<u>GPs</u>												
>> A great	Dr to trust a	nd I feel con	fident to spe	ak to Dr Bre	nnan <<							
>> Always	had excellent	care from [	Dr Penge for	myself and n	ny children <	<<						
>> Everyor	ne at the prac	tice is helpfu	ul and kind a	nd my docto	r (Doctor Br	ennan) is ver	y patient and	d is intereste	d and listens	and gives s	ound advice.	Thank you
<<	-			-		-				-		-
>> I am ve	ery happy with	n everything	about this s	urgery, my D	Doctor (Gaffr	ney) and all t	he staff. Cou	ldn't ask for	better. <<			
>> I am re	ally pleased v	vith the prac	tice and in p	articular mu	new doctor,	Dr Koka - he	e is understa	nding and ap	proachable	<<		
	nly give positi									ıl, understan	ding and cou	rteous. I
recently sav	w Dr. Koka fo	r the first tir	ne. He is an	excellent rep	lacement fo	r the much n	nissed Dr. Mo	Naughton. <	<	1		
Practice												
· · · · · · · · · · · · · · · · · · ·	very helpful «											
· · · · · · · · · · · · · · · · · · ·	very polite ar		<									
	all round. <<											
	nt surgery and		-			i on board, ti	nank you <<					
	nt. I even refe		io are disatis	fied with the	ir GP <<							
	eryone helpfu											
	/ and welcom	-	dvice too <<									
	been satisfact		<u> </u>									
	are helpful,											-
	y happy with are very rud											
	t?Kindness is									lough to mar	ke them com	IOI LADIE.IL
	helpful staff,			F	,	5						
	, helpful and			p the good w	/ork <<							
-	generally and	-	-	-		out of A&E a	is a result. <	<				
	ways been ve	-							of care. WE	have been p	atients as a	family since
1987. <<	,	,		5	, ,							,
>> helpful	reception. ex	cellent pract	ice <<									
>> Helpful	well run prac	tice <<										
>> I find th	ne service and	d care offere	d by all the s	staff at Greer	n Street quit	e exceptiona	l and quite th	ne opposite c	of newspaper	and television	on reports at	out the
	k it is superb					7.30am to se	e patients. A	nd the follow	v-up care ref	lects the con	cern which e	veryone at
	feels for eve			reciate it! <-	<	1				[		
	ne staff very h											
	his practice is								ay be worrie	d/stressed b	y illness. This	s approach
	vith the public					,	-					
>> 1 have a	always been a	able to get a	same day a	ppointment a	ind the staff	in reception	are always v	ery neipful.	<<			

>> I have always found Green Street Clinic to be of the highest standard. I have always been treated extremely well by the receptionists and by my own GP - I have nothing but praise for the whole group and the automated appointments system is so easy and effective to use so other surgeries should follow the same example set down by the Green Street Clinic - well done to all those concerned. <</p>
>> I have always found the staff cheerful and helpful and willing to answer ant questions. <</p>
>> I have been a patient at this practice since approx. 1976 and I remember the days when it was almost impossible to get past the receptionist who guarded the GPs with such diligence that you had to tell her all your signs and symptoms before she would give you an appointment two weeks ahead! Look how far the practice has come since those dark days. It is so nice to have such friendly and helpful reception staff these days who do the best they can to find an appointment that suits you. I very much appreciate the newsletter through which I have a much broader understanding of the overall services offered by the practice. This communication makes a lot of difference. I thank you for inviting me to participate in this survey. I had no idea until I completed it that the doctors had access to x-ray. I would like to express gratitude to those who set up the PPG and to those involved in running it. Of course, I hope it goes without saying that my gratitude and greatest respect is extended to the doctors and nurses who are helping me to stay fit and active. <</p>

>> I have been with Green Street Clinic for over 30 years and I have been very happy <<

>> I HAVE BEEN WITH THE SURGERY FOR OVER 25 YEARS AND HAVE ONLY THE HIGHEST PRAISE FOR IT. DR KOKA HAS BEEN AN EXCELLENT ADDITION <<

>> I have found the surgery very helpful <<

>> I have lived all over the UK and belonged to many different practices, and by far, the reception staff at Green Street are the nicest and most polite/friendly/helpful ! It's really appreciated, as when you're feeling ill it's sometimes difficult to communicate properly. Thank you! <<

>> I have not been a frequent attender but have been at the practice for many years. When I have had to attend to see a GP I have found the service nothing short of exceptional <<

>> I have nothing but praise for all concerned in the practice, the doctors, especially the nurses and the very helpful receptionists. Long may it continue, and thank you to everyone. <<

>> I have only the highest praise for the GPs, nurses and supporting staff at Green Street. The only thing I wd comment on is the scarcity of nurses appointments. Dr Koka recommended an ECG following my complaints of chest/heart pains earlier this month (Dec). I have an appointment in January but it won't help if I'm dead by Christmas. I haven't ticked my "ethic" (below) background as I think asking such questions is prejudicial and divisive. <<

>> I have recently joined the practice after moving to Eastbourne several months ago. The care I have received has been better (more professional, more sympathetic, more timely) than any other I have experienced. I have been extremely impressed and am very grateful. Dr Brennan was able to diagnosem & resolve a long running complaint I had been suffering with for years in a matter of weeks. Thank you! <<

>> I love you all, thanks a lot <<

>> I think patients at green street clinic are very lucky with regard to the availability of appointments. <<

>> i think this is a good practice, well run, with helpful reception staff. skilled and pleasant doctors <<

>> I think you are brilliant -offering true, caring service to the community. Was just thinking that this morning as I heard that CQC will be investigating GP practices that you should do impress them. I love the ability to make on the day appointments through the automated system. Well done all of you and thank you! (Receptionists are always very efficient, friendly and helpful too.) <<

>> If we cannot see our usual Doctor we have not experienced any problems seeing another Doctor in the Team. <<

>> In 65 years of constantly trying not to be ill, this is the best run surgery I have encountered. Ethic background (below)? Surely not! <<

>> I've recently re-registerd, having been with the surgery before. Both my previous GP and my current one (as well as previous locums) have all had excellent patient skills. <<

>> My experience of the practice has been good. <<

>> My family and I ha	ve always rec	eived excelle	nt care at thi	is practice <	<						
>> no complaints, i ha	ive been treat	ed very well	<<								
>> reading today's ne	ws about the o	quality of son	ne GP's prac	tices,We con	sider ourselv	es so fortun	ate to have s	uch wonderf	ul,caring & k	nowledgeabl	e
Doctors.Thank you <<				-						-	
>> Some of the staff											
a sharp tone of voice a											re it is due,
and also, highlight tho			further train	ing. I am ve	ry happy wit	h the service	provided by	The Doctors	s and nursing	j staff. <<	
>> staff always cheer			L							ļļ	
>> Staff and Doctors	-										
>> Staff are generally	, ,		,				he time or do	octor reques	ted is not ava	ailable	
>> The practice is pat		-	it of its way	to assist pat	ients. Excelle	ent <<				ļ	
>> The practice suppo	ort staff are gr	eat. <<									
>> The reception staft could do with updating		essional and	helpful which	h is so much	better than	other surger	y's I have at	tended in the	e past. Docto	ors are great	to. Decor
>> The staff are really	helpful - espe	ecially when	you feel reall	y poorly <<							
>> This is a fantastic	practice, all the	e staff are fri	endly and po	olite, and will	bend over b	ackwards to	help. Well d	one to you a	. <<	1	
>> Very friendly, appr	oachable and	helpful staff,	thank you.	<<							
>> Very friendly, help	ful service <<										
>> Very happy with the	ie services you	u provide. Mu	uch better th	at my GP at	the last prac	tice I was re	gistered with	<<			
>> Very pleased with	all aspects of	the practice.	<<		-		Ī				
>> very satisfactory a	-	-		od <<							
>> very satisfied <<											
>> very satisfied with	the practice <	:<									
>> Very well run prac	-										
>> As long as I can se			, I dont have	any other c	omments <<	<					
>> aT THE MOMENT i				,			VERY WELL	<<			
>> was grateful for ho	use call which	resulted in h	nospital treat	ment <<							
>> Mum has complex					nd multiple r	nedications -	the recept	tion staff alw	avs try are a	always helpfu	l and even
though they are extreme		5	. ,						.,,		
>> we as a family, ha	ve found this r	oractice extre	emely helpful	and pro-act	ive in giving	information,	assistance a	nd booking a	ppointments	. there are a	nd always
will be occasions when											,
>> Communication co	uld be better a	amoungst sor	me of your re	eceptionists.	<<						
>> I find one of your	reception staff	to be rather	rude and dif	ficult. Becau	se of my cor	dition I do n	ot wait in the	e waiting roo	m but outsic	le the front d	loor when
weather allows - mayb					,			5			
		_									
Systems											

>> Defining an emergency appointment would be helpful <<							
>> flu clinics on a saturday to stop working people having to take time of	f work and lo	sing money	! <<				
>> I believe this surgery has an excellent booking service and as far as I can sometimes take a while though. $<<$	can say from	experience	, all aspects	are good. Ge	etting an app	ointment wit	h a nurse
>> I find it nearly impossible to see the Dr treating me over the past yea	r especially.	<<					
>> I have always struggled to get advance appointments, think this need	s to be easie	r, especially	for evening	appointment	s <<		
>> I notice that the booking by the auto phone system takes too long, wi straight away. <<	th an auto lis	t of informa	tion, when y	ou really wa	nt to speak to	o someone d	irect
>> I only use the automated system because I can never make an appoint find the system unsatisfactory. $<<$	ntment by tel	ephone. By	the time I ge	et through al	l appointmen	ts have beer	i taken, I
>> I personally find the automatic service for booking difficult as it is not while just to be told there is no available appointment!!! I prefer a real per			son can be. I	t is exaspera	iting to stay	on the phone	for a long
>> I still find it difficult to book an appointment in advance $<<$							
>> I work, so its very difficult to book a same day appointment as my da within about 3 days. Its either same day or weeks and weeks delay. As a >> If we need a same-day appointment we have found the only sure way when you feel ill. < >> It is not always easy to get an appointment at reception & even if it is however at times attitudes of a couple of them leaves much to be desired	result you er is to get up urgent. I kno	d up bookin at 5.30am a w the recep	g an urgent ind use the a	appointment utomated sy to assess wh	. Not satisfac	story. <<	want to do
>> It is quite upsetting in a practice with 5 doctors to not be able to see a ambulance, which was not the case. The following day the care from dr ar	anyone unles	s it is an em	ergency, wh	ich to my ag	e group mea	ns needing a	
>> It is very hard to book an appointment for a week or so later. But on	the good side	e Green Stre	et Doctors a	re great <<			
>> It should be easier to book appointments with the doctor of your choice	ce for continu	ity of care <	<<				
>> It was very difficult for me to get an appointment to see a nurse received	ntly. <<						
>> it would be nice if there is a problem with a repeat prescription to be	rung up rathe	er than have	to visit the o	christ a few t	imes before	realising	
>> more difficult to get appointment with a part time doctor <<							
>> phone drives me crazy, cant get thru! <<							
>> Recently I URGENTLY required a private insurance form to be complet which I believe is not acceptable. It was only thanks to my GP that he suc							

>> Recently I URGENTLY required a private insurance form to be completed and forwarded to the Insurance Company for URGENT approval. This took 4 days which I believe is not acceptable. It was only thanks to my GP that he suggested I follow up with a phone call once the referring letter had been sent (suggesting 2 days) to the Consultant. This I did and was seen on the same day as my phone call, albeit costing me £187 as approval was a week away! I do understand everybody is very busy but a little empathy in times of need would go a long way. I am not a person who visits the doctor regularly daily or weekly so maybe I am not known enough, or because I am over 70, to be helped when in desperate need of help! <<

>> sometimes when making an appointment, a message states - no appointment available on your reception they say the GP is on holiday, got an emergency oppointments only. Could a message no					
>> Telephopning for same day appointment can be difficult, having to phone several times on occa				-	
>> The automated service is very useful for booking with your own doctor. However there is no ne confirm the booking. It happens each time and they come just a few minutes apart. <<	eed to receive tw	vo text mess	ages one aft	er the oth	er to
>> The automated system doesn't confirm your appointment is with your own doctor. <<					
>> the automated system will not accept requests for an appointment if the patients own doctor is , no appointment will be arranged $<<$	away although	the patient i	s unaware o	f the docto	ors absence
>> The only (minor) issue with the automated booking system is that when your own gp is not avagp, so have to wait till after 8.30 to know if/when you can see a gp. <<	ailable on a give	n day there i	is no option	to see ano	ther/sub
>> Tried numerous times to make automatic appointments. Always not available. <<					
>> we are told to ring in the afternoon to get an afternoon appointment, but when you do it is full. pm appointment <<	. I know its busy	y but its easi	er to phone i	in the mor	ning for a
>> When Dr Daggett is unavailable due to her hours I am unable to book with Dr Penge via the au <<	itomated system	n. This is frus	strating and	could be a	ddressed
>> Would be useful to make appointments online <<					
>> Wouldn't it be sensible to have online appointment booking - so much easier than automated to time. It would be useful to receive notice that repeat prescriptions have been processed, so that the being ready. Thank you to all the staff at the surgery. I would rather not attend as frequently as I or was in the past - congratulations! <<	e patient can sa	afely arrange	to pick up w	vithout fea	r of it
>> I would appreciate being made aware of out of hours availibility of GP appointments ie evenings communication that are available & acceptable to the GP ie phone, e-mail. With a busy lifestyle all o					
>> Information for patients regarding the normal working times for own doctor. When own doctor in a patients handbook which is given to every patient. $<<$	is usually worki	ng. Other su	rgeries prov	ide this inf	ormation
>> more information on services in the surgery <<					
>> Home visits <<					
>> was grateful for house call which resulted in hospital treatment <<					
Volunteered information Re: A & E attendance					
>> Answer to 6b 6c 6e only in a EMERGENCY repeat only in a EMERGENCY. This is not anonymous	you have e-ma	il address <<	<		
>> Both my husband & I work at EDGH and as a result have direct access to advice should we nee	ed it. <<				
>> Discovered x ray tests access when I had sat in xray for hours having been to Dr in the am. ca	me back to get	referral! <<			
>> Generally easy to access help when required. Would only use A & E for possible broken bones of	or heart attack ·	<<			
>> I had no choice about going to A&E I collapsed in the street and ambulance was called so I was the surgery would be my first option. I have always found the staff helpful and I am very pleased w problem when I wish to see a lady Dr. <<					

L

>> Sorry I didn't mean to answer 6b as I haven't visited A & E and certainly wouldn't unless there was something extremely urgent and life threatening. As always my husband and I are very pleased with the service we get from ALL the staff at Green Street Clinic. I'd like to add that my husband knew that GPs
which I didn't think could be provided at the GP surgery << >> Sorry I didn't mean to answer 6b as I haven't visited A & E and certainly wouldn't unless there was something extremely urgent and life threatening. As always my husband and I are very pleased with the service we get from ALL the staff at Green Street Clinic. I'd like to add that my husband knew that GPs
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always my husband and I are very pleased with the service we get from ALL the staff at Green Street Clinic. I'd like to add that my husband knew that GPs have access to x-rays etc but I didn't. <<
have access to x-rays etc but I didn't <<
>> Tripped up a step and fell down cutting my head open so needed A&E quickly <<
Misc
>> It has become more difficult for the doctors to provide the access to next level of medical experts and its taking much longer. 23 weeks to see a Rheumatology specialist is unacceptable by any measure!!. The practice and ALL staff do a very difficult job and in my opinion at times perform miracles too!! < >> It is difficult for me to complete all your questions as I only joined Green Street Practice last August and I have not been in need of a consultation. < >> My previous doctor retired from the practice but I was not informed of this or who my new doctor would be, a letter to confirm would have beren useful <
>> Perhaps you could assure patients how anonymity is protected when you have used e-mail addresses and will receive responses from same. Next newsletter? <<
>> We moved into the area 6 months ago. <<
>> we were shocked when making an appointment that our doctor had retired and only found out we had been put on the list of the new one without knowlege. think it would have been correct to have informed patients of the change. as the DGH were not aware of the change either. < > A stairlift would be helpful. <