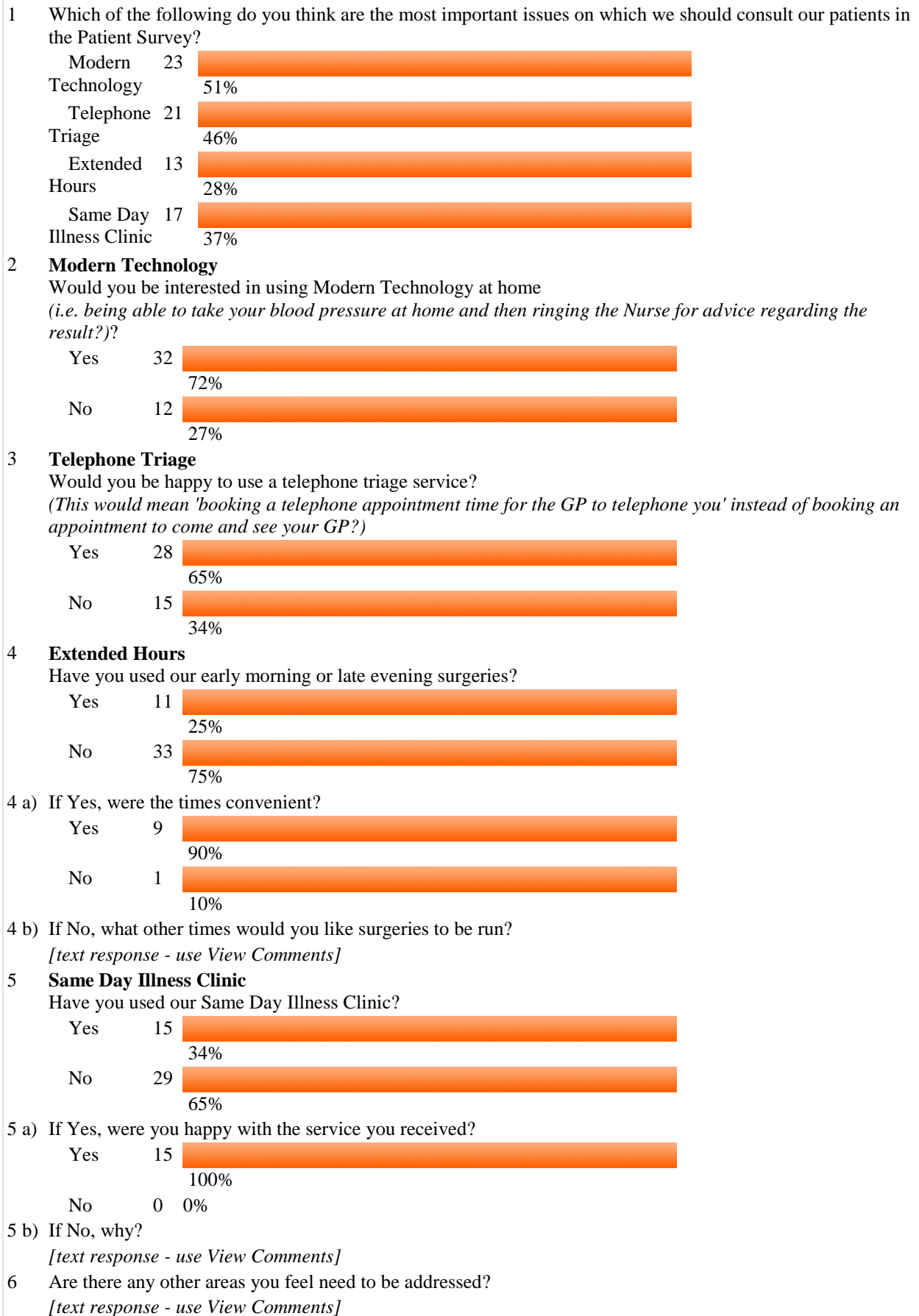


# Analysis of PRG Member Focus Areas Survey Aug2013

Total responses: 45



## COMMENTS RECEIVED FROM OUR PPG QUESTIONNAIRE

### 4b: If No, what other times would you like surgeries to be run?

14 Comments listed below in date order

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Submitted 7/08/13 1test

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Submitted 7/08/13 16:28  
Happy with present opening times

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Submitted 8/08/13 08:28  
Saturdays

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Submitted 8/08/13 19:14  
Some coverage on Saturday mornings would be good.

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Submitted 10/08/13 12:38  
The times seem fine, I just haven't had to use the surgery.

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Submitted 13/08/13 14:58  
Personally I would prefer surgeries to be run early afternoon.

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Submitted 13/08/13 18:50  
OK at the moment

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Submitted 13/08/13 19:00  
I don't work so any time is suitable for me

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Submitted 14/08/13 12:37  
Late afternoons

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Submitted 14/08/13 12:40  
Saturday mornings

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Submitted 16/08/13 15:40  
Flexible

---

Submitted 21/08/13 11:42  
Saturday am emergency clinics for elderly/children

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Submitted 23/08/13 11:49  
Being retired the present surgery times are adequate.

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Submitted 30/08/13 09:55  
I cannot comment either way as I have only been with this Surgery for 5 weeks, however, extended hours to suit those in need seems very appropriate.

**5b: If No, why?**

10 Comments listed below in date order

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Submitted 7/08/13 17:51

I haven't needed a same day visit.

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Submitted 8/08/13 08:28

Not needed

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Submitted 8/08/13 17:52

No need

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Submitted 10/08/13 12:38

Haven't needed to

---

Submitted 13/08/13 14:58

I have not needed to use it so far. I would probably still prefer to see my own GP.

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Submitted 16/08/13 15:40

new to area and was not aware of it

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Submitted 16/08/13 15:41

fortunately have not had to use it

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Submitted 16/08/13 15:43

I would rather see my own GP

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Submitted 22/08/13 16:37

No need

---

Submitted 30/08/13 09:55

New to Surgery

## COMMENTS RECEIVED FROM PPG QUESTIONNAIRE

### Are there any other areas you feel need to be addressed?

16 Comments listed below in date order

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Submitted 8/08/13 07:49

Just to say my wife and I have received excellent service from the Medical Centre in the last fortnight - and we appreciate the desire to continue to improve services. Thank you

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Submitted 8/08/13 08:28

The repeat prescription 2days should be changed back to 1. It seems that this change to 2 days is for the staffs' benefit not the patient

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Submitted 8/08/13 16:52

More appropriate seating downstairs as extremely uncomfortable and distressing for people with back problems.

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Submitted 8/08/13 19:14

The time taken to answer the telephone needs to be much reduced. Probably more staff are needed.

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Submitted 8/08/13 20:57

community care needs to ensure elderly patients are adequately hydrated, and bowel compaction is not a problem. More training is needed in recognizing ie: confusion, dementia and senility, when toilet needs are not addressed. I write from a life-time exposure to geriatric care. Colin

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Submitted 10/08/13 12:38

not sure, sorry

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Submitted 13/08/13 14:58

Access for elderly and disabled patients.

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Submitted 13/08/13 18:53

Telephones

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Submitted 13/08/13 18:56

Telephones being answered, not being able book appointment until the same morning

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Submitted 13/08/13 19:04

Appointments - an appointment with my usual GP was requested - was told none available for some time so requested another Dr by name whom I had seen before -

was told couldn't see that Dr as not my Dr. So had to wait to see my regular GP. I feel that another Drs appointment could have been offered

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Submitted 13/08/13 19:07

Covered bike parking for patients, especially as parking is quite an issue at this Health Centre. We should encourage people who are able to come by bike.

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Submitted 16/08/13 15:40

I would like to see more complimentary therapies available, i.e. massage and physiotherapy etc

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Submitted 21/08/13 11:42

Acoustics bad at Exwick waiting room area. Receptionists do not speak loudly or clearly when calling patients to surgery. I do not have a hearing problem but always position myself facing reception desk!!

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Submitted 22/08/13 16:37

The realisation of the following would be perfection. Any form of communication (ongoing) with a Doctor at any time in cases of need especially in the very vulnerable young and old is desirable and welcomed. Ideally 24 hours per day, 7 days week, 12 months a year or as per tec talk today 24/7 (which I find amazing) Point is, the more hours the better.

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Submitted 23/08/13 11:49

No

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Submitted 5/09/13 11:33

On line bookings - needs to be fair for all - worried about it.