

## **Comments from Improving Practice Questionnaire – Sept/Oct 2013**

### **Opening Hours**

Would like to see Saturdays included and home visits in chronic cases like 40 years ago.

Very hard to get appointment. Maybe morning surgery should be a drop-in rather than appointment. Maybe this should apply in afternoon surgery also like it used to be years ago.

I work every day 9-5 so maybe a Sat afternoon – morning surgery would be good.

Weekend (Sat) cover could help on occasion.

Not opening on Sat might be difficult for some people, but early and late times suit me.

You are all doing a very good job – thank you.

Should open at weekends.

I wasn't aware the surgery was open so early or late.

The only time I used the early clinic on a Tuesday the doctor didn't turn up. This may have been an emergency, but we were not really kept up to date and after waiting 45 mins I had to leave and make another appointment.

Having to see a doctor regularly its not practical to take time off work to fit the times given to me.

Quite satisfactory.

Not easy to get appointments to fit around work and childcare.

Very flexible.

Potential opening for a few hours on Saturday might help.

Covers more than office hours for those who can't always make it during the day.

Gives a good, varied time for appointments.

A weekend session would be useful for emergencies

Useful for Saturday opening as my work is up to 5 days M-F

Lack of weekend cover is a known problem in the NHS. Fewer patients would die were weekend cover equal to that of the "working" week.

Wasn't aware of 7am & 7pm times – this is good for before and after work.

Saturday mornings.

Surgery closed after bank holiday for one week.

No Saturday hours. Some people like to see their own doctor so will not report illness over weekend.

Saturday mornings may be helpful, but generally opening hours are excellent and cover needs of all patients including those who work, but not those who work away during the week.

I am prepared and expect a wait to see the doctor of my choice.

Should be open later.

Saturdays would be good or at least one of them.

My only negative opinion is the waiting time at the reception. I have stood for very long periods of time whilst the doors have been closed and staff are talking or on the phone. I have also seen many queues on the various days I have attended. Maybe this could be reduced.

In comparison to other practices you are top of the league so to speak.

The early or late appointments are ideal for workers.

They are suitable in every way.

Saturday would be good.

Later opening would be better for those of us who work during the week as there are no clinics on Saturday/Sunday. I work 8-5.30pm so I could only get to the clinic realistically on a Wednesday.

Very good – however a late night at the Hollybush would be really good as I work late.

Would like a practice doctor available for emergencies at night.

Later opening and weekends need cover

Because of my shift systems I don't always finish until 6pm so maybe a few more lates would be good 7pm.

Should be open on weekends and later at night to help keep people out of A&E that don't need to be there and have phoned for an ambulance because they can't see their GP.

Plenty of hours with doctors in attendance.

People in work may find it difficult to get time off or fit in with the hours above.

Good, however Saturday service seems inevitable in today's society.

It would be helpful if the practice was open on weekends.

Suit me, may not suit everyone.

Great difficulty getting appointments as working till 5.30 on weekdays. When ringing for appointments – hate being told to ring back at 8am 24 hours before I need to come, only to be told that there are no appointments left.

Saturday morning would be good.

Takes two weeks to get appointment. Will be worse when Hollybush closes.

I think opening on a Saturday would help not only me, but others as well.

Don't suit everyone.

Evening and weekend openings would help some workers and minor emergencies.

As I work in the week it would help if you were open on Saturdays as well.

Would like Saturdays as an option, also maybe a later weekday evening.

They suit me as I would not normally wish to come outside these hours.

Didn't realise you had an early opening and late on Wednesdays. Excellent.

Maybe another early appts system (workers) and another later appts (workers)

It was great when you were open on Saturday but I appreciate the budget constraints.

I work in DRI and don't finish work till 6pm so I find it hard to get an appointment.

Nice to have some late and early clinics as sometimes difficult to get time off.

One or two late evening surgeries would be helpful for those working 9-5 or Saturday surgeries.

Caters for 9-5 workers

Saturday opening would be helpful for people who are working full time but outside of Doncaster.

Opening until 8pm would be helpful to working people.

I am sure that a shift pattern of opening at weekends would be appreciated by many working people.

Could open a bit later some more days.

Weekend and evening sessions would be helpful.

Weekend opening hours would be good as people aren't often around during the week to attend.

The only comments I have is we can never get an appointment when we need one.

Maybe a little later opening times for working people.

Could be open later to accommodate people who work long day shifts.

Would benefit from a late night service rather than having to attend A&E due to not being able to get doctors appointments.

### **How the practice could improve their service**

I've heard that the Hollybush Centre is closing. We live very close to Thorne Road, but sometimes the only way to see Dr Godley (without having to wait a while, was to go to Hollybush – which is no problem) Dr Godley is worth waiting for!

Always been happy with the doctors, nurses and staff. Always friendly, helpful and polite.

More out of hours services available to see a doctor.

Improve the length of time that you wait for an appointment – booking a week in advance is poor and your problem may have eased or escalated during this time.

I am entirely satisfied with the services provided by this practice over the past 36 years.

The length of time waiting for an appointment could be improved.

I would like to see Dr Savage more than I do when attending St Vincents. Excellent doctor who has a lot of time for his patients.

Maybe to have more receptionists answering the phone.

Quite satisfied as it is at present. Just one more thing, the music station (Trax fm??) is not relaxing – more annoying.

Overall score would be 4+ if could get appt quicker with specified or two in general. Staff in Edenthorpe on reception are very helpful and friendly – better than Doncaster.

This has always been an excellent practice. It will be a shame to close the Hollybush clinic, but it does not seem as busy as it used to be. My husband uses Thorne Road more, but the Hollybush is convenient to walk to from home. However, there is good public transport to the Thorne Road clinic so I am sure this has been looked into demographically by the practice. The Hollybush receptionists are all lovely so I'd miss them too.

I don't mind when doctors are running late because they always take time with each patient.

Making the appointment system more efficient. When you feel ill waiting longer than a week for an appointment is very upsetting. Recently getting a call back from the doctor has made appt quicker.

Having waited for 2 hours in the waiting room having tests I feel that the music played could be better. It seems to be very stressful type (Radio 1 I think) maybe something more calmer would be better for patients stress levels. I am happy with the service of this practice.

Parking facilities can be bad at times.

Appointments allocated sooner.

Minimising waiting times when waiting to see the doctor. I have good experience overall with this practice regarding the efficiency of obtaining an emergency appointment.

Sometimes a face to face appointment is not needed with a doctor. Opportunity to speak to a doctor would be great. I like the different clinics, asthma clinic etc and the numerous doctors – they all have their own qualities.

I have found it stressful at times due to the unavailability of appointments and the length of time required to wait for one. This would be after spending a lot of time dialling the surgery for an appointment only to be told when eventually you get through, that the appointments for the week have all gone.

Earlier appointment system preferred, next day. If my mother is ill, as GP practice is not open weekends, I have contacted A&E, waited 4 hours which I found too long for the age/condition of my mother therefore there is a problem for access for quality care.

Is says that your open on Wed 8am – 7pm when I come on Wed it shut with staff training and was closed most Wed? I said to my wife how much training do the staff need?

Should open Saturdays for ½ day

I believe there should be a weekend surgery even if it is not a full day.

Everyone does their best. The practice has grown over the years. Times change and people should accept. I have had from July to Oct for physio so just have to wait.

Just hard to get an appointment.

Making of appointments needs a rethink. Very frustrating for patients. Doctors and staff are polite and helpful. A Saturday morning surgery would be helpful, if only every other week.

Get past reception desk and waiting 20 mins for appointment and no pick up phone.

Always late with appointments – 20 mins other week to see nurse, 20 mins for doctor today.

I have had no bad experiences at this practice at all. Keep up the good work.

It is almost impossible to get an appointment to see a doctor. I have had to wait 3 weeks to see a doctor which is a long time when you feel ill.

Continue with your good work and standard of care.

Not having to wait for long periods in phone queue, but due to constant demand I don't know how this could be achieved.

Only a couple more late nights till 7pm, but I work strange shifts so I always try to make my appointment when I am off work.

Keep Hollybush open please.

Explain how to book appointments online. Open at weekends.

Only problem I encounter is when phoning for an appointment it can take more than 5 mins before your call is answered.

Would be nice to be able to get in earlier for an appointment, but there is a duty doctor that can call you on the day and give your advice/help.

The practice is excellent, I am completely happy.

Parking ? not easy. Results from DRI "to you" then to us. Leaves us guessing. A letter, email or telephone call informing us of arrival at St Vin or Hollybush with the results can relieve stress.

During my frequent visits, doctors, nurses and office staff I have received excellent and courteous treatment.

I have always found the members of staff – Drs, nurses and office staff very helpful and courteous whenever I have attended. Today I have had 100% treatment.

Very happy with St Vincent Centre. Service, staff and facilities, thank you.

Personally I have been very satisfied with the whole practice and then recommend to other friends and family to register with St Vincents.

At the moment everything is running smoothly, but if more patients are registered it might have a big knock on effect. But at moment, excellent.

Tell you how far behind a doctor is just so you know, never an issue is someone is later, but not knowing is the worst.

No, an excellent practice overall in every aspect. I personally prefer the one week appointment system, but have not yet had any specific issues with the new 2 week system other than a slightly longer wait to see doctor of my choice on one occasion.

Getting an appointment is a constant issue and there is little chance of getting an appointment with a doctor of your choice. Appointments are given a set time, but never had I been in on my appointment at the set time, sometimes 30 mins late. This is not acceptable, the worst practice I have attended. I travel to St Vincents practice to learn of the proposed closure of my practice!

Overall the service is good. I'd like to see a regular doctor who knew myself properly not from computer, but each doctor is helpful and approachable.

Extremely difficult to contact reception. I have waiting 15 mins on a pay as you go mobile!

Possibly limited Saturday opening hours. Certain receptionists could be less abrupt when speaking to patients.

Felt this appointment was a waste of my time and the doctors could have done with a phone call.

I am happy with the attention I receive.

Telephone – instance contact for help/advice.

Alternative collection point for multi-prescription collections

Appointment with Doctor within 48 hours.

Blood tests on day of Doctor's request, not have to make another appointment.

Everyone very approachable and friendly staff.

Hollybush always provides me with excellent service and are extremely helpful with anything I require.

An excellent service all round.

Very satisfied with Practice

Not at the moment. The practice seems to be working to make things better for patients.

Good pleasant staff throughout the Health Centre. Excellent provision.

Can't improve – must be one of the best practices in Doncaster. Keep up the good work. Don't let the Torys get you down.

Reception staff need training on how to be friendly and helpful. Manners don't cost. I have never noticed name badges on staff, but the very young receptionist is the worst, she is very rude, Moira the Scottish lady is the best, she is lovely and helpful.

My personal experience for myself and family have been excellent and have recommended this practice to other people and family.

Would be helpful to book in advance (longer than 1 week) to get continuity from same doctor for same problem. My experience is even if you ring on say a Monday for the following Monday and can't get through, when connected to reception 9 times out of 10 the appointments have been taken.

Hard to get appointments.

Piped music not relaxing!

Making phone appointments.

The music is far too loud. Why do we have to sit and listen to it?

Get better appointment system. Have had to wait up to 3 weeks – not good enough.

The staff do their level best to help in all respects. Over the last few months they have worked extremely hard with all the staffing problems they have experienced. They really deserve praise of the highest order.

If I wasn't happy I would have moved years ago, but I have been with this practice since 1938 and have always been satisfied. Thank you.

Sometimes have to wait on phone for someone to answer. Can't always get an appointment when you really need it!

Happy here. Couldn't ask for any more.

The service is 100% better than last practice and everyone we have met are so friendly and helpful. I hope this is always the case.

Being only given a week to book an appointment isn't practice for most people trying to get time off work. The reception need to understand what appointment they are booking to prevent booking incorrect appointment.

Sometimes I have difficulty getting an appointment with a lady doctor. I realise the problems working around this and know that you do your best to accommodate requests.

Waiting times to see certain doctors is too long.

Better training in customer service!

Appointment board appears to have a lot of down time, pity as this saves time.

Turn the radio off in reception. Irritation at this nonsense will render blood pressure/pulse readings inaccurate. NO EXCUSE FOR THIS CRAP.

Not sure whether you have a website that has general information – opening hours , changes in how to book an appointment etc – when this can be done, has been a bit confusing lately.