



PATIENT COMMENTS - APPOINTMENTS SURVEY

A patient survey on the appointment system was held over 4 weeks in July 2013. 600 survey forms were completed, 400 for appointments with doctors and 200 with nurses. The results from the survey included 157 comments from patients; these are shown below. Results from the survey are shown as a series of bar charts. Thank you to those patients who took part and to the Baslow Health Centre staff supporting the survey.

1	You take (people) like myself (89) who are not on the internet, it is vital that repeat medications, can be ordered over the phone.
2	Would like to be able to book ahead for appointment.
3	It was much better when you could make appointments in advance. If you missed your appointment couldn't you be put on a list and only allowed to make an appointment on the day. It feels like were being punished for those people who didn't turn up for an appointment.
4	I have received 2 letters recently regarding DNA that I feel were unnecessary. I cancelled the appointment during a consultation with the doctor, but she must have forgotten to update the appointments system.
5	Having to call at 08:00 to get a same day appointment is awful. I called at 08:35 and got the final appointment + have often missed it altogether. At my old surgery there was a walk in clinic 8 to 10am + 16:00 - 18:30; you knew you would wait but at least you would be seen. Another doctor did appointments at the same time so that option was always there, but there was no awful 8 am phone panic.
6	Unless the appointment is an emergency it is often difficult to get an appointment when ringing after 8 am, which can sometimes be frustrating. Having said that is an emergency we are usually able to squeeze in at the end of the day, which is a relief.
7	09:30 not early enough for fasting blood test.
8	This was my experience today. In the past I have tried several times at 08:00 to see a doctor. Today's appointment was for blood test so had to attend. Q14. I heard on the radio how a practice had trialled taking phone consultations for the first hour in the morning & this had filtered those who needed to be seen. It was successful so they are continuing it. Sounded like a good idea.
9	Overall I am very pleased with Baslow Surgery.
10	Just like to say that I have never had a problem making an appointment on the occasions that I have come to the doctors. I have lived in cities where you never get to see doctors and praise all the staff at Baslow surgery in what they do.
11	Excellent service - when listening to relatives registered elsewhere, we are lucky to have such excellent GPs, Nurses & Receptionists.
12	As I work for NHS, I understand the difficulties of offering appointments to suit all. I feel this surgery is v good compared to others I am aware of.
13	Doctor Triage.
14	Don't change anything, other than resurface the car park.
15	Car parking is possibly the most inconvenient aspect of visiting. Fresh bay markings should be made urgently please.
16	I was asked to come in in 1 week to discuss results of a blood test. I was surprised that I was not given a pink slip. I had to follow the 8 am procedure.
17	I have lived in Baslow for 45 years and have always been very happy.
18	Having to phone by 8 am in the morning is haphazard to receiving an appointment with your regular doctor.
19	How come when you ring in the morning, first thing, there are no appointments left - when you can not make appointments to see the GP before that day?

20	I would like to be able to book prior to the day I want to see the doctor.
21	No transport.
22	I found it very difficult to acquire the urgent medication that needs to be taken at a specific time each day, having misplaced it. The system of emergency dispensary should be made much easier & slicker, allowing me to obtain it immediately in an emergency situation.
23	This was a blood test appointment as a result of a doctor's appointment, however still easy to book if you called at 8 am. Text reminders are fantastic, so many of us live in the digital age!
24	I would much prefer to be able to phone to make an appointment in advance to see my GP, not have to phone at 8 am & not know whether I can get an appointment on the day.
25	When a follow up appointment is necessary it should be booked at the time rather than having to phone at 8 am to get an appointment on the day.
26	Concerned by turnover of doctors. Appointments available but no continuity of care so you have to see a different doctor every time.
27	I would like to be able to collect prescriptions on Saturday as working hours during week are restrictive.
28	Couldn't get an appointment at a suitable time yesterday. Very few appointments available online - rarely able to make one online. Was unusually lucky today getting through 1st time usually have to make several calls over 15 - 20 mins. I know I am fussy & always like the same doctor.
29	I think that an hour of phone consultation (for the first hour) would be helpful in deciding if you need to see a doctor. Also, more appointments available to suit those working would be helpful, as would the ability to book appointments for the next day.
30	Today the response when I called to make an appointment was exceptional. I've never before managed to get through immediately when I've called at 8 am, even so, I always do get through eventually and I've always managed to get a same day appointment. Overall I think Baslow surgery is fantastic and the service excellent.
31	Very easy.
32	When I usually make appointments by phone, I find it easy enough to get through, but sometimes it's annoying when you cant fit me in, although I know you get full quickly. Overall, I am pleased with the service.
33	Being able to pre-book appointments would be rally useful. Thanks.
34	See different doctors each time I come - not good.
35	Online should be made easier - too bureaucratic to enrol.
36	Mother & baby parking bay.
37	Today's visit is so untypical that my answers don't mean much. The appointment was made 2 weeks in advance as it was for the removal of stitches. Advance appts to see a GP would be much appreciated and we have never missed an appointment in all the years.
38	Thanks are due to patient receptionists who deal with the early calls especially when there is no available nurse or doctor on the requested day.
39	Very satisfied.
40	We have an excellent practice of doctors & nurses.
41	Put up shelves for pharmacist to store prescriptions.
42	Question 14 phone consultation possibly would be useful to determine urgency in some cases.
43	Didn't know there was online booking. Will try to use next time, but today by phone was very easy. Sometimes I would be happy to do a phone consultation, just not today + we are very lucky to be able to get same day appointments. Thank you. I hope this will continue.
44	Would prefer to see the surgery open on Saturday Mornings.
45	Cannot answer Q8,9 & 10 today as I was called in.
46	I think you have improved your appointment systems as I have a congenital condition so it would be good to book a week 1 2 weeks in advance. Sometimes difficult for husband as he works 9 - 5 pm so evening appointments/Saturdays you did do this, not sure if you still do, would be beneficial. If you knew say Wed evening could be a drop/appointment session.

47	My appointment today was an exception, but I mainly find it difficult getting through at 08:00, only to find all the appointments have been taken. It would be preferable to be able to book appointments for the following day.
48	I do like to speak to the GP by phone if possible as it is not always necessary to have an appointment, as advice will suffice.
49	Ability to book an appointment night before for following morning. If I miss 8am then appointments go fast.
50	When I listen to friends and relatives around the country it re-enforces my view of the excellence of your service, compared to theirs.
51	It would be nice to have a regular doctor, e.g. Dr Gilham but it's highly likely the opportunity will never return.
52	Today's appointment was O.K., but it has taken five different days of phoning to get it. Very rare to get an appointment early or late which is very frustrating. No use booking in advance when the next available date is over 5 weeks away which is always the case.
53	It is not always easy to phone at 8:00 each morning, and there are never any pre-bookable appointments available if you phone a couple of days before.
54	I work in Stoke-on-Trent and start at 8:00 am so it is very inconvenient not to be able to book a day in advance.
55	Could do with Saturday morning for working people due to having travelled from Sheffield to make today's appointment.
56	Today was the first time I got through to make an appointment at 8a.m. on the first ring; normally it takes me between 5-10 minutes.
57	I do not agree that we cannot book for the next day except by ringing at 8am on the day. I think you should open booking at 12 noon the previous day.
58	Better parking.
59	Am very pleased with the medical service provided.
60	The ability to book for routine appointments in advance would be helpful.
61	There perhaps ought to be a time (extended) in the week for those in full-time work, out of working hours (does not apply to me) e.g. Saturday mornings.
62	I am almost always very happy with the service I receive from this surgery. It is excellent compared to other surgeries I have attended in the past.
63	Would like to request repeat prescriptions by the telephone if possible please.
64	Free Wi-Fi in the waiting room.
65	I don't like the 8am phoning. Please could we phone from 12 noon the day previous? Drop in shops would be good.
66	Making this appointment was a better experience than previously. I work very varied hours so hard to be available at 8am to book same day and generally have found pre-bookable appointments too far in advance re availability.
67	Did not know we could book online.
68	I consider the service at Baslow excellent.
69	I usually book by phone and it may take 3 or 4 calls.
70	As well as appointments made on the day for emergencies it would be good to be able to make an appt for the next couple of days as when making an appt for the future usually means a wait of a couple of weeks rather than days.
71	I would like to understand why on many occasions there are very few appointments available "on the day" even if I ring immediately at/after 8 o'clock in the morning. If these problems, causing no appointments to be available, could be known, the system in operation now should work well.
72	Phone consultations could be useful.
73	Sometimes difficult to get through at 8am. Have to keep trying, not having a computer we cannot book online. We were phoned re appt with nurse for "Jab" for today's appt.
74	This appointment was made by nurse phoning me, so was very easy. I have previously had to ring several times at 08:00, before getting through, although I have always got an appointment on the day, so overall fairly satisfied.

75	Surgery phoned me to make an appointment with the nurse.
76	On occasion a call back from a doctor would save an appointment. Text reminders are excellent could test results be emailed/and or discussed with doctor on telephone.
77	Sometimes not being able to get an appointment even though I ring at 8 a.m. Parking is always an issue here.
78	An improvement in out of hours care is essential I think most people feel very concerned about this.
79	When I have had to ring up for an appointment in the past at 8am by the time I get through they have normally all gone.
80	Sometimes doctors appointments are at very inconvenient times. Having to ring on the day is very restricting- booking ahead is theoretically impossible and a friendly chat with reception can make this happen. N.B. This no future booking is a very frequent complaint in social conversations about health experiences.
81	The reception staff are very helpful and welcoming. This is a very important, probably more important than the system.
82	Exactly what to do during night if something happens which is worrying. (elderly 2)
83	When trying to make a pre-arranged appointment I have been told to "ring back on the day" which seems silly.
84	I have tried using the online booking system a few times. So far the available appts have been incompatible with the school run or after school when my daughter has commitments. Would it be possible to make more 09:20-14:00 appts available online? Also my husband, who works long hours, needs very early or late appts. Could more of these be made available or specifically renewed for those with a valid need for them?
85	I think the reception and dispensary staffs are always able to help with enquiries and are friendly with their service. I don't like having to call after 8a.m. on the day you need an appointment. It was much better before this changed.
86	Baslow surgery has always been attentive and offered an excellent service. Thank you.
87	Can't complain about anything, anybody, everything is brilliant and very, very friendly and helpful.
88	If in a nervous state a short chat with a doctor may help the tension you feel.
89	The 8 a.m. thing is very frustrating but is probably the only way to deal with an emergency problem. It is difficult however well organised to get a quart from pint pot. You are probably buried under by the worried well; phone consultation with a doctor who is familiar with a patient may well be a useful addition.
90	It is not always that easy to get an appointment on the day you want to sometimes I have waited 2 weeks as you don't always wake on time, do you? And other times even just after 8 call appointments have gone so they say ring again in morning, viscous circle!
91	I used to book all appointments on time until the recent changes to IT. Now the daily appts are not released at 08:00 or even latter therefore I am forced to phone-very unhelpful and staff time consuming.
92	I think telephone consultations are very useful for pre-existing conditions- medication reviews for e.g. online booking is good and easy to use but there are not many pre bookable appointments available.
93	Booking on the day is usually successful, but it would be good in certain situations to be able to book a few days in advance. This would allow me to plan other things, knowing that I had an appointment.
94	The questionnaire is specifically for Todays appointment which was very easy to make. On previous occasions, it has not been so.
95	Receptionists are always cheerful and helpful-this makes a great difference to the experience! Thank you!
96	The system works very well.
97	I would prefer a local doctor on call for our of hours needs. Do not like the out of hours service.
98	Excellent and very caring and helpful.
99	Saturday morning triage calls would be useful.
100	On this occasion (relating to the appointment made for this visit) the surgery phoned me re: making an appointment for a health check (cholesterol etc.), so I wasn't the one phoning the surgery.
101	Extremely attentive and caring.

102	Always very helpful and friendly staff makes it a nicer process! Thanks.
103	When booking appointments online would like more choice to time available.
104	When I ring at 8am I am often told that there are no appointments. How can this happen, when we can't make appointments in advance? When I ring in the morning it is because I am feeling ill on the day.
105	1. Call waiting at 8am would be good so people know they're in a queue not just taking pot luck. 2. Ability to book appointments on the day is essential so the service provided is excellent. I know of surgeries where you have to book virtually all appointments 2 weeks in advance. Please don't move to this approach! 3. Text reminders are great. Any chance you can put patients name and whether seeing Dr/Nurse/Midwife. Gets different with 3 kids constantly needing one appointment or another. 4. You have always fitted the kids in last minute if we call with a concern. Thank you. We realize this is at the doctors discretion and extends their working day but it really is a great service and much appreciated when a child is in distress.
106	Excellent service. Always can get either appointment or advice. Keep up the good work.
107	I would prefer to make an advanced appointment, instead of the "8am manic redialling"!
108	The reception and appointment booking service is extremely efficient and effective. We are very privileged to have a GP service which is exceptional.
109	Sometimes inconvenient to keep ringing at 08:00. Prefer notice of the appointment in order to bathe!
110	As an "older" patient it would be useful to know, when making appointment, what info is needed to register as temporary resident, e.g. present address, phone no. etc. I was delighted with the efficient, considerate service.
111	To be able to prebook appointments.
112	I have considered moving to another practice, but will see if the changes improve.
113	The most difficult part about making an appointment is getting through at 8 am and being unable to see a doctor of choice on these occasions. Online appointments are good, but only when you know a visit is required in the future, not for illness that is progressing.
114	I think phone consultations would be good providing the doctors were on the cautious side.
115	Nothing is perfect but I prefer the present system of some pre-booked appointments and some made on the day to the previous system. I think it works well and enables you to see the doctor of your choice urgently. I think some later appointments (up to 7pm) and Saturday a.m. ones would have been useful when I worked full-time.
116	Staff are always helpful, friendly and accommodating. Thank you.
117	Appointment made with nurse at last blood test and booked for review at same time. Telephone booking is frustrating. Impossible to be spot on then engaged several times and possibly fully booked. It would be helpful if more appointments could be made in advance, either by phone or internet.
118	Working commitments make it difficult to attend on the day. The practice needs more flexibility to be able to book appts ahead for people to plan their working day in advance.
119	The surgery continues to provide a friendly, caring exemplary service. We are very lucky! In particular the reception staff are wonderful!
120	I consider myself most fortunate to have easy access to a doctor. Friends around the country are not as fortunate-not by a long way.
121	As I work full time I would prefer to be able to book an appointment and not stay at home, wait until 08:00 to find out if I am able to attend. Sometimes I have wasted a morning.
122	It isn't usually as good as this! x
123	I was called in for a vaccination. For GP appointments I <u>loathe</u> the 8a.m. ritual - humiliating and inconvenient for patients; an unnecessary feat of work for reception staff.
124	On occasion I wish I could make an appt earlier than 8 a.m.! Q15 Coming to surgery at specified times...depends what ailment was. This occasion was a massive splinter which was removed-thank you, but I would have happily say in waiting room for a while to be seen for this.
125	Book appointments online for any time of day and for the following day.
126	Good!

127	When you have an on-going condition it is preferable to see the same doctor if possible.
128	Very lovely, helpful reception staff.
129	But I think telephone consultations are a v.gd idea. I have experienced this system and it seemed to save everyone time in the appropriate situation.
130	I am very satisfied with the booking of appointments.
131	I think the surgery needs to move with the times and make more appts available outside work times. Pharmacy staff are very, very rude.
132	Are you doing health checks for those approaching 50?
133	The confirmation text arrived immediately after 8am. My appointment was for 16:20. If possible it may be beneficial for patients to get a reminder approximately 1 hr before appt. Older people are more likely to be forgetful.
134	Tried to make the appointment yesterday but could not. Needed to be today.
135	Q15-As well as being able to make individual appointments. Q16-Generally anytime, but sometimes restricted-either transport.
136	As a new patient to the surgery. I would have appreciated information about the doctors available for consultation, but I'm sure I'll be happy with my consultation.
137	Staff are always polite and helpful but the booking system-v.few bookable appointments plus the 8a.m. stress-clash are very frustrating, more bookable appointments preferably online please!
138	The restriction of having to ring at 8a.m. makes it quite difficult to get an appointment. There are other commitments that have to be taken into consideration. Although I have had experience of appointments being booked for in advance and that doesn't work either. I can't see any easy solution.
139	The survey seems to be in a state of flux!!
140	Sometimes frustrating having to call so often but overall very good. Never easy dealing with the general public!!
141	Weekend appointments.
142	We are very lucky with this surgery. I hope it always stays this way.
143	Sorry, can't comment, as I am completely satisfied with the service I am receiving.
144	It would help me to be able to book in advance as my working days are long and if I have to have time off I can only do this pre-booked.
145	I am not on the internet due to personal choice. I suggest some 2 way input of info. We users, give you (with gratitude) only info you ask for. You give us nothing in return, e.g. the new health centre, what has happened about it?
146	When booking an appointment on the day very difficult often to get through by phone.
147	I would prefer to be given an appointment there and then for the following day should be the surgery be full on the day requested.
148	Would be good if you could make appointments ahead rather than having to phone at 8am to get appt that day in other words be able to make an appt for two days hence.
149	A convenient water vessel in waiting room.
150	Would prefer own doctors to do a rota over nights and weekends. Do not like the out of hours service.
151	I usually have trouble but was lucky today. I would be happy to be dealt with over the phone by the doctor.
152	More pre bookable appointments should be available. The glass should be removed from reception area and patients should be booked in by receptionist. The waiting area is a mess.
153	Generally very good getting an appt for sight needs seeing "today". Ironically sort of quite difficult to book a non-urgent appt. Non-urgent today-ish i.e. I rang at 9am not 8am (bad back for 1st time) but when I do ring at 8am I do have to ring for 3 or 4 times typically. When I worked 9-5.30 M-F in Sheffield up to Apr 2009. I wished blood tests could be done one or two days a week, 8am or 6.30pm. I understand this may be possible now. Generally a good and early experience now getting an appt.
154	As I often work away from home, more weekend appointments would be very helpful.
155	All the best with the re-decoration and improvements.
156	Very easy and friendly staff.
157	I am always able to get an appointment that suits me.