

Practice Survey Comments - 2021

- All in all, pretty good
- I have always been satisfied with the services provided from my G.P practice.
- Generally, I am well pleased and very satisfied at the level of service provided by the practice.
- Online service seems accessible, but I am hesitant to ring the surgery because it is so hard to get a reply. Sometimes the phone just rings and rings, and then just cuts out. Very frustrating.
- I would prefer face to face appointments, but I understand that during the pandemic this is not possible.
- It was stressful experience and there are so many signs on the door, you could not possibly read them all. I said this to the nurse but she did not really seem bothered.
- I am very happy with the response and quickness in getting referred for further investigations when I have concerns about my health.
- Due to the COVID-19 check up was cancelled, my high blood pressure tablets could not be re-ordered until I called the practice (took 10 attempts to get through) to find out how to re-order. I have never been able to get through to the re-order line. It is always engaged or not answered, and I have tried various times of the day. Must admit during the pandemic I want to keep away from the surgery if possible, to reduce chance of infection.
- I am very pleased to be a patient at this practice. I have been treated well by all the staff I have had. Contact with, offered a choice of appointment- all in all, and excellent experience. Thankyou.
- I find it difficult to re-order prescriptions on the website. When I go to the website, I find that I should have a review for my medication before I can order. As I only visit the website when my medication is due for re-ordering this does not give me any time to book an appointment to solve this problem. I would appreciate advanced warning via a text so that I can book an appointment for the review, so it does not prevent me from ordering my prescription.
- I have always had a great relationship with my G.P practice team and health care professional.
- I have found it a lot easier to book an appointment or consultation on the phone since the pandemic. Different ways of communication have made services more accessible.
- Service generally good and efficient however improvements should include: Able to make advanced appointments (both phone and face to face) at times suitable to both parties. Currently you have to ring at the day of appointment which is difficult if working, I'm registered online but book appointments via the website- would like to be able to do this.
- Very good and helpful
- The lanes and Vernon street are very busy, The receptionist staff, medical teams and nursing teams are always available with crisis and attempt to address all needs within their power. Very satisfied overall.
- I have not had any appointments but my son was followed up by the GP on a couple of occasions and we were very pleased with the service. Very impressed by efficient flu clinic and good online ordering system.
- I have a regular day off work in the week and try to book appointments on that day however I'm told I cant I have to ring on the day and pretend its urgent should be easier otherwise brilliant NHS.
- Thankyou to the whole surgery for being kind as always and very supportive. You are all doing an amazing job and making us proud. Thankyou!

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- Excellent receptionists and GP's at Vernon street and the lanes cannot commend them highly enough.
- Thankyou for all your great work
- I have only just registered with you; I was brought here from Lincoln hospital where I had coronavirus.
- My main criticism at the current time is the fact that for whatever reason is needed to contact the surgery is that a very long recorded message is read out before the actual call goes through. I accept that the calls may take longer to answer due to the pandemic, but I think the recorder message is far too long.
- Just wanted to say that, whilst my own health has meant I have had little cause to contact the surgery, my parents have both needed support. My farther sadly passed away this summer, but the care and concern shown to both parents has been wonderful, especially Dr Watkins who took the time to call my mum to see how she was. I have been impressed by the regular text messages during the pandemic, keeping me informed of surgery procedures and the speed with the flu jab was made available for so, Thankyou.
- Not happy since the Littleover surgery has closed. It takes to long to get an appointment over the phone (over 40-minute wait) and then told to ring again next morning to speak to some one, then why keep us waiting in a queue for 40 minutes? Same problem for my family not happy with the procedure ever since the pandemic began.
- I care for my 90-year-old mother, I am more concerned about her than myself. I think our G.P practise is superb they do what they can when they can. The receptionists, in the main, are excellent.
- I can walk to the lanes in 20 minutes however when making my appointments I am often sent to the Vernon street. This requires a 15-minute bus ride and a 20 minute walk from town to the Vernon Street. Is it possible for the surgery to avoid this as it is very time consuming. It is also annoying that the Lanes is currently closed.
- Phone consultations would be helped if the practitioner used a headset rather than hands free phone. I fully understand the need to be hands free to be able to make notes and use the computer but a hands free phone in a room with poor acoustics, generators, lots of variation in sound level and echoes makes the practitioners comments very hard to understand. So a good quality headset would definitely improve and help a lot. It would make much more sense to send requests to patients to complete the questionnaire via email rather than text as it would be a lot easier to complete on my computer.
- I only applied with the practise in February 2020 due to house move and whilst I was due for a well-being check it was not possible due to COVID-19 restrictions. I haven't been in touch as I felt that priority should be for those patients who need treatment. Prior to changing surgeries I had a cervical smear test and I had also been to London rd. community hospital for breast screening of which both came back clear. I have continued to give blood donations during the pandemic.
- As a clinical vulnerable person, I found it frustrating that I could not speak to any-one about why I had not received my vaccine. The answerphone message makes it clear not to speak to a doctor about this. I tried to access my online records- I requested this but nothing happened. My issue was that under COVID guidelines I should be priority 6 group, but I did not receive a letter, this has been a very stressful time, particularly as a teacher with 4 and 5 years olds I am unable to social distance. My mum was called by the doctors on a separate matter and thankfully they have looked into it- however I am now still waiting for the derby hospital to set up a clinic for people that have had reactions to medication.

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- I found it very disturbing that the Lanes surgery is closed. By public transport Vernon Street is two busses away. Why is it not possible for some of the noncontact activity to be undertaken at the lanes so that the essential face to face appointments can be available from there? Even before COVID too many times there was no appointments available at the lanes. I am lucky I am in generally good health. For statins and asthmatic regular check-ups should be automatic. I can not remember the last time I had a blood test for cholesterol/FT ecg... There seems to be a functional disconnect between ordering repeat prescriptions and making appointments for treatment review/ whether by face to face or phone appointment.
- One difficulty is discovering when a report from a hospital consultant (following a hospital test or our patient departure) has been received by the surgery. Also, actual reports (e.g my recent blood test results). Could the patient be notified by the hospital that the report has been sent so he/she could then phone the surgery to request and appointment to find out the results (I am currently waiting for results of a test I had over a week ago).
- When I phone the surgery, I want to get through quickly and not be confronted by a message that seemed to go on forever and not always relevant (over 2 and a half minutes). It shows a lack of consideration. Some patients should be a priority and if a doctor has a phone appointment if need be, one should try more than once if the first attempt is not successful. Making an effort for patients is vital.