

NHS Friends and Family Test - Patient Feedback

May 2022

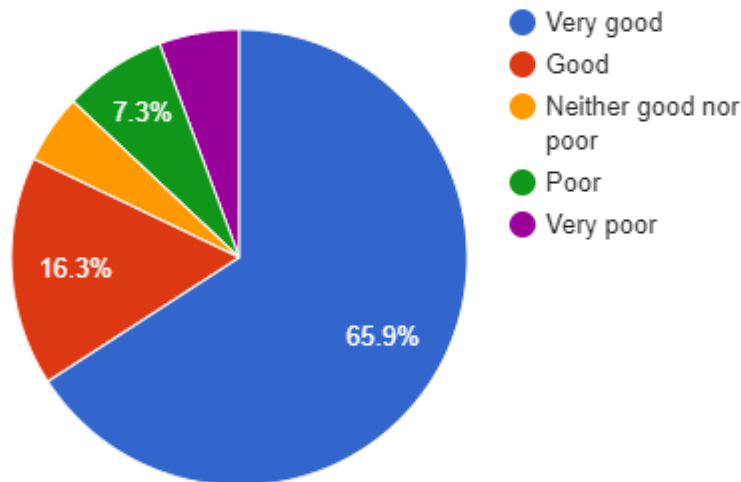
Q: Please tell us about anything that we could do better:

Friends and Family Admin

Report on NHS Friends and Family Test - Patient Feedback..

May 2022

Q: Thinking about your recent appointment - how was your experience of our service?



Options	Total
Very good	81
Good	20
Neither good nor poor	6
Poor	9
Very poor	7
Don't know	0

Free text question.

2022-05-10 21:52:34

Despite having a repeat prescription, I have to ring up the medications order line every month to confirm that my prescription will be sent to the pharmacy on time. However, this month has been incredibly difficult, as the phone line has been so busy that I am not even listed in the call queue, and instead my phone calls have been repeatedly cut off. As I am prescribed sertraline for anxiety and depression, I contacted the Vernon Street reception as I was becoming increasingly anxious that I was nearing the end

of my pill packet but had no confirmation of prescription renewal. Instead of being reassuring, the receptionist told me there was nothing she could do about it and I would just have to keep trying the medications order line, and that it was normal for patients to be cut off from the telephone if there were too many people in the call queue. This was entirely unhelpful and incredibly frustrating. I asked if she could confirm that my prescription had been sent to the pharmacy and she said it was not within her ability to send orders through. I explained that I just needed to check if my prescription had been sent through – the receptionist checked and said it had been sent to the pharmacy already. Upon visiting my pharmacy, based on the receptionist confirming that my prescription had been ordered, the pharmacy informed me that it had not been sent through and I would not be able to collect my prescription. The pharmacy staff were very understanding of my situation and contacted the GP surgery via email to request an update on the situation, as I have been having this medication sent through to them monthly since moving to Derby. However, I have now been without medication for 5 days, and this is the longest I have not taken sertraline since initially diagnosed with anxiety and depression. My mood is now very low and I attribute this not only due to lack of availability of medication, but the sheer effort it is taking to obtain what should be a repeat prescription and the complete lack of compassion by the reception staff. Having worked in NHS administration myself in patient-facing roles, I do not believe this is an appropriate way to treat patients – refusing assistance to someone who has struggled with their mental health is entirely unprofessional and I hope that no other patient is put in this position in the future. I have never written a letter of complaint before but I feel this was an entirely avoidable situation which should not be repeated for any patient in the future.

2022-05-16 14:24:27

Nothing you all do a great job thanks for everything that you do

2022-05-16 14:44:46

The way appointments are and aren't being allocated at the moment is not just inefficient, it's dangerous.

2022-05-16 14:44:48

Better location and building

2022-05-16 14:50:43

Seen on same day by GP - thank you. Still waiting on test results. Medication prescribed and alternative vitamins/minerals advised and bought privately.

2022-05-16 14:53:28A

Actually see patients without having to battle a receptionist, and then have a phone appointment before seeing a poorly child. It's about time the surgery started to return to normal like the the rest of the country.

2022-05-16 14:53:37

I called the GP surgery at 8.30am for my 10 year old son. I got through and was immediately cut off and told the surgery was closed despite being told I was in the queue. After 20 minutes of redialling, I got through again, only to again be cut off and the call ended. This happened 2 more times. After 45 minutes of redialling I finally got through to the surgery. The phone system is terrible and requires some serious improvement. Very poor and frustrating

2022-05-16 14:53:39

Reception attitude was excellent and much improved

2022-05-16 14:53:54

I think the medical team is truly one of the best. I think the services provided offer great efficiency for

patient. Having said that, a better approach should be taken by the admin team who take calls. It's not all members of staff, but a significant amount of staff make getting through to a medic a difficult task when it really ought not to be. I say this with very little bias because I think this surgery is one of the best.

2022-05-16 14:55:30

I phoned to make an appointment with a nurse to have some stitches removed, I was told that I had to make an appointment 3 weeks in advance!!!!

2022-05-16 14:55:34

The doctors are really good and only because of them I'd stay, however the staff can be exceptionally rude at times. I went into the surgery as had an appointment at the receptionist shouted at me as to how I got in as the door was meant to be locked, I replied it's open and her response was well it should've been locked! Well who's fault is that then yours for not locking it! I try my best to be nice as NHS went through a lot during covid and hats off for being at the front line. However the message doctor Watson leaves on the recording when calling is be considerate to our staff then the same should apply to the staff. I'm never difficult as I understand the covid impact is still pretty much present but I also expect respect back and I feel I don't get that when I call.

2022-05-16 15:01:49

Parking!

2022-05-16 15:09:13

So far so good

2022-05-16 15:19:01

Always been very, lovely understanding Drs would and have recommended this surgery to my family and friends

2022-05-16 15:22:29

It does take a long time to get though I think people on end of life should get a different Number for emergency's waiting Agers

2022-05-16 15:35:29

Long telephone waiting times

2022-05-16 15:35:30

Dr Robertshaw was lovely, really helpful, reassuring and friendly and also gave great practical suggestions.

2022-05-16 15:37:28

Nothing you could of done any better. All the people I've seen have done a perfect job.

2022-05-16 15:44:42

Sort out the appointments system, it's not working well.

2022-05-16 15:44:43

Sort out the appointments system, it's not working well.

2022-05-16 15:48:20

More no to call can reduce the time waiting on phone for long time to get through and otherwise very good service and I am with this practice for 16 years and nice doctors thanks kala

2022-05-16 15:50:25

Nothing you all do a great job thanks for your work you do Michael

2022-05-16 15:51:20

On my call back I did feel kind of rushed with some of the questions I wanted to ask

2022-05-16 15:55:31

I had to have a second appointment as only one issue per appointment. I would have had a better experience if I had been aware of this so I could ask for a double appointment. This would have saved time for myself and the surgery

2022-05-16 15:56:07

I wanted to treat one of my toenails. I was asked to go to an outside place for the treatments, where I have to pay. This is not the kind of service we expected.

2022-05-16 16:02:10

I have always had a good rapport with the Drs & Surgery

2022-05-16 16:06:58

Absolutely nothing. Thé Care I received in the emergency of having appendicitis was excellent

2022-05-16 16:07:15

The nurses diagnosis was incorrect

2022-05-16 16:07:51

After a 45 minuite wait time to answer my call The receptionist kept on interrupting me and talking over me she was very patronising with very little understanding and compassion

2022-05-16 16:22:10

Waiting to long to answer phone

2022-05-16 16:24:31

Waiting time to be reduced. When a patient rings an appointment should be given to see the Dr even if it is for next day rather than ringing again the next day and to be told to ring the next day.

2022-05-16 17:03:47

Unacceptable behaviour from receptionists and certainly not good with people with learning disability or mental health

2022-05-16 17:08:47

Get back to more face to face asap

2022-05-16 17:16:57

Better communication. Just repeatedly sending me for blood tests (one of which wasn't actually needed I

later found out) without talking to me or telling me why is really not good enough. However, a GP did phone me very quickly after I made a complaint and did assure me it wouldn't happen again which I do appreciate.

2022-05-16 17:21:45

Doctors to see patients instead of pushing you to see nurses

2022-05-16 17:59:18

So helpful and so incredibly kind. Thank you!!

2022-05-16 17:59:49

Thank you for all your support and kindness!

2022-05-16 18:11:56

Nothing, I am happy with the practice and the support that I get.

2022-05-16 18:58:29

Nothing, really pleased. 4pm call to the drs after 111 sent an urgent referral through. Call within 3 hours (was advised it could be up to 6 hours). Assessment completed over the phone which suited me perfectly and prescription issued. I actually had someone with me at the time and they made a comment about how friendly the dr was and how rare that is at other GP surgeries

2022-05-16 19:38:28

I very happy with the care I have received throughout lockdown and the whole covid outbreak

2022-05-16 20:00:15

It would be helpful if when being phoned by a doctor a rough time scale could be given. Staying on alert with a mobile phone next to you for a whole morning is difficult. I missed my call as I'd nipped to the loo at that precise moment. On a positive note the message left pointing me to a text message, to request another call, was a good system to ensure I was called again. I really needed my appointment so would have been devastated if that missed call had blown my chance of speaking with a doctor. The appointment with the doctor was good.

2022-05-17 08:20:33

Can't think of anything

2022-05-17 11:49:28

Nothing, I was very pleased with the service.

2022-05-17 13:40:56

Long wait times, usually a telephone consultation. I am still in chronic pain after over a year from first presentation. My symptoms have progressed over the past year and I still do not have a diagnosis of what is causing my shoulder pain. I have been seen by MSK but have never seen an Orthopaedic doctor other than one I have seen privately back in August 2021. A letter from that doctor did suggest an MRI of the right shoulder. This has never taken place. I am extremely fed up and depressed with the whole situation now as this has changed both my personal and professional life and I feel completely let down by the service with no end in sight.

2022-05-17 18:08:58

My experience leading up to the operation and the operation itself was fantastic. However, I need a follow-up operation as a result of complications. I am worried I will not receive the same experience given my Consultant has since retired.

2022-05-17 22:01:39

Good sensitive and professional service all round

2022-05-17 22:06:11

I was not told to expect a call which I could not take. I tried to ring back but the number did not connect. I emailed and received a standard ' you missed the call" reply a day or so later. I feel disappointed because I would have been available had I had advance notice.

2022-05-18 21:04:57

Everybody was fantastic from the receptionist to the doctor. Thankyou.

2022-05-19 07:50:55

No, you are doing an excellent job. I have always had an appointment based on the acuity of my clinical needs. Immediate action when it was indicated. Thank you.

2022-05-27 16:20:01

Let patients know reason when appointments are running late
