

Patient Comment Card Summary 2017

| Date | A Selection of Patient Feedback | Comments/Improvement |
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| January 2017 | Total received = 155 Recommend to friends and family: 136=Extremely likely, 13=Likely, 3=Neither, 0=Unlikely, 3=Extremely Unlikely | |
| | I have a long term health problem and became concerned about it on Thursday afternoon. I called the surgery at 4pm and the receptionist advised that the GP would call me back. The doctor rang me and asked if I could come to the surgery. By 5pm I was back at home with my medication. Thanks a million for running a Practice that surely cannot be beaten. | |
| | I would like to pass on my compliments to the GP who saw my son this morning. The doctor spoke to him directly, put him at ease, was chatty and built a great rapport. What a fantastic GP. | |
| | <i>All the staff have been excellent during the care of my late father.</i> | |
| | Very short notice appointment to allow my 6 month old child to see a doctor. The receptionist did what she could to get me and appointment and called me back promptly. Very helpful. | |
| | <i>Always nicer to be seen by a receptionist with a smile.</i> | |
| | <i>Be useful to have a clock in the upstairs waiting room.</i> | |
| February 2017 | Total received = 164 Recommend to friends and family: 145=Extremely likely, 10=Likely, 1=Neither, 3=Unlikely, 5=Extremely Unlikely | |
| | Doctor was very patient and considerate. Prepared to listen. | |
| | Receptionist was friendly and helpful. | |
| | Excellent, quick service and willing to help. | |
| | Have a button to press as patients arrive to save long queues. | Vernon Street Surgery had a touch screen patient arrival facility installed in September 2017 and Park Farm site was installed in December 2017 following cable installations. These patient arrival screens are quick and easy to use and positive feedback has been received from patients since their installation. |
| | Reception to be more customer focussed. | Sessions involving external actors were delivered in June 2017 to provide more training to Receptionists in their interactions with patients |
| | <i>Have all Doctors and Nurses use the screen in the waiting area to call patients.</i> | Clinicians have the choice of calling patients via the screen, via the telephone system or walking to the waiting room. |

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| | | Many GPs still prefer to walk to collect patients in order to provide a more personal experience |
| | <i>Started calling at 8am, by the time I got through was told that all the appointments had gone. Suggested I went to walk-in centre. No real advice, help or empathy.</i> | Sessions involving external actors were delivered in June 2017 to provide more training to Receptionists in their interactions with patients. |
| | <i>Tried to get an appointment, phoning from 8am until 8.18am. Was kicked off out of the phone line 12 times and queuing took about 8-10 minutes. Had to redial about 15 times, this is stressful when you're not feeling well.</i> | The new phone system incorporates a small queuing facility, so once patients reach that queue, they should remain on the phone. Redialling when within the queuing system will put the patient back to the start. There are a limited number of lines into the Practice to match the resources |
| March 2017 | Total received = 172 Recommend to friends and family: 143=Extremely likely, 16=Likely, 5=Neither, 2=Unlikely, 6=Extremely Unlikely | |
| | Doctor took great care, listening and giving great advice and reassurance. | |
| | I had been given an appointment but it was not on the system. The receptionist handled the situation excellently. She did not make me feel it was a problem. Very friendly, open and helpful and a credit to the practice. | |
| | Very approachable, reassuring and knowledgeable. | |
| | <i>I had to call in with my grandchild in the week and was disappointed with the nappy changing facilities. No soap in the dispenser and no towels. Nappy changing mat not inviting either – smelly.</i> | <i>The stock of towels and soap are checked each evening by the cleaning company. If patients advise Receptionists that items have run out, they immediately restock them.</i> |
| | <i>The service is always brilliant, can't find fault with it but getting an appointment is getting very difficult. Needed to phone several times and wait for 3 weeks.</i> | <i>The appointment system is constantly under review in order to balance the needs of the patients between acute on the day and future booked appointments. Additional clinicians have been recruited during 2017</i> |
| April 2017 | Total received = 145 Recommend to friends and family: 117=Extremely likely, 23=Likely, 3=Neither, 1=Unlikely, 1=Extremely Unlikely | |
| | Receptionist was helpful, understanding. A joy, thank you. | |
| | Doctor excellent, explains in detail. Doctor and receptionist very polite. | |
| | Receptionist was very good at booking me in for appointments in between seeing to the queues behind me. A professional juggler. | |
| | <i>Put a stair rail on the right hand side of staircase, as it's a struggle without the use of left hand side.</i> | <i>A lift is provided at Park Farm site to improve access. At the Vernon Street site, this initiative was investigated but it was found that the width of the staircase was too narrow for an additional hand rail to be fitted whilst still complying with fire escape regulations.</i> |

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| | <i>Don't like the seating, no room to climb over other patients.</i> | The seating has been moved to provide more space between the rows |
| | <i>Seating arrangements are regimented and unattractive. Felt sorry for people with impaired mobility who found it difficult to enter through the outer doors. Poorly equipped for families with young children. No books or toys. When GP running late, keep patients informed with the time estimate on the screen.</i> | The seating has been moved to provide more space between the rows. The old small toy wall has been removed at Park Farm in order to provide additional space. The old toys were removed taking into consideration health and safety. The seating is arranged in order for patients to have full visibility of the patient screen that not only provides them with health information but also displays when a clinician calls them to their room. |
| | <i>Ongoing Prostate Cancer support inadequate. PSA tests should be routinely offered to over 50s.</i> | <i>A poster is displayed in a waiting room at both sites advising of the monthly dates for the support group meeting at the Royal Derby Hospital</i> |
| | <i>Needs to be better access for wheelchairs. It's hard to get through the doors.</i> | <i>Automatic swing and sliding doors for the entrance at Park Farm site are being installed in March 2018</i> |
| | <i>Make the access easier for disabled.</i> | As above |
| | <i>Electronic touchscreen to book in on arrival, so no queuing at reception.</i> | Vernon Street Surgery had a touch screen patient arrival facility installed in September 2017 and Park Farm site was installed in December 2017 following cable installations. These patient arrival screens are quick and easy to use and positive feedback has been received from patients since their installation. |
| | <i>Taking children's area away seems so silly. It helped when running late.</i> | The old toys were removed taking into consideration health and safety. |
| May 2017 | Total received = 130 Recommend to friends and family: 113=Extremely likely, 12=Likely, 3=Neither, 2=Unlikely, 2=Extremely Unlikely | |
| | Rang for appointment at 1.30 and luckily got a cancellation on the same day. Doctor was brilliant – very thorough and caring. Sent me to Royal Derby Hospital straight away. | |
| | Doctor put me at ease and very helpful 10/10. | |
| | The receptionist was helpful and very understanding. | |
| | <i>I found the nurse that took my bloods to be very curt and rude. Her manner was hurried, unfriendly and uncaring.</i> | <i>The phlebotomists are provided and fully trained by the Royal Derby Hospital. No other reports have been received of this nature; apologies on behalf of RDH for any distress caused.</i> |
| June 2017 | Total received = 167 Recommend to friends and family: 144=Extremely likely, 19=Likely, | |

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| | 2=Neither, 2=Unlikely, 3=Extremely Unlikely | |
| | Please keep doing the text reminders they are great. | <i>Following implementation of this service in November 2016, we are pleased that it is proving very popular with patients and is assisting the Practice in reducing the number of appointments that are not attended.</i> |
| July 2017 | Total received = 121 Recommend to friends and family: 104=Extremely likely, 9 =Likely, 3=Neither, 1 =Unlikely, 4=Extremely Unlikely | |
| | <i>Long wait at reception, your staff were chatting in back. Self check in?</i> | Vernon Street Surgery had a touch screen patient arrival facility installed in September 2017 and Park Farm site was installed in December 2017 following cable installations. These patient arrival screens are quick and easy to use and positive feedback has been received from patients since their installation. |
| Aug 2017 | Total received = 118 Recommend to friends and family: 102 =Extremely likely, 8 =Likely, 2=Neither, 4=Unlikely, 2=Extremely Unlikely | |
| | Requested urgent prescription which was ready by the end of the day. Much appreciated. Great service. | |
| | Physiotherapist great, was really impressed with being seen at 6pm, superb service. | |
| | <i>Perhaps phone/email to confirm prescription would be ready but I called back later that afternoon, so all was okay.</i> | Over 150 prescriptions processed every day, practice policy is that we are unable to contact everyone to tell them their individual prescription is ready. |
| Sept 2017 | Total received = 96 Recommend to friends and family: 74 =Extremely likely, 14=Likely, 1=Neither, 1=Unlikely, 1=Extremely Unlikely | |
| | Doctor and receptionist were fab. Everything was perfect. Suggested evening/ Saturday AM appointments for diabetic review with nurse. | |
| | Seating much better and likes the new arrangement. | We have tried to improve our seating to provide more privacy at reception and for patients to be able to see our Patient Information Screens better. |
| Oct 2017 | Total received = 111 Recommend to friends and family: 93 =Extremely likely, 12=Likely, 1=Neither, 1 =Unlikely, 4=Extremely Unlikely | |
| | Receptionist was a very kind person. | |
| Nov 2017 | Total received = 269 | |

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| | Recommend to friends and family: 197 =Extremely likely, 54=Likely, 7=Neither, 5 =Unlikely, 6=Extremely Unlikely | |
| | Doctor was very reassuring. Receptionist was excellent. | |
| | Good service from our Practice, we are always happy and helpful. | |
| | <i>Running late. Provision of toys or books for the children. Family practice?</i> | The old toys were removed taking into consideration health and safety. |
| Dec 2017 | Total received = 318 Recommend to friends and family: 211 =Extremely likely, 81 =Likely, 14=Neither, 6=Unlikely, 6=Extremely Unlikely | |
| Years Summary | Total received =1966 Recommend to friends and family: 1579 (80%) =Extremely Likely 271 (14%) =Likely 45 (3%)=Neither 28 (1%)=Unlikely 43 (2%)=Extremely Unlikely <i>Includes results received through our text message service and via our patient arrival screens</i> | Thank you for all your comments. Please continue to give us your feedback. |