

PATIENTS' COMMENTS & FRIENDS AND FAMILY RESULTS- OCTOBER 2019

What patients say	What we say
The availability of appointments is brilliant and a credit to the surgery	thank you we work hard at trying to manage the limited resources we have
The signage at CS is not too helpful	We will take a look and discuss with our patient group for feedback Thank you
It is inconvenient having to go to Wharfedale hospital for and ECG	We try to use the local hospital as much as possible to ensure they keep it open. However we understand that having things within the surgery is very handy.
Excellent service from the reception staff they are friendly and helpful	Thank you
Very empathic approach felt like a person not a patient	Thank you
Sister Rooney was Fab very supportive and lovely during my smear test thanks you	Julie says thank you
The nurse who did my smear test did not engage with me at all, she gave me a flu jab a the same time saying I was 'large' Saw Dr B to ask for help with my weight loss. He was very dismissive and said he didn't know what services if any the practice offers. Told me to ask with reception. They did not help either. NHS health check up has taken 2 appts for bloods and I was booked in	I must apologise for the unfortunate experience you had with the surgery I will look into weight management services available and ensure we display information on our website, waiting room screens and notice boards.

with a nurse practitioner, who does not do these appointments. She did tell me there is no service for weight loss except for bariatric patients.	
Everyone is always kind, friendly and efficient	Thank you
Dr O'Hara was so good at giving us a telephone appointment then getting us in for an urgent appointment – fantastic service	Your feedback is appreciated
Very friendly staff and doctors etc, easy to get appointments and never too long to wait either	Great news thanks
Brilliant, fabulous service	Wow. thanks
Everyone is friendly and helpful whilst still respecting individuals privacy	Thank privacy and respect are equally important to us.
For 60 years this practice has given me exceptional treatment for many problems. A wonderful courteous and helpful staff and doctors I have always had confidence in them.	Thank you
Dr P - options to sit and wait until at least 6 pm or have a call in the next few weeks, unable to leave suggested, return. Dr Porter would not call at 6 pm. Access issue	Sorry to hear your bad experience we will discuss it at our next training session
Quick friendly service	Great to hear
The staff here are so welcoming and pleasant and I am always very happy with my treatment	Thank you
Great Service	That is appreciated

All staff are friendly doctors are professional too	
I cannot praise the support and help I am receiving highly enough. My GP is incredibly kind professional and supportive	That's is lovely to hear
Lovely receptionists. Very supportive doctors during my period of grieving. Much superior to my experiences with I lived in Bradford. Thank you	It is our pleasure to help and support you
I was seen really quickly	Thank you
Dr P – showed great empathy and understanding during my recent consultation.	Thank you
I have been with this practice all my life and never had any issues. They go above and beyond and are excellent with all my children - fantastic	Great to hear – we lovely looking after the family as a whole unit.
I am always seem by a doctor or nurse and always looked after 100% thank you. Some receptionists I upset, I think they do not understand me. I find the old ways don't work in 2019 I shall try to be good	Thank you for your comments. We try to accommodate different ways etc but sometimes it is difficult. We all have to keep trying . Thank you
Excellent service – see and sorted very fast thank you	Great thanks
Always easy to access doctors – receptionists helpful phone response is excellent and good access to doctors by phone	Thanks we are trying to guide patients to the best resource – GP, pharmacists, nurse that includes phone calls
Extremely professional courteous members of a brilliant team thank you all	Thanks to you
Always feel doctors and staff listen to what is said very professional approach	Thank you

Lovely helpful receptionist great doctors everyone is helpful	Good to hear
Recently I have had cause to contact chevin on numerous occasions From the reception staff to doctors, nurses and nurse practitioner I have received excellent care and attention More importantly sister Rooney at the Wednesday leg club	That's great news we love patients to visit the Wednesday leg club
I have been with the practice since 1934 and have always been impressed with the competence and courteous staff	Thank you
Always helpful when needed	Thank you
Brilliant staff helpful, friendly and understanding	Thank you
Treated with respect and friendly	Thank you
I needed an urgent letter printing got it within 48 hours – big thank you	Thank you
Reception staff always friendly very helful Dr S was very impressive , nurses always helpful	Thank you
All the doctors and staff are very friendly and take the time to listen	Thank you
Thanks to the receptionists for going the extra mile to find a chemist who had my medication in stock =- great service	Thank you
Rachael K the nurse was absolutely fantastic what an amazing asset.	Thank you
I have seen Gill M for both me and my son her level of care and approach were exceptional. I would like to have it recognised the service she is providing.	Thank you
If running late would be helpful to advise patients when they sign in or have a screen message	Yes that is great feedback

I get courteous treatment. Pleasant surgery location and conditions	
Thank you Lynne at Bridge Street for helping and organising an audiology apt	Yes that is great feedback
An excellent friendly team very welcoming and efficient	Yes that is great feedback
Our doctors have given treatment in a kind and considerate way	Yes that is great feedback
I have been with the practice since birth in 1961. Always been a brilliant service – special thank you to Dr O’H	Yes that is great feedback
Thank you for your kind support	Yes that is great feedback
Thank you dawn FES team for everything you do	Yes that is great feedback
Thank you Dr O’H for all your care	Yes that is great feedback
Having treatment for 6 weeks excellent service	Yes that is great feedback
My husband came out of A&E with prescription from hospital. I came to the surgery where they didn’t have it – the pharmacy sorted it out	Yes that is great feedback
Saw Gill advanced nurse who was brilliant	Yes that is great feedback
Reassuringly thorough examination and efficient arrangements Receptionists approach was professional and helpful	Yes that is great feedback
Receptionist were very helpful	Yes that is great feedback
I can not find fault with my surgery highly reocmmeneded	Yes that is great feedback
Very quick response	Yes that is great feedback

Friendly and efficient clean and good health service facility	
I was very impressed with the service I received whilst on holiday and would recommend this practice to anyone well done to all concerned	Yes that is great feedback
Good services and helpful staff	Yes that is great feedback
I have always found reception to be friendly all very professional	Yes that is great feedback
Thank you Gill the ANP excellent and the Pharmacist – very helpful and professional	Great news
Excellent service and especially Nurse R	Thank you
Very happy with my practice thank you	Thank you
	thanks