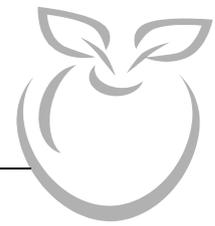
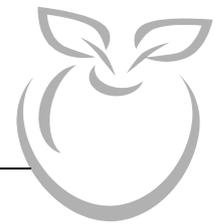


Chapelgreen Practice



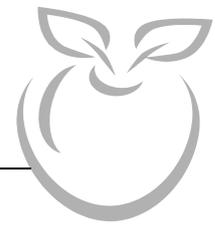
1. Concern over the waiting time to see a doctor, sometimes this can be too long
2. People invariably complain when things go wrong but forget to praise when a service is good
3. Do not like the new system for ordering prescriptions
4. No Computer 6 made a point of putting this.
5. My prescriptions are picked up monthly by my pharmacist.
6. I tried this when you first presented this scheme but I had no real success
7. Whilst I am aware of the need of and the future of the internet, I hope that the older age group without this facility will not be left behind and that the help and courtesy we are currently receiving will continue. Thank you
8. Excellent surgery friendly reception staff. I have always found everyone helpful and caring. I have an excellent patient/GP relationship cannot speak highly enough of the surgery and personnel service.
9. Only complaint waiting days for an appointment.
10. I can always get an appointment here and am very grateful that I belong to this practice for this reason alone
11. Ideally would like an appointment more quickly than having to wait over a week maybe trailing a drop in service?
12. I have always found the receptionists helpful – however it can be difficult to get an appointment with a “reasonable” time scale. I appreciate that demands upon doctors and all health professionals are constantly increasing and it must be so frustrating when 350 appointments a month are wasted, and you are therefore in an insidious position. I have received triage assessment from the nurse and it was fairly elective – but sometimes a person could “manage” their symptoms for a few days but with greater waiting times I felt I needed an appointment urgently rather than wait a week – this then creates greater demand (I am sure am not the only one who is unwilling to wait a week). Reception waiting time this morning was extremely long and a good 15 minutes
13. I do not have a computer and I feel facilities for people like me to order and book appointments is getting more difficult phone line for scripts 11-3 not convenient.
14. Would like to see medication history on the website
15. I've not long been registered but on the 2-3 occasions when I've contacted the surgery have always found staff friendly and helpful – this is a stark contrast to my previous surgery.
16. My dad had a misdiagnosis for cancer so therefore not happy with this practice.
17. Find the new system for making appointments and ordering prescriptions worse to use. Would prefer to talk to a person than a machine. Find communication between this surgery and others to be very poor if help is required as have a second home in Lincolnshire noticed longer queues at reception due to not being able to contact on the telephone.
18. It would be a good idea to have slots for doctors to have free appointments so patients can speak to a doctor then they can decide after talking to a patient whether they need to come to surgery. It would be better for patients like myself who have bad pain in knees from arthritis and save time for the doctor and avoid full surgeries and waiting rooms.
19. It takes too long to get a doctor appointment.
20. Photo alongside names on the website and being able to book nurses appointments too.

Chapelgreen Practice



21. The repeat prescription line works well and allows you to book 7 days in advance if going on a week's holiday. If going on 2 weeks holiday presumably you would have to contact the surgery by phone or in person for earlier prescribing. For continuity it is often difficult to get to see the same doctor.
22. Website to have a list of doctors and when they are available. I feel the message when contacting the surgery for a repeat prescription is too long, also would like to receive a confirmation message to say that this has been done, feel that the contact with a receptionist is becoming less and more contact with a machine is not what we want.
23. I would prefer option back to have an urgent home visit or a routine home visit as this causes me concern when I ring for a visit as my wife is seriously ill and all her visits are urgent.
24. All the staff, nurses, and practitioners at the practice are always pleasant accommodating and helpful. Please keep up the good work, glad to see you are striving to improve further.
25. The time waiting for results is extremely long, also unfair that receptionists are expected to give information like this to patients at the counter, this should be done in a private area like in a chemist and by a qualified nurse in case you have questions, as often you have to wait weeks for an appointment with the GP and by then you get more anxious.
26. The receptionists team are always pleasant and helpful
27. Please may I say the service we get from the ladies manning the counter is excellent, always happy to help especially the older people. Noticed a marked improvement in the telephone lines, hope you will bear in mind that a lot of the older community do not have access to a computer.
28. Highly satisfied with both doctors and receptionists being pleasant, happy to help and to do their best for you.
29. I have always received good service from doctors and practice staff
30. Takes too long to see the doctor you want to see
31. I would have liked to have been written too about the recent changes in ordering prescription, I am not online by choice, most of the staff are helpful but maybe the reason for your 350 DNA appointments is due to technology.
32. It is difficult to get an appointment urgently hopefully it may start to improve soon; I do not always want to speak to a Nurse.
33. I would like to be able to access the same Dr each appointment, without waiting more than 2 weeks in some instances. Lack of continuity in my medical care was a contributing factor in my present condition.
34. The care we receive is good – it is getting in promptly that needs addressing – not having to wait a week or more, usually creates a problem – also I don't have a computer or phone for online stuff and have no intentions of getting one.
35. Nurse appointments not being available when letters are sent out.
36. Excellent service from Chapelgreen practice, always been able to see a doctor or nurse.
37. Frustrating when doctors run over time, especially when patients arrive early and although appreciate that some patients take longer this really is frustrating.
38. Queuing at the desk for appointments and repeat prescriptions waiting too long for appointments with doctor, generally the whole service had gone down hill

Chapelgreen Practice



39. The queue at the desk is too long and the waiting for an appointment to see a doctor or nurse is also too long
40. Chapelgreen is a fantastic practice – many thanks for all you do
41. Delay in obtaining results
42. Telephones are not right do not like the new automated system
43. Always found staff helpful – ordering prescriptions on line is excellent
44. When a request for an appointment is made and one cannot be given for several days (or weeks for a particular doctor) it is not always clear what options are available i.e. triage nurse.
45. You should do away with the triage nurse because how can you see a patient through a telephone line, you should be able to get an appointment with a doctor in 2 days, I don't like the change in ordering prescriptions and I don't like the automated service.
46. Excellent offering early appointments before 7.30.
47. I have been taking statins since 2004/5 but after reading the Sunday Express dated 2/3/14 I have doubted if I am doing the correct thing and do not feel happy about taking these.