

PATIENT COMMENTS –ORCHARD SURGERY
PATIENT SURVEY RESULTS – 2014-2015

1. Awkward entrance door for wheelchair - do not feel the surgery is wheelchair friendly. (need automatic button). Not always description prescribing repeat requests (sometimes get too much when asking for one box)
2. Change the booking system. I always have difficulty with the phone. The last time I phoned 13 times before getting through.
3. Dispensary very helpful.
4. Extension of online services will be a huge assistance
5. For people who work your appointment system is frustrating, inflexible and very irritating. You need more early morning and evening appointments. You could do with learning some lessons from Royston Health Centre.
6. Have problems getting through in the morning so prefer online booking. Would like to see more appointments as they are very limited. Reception needs to be more confidential as do not like discussing anything at counter as waiting room can hear.
7. I have been attending the practice for very many years and I'm pleased to see how over that time new working procedures have helped to create what appears to be a successful and highly valued service. Expectations remain high amongst users and it must prove very challenging to incorporate all the most recent changes demanded by government and yet retain a happy working relationship between providers and patients: may I congratulate you on your team success.
8. I have no idea about Community Care because I've never used it. Likewise I have no idea about the specialist clinics. What are they? When I email in prescriptions they sometimes prescribe items I did not ask for and fail to supply items I did ask for.
9. I think the dispensary counter and phone hours are not patient friendly. Very awkward in fact.
10. It will be a great benefit to have more online facilities including prescriptions online. More online appointments as it is easier than getting through on the telephone!
11. My main concern is the time you have to wait for a routine appointment, often 2-3 weeks. Even if something isn't "urgent" you still wait an appointment within a week. Otherwise, clinical care is very good.
12. Name board for patients to be called to see doctor rather than receptionists or doctors calling out. More privacy at reception when booking apts which may be of a personal nature. More contact with pharmacy by phone. ie. longer than only 3 hours a day. Better system to book an appointment in mornings for same day.
13. Some receptionist staff very rude and want to know too much info why I want to see GP.
14. The staff are very friendly and helpful. The seats in reception are looking a bit worn and dated.
15. The system of same day appointments. If the doctor you prefer is fully booked by, say 10:30 am you should be allowed to book an appointment the next day without the need of next day telephoning.
16. Think reception area needs to be more confidential as waiting area too close!! Feel decor could be brighter.
17. Trying to get an urgent appointment is sometimes difficult but apart from that no problem.
18. Very satisfied with practice. Doctors, nurses and reception staff are all very helpful and friendly. I'm very grateful for the kind nature of reception staff as they often get a bad name.