

DERWENT PRACTICE PATIENT SURVEY
JANUARY 2014

GP	GENERAL COMMENTS ABOUT THE LAST GP YOU SAW:
Dr H Taylor	Completely satisfied with the care and attention given.
Dr A Harper	Don't think he has enough time for me. Doesn't seem interested.
Dr A Harper	Solemn and a bit distance.
Dr A Harper	My Doctor understands my medical history and always discusses my health.
Dr A Harper	Excellent.
Dr A Harper	Very nice man but does not give much time to consultations. Feel a bit rushed.
Dr A Harper	1 st Class.
Dr A Harper	Excellent listening and communication skills. Very thorough. Most impressed!
Dr C Forrester	Kind, courteous, listens and explains.
Dr C Forrester	Very helpful.
Dr C J Diggory	Patient, caring, listens and treats me with dignity and respect.
Dr C J Diggory	Excellent
Dr C J Diggory	Trusted, human, himself.
Dr C J Diggory	He is absolutely first rate – deals with minor things very quickly and efficiently – no messing; he can spot something that needs more time and explanation and he has really been there for us when we've needed him. Best Doctor we've ever had.
Dr C J Diggory	Great Doctor, always on the ball. Would want him to attend if the chips were down.
Dr C J Diggory	Very good.
Dr C J Diggory	First rate.
Dr C Jones	Very good.
Dr C Jones	Very good.
Dr C Jones	Professional, constructive, listened and pleasant.
Dr D Longworth	Very patient and focused. An excellent Doctor
Dr D Longworth	Always caring – unbelievably supportive in all situations.
Dr D Longworth	My husband and myself have never medically been looked after so well.
Dr D Longworth	Excellent Doctor.
Dr H Clarke	She gave me time and listened. Made me feel at ease and relaxed.
Dr H Clarke	Very understanding, concerned and helpful.
Dr H Taylor	Good.
Dr H Taylor	Always thorough and caring. I have great confidence in Dr Taylor.
Dr J A Wadsworth	Always caring and enquiring about my general health.
Dr J A Wadsworth	Good.
Dr J A Wadsworth	Very conscientious and caring.
Dr J A Wadsworth	Professional.
Dr J A Wadsworth	Very good.
Dr S D Robertson	Excellent.
Dr S D Robertson	Sympathetic and careful.
Dr S D Robertson	Always feel not enough time with Doctor.
Dr S D Robertson	Polite, empathic, sympathetic, kind, considerate, extremely knowledgeable, felt safe and supported.
Dr S D Robertson	Excellent treatment if you get this Doctor.
Dr S D Robertson	After questioning me, quickly made a diagnosis and gave pills which worked well.
Dr Y B Lee	First consultation – excellent.
Dr Y B Lee	New Doctor as Dr Lynch retired.
Dr Y B Lee	Excellent Doctor. I felt very at ease with him.
Dr Y B Lee	Very good and considerate.
Dr Y B Lee	Quite rude.
Dr Y B Lee	OK. Just trying to get used to him. A different manner to Dr Lynch.
Dr Y B Lee	He was very good with his treatment that he gave me and explained everything and what my prescription was all about and how to use it.
Dr Y B Lee	I accompanied my mum who is elderly. Her was very patient and made sure she understood everything. She was the patient.

NURSE	GENERAL COMMENTS ABOUT THE NURSE YOU LAST SAW:
Gill Boler	Kind, patient and knowledgeable.
Gill Boler	Very good.
Helen Jones	Excellent Nurse. Very helpful and friendly.
Helen Jones	Would like to see her each time.
Helen Jones	Friendly, listened and advised.
Karen Wasikowski	Most helpful.
Karen Wasikowski	Very pleasant.
Neil Johnstone	Very apologetic about the delay. First Nurse to do so.
Neil Johnstone	Very friendly and still professional.
Neil Johnstone	Very nice.
Neil Johnstone	Cheerful and friendly.
Neil Johnstone	A great all-rounder.
Neil Johnstone	Excellent in every way. Caring, gentle, good sense of humour. Never leaves bruises after blood tests!!
Neil Johnstone	Excellent. Communicated, interested and concerned. Thorough and efficient. Sympathetic.
No name given	Excellent, cheerful, caring and professional.
No name given	I felt rushed in/out.
No name given	Very caring.
No name given	Explained the tests I have taking – put me at ease.
No name given	Very nice, caring and concerned.
No name given	Very good.
No name given	Smear test (She was very good with my 2 year old daughter being present too).
No name given	I feel the Nurses are overstretched and seem to be pressed for time and sometimes seen very hasty.
No name given	Very caring.
No name given	Sadly can't remember the name but I've never had a negative experience with any of the Nurses over the years.
No name given	Very helpful.
No name given	She was very nice and helpful.
No name given	Thoughtful and thorough.
No name given	Diligent.
Nurse Lee (?)	Very good.
Sarita Cotton	Excellent Nurse.
Sarita Cotton	Caring.
Sue Todd	Wonderful and caring lady.
Sue todd	Very understanding and patient.

ANY OTHER COMMENTS:
The radio programme playing in the Reception area is too loud and noisy. When you are feeling low this is the last thing you want. How about calm music such as classical?
I consider the fact that I'm a heroin addict causes GP's to treat me differently especially as the cause of my addiction was witnessing a fatal road collision. I asked for help but was told to get over it. Time will heal.
Excellent.
Do we really need the radio on in Reception whilst waiting to see the Doctor – especially when you are feeling ill and unwell or anxiously awaiting results of tests or investigations which may have significant effect on your health and life.
I appreciate their personal interest in my various health problems.
An excellent service compared to my previous surgery. Should be able to book appointment on the day, not ring back in the morning to not be able to get through and then told that the appointments are all gone. Also some of the Receptions are rude and should answer the phone instead of sat drinking tea and eating biscuits!
Ringling the Surgery is a <u>nightmare</u> . Last time I rang Nurse Reception it was between 10 and 5 to 5. I was constantly on hold till 5 when I was then told it was closed. This has happened before and other friends/relatives say the same. The same is true of ringing the Surgery. To get an appointment for a specific Doctor you have to ring on the day at 8. It is always engaged and took 8 minutes to get answered last time. Again, friends/relatives say the same thing. If you are working it is a nightmare. More Receptionists are needed at key times or a better system. Also, if like me, you have an anxiety/depression condition this all adds to the stress and makes it worse. Last time requesting an appointment and ringing on the day I had only one choice, late evening, by the time I got through. Everyone I know hates making appointments. You are often made to feel you're being a nuisance or asking for the impossible. When this is the only surgery in the area and has the monopoly this is <u>poor</u> .
Why can blood tests taken here not be reported to York Hospital to a Consultant?
The country Dispensary needs to be improved a lot. They need to be more accurate and chase up medication that has been ordered and not yet arrived.
I have attended Malton Surgery for over 30 years in which time I have had two Doctors. Most of my family attend this Surgery. The care that is shown by all the Staff is excellent. I do like to keep my visits down to a minimum but when I need help it is always here.
Get new chairs, they are horrible to sit on. Please do something about waiting times, they are too long and I am very impatient.
Very good surgery.
We are very lucky to have this GP Practice.
Would like to make appointments in advance for female related issues.
More than satisfied. More than satisfied.
Very appreciative of the staff.
Definitely better than the last Surgery not in Yorkshire.
A charge for missed appointments with no letting you know.
Absolutely amazing. I moved from West London nearly 3 years and the service I have received during pregnancy and since has been superb, especially since I am an older mother. Sure Start Centre, Norton great too. Health Visitors and Midwives absolutely wonderful and very professional.
Always have to wait; appointments always run late, sometimes more than ½ hour. Not acceptable, especially with babies, small children. Parking also an issue.
I find the whole patient experience is provided and underpinned by professional knowledge and personable staff. Think you do an excellent job each and every one. Brilliant team.
Hard to get an appointment with your own Doctor. When ringing to make an appointment hard to get through.
Due to more houses being built practice needs to expand along with the perceived 300 more houses being built.
More telephones please.
I think the idea of ringing up on a morning to get an appointment does not work. By the time you get through at 8:10 they have all gone. Stupid way to get an appointment, it needs changing.
Sort your Reception team out! Can never get through on the phone which is terrible when you work full time and this nonsense of phoning after 8:00 am. Employers are well happy with their staff taking time out to phone the surgery!! Six or seven times a day to get through and all that time and effort wasted when you get through and you are told to ring tomorrow after 8:00 am! Well done – totally professional – NOT!

<p>My GP is excellent. However, the Reception staff are very poor and give no help to customers at all. One week you can make an appointment, next week you have to ring the following day after 8:00 am. What good is that when you work full time. I have been in trouble before at work for phoning for an appointment. We get paid to work not trying to get through to the Doctors. This problem has been going on for months. If you ask any member of the public about trying to get an appointment they will tell you same as me – it is frustrating and hard work to get booked in.</p> <ol style="list-style-type: none"> 1 More phone lines that get <u>ANSWERED!</u> 2 Can book in <u>ANYTIME</u> with your GP! <p>I now walk down to the surgery for 8:00 am to make a booking. You really should not have to do this. Malton should get a grip and have a better method of getting people booked in. Will this be read, maybe and then binned!!!</p>
When phoning for an appointment it is private and should be kept that way. Receptionists too noseey!
Friends living in other areas think how lucky we are to have this Practice.
Excellent Practice. Good range of Doctors. NHS Service – thankful for it. Proud of it.
More time with each Doctor. Call up Clinics for different age groups.
Inappropriate music in waiting room. Suggest “birdsong” or classic type music and NO advertising.
Busy Practice, efficiently run. Keep up the good work.
I don't like the radio in the waiting room.
I found it a long time before I found a Doctor who would listen to me, as I was sure I had a problem – after two years I did and soon had surgery but I felt let down after being 65 years a Malton Surgery and only visited when I had a problem. It would be a help to see the Doctor you want and get on with.
It would help if you could contact them by phone more easily and get an appointment within a day or two. I only call the surgery when I really need to see a GP or Nurse.
Can't express my gratitude enough or speak highly enough of the Doctors, Receptionists, Nurses and Pharmacy staff. This area is really blessed to have a surgery like ours.
Thanks for being there for us over the years.
The phone system is poor and frustrating. When I last used the online system it was a nightmare and haven't used it since. I was trying to order repeat medication; it was lost and resulted in me missing my medication when due.
This is the best GP Practice I have come across. Doctors and Nurses are excellent. My only complaint is that it is almost impossible to get through on the phone. I have had to get transport to the Surgery in order to speak to a Receptionist. They leave the phone to ring for ages. This is a VERY weak spot. Surely 60 minutes is an excessive time to wait and costly for the patient. Please change the waiting room music; a – loud music makes it difficult to hear when a Doctor calls for a patient and b – soft classical music has a calming effect. Rap and pop do nothing to help hypertension!
I think I am very lucky to live near such an efficient and helpful GP Practice, especially when I hear about GP Practices in other parts of the country.
May be have a buffer between appointments so the Doctor can catch up on appointment and not have people waiting for over 45 minutes.
I have been going to the Practice now for around 16 years. I was with Doctor Lynch (now Doctor Lee). I have always had the best of treatment and whatever I visited the surgery for was always looked in to and treated to the best of their ability.
Dr Longworth and Dr Lee are excellent. Dr Jones needs to listen to the patient and is very arrogant. He dismissed my concerns about a toe issue that resulted in my having to seek emergency treatment.
We are very pleased with the service.
As a family we have always used this Practice. Dr Diggory is our Doctor. He was excellent during my father's last illness and really went beyond the usual care and we found he was exceptional.
The Practice as a whole is run very well.
Been in Malton 1 year and this is the best Practice I have ever been in.
When I collapsed at home last year and my wife rang on the emergency line we received a very prompt visit from a GP who quickly diagnosed the problem and organised transport to Hospital. An excellent service.
The GP's and Nurses are excellent. Trying to get an appointment is near impossible. The Receptionists are very unhelpful, insensitive, show no care or emotion as dealing with poorly people.
Halleluiah to the NHS.
It is not a welcoming, friendly practice. Most staff seem under pressure/in too much of a rush to make you feel you are important. It is always difficult to make an appointment and I always have to wait a long time in the surgery before my appointments – which becomes difficult when I need to bring my children (a play area/toys may help to alleviate this). The service I receive seems to appear on the personality of the individual staff member rather than the Practice ethos – perhaps people care training would be beneficial, eg a friendly “hello” would make you feel welcome and important. I also feel that if an explanation for anything is required it has to be asked for and then it feels like you should already have known this and are wasting “precious” time of staff. I appreciate it is a large Practice covering a huge area – however the personal touch is highly important, especially in times of ill health. I truly hope these comments are considered carefully.
Usually everyone is very cooperative. Sometimes Receptionists are a little abrasive.

I have always been very pleased with the service received at the Surgery. More female Doctors would be an advantage. Dr Hearsey was an amazing asset to the Practice. She had time for people and she listened to problems rather than handing out tablets. It is a terrible tragedy that she is no longer with us.

The chairs in the waiting room are too high.

Dr Longworth has always been kind, considerate and understanding to me.

Thankfully does not fall into the regular complaints area as do so many city type clinics.

Best Practice I have ever been registered with.

With experience of healthcare in Surrey and Kent, healthcare in Ryedale is second to none.

Happy with everything about the Practice.

I have been a patient at this Practice for 22 years. It is extremely well-organised, efficient and caring Practice which benefits from high quality medical, nursing and administration services. Thank you to all staff for superb service.