

Limes Medical Centre Patient Participation Group (PPG) Survey

Winter 2014/2015

Responses to narrative questions (16 and 17)

Q16. Thinking about the surgery, have you any suggestions how to avoid wasting money?

Too many staff

Too many office staff

Money should not be the priority, care should be the priority

Better time spacing of appointments

Ordering repeat prescriptions that are not needed

People who miss appts should be fired

Had to go to A&E for an emergency couldn't get in to see Dr

All single responses

Q17. Please tell us about anything you feel strongly about with regards to the facilities and service you receive at the surgery.

Facilities

Larger car park

4 2.1%

Couch not adjustable in Nurses room

Wi-fi in surgery would be good

Drinks Machine

Contact

Have a ring back service

Getting through on phone at peak times

Appointments

Late evening or Saturday appts for people at work

3 1.6%

Extended opening hours

3 1.6%

Weekend opening	2	1.6%
Ring for appt and have to wait a week, because there are no appts left that day +1	4	2.1%
Dr wants to see you in a week's time, and you can't get an appt - they are all gone		
Longer opening times for people in full time work		
Never see same Dr twice so have to keep explaining each appt to new Dr, when have ongoing issues		
Takes too long to get an appointment		
Hard to get appointments		

Consultation mechanisms

Don't like trainees being with Drs when being seen

Doctors need to listen more

New mums after C section have to go upstairs carrying baby, appts should be downstairs

Printout of test results to be available on request, practice manager only a able to facilitate this request

Reception

Receptionists not given correct/enough information when getting test results

Receptionist sometimes use incorrect tone of voice and rude

Receptionists improved

The good news

Satisfied/pleased/happy	14	7.4%
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Random Comments

Depending who you speak to

Young ones very helpful

Don't mind that people can overhear in reception, but could be more private

Some people need more time than others, so patience is needed

No late appointments available unlike Alfreton Health Centre