All Feedback November 2023

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| --- |
| **In just a few words, please could you tell us why you made that choice?** |
| Routine quarterly, check on medication |
| Dr listened gave me a prescription. |
| First time I have spoken to the practice pharmacist so nothing to compare against. Overall met my expectations so felt it was a a good outcome. |
| So easy to check in |
| Unable to diagnosed my symptoms |
| She listened to me and then advised appropriately |
| I was seen on time, Nicks manner put me at ease. |
| I was happy with everything  |
| Very pleasant visit, full explanation of procedure for referral. |
| Professional and efficient |
|   |
| I was soon told of the purpose of my tests and given the answers to my questionsns |
| Customer care  |
| First time seeing gp for a long time he was very helpful and pleasant. |
| I had an excellent care from reception till the doctor  |
| Best blood extraction ever |
| The lady was very caring  |
| Rebecca was brilliant  |
| The nurse was very good and professional  |
|   |
| Thorough examination of problem, explanation of future course of action and listening ear. |
| The choice was made by the surgery  |
| Dr listening  |
| I was cared for properly  |
| She was very nice and pleasant. |
| Efficient, knowledgeable and friendly staff  |
| The nurse was extremely polite, professional, friendly and supportive . |
| The nurse was absolutely lovely. Put me straight at ease and was very thorough. A lovely person !!! |
| Sarah showed genuine interest |
|   |
| Courteous, expert, amiable. |
| Treatment was very good and problem is resolved  |
| Doctor was very good and talk to me nicely and diagnosed it well |
| The nurse was friendly. |
| Very professional and explained everything well  |
| Dr refered me. |
| App on time Cat very pleasant gave me sound advice |
| Sarah, the nurse who dealt with my daughter was fantastic and very caring. |
| Everything explained clearly & had a very nice manner. Nothing rushed Very helpful  |
| As usual  |
| Was good  |
| Nurse Sarah was really patient with me and helped me get through a blood test which I was very nervous about. |
| Very professional a great nurse 👩‍⚕️  |
| Apt on time and nurse very nice |
| Very professional  |
| Did not have to wait at all, 15:20 was the appointment time and I was called at 15:20 |
| It was a very prompt response  |
| The nurse I saw was very reasuring and professional and i felt very comfortable and listened to. |
| I was seen within 2 or 3 minutes of the appointment time and the nurse who took my blood was very pleasant and friendly. |
|   |
| They always gulps me |
|   |
| Not happy with a previous requirement  |
|  10.10 am . Waited on reception . By the time I got to speak to the receptionist it was 17 minute past. I’ve been told bluntly you were late. Although I have been waiting there enough for 10 minutes on the reception. |
|   |
| Made very relaxing  |
| Very friendly  |
| Very professional. |
| Understood me and listened  |
| The doc was great with my son and prescribed the medicine he needed  |
| Hesitancy in actually seeing her. And then eventually having to go 111 because you didn’t help  |
| Nurse was lovely to my child Layla  |
| Received a call and support same day |
| Answered my concerns |
| Very kind but professional service.  |
| GP called me and discussed my health issues and prescribed medications straight away.  |
| Dr very helpful and understanding to my health problems  |
| Always can’t get the interpreter  |
| Everything went well |
| He took his time and asked me questions about my condition. I did not feel rushed or that he wanted to see his next patient. |
| Very professional and easy to understand and easy to talk too ! |
| Listened to my concerns and asked questions and was very helpful  |
| Dr Morris knows me and knew about my history therefore there was no need to explain in detail about my illness |
| She was very friendly  |
| Rapid response to urgent issue |
| Only telephone require a face to face still in pain |
|   |
| Got appropriate response from gp |
| Excellent quality customer services  |
| nurse was lovely and made my 3 year old feel fearless  |
| Hopefully has referred on |
| Thorough examination  |
| I haven’t been to the surgery  |
| I have answered these questions be for  |
| Care and treatment given. |
| We contacted the Pharmacist in the surgery regarding 2 of my son's medication that have been discontinued by the manufacturer and asked for a replacement.  |
| Well handled appointment, I felt confident in the skill of the GPe  |
| dr Slade is very nice and reassuring, but sometimes it’s hard to have an appointment from the surgery  |
| Spoke to receptionist  |
| The Physiotherapist was professional and knowledgeable |
| Because the nurse was kind and friendly and skilled in her work. |
| Nurse check and treat very well  |
| I was worried,but this was soon discussed |
| Caring , patient  |
| Patient, caring  |
| Result |
| Telephone consultation but investigations pending  |
| Because it is true  |
| Dr slade is a wonderful doctor |
| very professional capable nurse |
| Very friendly. Helpful  |
| They know I am a cancer patient and they give me time straight away  |
| The doctor was friendly, helpful and clearly knew her stuff.  |
| Efficient appointment system |
| On time. Nurse helped me feel relaxed |
| The nurse was able to put me at ease and explained what was happening  |
| The GP was very through with myself and very helpful  |
| Doctors was good and fast to respond  |
| Professional, polite, helpful, pleasant  |
| Listen to what I had to say |
| Professional seamless proceure |
| I had a telephone appointment and the doctor asked me to come to the surgery straight away |
|   |
|   |
| She was nice and understanding  |
| I had an appointment with the nice physio. man downstairs about the repeated cancellations upstairs from physio. |
| Home visit arranged  |
| Very friendly, helpful and new her stuff. |
| The pharmacist telephoned on time |
| Good advice and a straightforward procedure  |
| Very thorough and helpful  |
| Helpful, pleasant and informative |
| Dr Morris is always professional and pleasant!  |
| I was given the information I needed in a timely manner |
| Checked me very well  |
| Very caring |
|   |
| Ethan was first class |
| Practitioner was easy to communicate with and tried to put me at ease |
| Rebecca showed great care and kindness and reassured me. |
| Friendly and knowledgeable, but was running late |
| 1. Digital check in 2. Claire, the diabetic nurse specialist was courteous. |
| The nurse was so friendly  |
| Very thorough check up |
|   |
| Little wait time and very helpful.  |
|   |
| Good info  |
| The nurse was very pleasant and professional  |
|   |
| When entering I was slightly confused about where to check in. Whether this was at the desk or at reception and had to wait for a while to be seen too. |
| Very helpful informative  |
| Telephone appointment with nurse on time.  |
| Dr listened and was very helpful  |
| Caring  |
| Dr Slade phoned and asked me to come into the surgery to examine the lump in my neck that I had had for some time |
| The doctor listened and then referred my son to the relevant place  |
| The nurse I seen was lovely, and put me at ease, appointment was in time |
| Appointment time kept |
| I was prescribed (and paid for) new BP medication which it turned out was not suitable for me, as I currently have elevated ALT levels |
| Dr reassuring and informative |
|   |
| Appt was on time and Nurse was very approachable and listened  |
| I felt that I was listened to. |
|   |
| GP called me and few seconds later call was disconnected. No one called again, |
|   |
|   |
| Got offered a service they don’t do  |
| Excellent Doctor |
|   |
| Nurse was friendly, welcoming, efficient and caring.  |
| I received a call but missed it within 2 seconds, I tried to call back and no one was picking up. |
| Nurse Sarah Holt is such a caring, understanding nurse I have ever seen, she goes way beyond helping me to improve my wellbeing.. |
| Quick efficient service  |
| Didn’t have 2 wait long& Rebecca is such a good nurse. |
| Very quick service and explained everything |
| Explained everything and is looking into further treatment |
| Sometimes it seems the nurse decides what she will do even though you have been told by the doctor what bloods he wants. |
| Sociable caring puts you at ease  |
| Appt time was given wrong on appt card but all went well.just had to wait longer. |
| She put me at ease  |
| Dr was excellent  |
|   |
| Efficient  |
| Prompt service.  |
| Routine blood test |
| No waiting and very pleasant nurse  |
| Despite the appointment not being necessary as I had already had my annual health check along with my pre medication review bloods in October the HC Assistant was very pleasant all round and apologised for the inconvenience  |
| I got answers |
| It was quick. The nurse was cheerful, pleasant and friendly. What more could one ask for.  |
| Good experience at reception  |
| Digital check in, quiet lobby, TV to direct you to the room when ready, friendly staff |
|   |
| A friendly approach & professional |
| Self explanitary! |
| Explained what she was doing  |
| The doctor was very helpful  |
|   |
| Professional |
| Doctor very thorough  |
| Helpful  |
| I was seen by a very pleasant nurse  |
| I was seen by the nurse practically on time.practically |
| Quick and efficient  |
| Dr Staley is a fab doctor she goes over and beyond to help her patients.  |
| Didn't have long to wait and pain free flu vaccine. |
| Very efficient and pleasant young man  |
|   |
| Pleasant welcoming manner yet professional  |
|   |
| On time  |
| Proper information  |
| On Time |
| Friendly and efficient  |
| From arriving for my flu jab to having It was quick |
| Easy to talk to |
| Considerate, patient presented very well |
| I was seen on time and long waiting, was seen and examined by a professional and polite nurse.  |
| Nurse was lovely  |
| Very nice nurse quick, efficient and informative  |
| Efficient, informative and very helpful  |
| Blood test  |
| I am satisfied after discussing my situation with my GP |
| Was given some advice and getting a follow-up.  |
| Needed blood test |
| They explained all queries very well and they are so cooperative |
|   |
| The nurse listened |
| Because I feel that is the most appropriate answer  |
| The clinician was so pleasant and professional  |
| Was seen on time by a thoroughly welcoming young man who usually takes my bloods. |
| Not enough time with doctor |
| A delay of twenty minutes on my allotted appointment  |
| The attention I received was very friendly and everything happening was well explained. |
| Dr.Wilson was excellent and she went above and beyond in explaining and care Thankyou |
| Listened attentively. Seemed to take my health concerns seriously. |
| Ethan really friendly and understanding |
| Short wait to see nurse.  |
| answered all my question understood my condition and altered ny medication |
| Very prompt  |
|   |
| Dr Outar is professional and caring. |
| Sarah was extremely helpful |
| Because it was very good  |
| Doctor was very reassuring. Knew his subject and was able to talk to me on my level |
| Friends professional and informative  |
|  Blood test done by nurse  |
| Always professional, courteous, friendly and prepared to discuss treatment where required. |
| The last I spoke to in the phone who called me was very rude and not polite but when I had my appointment with the dr face to face he was nice  |
| Dr Slade was kind and understanding as always |
| It was all fine, no issues. |
| Easy to speak to |
| Very helpful and understanding  |
| The nurse explained all the results from the tests I had had at a review last week |
| Taken good care of but was late going in |
| I found her very easy to talk to & made TOTALLY relaxed.made me fee |
| Listen to me and examined me before making assessment  |
|   |
| Dr Slate is extremely neglectful. She just wanted to get off the phone and neglect my 10 year old son with severe allergic reaction. When asked to do blood tests to see hos allergens she refused. I insisted to get the blood tests done as i have seen what risk allergies can cause. She finally agreed to do it. After a week i have received a letter from hospital saying the appointment has been booked and i immediately received another letter saying that after reading Dr Slate referral letter they don't think the appointment is necessary.  |
| Dealt with my issue  |
| Very knowledgeable. Answered my questions . Informed me of results from tests etc  |
| Doctor Outar is very easy to talk to and very thorougher even though I have yet to meet him  |
| Care and attention  |
|   |
| Dr Ong was great, addressed all my concerns and problems without it feeling rushed and half hearted. Really appreciate having a doctor who genuinely listens and is caring about my health concerns.  |
| Prompt response, clear and caring overall. |
| Good nurse. |
| Doctor Outar prescribed more medication for a severe UTI promptly |
| Because of hearing carefully although it was on phone. |
| rec'd blood results in October and first appt by phone was 1 month later. Results were by text and mentioned something that when looked on internet could be serious nothing else mentioned. Could cause some people to worry unnecessarily for a long time before they speak to someone  |
| I received the help I needed |
| Heard me out and offered solution immediately  |
| Wanted to see a doctor  |
| Great sevice |
| Friendly, professional. |
| The doctor was pleasant and very helpful  |
| Kind and empathatic |
| Efficient service  |
| The surgery was efficient |
| The doctor knew straight away what was wrong with me, resulting in me being seen to in steeping hill hospital in the afternoon.  |
| Helpful and extremely informative  |
| I feel that Dr Morris always listens to my concerns every time I have a consultation with her |
| The Doctor rang me  |
| Wasn't kept waiting  |
| In and out quickly  |
| Professional |
| I came in for a flu vaccine.  |
| Ethan took time to listen and as I saw him when I was very unwell and waiting for an ambulance it was good to see him again and follow up on my hospitalisation.  |
| I contacted the surgery with a suspected infection and received a call from the doctor within 10 minutes. The doctor was extremely helpful and prompt. Couldn't fault. |
| Nurse was very easy to talk to |
|   |
| Informative advice by Sarah |
| All the staff are very good .They monitor me  |
| He was thorough & professional & listens  |
| I got early appointment. All went very well. |
| Very thorough visit with all questions answered  |
| Clear and understanding  |
| David’s advice & knowledge  |
| Understanding and very supportive  |
| I was happy to be given an appointment  |
| Dr Outar was extremely thorough with everything I needed to discuss . I didn’t feel rushed and Dr Outar followed up as promised . Excellent service thank you  |
| A clear diagnosis and explanation of how to treat the condition. |
| Good info  |
| It was a telephone appointment and was very helpful and useful  |
|   |
| I walked in to ask for advice and receptionist made it possible to see a doctor  |
| Informative, professional  |
| No waiting, good doctor |
| I was given very good advice from the doctor.  |
| The doctor called me and explained things I did not know |
| Honest & factual summary of my situation |
| Asthma nurse very helpful with my questions |
| The doctor is attentive and listens to my concerns |
| Just did what was needed  |
| The appointment was on time and everything went well  |
| Helpful and caring |
| Very adept and professional in my treatment. And explanations of 'happenings' |
| Efficient service |
| Very knowledgeable and experienced knew exactly what the problem is and prescribed accordingly  |
| Quick, efficient and comforting  |
| Knew what was required  |
| Very good, careful & curteous. No pain when taking bloods & no bruising. |
|   |
| Seen before appointment time |
| Pleased |
| I popped into surgery spoke to the receptionist who organised a call from GP |
| I managed to receive a GP appointment on the same day. |
| Because they listen  |
| Listened sympathetic and professional  |
| It would be nice to have eye contact with the doctor? He was focused on typing  |
| Blood tests  |
| I was made to feel welcome and listened to. Explanations were clear.  |
| Excellent care from GO Dr Baishnab and Nurse Rebecca ( ecg) |
| Excellent service  |
| Very good and thorogh |
| Because they were very good and very efficient.  |
| Pleasant lovely lady |
| Informative, patience, listened and explained treatment.  |
| Always helpful  |
| Appointment was on time |
| Yearly check up |
| Nurse was lovely and caring everything  |
|   |
| The nurse was very compassionate and made me feel at eas - he was also really informative |
| Efficient |
|   |
| The nurse was amazing and caring  |
| Very pleasant manner  |
| Efficiently dealt with the matters in hand |
| Eleanor Wilson is answering for Norman so see her answers |
| On time in and out job over.  |
| Very professional, knowledgeable and approachable, almost enjoyed having blood taken! |
| Appt was on time and nurse was lovely  |
| Because it was right  |
| Very helpful  |
|   |
| Lovely helpful young man  |
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Personal Shout Outs:

**Personal shout outs:**

**Rebecca Hainsworth:**

“Rebecca was brilliant”

“Rebecca showed great care and kindness and reassured me.”

“Didn’t have 2 wait long& Rebecca is such a good nurse.”

“Excellent care from GO Dr Baishnab and Nurse Rebecca ( ecg)”

**Sarah Jones-Holt:**

“Sarah showed genuine interest”

“Sarah, the nurse who dealt with my daughter was fantastic and very caring.”

“Nurse Sarah was really patient with me and helped me get through a blood test which I was very nervous about.”

“Nurse Sarah Holt is such a caring, understanding nurse I have ever seen, she goes way beyond helping me to improve my wellbeing.”

“Sarah was extremely helpful”

“Informative advice by Sarah”

**Dr Morris:**

“Dr Morris knows me and knew about my history therefore there was no need to explain in detail about my illness”

“Dr Morris is always professional and pleasant!”

“I feel that Dr Morris always listens to my concerns every time I have a consultation with her”

**Dr Slade:**

“dr Slade is very nice and reassuring, but sometimes it’s hard to have an appointment from the surgery”

“Dr slade is a wonderful doctor”

“Dr Slade phoned and asked me to come into the surgery to examine the lump in my neck that I had had for some time”

“Dr Slade was kind and understanding as always”

**Ethan Yates:**

“Ethan was first class”

“Ethan really friendly and understanding”

“Ethan took time to listen and as I saw him when I was very unwell and waiting for an ambulance it was good to see him again and follow up on my hospitalisation.”

**Freya Staley:**

“Dr Staley is a fab doctor she goes over and beyond to help her patients.”

**Jo Wilson:**

“Dr.Wilson was excellent and she went above and beyond in explaining and care Thankyou”

**Dr Outar:**

“Dr Outar is professional and caring.”

“Doctor Outar is very easy to talk to and very thorougher even though I have yet to meet him”

“Doctor Outar prescribed more medication for a severe UTI promptly”

“David’s advice & knowledge”

“Dr Outar was extremely thorough with everything I needed to discuss . I didn’t feel rushed and Dr Outar followed up as promised . Excellent service thank you”

**Dr Ong:**

“Dr Ong was great, addressed all my concerns and problems without it feeling rushed and half hearted. Really appreciate having a doctor who genuinely listens and is caring about my health concerns.”

**Dr Baishnab:**

“Excellent care from GO Dr Baishnab and Nurse Rebecca ( ecg)”

Letter addressing negative feedback:

Dear Patients of Heald Green Health Centre:

We would like to address the concerns you have raised in your recent feedback in the November Friends and Family Survey regarding our practice. We appreciate your feedback and apologise for any negative experiences you may have had. Please find below our responses to each of your concerns:

1. Receptionist:

*“10.10 am . Waited on reception . By the time I got to speak to the receptionist it was 17 minute past. I’ve been told bluntly you were late. Although I have been waiting there enough for 10 minutes on the reception. Lady in her 50s, I don’t know her name. Needs to be trained. I’ve never ever had any problem with any other reception stuff. I have been in this place for the last 10 years”*

We apologise for any inconvenience caused by the delay in speaking to the receptionist. We have implemented a self-check-in service at the front door to streamline the check-in process and reduce waiting times. We encourage you to utilise this feature in the future to avoid any further delays.

1. GP:

*“Hesitancy in actually seeing her. And then eventually having to go 111 because you didn’t help. Actually take concerns seriously. I don’t want to waste anyone’s time. So if I’ve called, it would help to be seen”*

We understand your frustration with the hesitation in seeing the GP and the subsequent referral to 111. Our practice follows guidelines set by NHSE to ensure that only necessary appointments are booked with GPs. If 111 was able to assist you, it indicates that a GP examination may not have been required in this instance. We apologise for any inconvenience caused.

1. GP:

*“GP called me and few seconds later call was disconnected. No one called again, Give in person appointments”*

We apologise for the disconnection during your phone call and the lack of a follow-up call. It is possible that a connectivity issue prevented us from reaching you. We will investigate this matter further to ensure it does not happen again. We appreciate your understanding.

1. GP:

*“Dr Slate is extremely neglectful. She just wanted to get off the phone and neglect my 10 year old son with severe allergic reaction. When asked to do blood tests to see hos allergens she refused. I insisted to get the blood tests done as i have seen what risk allergies can cause. She finally agreed to do it. After a week i have received a letter from hospital saying the appointment has been booked and i immediately received another letter saying that after reading Dr Slate referral letter they don't think the appointment is necessary. Replace Dr Slate with a doctor that would be more human and stick by their oath.”*

We are sorry to hear about your dissatisfaction with Dr. Slade's approach. Our GPs receive extensive training and make decisions based on their medical expertise. While we stand by the GP's decision, we understand that you may have had different expectations. We will take your feedback into consideration and strive to improve our communication with patients.

1. “Always can’t get the interpreter”

We apologise if there have been any difficulties in accessing our interpreting services. We have a reliable interpreting service called Worlds, and we encourage you to inform our reception staff in advance if you require an interpreter for your appointment. We will ensure that this information is communicated effectively to avoid any further issues.

1. “rec'd blood results in October and first appt by phone was 1 month later. Results were by text and mentioned something that when looked on internet could be serious nothing else mentioned. Could cause some people to worry unnecessarily for a long time before they speak to someone”

Thank you for bringing this to our attention. We understand that receiving blood test results without further explanation can cause unnecessary worry. We will review our system and explore ways to provide clearer and more comprehensive information to patients when sharing test results. Your feedback is valuable in helping us improve our services.

1. “It would be nice to have eye contact with the doctor? He was focused on typing”

We apologise if you felt that the doctor was not fully engaged during your visit. We will share your feedback with our doctors and emphasise the importance of maintaining eye contact and active listening during consultations. We strive to provide a patient-centred approach and will work to improve the doctor-patient interaction in future visits.

Once again, we apologise for any inconvenience or dissatisfaction you may have experienced. Your feedback is important to us, and we are committed to continuously improving our services. If you have any further concerns or questions, please do not hesitate to contact us.

Sincerely,

Heather Bobbitt

Business-Practice Manager

Heald Green Health Centre