

Wey Family Practice

Date

1st October 2014 -
31st January 2015

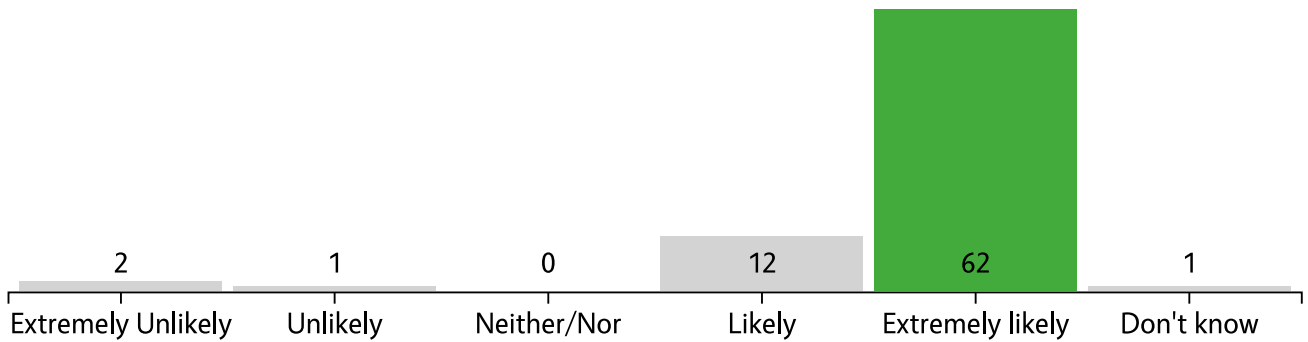
Average score this period



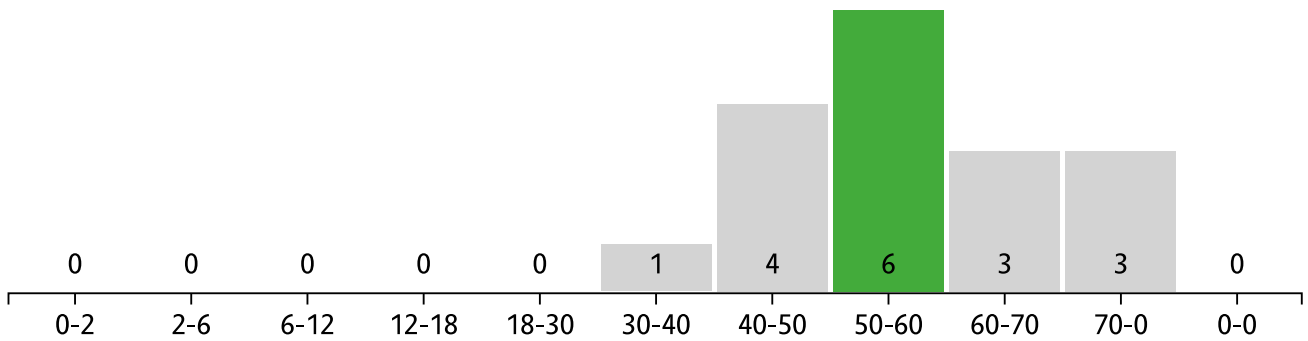
Reviews this period

79

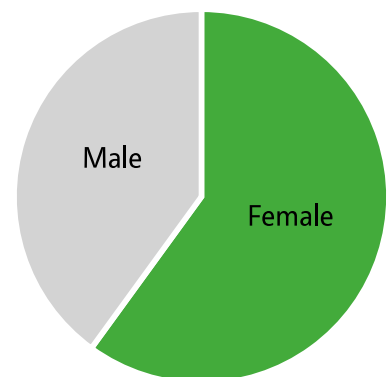
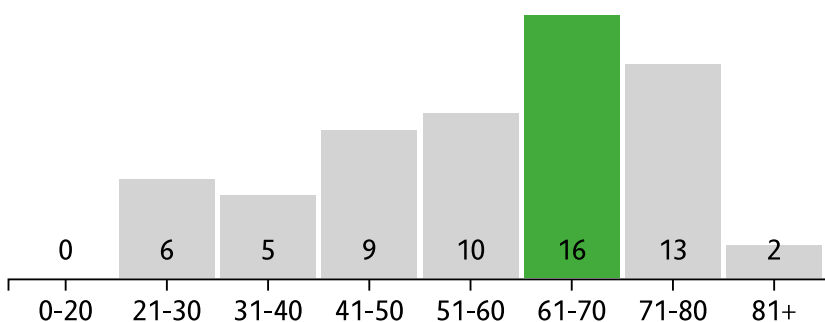
Reviews by score this period



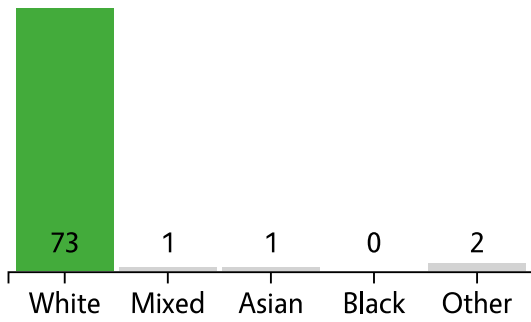
Reviews by age



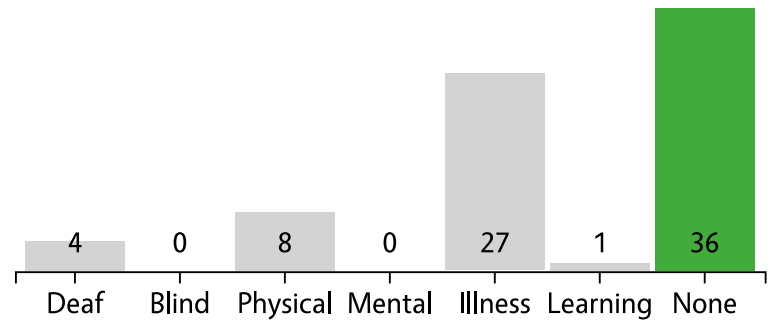
Review by age



Ethnicity



Long-standing conditions



5

Involvement	5.00	I have regular reviews for chronic illness and I find the Practice satisfactory on all counts. The Practice Nurse, Dee Young is very cheerful and efficient, and I quite look forward to my sessions with her. Since I no longer work full time, it is generally easy to get an appointment, but I know that it can be more difficult to get one early or late in the day to minimise loss of time from a full time job.
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: online

5

Involvement	5.00	Review for Dee Young - Nurse. Dee was very welcoming and professional and put me at ease. My appointment was on time. She was very skilful when giving my treatment which I am very grateful for.
Cleanliness	5.00	
Staff	5.00	
Appointment	3.00	

Source: online

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: online

5

Involvement	5.00	Wey Family Practice are simply the best, I can't speak too highly of them
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

4

Involvement	3.00	We are very lucky to be patients at the Wey Family Practice as ALL the staff are so helpful and caring.
Cleanliness	4.00	
Staff	5.00	
Appointment	5.00	

Source: online

5

Involvement	5.00	By using the telephone booking service it is easy to get a same day appointment. The receptionist will always squeeze in an appointment for a child when needed. The doctors have always listened, referred when appropriate and above all been friendly and approachable.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

5

Involvement	5.00	The receptionist are very helpfull at all times but more so when you need a same day appointment as I often need
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

5

Involvement	5.00
Cleanliness	5.00
Staff	4.00
Appointment	3.00

Source: online

4

Involvement	5.00	It took me over 40 minutes to get through on the phone to the Receptionist to make the appointment. When she eventually answered she was quite rude to me. I needed to book a flu jab and a smear test, both of which the Practice Nurse is able to do. The Receptionist told me I had to make two separate appointments. Eventually she allowed me to make an appointment for both with Dr Coe who was, as always, absolutely lovely and very helpful.
Cleanliness	5.00	
Staff	1.00	
Appointment	1.00	

Source: online

5

Involvement	5.00	Dr Coe ,all doctors and staff, Are efficient ,helpful and professional in all classes for patients.I have and will always recommend this practice to family and friends.Every visit has always been resolved and reassured and our family would like to see this practice exceeding with excellence for the future and for many more generations. I will try and come by with an appreciation present.
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: online

5

Involvement	5.00	My doctor at the Wey Family Practice is Dr Coe... She is absolutely brilliant, everything you could ask for in a doctor, kind, considerate, very caring and sorts everything very promptly wether it be advise, medication, treatment or just a plan for the future. I am totally happy with every aspect of care that I have received since she has been my GP, Thankyou.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: online

4

Involvement	3.00
Cleanliness	4.00
Staff	2.00
Appointment	2.00

Source: online

5

Involvement	5.00	Thank you for the care shown to me when I arrived suffering from acute asthma. The nurses and Dr McEwan were amazing
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: online

5

Involvement	5.00	Dee was excellent with advice as well as treatment.
Cleanliness	5.00	
Staff	4.00	
Appointment	3.00	

Source: online

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: online

5

Involvement	5.00	I have no other suggestions I always receive a great level of service from the practice
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: online

1

Involvement	1.00	I think the most constructive suggestion I could make would be that the receptionists get off their high horses. I don't have any complaints about the doctors or the facilities but every experience I've ever had with the receptionists has been absolutely miserable, and honestly, makes me reluctant to get things checked out if I'm feeling unwell. This week I've had two terrible experiences, both regarding the same issue, to do with the original appointment and the referral. The first involved asking if I could speak to the doctor I had seen earlier in the day in passing to ask if playing football with what I had seen him about would aggravate the problem. First, the receptionist asked me what the problem was, I refused to tell her - and second, she then dispensed her medical opinion, based in absolutely no knowledge of the problem whatsoever, that whatever it is, exercise would be bad for it. I told her that I would actually rather have a doctor's opinion on the matter and had to ask her to take my phone number down so that the doctor could possibly ring me and let me know. Funnily enough, having spent years in medical school the doctor was more qualified to offer his thoughts on the matter and told me playing sport would be absolutely fine. With regards to booking my referral, I've been met with an automated system that doesn't allow you to leave a message, and asks that if you don't get through over the telephone, to please post the referral form to the radiology department. Having tried calling the radiology department several times, I decided to call Wey Family
Cleanliness	4.00	
Staff	1.00	
Appointment	1.00	

Source: online

Practice to ask if there was any way they could fax the referral form over to the radiology department, as opposed to me having to wait for the post to make its way to St Peters. I made this clear to the receptionist on the other end of the phone, who very helpfully told me to follow the instructions on the form I'd been given, as if this wasn't the first step anyone would take in booking an appointment. I understand these aren't run of the mill requests and accordingly, I also would have understood just being told that that isn't a service provided by the practice and I would have been willing to accept that. What I am not willing to accept, however, and what no-one else should be made feel like they have to accept, is being treated with the assumption that you are an idiot, and being spoken to in a way which reflects this. My first query was clearly reasonable, as once the doctor had contacted me he reassured me that it would be ok to play football, yet this was dispensed with by the receptionist, willing to offer her unqualified medical opinion based on quite literally zero knowledge of the context. I'm not even sure whether the receptionist in a medical practice should be asking you specific details of your case, especially within earshot of other patients and staff, however what followed was more farcical and so I've focussed on that. With regards to the referral, the assumption of the receptionist was that having been given a form, and struggling to book an appointment, that this must be my fault, due to my own ineptitude, and that I must be spoonfed the instructions on the form because clearly, I was too stupid to read "Phone: xxxxxxxxxxxx between 0800 and 1600, Monday to Friday, to book on the next available appointment slot. Please take note of the required preparation", and subsequently attempt to do this, without her instruction. The doctor, who I have nothing to complain about in the slightest, had told me that it was important that I left a message with the automated service in order to have them call me but this isn't something facilitated by this particular radiology department. The two options remaining are; call radiology every single day until the automated service is no longer working, or post the form (there's no address on it, which was the reason given to me for why the Wey Family Practice couldn't fax the form). All this has left a bad taste in my mouth and I only hope that whoever is in charge of this practice reads this message and has a serious think about the way staff treat patients. They assume we are stupid and incapable of decision making before allowing us to open our mouths, and because of this they do not listen to what we say, leaving no opportunity to exhibit the fact that we are, in fact, quite highly functioning people

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: online

5

Involvement	5.00	I have always received excellent service and never have a problem getting an appointment to see a doctor or nurse. It is as easy to get appointments with a named doctor within a reasonable time
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: online

1

Source: online

4

Involvement	5.00
Cleanliness	5.00
Staff	3.00
Appointment	4.00

Source: online

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	3.00

Source: online

5

Involvement	5.00	Wey Family Practice. They are the best, I can't speak too highly of them. You will normally get an appointment same day.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

5

Involvement	5.00	Dr Churchill actively listened to our recollection of events leading up to our appointment. I felt involved in the decision process.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

1

Involvement	3.00	It is useful to have a text message reminding one of booked appointments, but it is extremely annoying to be sent a spam text after every visit to the surgery asking for feedback via this site. I have already mentioned at reception that I would like to opt out of receiving these automatic invitations to comment. I would suggest that normal routine contact should not require comment, and direct contact with the practice manager would be a better way of registering concerns, if and when these arise.
Cleanliness	3.00	
Staff	2.00	
Appointment	2.00	

Source: online

5

Involvement	5.00	Saw Practice Nurse Dee on Annual Diabetic review. Excellent understanding of the condition and carried our thorough checks providing clear advice
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

2

Involvement	3.00	It is impossible to get an answer on the telephone to this surgery. I have written twice before as a result of poor experiences but no action has been taken. I have tried 3 times today, each time holding for in excess of 7 minutes but still no response, simply not good enough!. The poor web booking and automated telephone booking only serve to make this problem worse. This lack of customer care needs urgent attention.
Cleanliness	5.00	
Staff	3.00	
Appointment	1.00	

Source: online

5

Involvement	5.00
Cleanliness	4.00
Appointment	4.00

Source: offline

EASY TO BOOK APPOINTMENTS
 SAW BOTH NURSE & GP
 ON TIME
 ALL STAFF VERY HELPFUL

Thank you, sharing your feedback helps others get great care. By completing this form you are in accordance with iWantGreatCare's Privacy Policy (both available at <http://wgc.net/tou>). Please clearly pla

5

Involvement	4.00
Cleanliness	4.00
Staff	3.00
Appointment	3.00

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Was very reasoning, made
me very relaxed.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

VERY ATTENTIVE & PROFESSIONAL
KEEP IT UP!

5

Involvement	4.00
Cleanliness	4.00
Staff	4.00
Appointment	2.00

Source: offline

THE DOCTOR IS ALWAYS VERY RESPONSIVE (DR. PATEL) TO ANY CONCERNS,

UNFORTUNATELY ONE HAS TO WAIT A LONG TIME SOME TIMES TO GET AN APPOINTMENT.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

Helpful, co-operative reception staff.
Easy to book appointments - efficient & quick service.

Dr Pyming - fantastic GP. Brilliant with children, caring, meticulous.
Gives me great confidence in primary care in my area in general!

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

VERY GOOD SERVICE AND CAN ALWAYS GET AN APPOINTMENT

5

Involvement	5.00
Cleanliness	5.00
Staff	3.00
Appointment	2.00

Source: offline

ALL GOOD + ON TIME!

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	3.00

Source: offline

Very good. Doc advised against unnecessary injection, and re-booked in for 2 weeks in case

5

Involvement	5.00
Cleanliness	5.00
Staff	4.00
Appointment	4.00

Source: offline

On time appointment, Dr thorough and efficient

5

Involvement	5.00
Cleanliness	5.00
Staff	4.00
Appointment	4.00

Source: offline

I get great care at this clinic
prompt appts, great G.P whose
very helpful.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

Quick to get an appt.
Doctor on time and
very helpful + sympathetic

5

Involvement	5.00
Cleanliness	4.00
Staff	4.00
Appointment	3.00

Source: offline

Attentive and considered care.
Should be possible to make appointments for the next day without having to call back the next day.

Thank you, sharing your feedback helps others get great care. By completing this form you are in accordance with iWantGreatCare's Privacy Policy (both available at <http://iwgc.net/tou>). Please clearly pla

iWantGreatCare.org

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

Excellent care as always.

Thank you, sharing your feedback helps others get great care. By completing this form you are in accordance with iWantGreatCare's Privacy Policy (both available at <http://iwgc.net/tou>). Please clearly pla

iWantGreatCare.org

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

I am made to feel at home and listened to. A very calm establishment.

Thank you, sharing your feedback helps others get great care. By completing this form you are in accordance with iWantGreatCare's Privacy Policy (both available at <http://iwgc.net/tou>). Please clearly pla

iWantGreatCare.org

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

FRIENDLY STAFF/NURSES/DOCTORS
Explain in detail any issues.
Good reminder service.

Thank you, sharing your feedback helps others get great care. By completing this form you are in accordance with iWantGreatCare's Privacy Policy (both available at <http://iwgc.net/tou>). Please clearly pla

iWantGreatCare.org

4

Involvement	5.00
Cleanliness	5.00
Appointment	5.00

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	3.00

Source: offline

Everybody here has time for you.
happy & helpful.

4

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

To be put with the correct doctor
for specialist Treatment
needed

4

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	2.00

Source: offline

Dr Patel really easy to talk with in that very clear with what & why is doing things and listens to my questions. Also made it clear what were my options

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Extremely happy with all the care I have received from the Receptionists to the Doctors & Practice Nurses and the Nurses in the Downstairs Clinics.
A Big Thank You

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

I was seen quite quickly after the initial appointment. Doctor very quick + no nonsense which I like.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

Excellent care & attention to detail

5

Involvement	5.00
Cleanliness	4.00
Staff	4.00
Appointment	3.00

Source: offline

on time, Friendly & got the job done!

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Everything was great.

4

Cleanliness	4.00
Staff	5.00
Appointment	2.00

Source: offline

Ability to get an appointment with the GP on the day for unanticipated conditions especially with children.

Ability to get a blood test appointment at a time + date to suit. Usually go to open-blood tests at working walk-in.
check in

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Where absolutely necessary prompt access to GP who knows my situation. In this instance I had to go through 111 to get an emergency appointment.

GP was very understanding + helpful + gave me the time that was needed.

5

Involvement	4.00
Cleanliness	5.00
Staff	4.00
Appointment	3.00

Source: offline

Prompt timing
Pleasant manner

TO BE RIGHT

DOCTORS TALKING SKILLS

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	3.00

Source: offline

4

Involvement	3.00
Cleanliness	5.00
Staff	5.00
Appointment	2.00

Source: offline

Good investigations.

5

Involvement	4.00
Cleanliness	4.00
Staff	5.00
Appointment	4.00

Source: offline

Excellent service
friendly receptionists
Never let down, always feel safe
with my medical care

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

The Staff & Doctors are so caring
Give's Peace of mind
and confidence to use these facilities

Very little needs improving

5

Involvement	3.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

5

Involvement	5.00
Cleanliness	3.00
Appointment	4.00

Source: offline

Rapid Response
Positive Outcomes in Physio, Audiology

5

Involvement	5.00
Staff	5.00
Appointment	5.00

Source: offline

THE DOCTER WAS VERY GOOD AND THE
STAFF ALWAYS

4

Involvement	4.00
Cleanliness	4.00
Staff	4.00
Appointment	4.00

Source: offline

5

Involvement	4.00
Cleanliness	5.00
Staff	5.00
Appointment	3.00

Source: online

I find the practice is extremely helpful at all times and they are very patient either by phone or in person. the only thing i don't like is the phone system for booking appointments as they book so far in the future and not necessarily with the doctor you want. i also think if they were to have a seperate body or group book all appointments with all the practices it would free up some time for the receptionists. with this in mind though i always can get an appoinment on the day not always with my regular doctor but with a doctor who is aleways happy to see you and spend the time with you. he also gave me further information regarding my problem that the hospital didn't.

4

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: online

I have had experiences where you ask the receptionist a question and are told a doctor or someone will call you back with the answer and I've had to chase a day later.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

Easy to get an appointment.
Friendly staff.
Dr. Jesshop was efficient
and understanding

5

Involvement	5.00
Cleanliness	4.00
Staff	4.00
Appointment	4.00

Source: offline

1

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

Dr. Jesshop was very helpful &
friendly. I will definitely return
to her.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Dr Jesshop very easy to talk to.
listened to concerns. First time I
have met her.
Usually see Dr. Patel who is
a 'gem'!

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Excellent in all
areas

5

Involvement	5.00
Staff	5.00
Appointment	3.00

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	4.00
Appointment	5.00

Source: offline

I did not feel rushed and able to talk freely to the consultant. He listened very carefully and gave the necessary advice and steps to be taken going forward.

I think that it very important that the consultant takes his/her time in listening /examining etc and giving the impression that they care for the patients' welfare.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Prompt attention and a very clear understanding of my need to see a doctor. Diagnosis explained and clear instructions given regarding treatment

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	2.00

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

↳ The Dr. being prepared to listen.

↳ What could be improved:
Being able to see your usual Dr. on most times, if you need to attend the surgery.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: online

This is the best surgery I have dealt with for many years. Prompt, knowledgeable and friendly doctors.

4

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	3.00

Source: online

I received great care and have reflected this in the review for the GP I saw. My suggestion to improve is around the booking system. I find it difficult to book ahead for an appointment when I know I need routine ones. I'm often told to call on the day but I work an hour away from the surgery and start before the surgery opens. If there is an available appointment, I'm rarely able to get back in time. I have completed a form to get online booking access (3 weeks ago)but this has not yet been set up. I understand that this may help with this problem.