

Questionnaire Comments

Q9 : How do you think getting into the building could be made easier?

There is no problem

Don't know

I have always managed to park car in the car park and find it a lot better than the old surgery when the square was blocked with cars going to old surgery. Also you can always park in the village hall if you need to as an alternative if your car park is full

No problem

Q14b : Considering the volume of calls, how easy is it to get through to Reception at you GP Practice on the phone?

Can't see how you can improve

Never used it

At 8.00 it's a race to get through so continually engaged

I like the surgery

Very difficult getting through at 8.00

I choose carefully when to phone

Annoying to be waiting at desk, receptionist answers phone, then no appointments

The only time it is harder to get through is on Monday morning when everyone wants an appointment and so I just come to the surgery at 8am in person and book up

Feel so fed up with appointment situation cannot comment

It is fairly easy to get through to reception however, it is not easy to obtain an appointment and can be very frustrating. Suggest reviewing alternative booking system

Can spend more than 30mins trying to get through

Q20 : Is your practice currently open at times that are convenient to you?

Weekends – Saturday mornings

The service provided over a weekend is not satisfactory

No not open on weekends or evenings. Difficult for full time employees

I work 6 days a week so not your fault

We anticipate the practice hours

After 5.30 or Saturdays as work full time

Luckily I am retired – was more difficult when I worked

Although I feel a Saturday morning surgery as previously would be a bonus

Work in Southend leave at 0700 get home at 1930

The service provided on a weekend is no satisfactory

Open later periods would be useful eg 1900

As I am available during the day so I can come fairly flexible times

As I am retired I can come anytime

Q21b : Do you have any comments about your dispensary service?

Used to order by phone

It is good

Normally very good with everything in Stock

Yes I like it, it's in the surgery

Excellent service at all times

Fantastic

Excellent

Perfect

When I tried emailing didn't work

Great one stop service

Excellent

I tried it online but found it unreliable

Very good

We did try to use email but this does not seem to be an option now – by hand is a bit of a nuisance

Tablets always available when I go to pick them up, always helpful staff and are willing to arrange tablets if you are out and need them that day

Unfortunately the few times I emailed my prescription it got lost. Hence I now do it by hand

The dispensing service is excellent and staff are always most helpful and accommodating

Very quick

Any comments you would like to make about the Doctors/Nurses

Good manners

Dr Hopgood is very good. Patient and explained very well

We have found the care at Stock Surgery excellent at all times

This comment could apply to all the Doctors and nurses at Stock – Superb

Practice staff are very helpful and the all round service is excellent and often outstanding

Very approachable friendly and explained everything thoroughly

I cannot speak too highly of the excellent service I get from all of you

All medically staff are very helpful and considerate

Dr Hopgood absolutely brilliant

Dr Hopgood is very good

We have a new Doctor in the surgery whom we hope will prove very acceptable as otherwise there is only one part time doctor which we would prefer to see

Dr Hopgood – excellent doctor

New doctor at surgery a pleasant and welcoming doctor to your team nice to have a female doctor as well as male

Gill is our asthma nurse and she is excellent

Further comments

The appointment booking system needs an overhaul. You cannot book an appointment for say two days time. It's either on the day by lottery on the telephone for a convenient time or 2 weeks at least in advance

It would be of great benefit if patients could be treated for blood tests etc at the surgery

The whole team at the surgery work hard to ensure we have a first class service

Useful having dispensary on site and option to order it

All good

Difficult website could be more user friendly – and more up to date

Excellent all round service with very friendly and personable staff. Thank you

No need for music in waiting room

I have been with Stock Surgery for over 20 years and all staff have always provided an excellent service

The main difficulty is getting an appointment with a doctor

Receptionists are lovely

Charging everyone with a premium phone number does not go well with locals especially as many of us did so much to support you in building the new surgery and the amount you gained from this

All good experiences at this surgery apart from one Receptionist who i find a bit of a 'jobsworth', working with ill stressed people, one has to be patient and able to bend a little not be unhelpful to the point of rudeness

We are interested in any comments you may have about your experience?

Phone calls to surgery should be 0800 numbers

Car park should be salted in bad icy weather

The more I hear other folk from other areas talking about their surgeries the more I realise how very lucky we are

No problems

All good

Excellent practice – Stock is lucky

Phone calls to the surgery should be 0800 numbers

Book appointments online

I find the radio 'pop' station in Reception irritating

Stock Surgery is an amazing part of the Community with a totally committed team of offering excellent service

No negative comments at all. Well done!

Used to be better at Coach House, shouldn't be offering botox, like having on-site pharmacy

When in a real emergency one can see a doctor quickly often things are not an emergency but important to me and it is awkward to get an appointment

Trying to phone at 8am to make appointment and by the time I get through all appointments are taken

Although appointments often run very late

The annoying things are; trying to get past the answering machine when phoning for an appointment and the wait to see the doctor once you are in the waiting room, also the 0844 number is an imposition

I have lived in Stock 20 years used old and new surgery and am pleased with level of service and care over these years. Great to have new surgery with nice staff and facilities your people always helpful. Long may it thrive and continue. Good Luck

I am trying to talk my husband out of changing surgeries after an experience on with this receptionist !!!!!

Apart from the booking system my main comment would be the lack of confidentiality at the reception desk. Many times I have heard a patients name, condition treatment which is unacceptable. It wouldn't take much work to adapt part of the reception area to allow confidential information to be discussed in private. More effort needs to maintain privacy when receptionists are taking or receiving calls also

The only difficulty is getting an appointment to see a doctor. Either a 2 week wait or come to the surgery early to book

Confusing to book double appointments for more than one problem

I am not happy regarding the premium phone line which chares over a £1 to make an appointment and have read in Which Magazine that this should not be happening

Due to deafness would prefer a numbering system

Comments on the survey Dr D Acorn

We strive to provide an excellent, friendly and professional service at all times and so the large volume of positive comments from our patients is very pleasing. We have achieved excellent results in the consultation satisfaction score and have improved on last years results.

Appointments 14b

It is extremely difficult to arrange our appointment system so that patients can always get their preferred appointment. For some time we have had a system where there are some pre-booked appointments and some that can only be booked by phoning on the day (at 8am). Even when people book for a same day appointment some forget to turn up!

We plan to audit the types of appointment that patients would have preferred, to see if the appointment structure could be altered to pre-booked, book for the next day (phone at 2pm) and book on the day for emergencies only. If such an appointment structure is feasible, phone contact to the surgery should improve.

Dispensary

E-mailing your prescription request is a particularly efficient method for many of our patients and you should find that the set-up is infact reliable, please e-mail your request to reception.f81040@nhs.net

Phone Number

Our 0844 number was set up so that our patients could enjoy improved functionality of the phone system at no extra cost to them (the price should be the same as phoning on 01277 number when in Stock and will still be that price when phoning from elsewhere in the UK). The practice makes no profit from the use of this system, but part of the lease cost of the equipment is offset by the incoming calls. We are concerned that some patients phone using their mobile phones, expecting that their call will be included within their minutes but unfortunately most mobile phone contracts do not include 08 numbers within the allowed minutes and so the call becomes expensive. Please try and phone on a landline when possible as this should not cost any more than any other call you make.

Dr D J Acorn