice and am grateful I don't need to see a Doctor very often! Will probably move should I find I need to have regular contact with a GP.  
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Very rare in my working life have I had to visit the doctor,but in August 2012 I developed a problem which needed medical attention.The two Doctors I saw were excellent,very caring and understanding and eventually was refered to a specialist at the hospital for further tests.I found the receptionists at both the Grange & Keldregate surgeries very polite and helpful.  
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Very satisfactory. Helpful  
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we have a 12 month old baby girl & have never had any problems getting seen wether it been a last minute check up or arranged one.  
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Well organised and patient centred  
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when I ordered repeat prescriptions in the past it has not always been ordered even when I have the email confirmation to say it had been ordered. When I advised the receptionist I had ran out of my asthma medication because of this. I was told nothing could be done about it. I thought that was not a very good service.  
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When i visit concerning my kids the gp's have always been excellent. i havnt been very often for myself but when i have i always feel i never eant to return. I always feel rushed and almost feel like im in the way or wasting the gp's time. when i joined the nurse was very rude to me and offended me. when i visited a gp she clearly didnt listen to my request and gave me something i didnt want nor explain her reason for this - i havnt since returned.  
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Would like the receptionists to be more polite on the phone  
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would like to be offered to have my blood tests done at the surgery.  
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Would prefer to see ongoing allocation of GP at all visits Dr Cameron  
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