

## Havelock Grange Practice

### Patient Survey December 2013

#### Positives

- Much quicker response on a morning when phoning for an appointment
- I last visited by GP (Dr Acey) on 21<sup>st</sup> August 2013. This is probably too far behind to give you an accurate response to the questionnaire, however, I have always found him to be a sympathetic listener and has addressed my problems to my entire satisfaction. I hope you will take these comments into account because I have cause to be very grateful for his help.
- Dr Roberts is a good doctor and always helps me with my Grandad's needs.
- Dr Roberts is a very helpful and good doctor. She told me and explained everything clearly. Thank you.
- Dr Eaton is very caring, lets you know all you need to know.
- I felt Doctor was responsive to my physical and mental problems. She was good at listening and clear in her thoughts for our future care together.
- I am happy with my Doctor.
- Dr McKenzie is very supportive. I find it difficult to talk about private things but able to as she has patience.
- My visit was with a Nurse (who cannot have been more helpful) and so my answers relate to the Nurse.
- I have no criticism of the Doctor.
- Excellent service. Really nice to talk to.
- Totally satisfied with the service provided – thank you.
- Very helpful
- Dr Mc Gowan is a very caring Doctor who listens to what you say.
- An exceptionally caring GP.
- Doctor brilliant.

#### Negatives

- Website needs updating.
- You never see the same Doctor twice and you don't feel as though he knows you.
- Appointments were running late due to computer problems and as I was in for a medication review, very little could be done until the system was operational.
- Dr Posmyk needs to be more punctual – 28 minutes late!
- I find it concerning that I am unable to see the same Doctor on each visit. I therefore find that advice has differed from one Doctor to another.

### **Negatives continued**

- The appointment system does not appear to run smoothly and is frustrating!
- Some of the staff have very bad management skills.

### **Suggestions**

- Would find it very helpful if we could see Dr Posmyk more times at Brierton.
- The survey might be better worded changing the word 'Doctor' to 'Health Professional'.

The survey was devised in conjunction with the patient participation group who preferred to gather information relating to quality regarding consultations.

The group were very happy with the results and that there are no issues regarding the quality of consultations at the Practice and therefore no learning needs or training issues identified.

Answering calls was a welcomed improvement along with the praise for GP's at the Practice. We agreed to continue to monitor the appointments system which has been slightly changed in recent weeks. The patient group were happy overall with the results and that the Practice continue to deliver a quality service.