

PATIENT SURVEY COMMENTS – SURVEY FEBRUARY 2014

APPOINTMENTS SYSTEM

- Appointment system is not efficient and not being able to book ahead especially when at work is not helpful.
- Doctors to work longer hours would be helpful ie. 7:30 am
- I think with the new houses planned for Burnham more doctors will be needed and maybe longer hours opening on a Saturday.
- Lack of parking space and difficulty of making an appointment are main problem
- Short of doctors – long wait.
- I have never seen a doctor with 40 minutes of appointment.
- The waiting time even with an appointment is far too long – sometimes 1 hour.
- There have been times I have come at 8 or call up and got nothing even when my doctor said I was important as my appointment were serious. The appointment system has improved in last few months.
- There should be evenings available to see my doctor.
- Just discovered booking appointments online – but nurse appointments didn't seem to be included, why? Getting an appointment can still be a problem.
- It would benefit those patients who do work up in London to have later appointments as trying to get back for 18:30 is almost impossible.
- I am never sure how the appointment in advance process works, and it seems to change dependant on whom you speak to at the surgery.
- I work in London and being able to book in advance for non-urgent appointments should be encouraged, whereas sometimes I have been told to call on the day, which is not helpful if you need to make arrangements for work.
- I understand there is now a Saturday surgery, who is offered these appointments?
- Your appointment system is restrictive. When I have asked for an appointment for say one week's time (as doctor wants to see me) I am told to ring on the day, and then I cannot be seen due to the fact that by the time I get through all appointments have been taken! Also I have rung 3-4 days (at 8 am) before getting an appointment.

Practice Response:

We will install additional telephone lines in 2014 to enable better answering of calls. The opening and surgery times are displayed on our website and also on NHS Choices website. We will increase the prominence of the Saturday opening on our own Patient Information Screen at more frequent intervals.

We have added the facility for patients to book and cancel their appointments on-line and order their repeat prescriptions on-line. We also wish to encourage our patients to make use of our Text Messaging facility which enables the practice to remind patients of imminent appointments. This will greatly reduce the number of patients who fail to attend and free up appointment slots. We encourage patients who wish to avail themselves of these services to register their interest with reception.

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DOCTORS & STAFF

- I have two young children and have always found the service very good and our doctor extremely helpful.
- The staff on reception are very approachable and efficient and really do try and cope with the vast number of patients.
- The new doctor, Dr Hawkins is fantastic, a very lovely lady 😊
- I am very happy with the surgery and my doctor. My doctor is trustworthy, caring and very thorough. I do not have any concerns and have always been able to see a doctor or nurse when needed. Very pleased with service provided at this surgery. Staff always do their best to help even though sometimes (often) the surgery is very busy.
- The pharmacy should not be so judgemental when dealing with prescriptions that may be late or need to be altered. I am NOT disabled by choice
- Friendly staff. No complaints
- We are very happy with the service provided by GPs and nurses.
- Since being registered at the surgery I have been very impressed with the service and care I have received. Couldn't be more satisfied.
- I feel of the doctors have no bedside manner and are rude.
- I find all the staff very helpful and efficient.
- I find the receptionists very helpful and always happy to help.
- Very good doctors and staff. Thank you.

Practice Response:

Thank you to all our patients for their positive responses. We had only 2 negative comments in 158 responses. We have increased the number of doctors available for appointments and have also added the Saturday morning surgery which commenced in December 2013. This has increased the total number of doctor/nursing appointment by 10.5 hours/63 appointments weekly. We hope this further improves the patient experience.

WAITING TIMES

- It is always very busy. I am very pleased with the care that we have received from the doctors & nurses, but I do feel that on most occasions we have visited there has been an hour's wait past our appointment time which when you have poorly children is unacceptable.
- Short of doctors – long wait.
- I have never seen a doctor with 40 minutes of appointment.
- The waiting time even with an appointment is far too long – sometimes 1 hour.

Practice Response:

The Doctors attention has been drawn to patient's concerns re waiting times. The receptionists have been made aware to monitor patient waiting times and to advise the patients accordingly.

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PARKING

- Parking: should be used by patients – I had to park in the Co-Op.
- Burnham is big enough to have the medical clinic it deserves. To deny this on account of lack of parking is ludicrous. The parking facilities should only belong to the surgery.
- Lack of parking space and difficulty of making an appointment are main problem.

Practice Response:

We will contact Maldon District Council to ask if a system whereby parking is allowed for a limited period, therefore hopefully freeing up spaces as some cars are parked in the car park all day. We will raise the issue of the number of disabled parking bays with Maldon District Council.

PPG

- I think the PPG is of benefit and patients should be able to contact them direct with queries re services. They could also lobby the MP for improved services.
- PPG could deal with patient complaints.
- Push for more funding to enable more services locally.

Practice Response:

To discuss with PPG core members at a future meeting. The Minutes showing responses will be uploaded on to the Burnham Surgery Website.

GENERAL

I am fortunate not to visit very much – here with grandson today – but always seems very busy.