

Report of the GP/Hospital Survey data collected by Healthwatch Tameside June to September 2015

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Contents

	Page
Introduction	5
Summary	6
Recommendations	9
Questions about visits to GP Practices	11
Questions about visits to Tameside Hospital	24
Questions about visits to GP Practices outside Tameside	37
Questions about visits to hospitals outside Tameside	41
Demographics	47
Appendix 1 - GP Practices in Tameside	50
Appendix 2 - Tameside Hospital	96
Appendix 3 - GP practices outside Tameside	128
Appendix 4 - Hospitals outside Tameside	134
Appendix 5 - Copy of questionnaire	151
Appendix 6 - Information received from Healthwatch Derbyshire	154

Introduction

Background, purpose and methodology

Our annual report of data in 2014 highlighted three main themes - appointments, communication and staff. Many of the stories we were told included one or more of these themes. This report can be found at

<http://www.healthwatchtameside.co.uk/healthwatch-tameside-publications>

We carried out a survey from June to the end of September 2015 which looked at these themes in more depth. The purpose of the survey was to help Healthwatch to understand more about people's recent experiences, and whether there were examples of good practice which could be shared amongst service providers. Equally, if there were areas where patients felt improvements could be made, then Healthwatch would have information to discuss these areas with the service providers.

The first part of the survey asked questions about GP visits and the second part asked questions about hospital visits, both in the previous six months. All the questions, other than those relating to demographics, required written answers, not tick boxes. The survey was open from June to September 2015, therefore the information collected will relate to any time from January to September 2015, depending on which month the survey was completed.

The survey was available online, and also as a paper copy. It was publicised by email and post to Healthwatch members and CVAT members, there was a news item on the Healthwatch website, and we made people aware via Twitter. The Healthwatch staff and Healthwatch Champions took paper copies out into the community. (Healthwatch Champions are trained volunteers who hold regular sessions around the community at GP surgeries, libraries and Tameside Hospital. They also visit groups either on a regular basis, or by request, to talk to the members. Examples of groups visited include The Stroke Association, Breathe Easy, Tameside Sight, Opt-in, Women's groups and many more.)

The survey was completed by 222 people. The responses have been analysed by Healthwatch Tameside staff to produce this report. We have considered all the written answers to the questions, and categorised them in a number of ways to produce graphs. We have grouped together words/phrases with similar meanings to enable us to provide comparisons of the experiences of the people completing the survey, by location or by department. Healthwatch Tameside considers the actual patient stories to be just as important as numbers or percentages. They provide far more information than just ticking a box from a selection of choices. The information provided can be very powerful.

The actual data is shown in the appendices, in the way it was written on the survey. Spellings have been corrected but not grammar. To protect the identity of everyone completing the survey, a few answers have been summarised, and will have '(summary)' after the comment. The names of GPs and consultants mentioned in people's answers have not been included.

Questions

Both sections of the questionnaire included questions about:

- Which GP Practice or Hospital did you use?
- How long did you have to wait for your appointment?
- What was good?
- What could be improved?
- How was communication with doctors, nurses and receptionists?
- Do you have any other comments to make?

In addition, the hospital questions asked about communication received by letter.

A copy of the questionnaire is included in Appendix 5.

The Appendices also include the details from the survey, split between each GP surgery and hospital.

Format of the Report

The report is divided into sections:

- Questions about visits to GP Practices (information relates to Tameside practices)
- Questions about visits to hospital (all hospitals and specifically Tameside Hospital)
- Information collected about visits to GP Practices and Hospitals outside Tameside
- Demographics
- Appendices - containing data collected

Summary findings

This report has considered all the answers provided to the questions asked in the survey, and reported on the findings. The information about visits to GP practices and hospitals has been considered separately. However, what we found has highlighted areas which are common to both types of healthcare visit.

The manner used by staff when talking to people, the general behavioural characteristics of staff, and the way people are made to feel by staff all seem to make a difference to how someone feels about the experience of their visit. This applies to both GP and hospital appointments.

The majority of answers to the question about communication with staff (all staff) were positive - people used words like excellent, very good or good.

Most patients seem to be satisfied with the medical treatment they receive. Treatment is not often mentioned, and if it is, it is in addition to other comments.

There appears to be a link between the expectations of a person and the actual time they wait for an appointment. People who expected an appointment sooner than they got it were less happy than someone who knew they would have to wait a specific time (unless it was a particularly long time), even if the time waited was the same. The following

answers were all given by people who said they waited 1 month for their appointment at a hospital:

- “Still awaiting a new appointment more two weeks later after being told at time of cancellation it would be immediately.” We asked ‘What could improve?’ The answer from this person was “Have appointments when they are meant to be.”
- In answer to the ‘What could improve?’ question - “Clearer setting of expectations around waiting times / next steps”
- “I thought the service was extremely good so no suggestions.”
- “Overall in this department I have no complaints.”

Some people commented that they could not book routine GP appointments in advance. Instead they had to join the queue of people ringing for emergency appointments. One example of a survey response is:

“Can ring all times in mornings and no-one answers it - can be engaged or has automated message to say ring back later. Then get put in a queue - tells you what number you are but then when you get to your turn no-one answers. Ring in the afternoon & get through but told to ring back tomorrow. Can't book appointments in advance - have to ring every morning.”

At other surgeries, people were happy with the options available for appointments. One of the comments received is:

“The problems of getting an appointment have mostly been resolved with on the day, walk in surgery and pre-booked appointments”

The amount of time spent sitting in the waiting room was commented on in the answers to a number of questions at both GP and hospital visits, and seems to affect the overall experience of the appointment. Here is one example:

“Stagger appointments in endoscopy. I was waiting 2 1/2 hours past appointment time for examination.”

Looking at the question about what people thought could be improved at all GP practices and hospitals, 87 people said “Nothing” or “Not much” could be improved.

“Nothing. Think it's a top rate service.”

Looking at overall satisfaction levels, almost 90% of people who completed the survey are happy with their GP service in Tameside. However half of these people felt that there could be some improvements or changes made. 85% were happy with the service received at Tameside Hospital, of which 40% felt there were some improvements or changes which could be made.

Conclusions

The report highlights many examples of excellent communication between staff and patients. These examples include a broad range of staff including clinicians and support staff. Patients also seemed happy with the medical treatment they received.

Arrangements for making appointments and also waiting times were areas where we received most negative feedback. Very often this feedback was about communication and patients' expectations not being met in terms of when they will be seen by a doctor. We think that improved communication would be particularly beneficial in the following examples:

- There is clearly variation in the ways that people are able to make an appointment to see their GP and patients don't seem to understand why this variation exists. Where less traditional ways of accessing GP services are being used it seems that patients don't always understand why these changes have been made or how the new process can support them to get the care they need.
- There is also an apparent mismatch between both GPs and hospital doctors telling patients when they will next be seen and the ability of appointment booking systems to provide a consultation in the indicated time period. For example a consultant might say "I'd like to see you for a follow up appointment in 4 weeks" but the next available clinic appointment is 6 weeks away.

We know that there are challenges across the NHS in terms of staffing levels and patient demand. We feel that it is important that all partners work together to engage with patients in dialogue about what to expect and how responsibility for maximising limited NHS resources can be shared in a way that helps everyone to be as fit and healthy as possible.

Recommendations

These recommendations have been made based on the data from our survey. They are also mindful of other patient feedback we have received about these services.

Our recommendations for GP Practices

1) GP practices who have received suggestions about ways to improve in Appendix 1 should:

- Check whether they already do this - if they do, they need to think about how they communicate this to patients, and
- Consider how these improvements might improve their practice and how they can learn from other practices who get good patient feedback in these areas.

2) GP practices who have received positive feedback from patients about an aspect of their service should think about how they can help other practices in their locality to improve.

3) GP practices should consider how closely their appointment booking procedures meet the needs of patients who require routine or follow-up appointments. For example, if a GP asks a patient to return in 3 weeks, are they able to book that appointment before they leave the premises? Allowing people to book routine appointments in advance may reduce the number of people trying to ring in the mornings.

4) GP practices should give consideration to some open surgery sessions, in addition to sessions for appointments. Patients are aware they may be sitting in the waiting room for longer during an open surgery, but value being able to see a GP on the day when they are worried about their health. Where practices feel that open surgeries are not right for them they should consider how they help patients to understand the reasons for this.

5) GP practices that offer triage or other ways to prioritise patient appointments should clearly communicate to patients why and how they do this, including how patient risk is managed. If a patient is not assessed as having a high need for an appointment, they need to understand why this is, and what their options are.

Our recommendations for Hospitals

6) If there is a delay in a hospital clinic, the patients should be informed and kept up-to-date, including estimates of how soon they are likely to be seen.

7) Hospitals should consider how GPs can have access to accurate up-to-date information about referral times for individual clinics. This will help them to manage patient expectations.

8) Hospitals should consider how closely their appointment booking procedures meet the needs of patients who require routine or follow-up appointments. For example, if a consultant tells a patient they want to see them again, does the consultant know the

availability of appointments within the time frame being discussed? Patients worry when it takes longer to get an appointment than their consultant suggested.

9) When hospital appointments and surgery have to be cancelled, hospitals should ensure communications include information about why it has been cancelled, and an accurate indication of when the new appointment will be.

10) Hospital clinics who have received suggestions about ways to improve in Appendix 2 should:

- Check whether they already do this - if they do, they need to think about how they communicate this to patients, and
- Consider how these improvements might work and how they can learn from other clinics who get good patient feedback in these areas.

11) Hospital clinics who have received positive feedback from patients about an aspect of their service should think about how they can help other clinics to improve.

Our recommendations for Thameside & Glossop Clinical Commissioning Group

12) Thameside & Glossop CCG should promote the use of pharmacies, NHS 111 and similar services for minor ailments - this was highlighted at the first Healthwatch Thameside debate as a way residents could help to reduce the number of visits to GP practices. This should reflect local circumstances and complement any national campaigns.

13) Thameside & Glossop CCG should use the report to share good practice.

14) Thameside & Glossop CCG should review all contracts (especially hospitals and notably Thameside Hospital) to ensure the recommendations made are supported within the contract.

Acknowledgements

The Board of Healthwatch Thameside would like to thank the following people for their assistance and support in undertaking this survey:

- The Healthwatch Thameside staff team
- Healthwatch Thameside's Champions
- Karen James and the staff at Thameside Hospital
- All GP practice staff

Disclaimer

Please note that this report relates to the results of the survey only. It is not a representative portrayal of the experiences of all patients, only an account of what we have been told.

Questions about visits to GP Practices in Tameside

We asked *'Which GP/doctor's surgery do you use?'*

The information in this part of the report is about the responses which refer to Tameside surgeries.

Name of Surgery	Number of responses	Name of Surgery	Number of responses
Albion Medical Centre	7	Highlands & Trafalgar Square Surgery	12
Ashton Primary Care Centre	2	The Hollies Surgery	6
Awburn House Surgery	2	King Street Medical Centre	3
Bedford House Medical Centre	8	Lockside Medical Centre	9
Brooke Surgery	5	Market Street Medical Practice	2
Chapel Street Medical Centre	4	Medlock Vale Medical Practice	6
Churchgate Surgery	15	Millbrook Medical Practice	4
Clarendon Medical Centre	5	Mossley Medical Practice	2
Davaar Medical Centre	5	Penny Meadow Group Practice	1
Denton Medical Practice	5	Smithy Surgery	2
Donneybrook Medical Centre	6	St Andrews House	10
Glebe Street	1	Stamford House Surgery	7
Gordon Street Medical Centre	5	Staveleigh Medical Centre	13
Grosvenor Medical Centre	10	Tame Valley Medical Centre	3
Guide Bridge Medical Practice	4	West End Medical Centre	8
Hattersley Group Practice	3	Windmill Medical Practice	18
Haughton Thornley Medical Centres	11		
		Total number	204

We have received responses relating to nearly all the GP practices in Tameside.

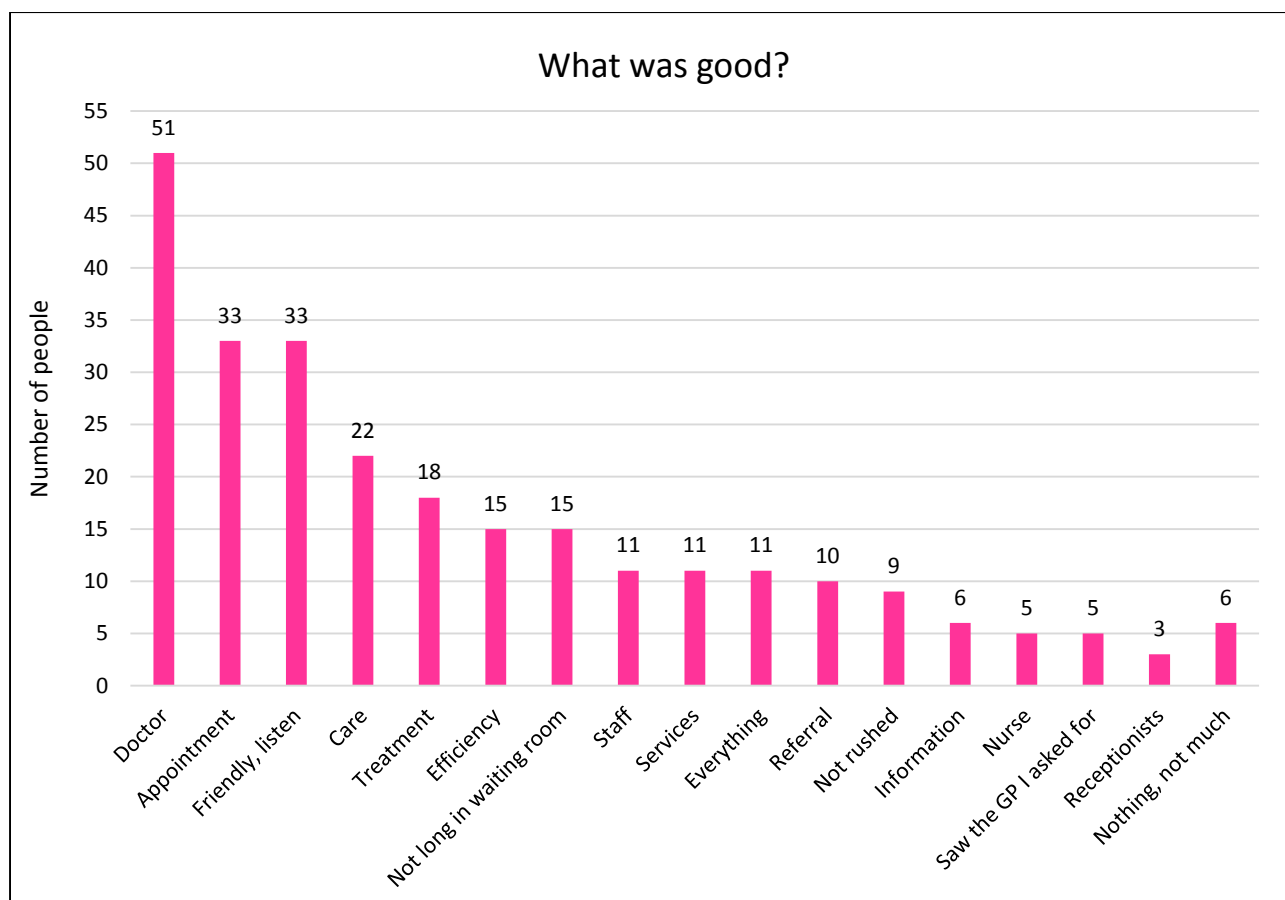
It is not clear which GP practice 'Glebe Street' refers to, as there are two with this address. We have therefore kept this information separate.

We appreciate the number of responses per practice is only a very small percentage of the total number of patients. By looking at the responses as a whole, as well as by practice, we have collected some useful information. Any numbers and percentages we use should be viewed as indicators of good practice or potential improvement areas. They are not statistically valid measures of performance.

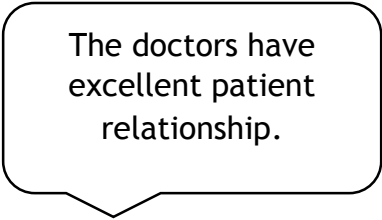
We asked 'If you have had a GP appointment in the last 6 months, what was good about it?'

174 people answered this question about Tameside GPs, although some people (three) just said 'Yes', without any qualification, so those answers have not been included here. If more than one thing was felt to be good, all have been included in the graph.

For example 'GP took time to listen and I was given correct treatment' has been included in the 'Doctor' category, the 'Not rushed' category, the 'Friendly, listen, etc.' category and the 'Treatment' category.

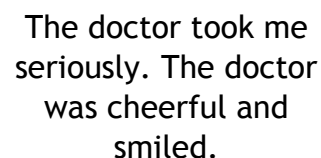


Most people had good things to say about their visits. The doctor they visited was mentioned positively by almost one third of respondents, sometimes by name.



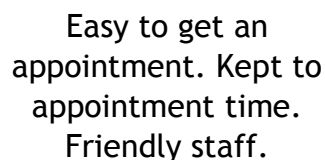
The doctors have excellent patient relationship.

Behavioural characteristics such as friendly, helpful, take time to listen, caring, patient, treated nicely and supportive are mentioned by 53 people when answering this question. Similar comments are made in answer to other questions also. It would appear that the manner in which a patient is treated makes a difference as to how the patient views the experience of the visit. The treatment itself was only mentioned 18 times in answer to this question, and then often alongside other comments.



The doctor took me seriously. The doctor was cheerful and smiled.

Out of the 33 people who mentioned the word 'appointment' in their answer, 25 people seemed happy with the appointment time they were offered. 15 people were pleased that they did not have a long wait in the waiting room. The category 'Efficiency' includes words such as 'quick' and 'seen on time', as well as 'efficiency'. It is not always clear from the answers to this question whether these words refer to the length of time waiting for an appointment, the time in the waiting room, the actual appointment, the actions of the doctor or something else completely.

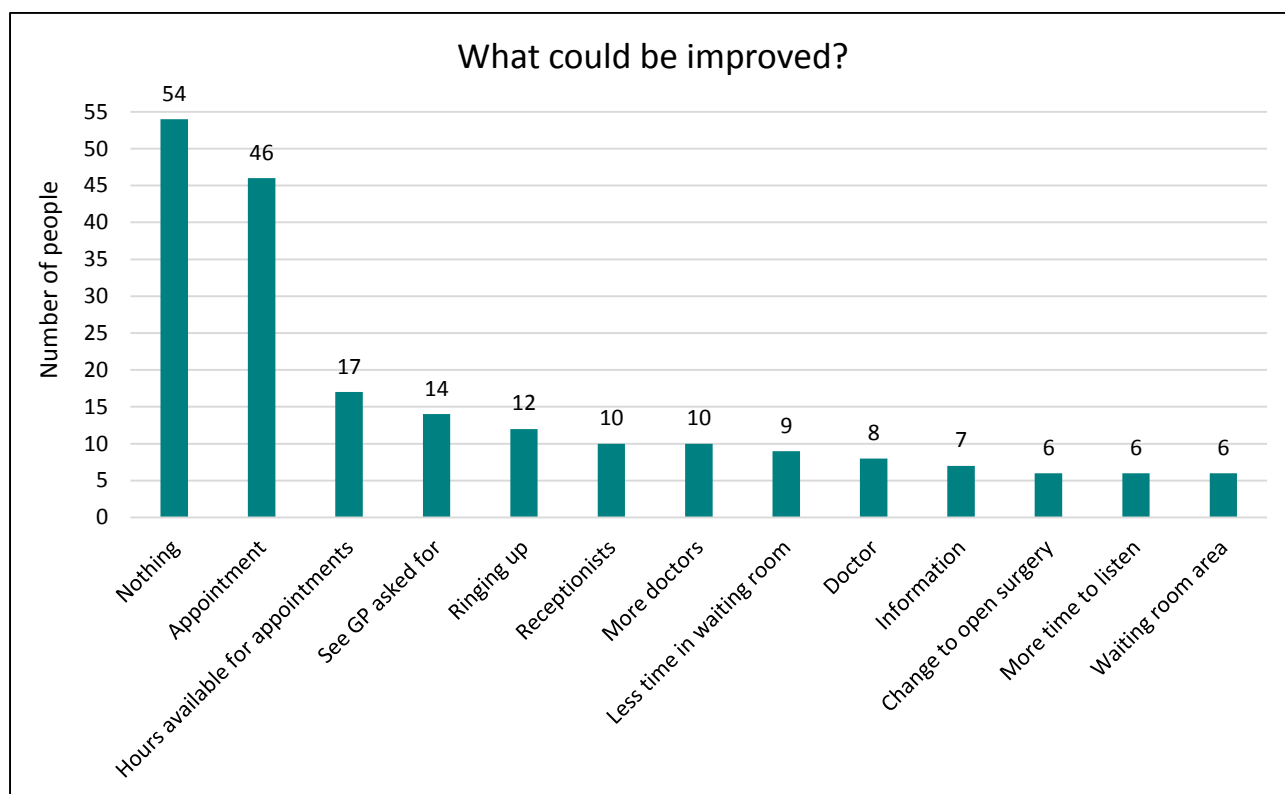


Easy to get an appointment. Kept to appointment time. Friendly staff.

Only one of the categories is negative - 'Nothing, not much'. The people who provided these comments were negative in many of their answers. Based on their answers to all the questions, a number of factors have contributed to their negative feelings, including long delays for an appointment and in the waiting room, a doctor not seen to be reading the patient's notes, long queues at reception, difficulties booking vaccinations, attitude of doctors and receptionists, referrals, and communication.

We asked 'What do you think could be improved about your GP surgery and the services it provides?'

183 people answered this question, in varying levels of detail.



54 people were happy with their surgery as it is.

Everything is
very good

A few surgeries didn't receive any suggestions for improvements, some had only one or two minor changes suggested, and others had suggestions made by most people. The detailed improvements suggested in the survey answers can be found in Appendix 1.

It is interesting to note that 33 people were happy with the process of getting an appointment in the 'What is good?' graph, yet 46 people thought this was an area where improvements could be made. The category 'Appointments' includes requests to be able to make appointments in advance, as well as people wanting to be able to attend an appointment more quickly. Looking at the individual answers, for many of the surgeries there were people who were happy with the appointment system now, and people who wanted to see improvements with the appointment system at the same surgery. It is not clear what causes the difference in opinions about each surgery.

17 people suggested changes could be made to opening hours at their GP surgery, to help those people who work and find it difficult to take time off work for a non-urgent appointment. The suggestions included opening earlier, Saturday opening, appointments after 5pm and opening late.

14 people would like to be able to see the doctor of their choice. Some people say this would help with communication and continuity of care. Others have known their GP a while, and feel comfortable with the familiarity.

Better to see one doctor rather than just anyone - especially with foster children - need someone who knows us.

12 people answered this question and said they found it difficult when they had to phone the surgery early in the morning, as the phone lines are so busy. When they eventually get to speak to someone, they told us there are no appointments left. These people would like to see improvements to this system.

Appointment system - ring 8am, can't get through for an hour, then all the appointments gone.

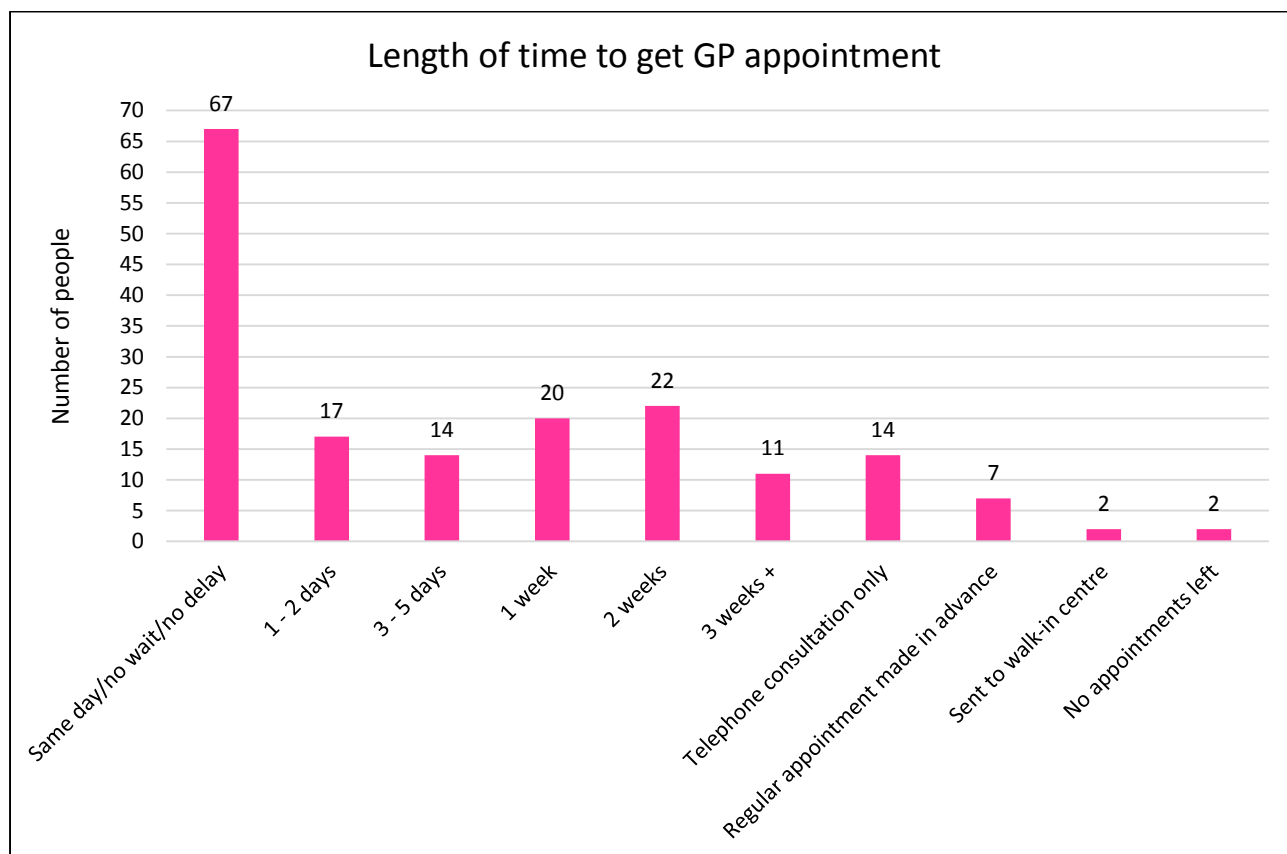
Other suggestions for improvements where they were only mentioned by one or two people include (in their own words unless showing (summary) at the end - this is to make the comment less personal):

- Requests for repeat prescriptions to be made over the phone.
- More LGBT signposting.
- Better website or even Facebook page to make us feel involved.
- Carry out check-ups when reach 50 (like other surgeries do) and also for people with learning disabilities (summary).
- Be able to access my records online.
- Minor surgery.
- Stop telephone consultations. I don't hear very well (summary).
- Maybe a text service or phone call to remind people about appointments.
- To be able to track a referral for hospital services to see the waiting time involved.
- Post-natal check - was told they didn't check mums any more.
- If there are delays notify patients in advance to set expectations.
- Less triage by non-medical staff.
- Could provide anti-coagulant monitoring.

Some of these suggestions for improvement already happen in other surgeries.

We asked ‘How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?’

190 people answered this question, and 177 of the answers are included in the graph below. Others included answers such as ‘busy’, which does not define a period of time, or whether an appointment was made or not.



67 people described the length of time to wait for an appointment as ‘Same day, no wait or no delay’, which included 13 people who said they had attended open surgeries.

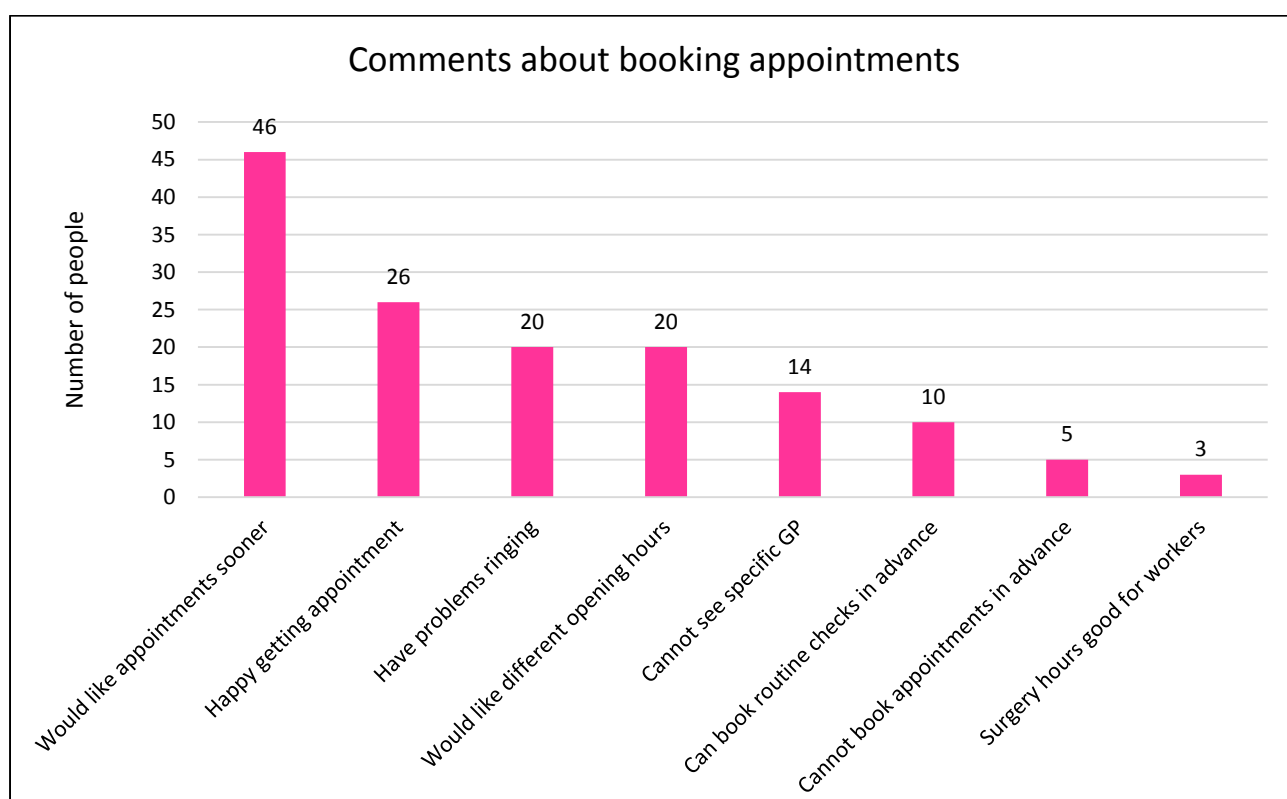
Got an appointment same day and was seen within a few minutes of allotted time.

33 people who rang for an appointment said they had to wait over a week for an appointment. Of these, 4 people waited to see a particular doctor, 8 people said they had non-urgent appointments, 2 people said it was normal to wait that long and 2 people said the doctors were fully booked. The remainder did not say whether the appointment they requested was urgent or not.

Of the people who talked about telephone consultations, 8 people accepted this was the system. 6 people did not like these consultations, and wanted to see a doctor face-to-face. 3 people did not think 'non-medical' staff should be used to triage appointments. Other comments included:

- Making appointments could be easier
- Telephone - just given morning/afternoon - no specific time for the call.
- Expected call in the morning, but it was after 1pm when he rang (summary).
- Request to be able to ring for a telephone consultation the following day (summary)

Looking at the answers to all the questions, we have pulled out comments about the process of booking appointments.



Just over 75 % more people would like to be able to get an appointment sooner (46 people) compared to those people who are happy with their appointment time (26 people).

6 people stated they would like a return to open or walk-in sessions at their surgery, as they felt this would help reduce waiting times.

The people who stated they had problems trying to make an appointment by phone, complained about having to ring early in the morning, phone lines being engaged for a long time, and the appointments having all gone by the time they managed to speak to someone.

All of the 5 people who commented about not being able to book appointments in advance also complained about the difficulty they have ringing in the morning.

The next questions are about staff communication.

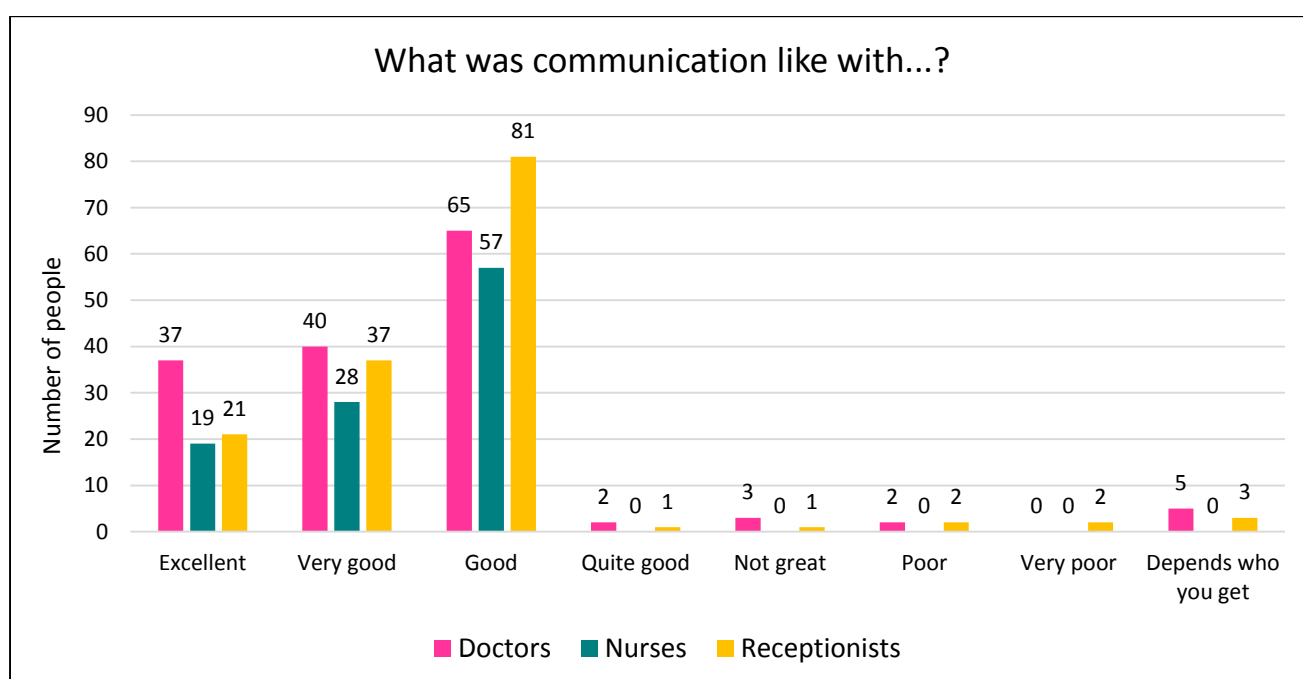
We asked '*What was communication like with?*' referring to doctors, nurses and receptionists separately.

177 people answered the question about Doctors.

121 people answered the question about Nurses.

179 people answered the question about Receptionists.

Some people answered with single words ranging from 'Excellent' to 'Very poor'.



We have grouped together words with similar meanings to create the above graph. Here are some examples:

Excellent includes 'brilliant', 'outstanding', 'great', 'superb' and 'extremely good'.

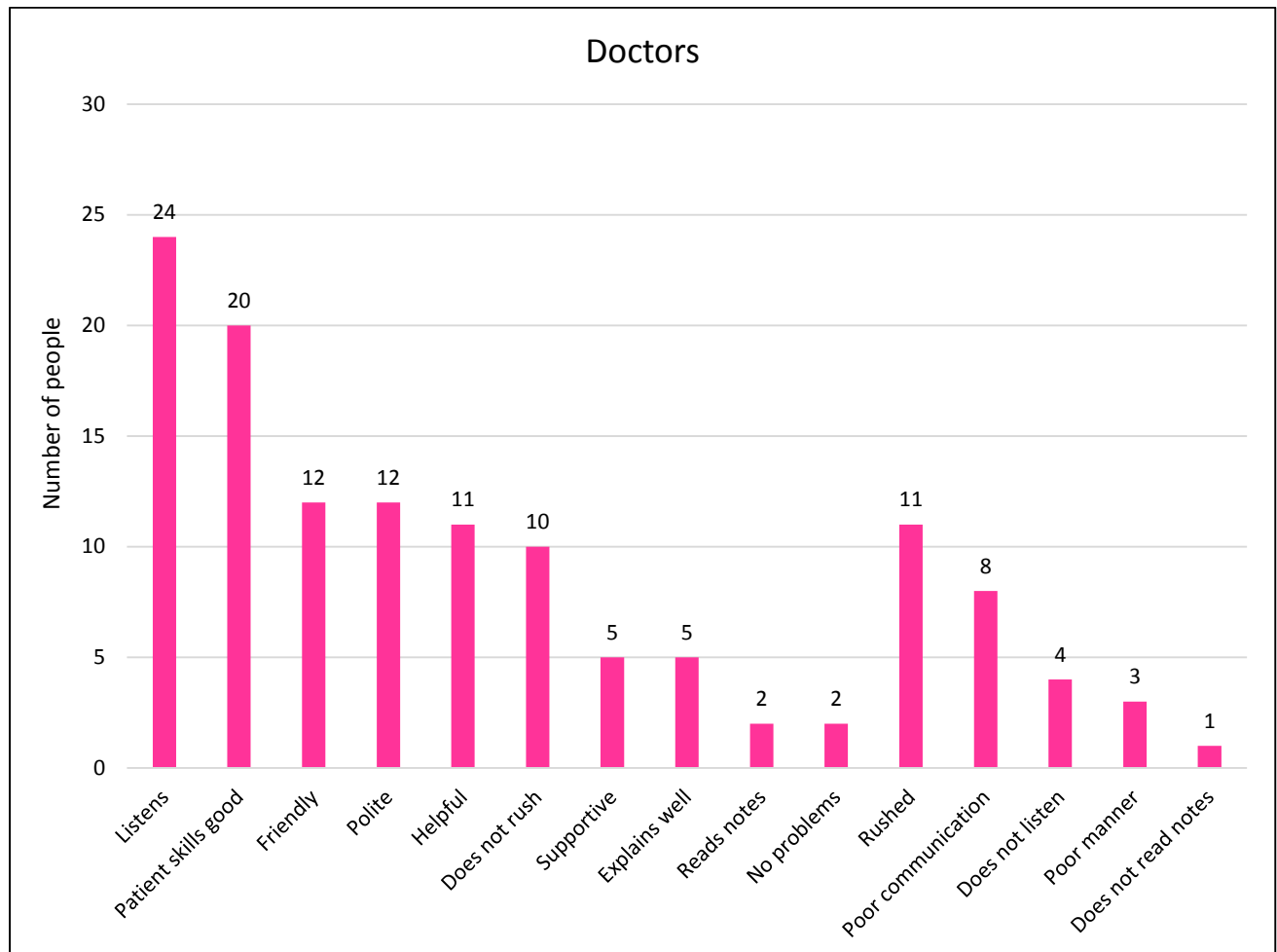
Very good includes 'very nice' and 'really good'.

Good includes 'fine', 'fair', 'OK', 'alright' and 'nice'.

19% of people thought staff were excellent, 26% very good and 50% good. This only leaves 5% for all the other categories (21 comments out of 406 comments on the graph). The majority of people who answered this question were happy with the way staff communicated with them.

Other people answered the question with more descriptive words. We are showing these separately for doctors, nurses and receptionists.

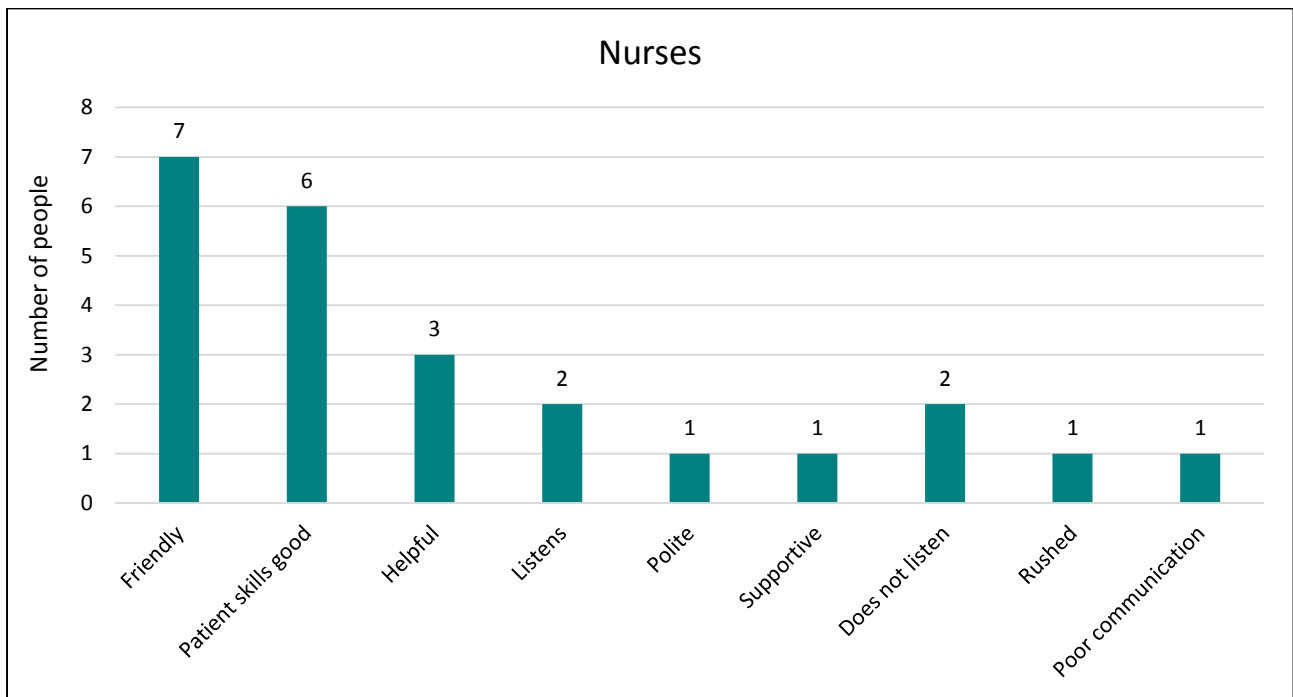
Again, we have grouped words together. The category of 'Patient skills' includes 'interpersonal skills', 'rapport', 'takes patient seriously', 'attentive' and 'caring'.



80% of the comments are positive. Nearly all of these comments are concerned with the way the doctor interacts on a personal level. Our question asked about communication in general, yet only 7 of the positive comments referred to explanations and reading notes.

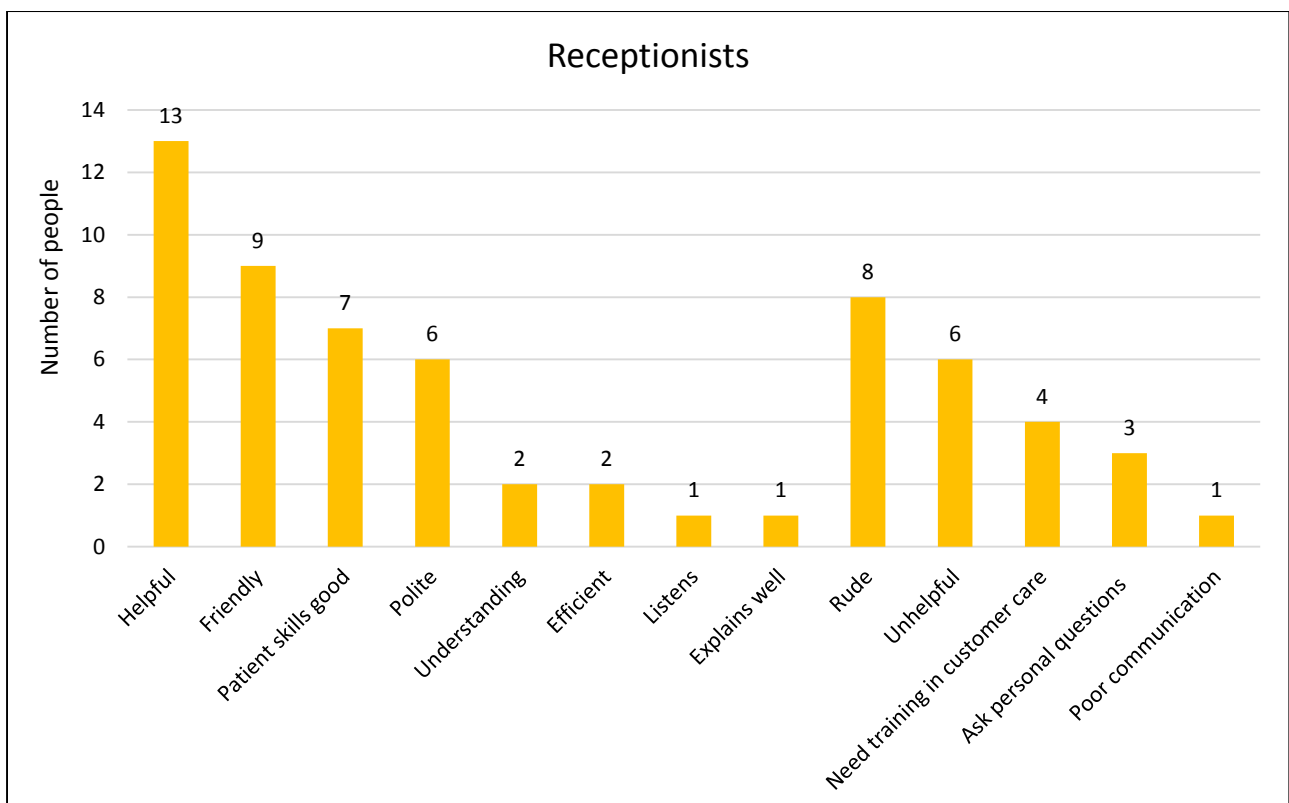
Very good - he listens
before he tells you what
he thinks

The negative categories of 'Rushed', 'Poor communication', 'Does not listen', 'Poor manner' and 'Does not read notes' are the remaining 20%. Of these, feeling rushed has the most comments, with 11 people telling us this.



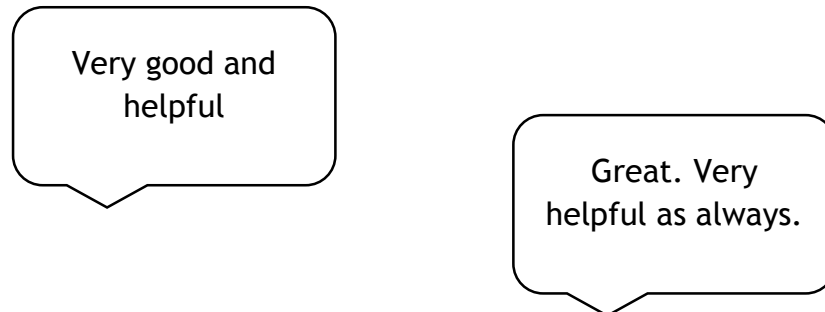
Only 24 of the comments received about communication with nurses included any descriptive words.

As with doctors, many of these are positive (83%), with only four negative comments. Feedback seems to be more positive when the patient sees the nurse as being ‘friendly’, ‘helpful’ and having good ‘patient skills’.



The highest number of comments were received about receptionists - they are in the reception area whether a patient is visiting the doctor or the nurse, so are seen by most people.

Whilst 139 comments are included in the combined graph of 'Excellent' to 'Poor', there were also 63 other descriptive comments. Some people used words which included both types of comment.



65% of the descriptive comments are positive, based mainly on the same inter-personal skills which are noted from the questions about doctors and nurses.



Looking at the negative comments, whilst 22 people have said they found a receptionist 'rude', 'unhelpful' and so on, these comments are spread across many GP surgeries. If the comments for each surgery are grouped together, there may be one person who visited a surgery who was unhappy about their conversation with the receptionist, but many of the other comments are positive about the same surgery.

To summarise, the descriptive answers to the question about communication show:

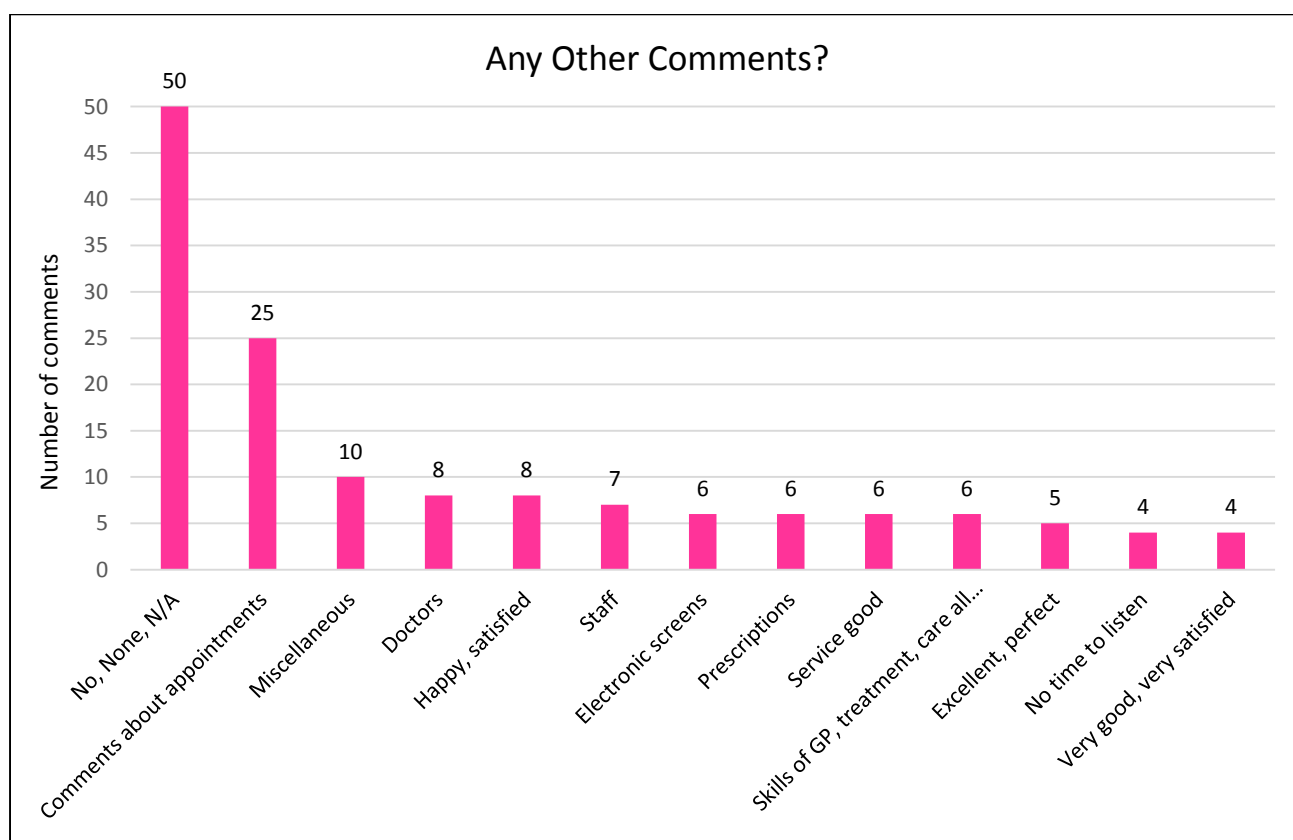
- Doctors - the number of positive comments is far greater than negative ones. Patients feel being listened to is important, and far more people said this happened than those who felt they were not listened to. The most common negative comment related to patients describing the appointment as rushed.
- Nurses - the majority of the surveys completed were based on a visit to a GP rather than a nurse in the practice, so there are fewer comments. Most of the comments we do have are positive.
- Receptionists - there are twice as many positive answers as negative ones. The areas which seem to bother people the most include receptionists being described as rude and unhelpful.

We asked 'If a referral to another service (e.g. hospital) was needed, how long did it take?'

The answers to this question did not provide sufficient information to analyse. Many answers repeated what had been said in answer to the question about hospital appointment referral times. Any additional information which helps to explain another comment, has been added to that comment in the appendices.

Our final question asked 'Do you have any other comments about your visits to the GP surgery?'

134 people answered this question, although 50 of those answers were No, None, No problems and N/A.

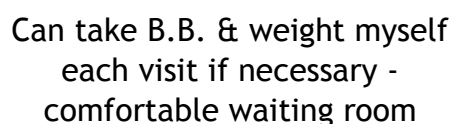


The category about 'Appointments' includes comments about:

- People felt they waited too long for an appointment - 5 comments
- Sitting in the waiting room for too long - 7 comments
- The appointment system works well - 4 comments
- The walk-in open sessions, combined with pre-booked sessions, have improved the appointment system - 1 comment
- A home visit which was good - 1 comment
- Not being able to get an appointment and going to the walk-in centre - 3 comments
- Alternative appointment times for people who work - 2 comments
- Wanting their surgery to start walk-in open sessions - 1 comment
- The phone being engaged or not being answered - 1 comment

Of the people who commented about being in the waiting room too long, 4 of these people also commented on how if they are late for an appointment, they lose their appointment, but they can be expected to wait up to 40 minutes beyond their appointment time.

The miscellaneous category includes any themes which did not fit with anything else, and only had one or two comments. Examples include diagnosis issues, being more pro-active about check-ups, too many patients at a surgery, the waiting room being comfortable and clean, wanting to change surgery, and being pleased that there was a self-service blood pressure and weight machine.



Can take B.B. & weight myself
each visit if necessary -
comfortable waiting room

The comments about doctors include wanting to see a specific GP, different doctors saying different things and not having much faith in GP.

The comments about staff include being polite, helpful, friendly, kind, they try their best and the manner of a few receptionists.

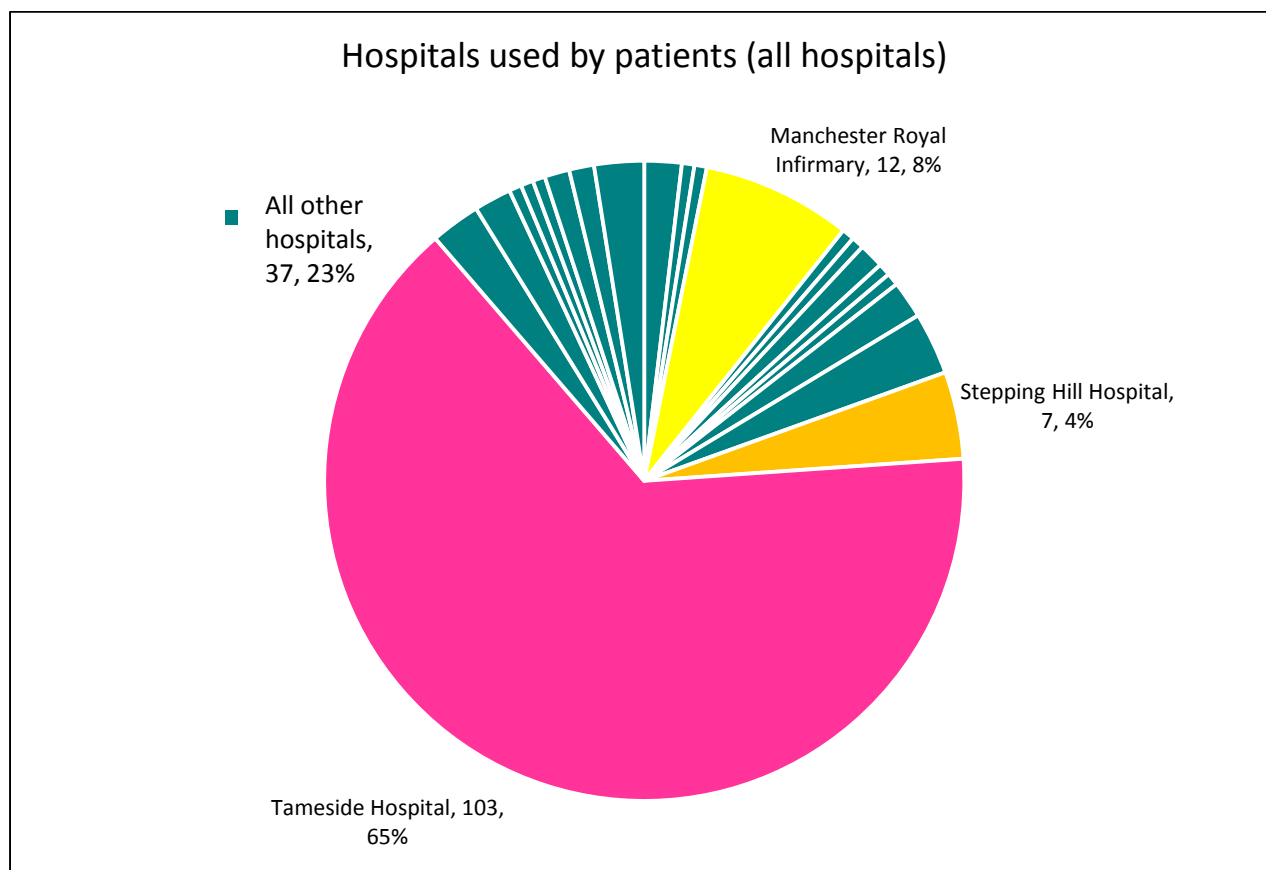
Half of the comments about screens were from people who liked them, and the other half from people who did not.

The comments about prescriptions were mainly about difficulties people had experienced, and suggestions to improve the system, such as free parking for 15 minutes to allow pick-up, consistency in where they are emailed to by the GP, and the timing of repeat prescriptions.

The remainder of the categories are self-explanatory.

Questions about visits to Tameside Hospital

We asked '*Which hospital(s) have you used in the last 6 months?*'



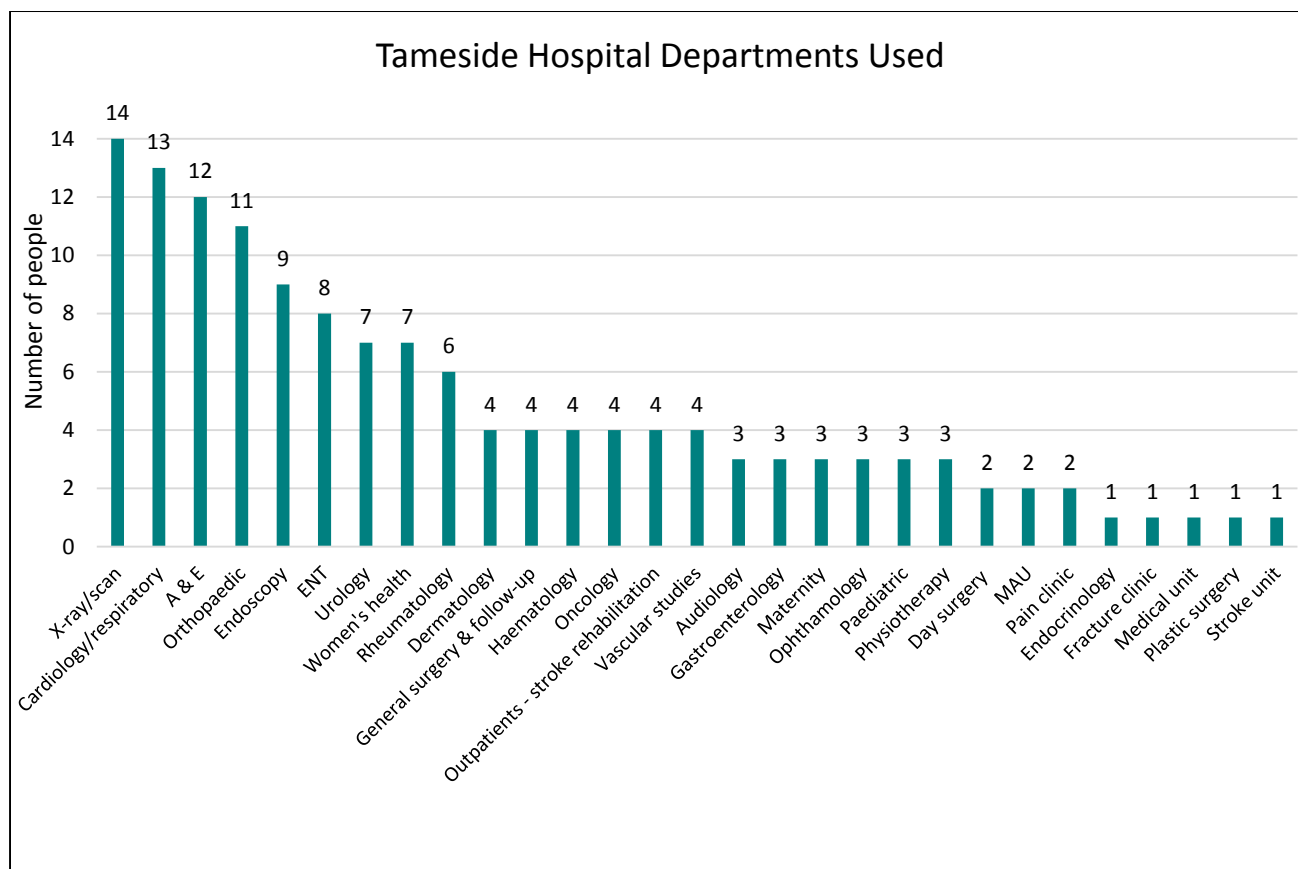
132 people answered this question. Some people visited more than one hospital and did not always make it clear, in the answers to future questions, which hospital they were referring to. 78% of people who answered the question visited Tameside Hospital (65% of all hospital visits), with the other visits being split between many other hospitals.

In this section of our report, we are looking at the answers to questions where it is clear that the hospital visited was Tameside Hospital. We will look at the other answers later in the report.

We appreciate the number of responses is only a very small percentage of the total number of patients. By looking at the responses as a whole, we have collected some useful information. Any numbers and percentages we use should be viewed as indicators of good practice or potential improvement areas. They are not statistically valid measures of performance.

We asked ‘Which department(s) did you use at each hospital and when?’

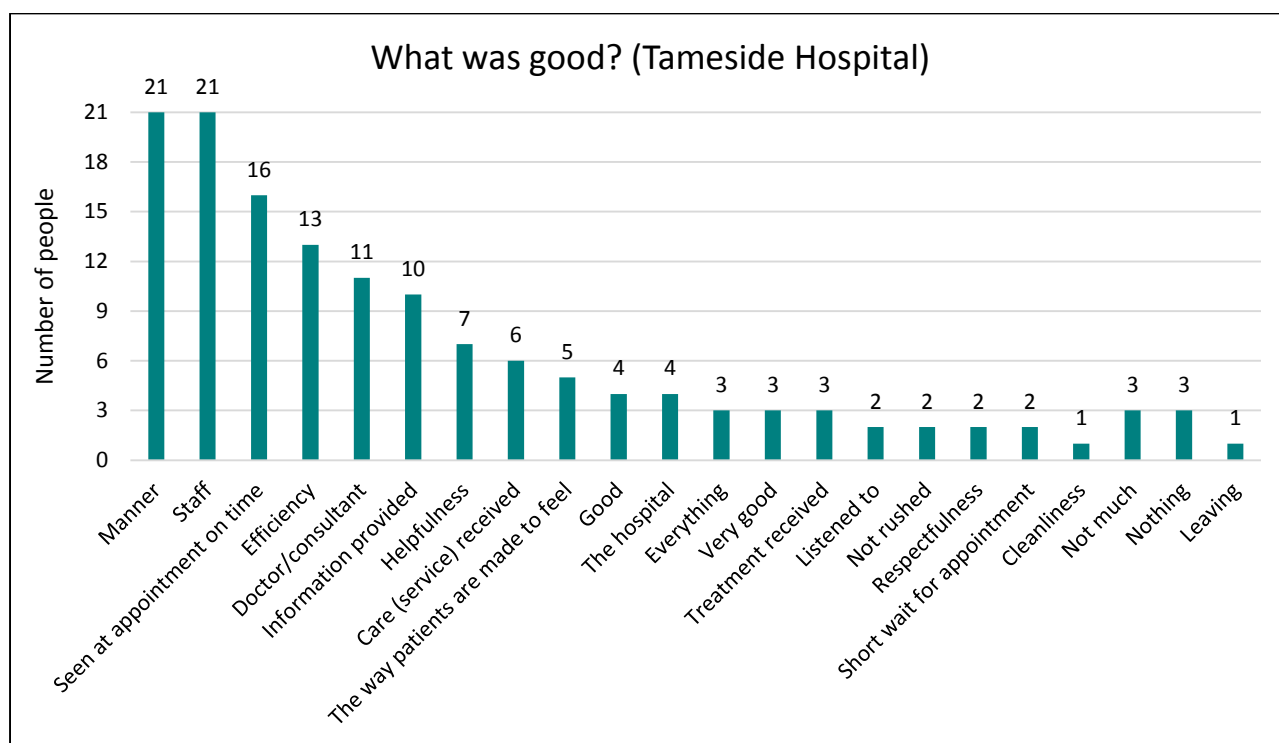
128 people answered this question, with the answers relating to Tameside Hospital being shown below.



‘X-ray/scan’ includes any type of scan or x-ray, unless specific mention was made of endoscopy.

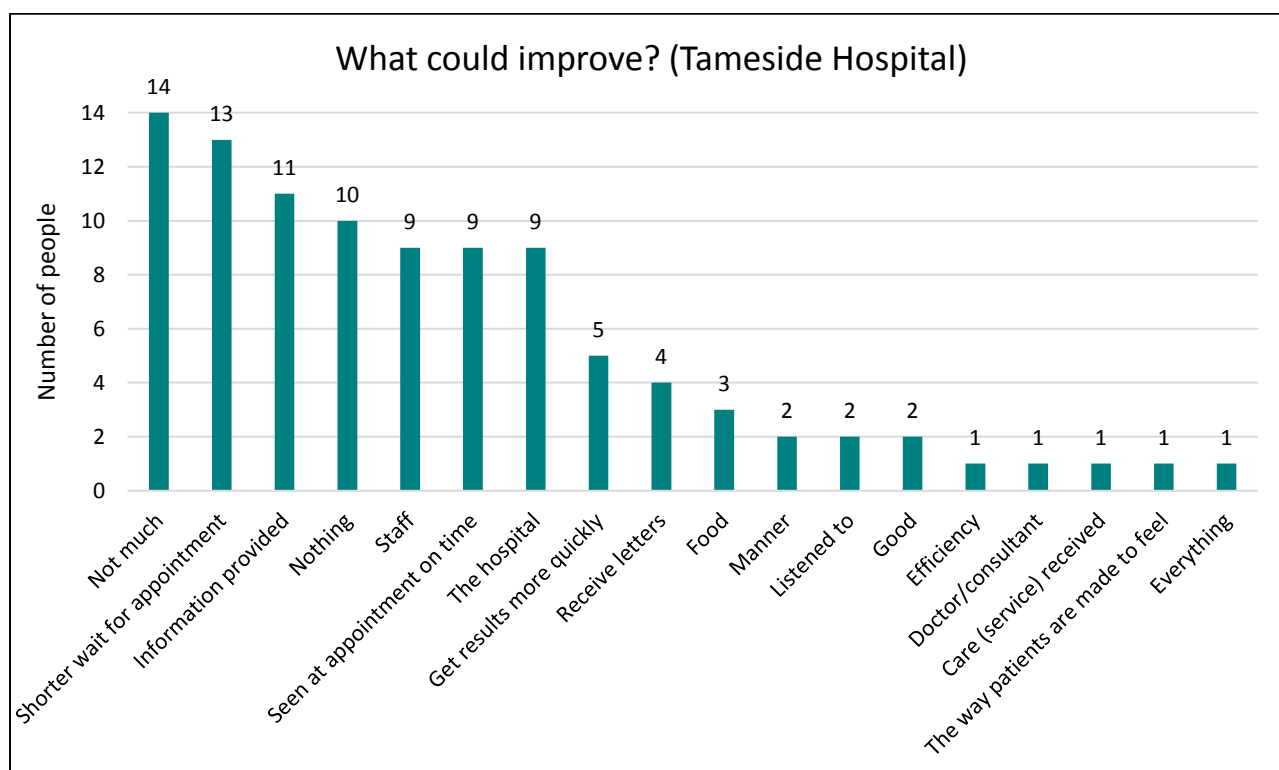
We asked ‘What was good about your hospital visits?’

114 people answered this question.



We also asked ‘How do you think the services you used at the hospital could be improved?’

102 people answered this question.



Groupings

Here are some examples of the words which have been included in the categories on the 'What is good?' and 'What could improve?' graphs.

- **Manner** - friendly, polite, supportive, smile, empathy, not patronising, caring, sympathetic, approachable, understanding, pleasant, patient, courteous, nice.
- **Efficiency** - organisation, words related to speed.
- **Information provided** - information, communication.
- **Care (service) received** - customer service, treated well, pleasant service, care, aftercare, good attention.
- **The way patients are made to feel** - comfortable, welcoming, inspired confidence, put my mind at rest, good reception, reassured me.
- **Everything** - no complaints, very pleased, how easy it was, excellent.
- **The hospital** - facilities, waiting area, TV whilst waiting, parking, signage, disabled car parking, use of mobile phones, more money.
- **Not much** - don't know

Quite a lot of information can be gathered from the 'What is good?' and 'What could improve?' graphs, about what patients consider to be important when they attend a hospital appointment.

Surprisingly, the actual treatment received is hardly mentioned - 3 people said it was good at Tameside Hospital, but it is not included in the list of suggested improvements at all.

The way that staff are, or how it is felt they behave towards the patients, is included in many of the 'What is good?' answers:

'Manner'	-	21 people
'Staff'	-	21 people
'Doctor/consultant'	-	11 people
'Care (service) received'	-	6 people
'The way the patients are made to feel'	-	5 people
'Helpfulness'	-	7 people

Quick at what they did.
Very caring. They were
excellent. Staff were
extremely pleasant.

Another factor which seems to be important to patients is how long they have to sit in the waiting room. Some people talked about how quick the appointment was - any comments about speed have been included in 'Efficiency'.

'Seen at appointment time'	-	16 people
'Efficiency'	-	13 people

Looking at the 'What could improve?' graphs, only two of the above are mentioned more than once or twice.

'Staff'	-	9 people
---------	---	----------

The answers to this question nearly all related to numbers of staff, and suggestions were made regarding the need for additional staff to help with the workload.

'Seen at appointment time'	-	9 people
----------------------------	---	----------

Looking at all the answers, these comments about wanting to be seen at the appointment time were from across different departments within the hospital.

The categories with the highest number of replies about improvements are:

'Not much'	-	14 people
'Shorter wait for appointment'	-	13 people
'Information provided'	-	11 people
'Nothing'	-	10 people

24 people thought there was either 'nothing' or 'not much' needed improving.

The 'information provided' includes communication. There were general comments, but also specific comments including:

- More communication between departments needed.
- Not being advised to arrive early for an x-ray before the appointment.
- Problems trying to speak to a person - being passed around, but still not reaching the person you rang for.
- Being given clearer expectations of waiting times and next steps.

For a 0940 appointment I arrived at 0930 to be told that X-rays were required. Had I known I could have arrived earlier.

'Hospital' is included in the 'What is good?' graph and the 'What could improve?' graph. Some of the words included in this category are shown below, but specific examples include:

Good:

Great facilities

Pleasant surroundings

The hospital looks clean and it feels welcoming

Could improve:

Parking could be improved. I have a mobility vehicle and it's difficult to park.

Better signage! All three hospitals are like mazes

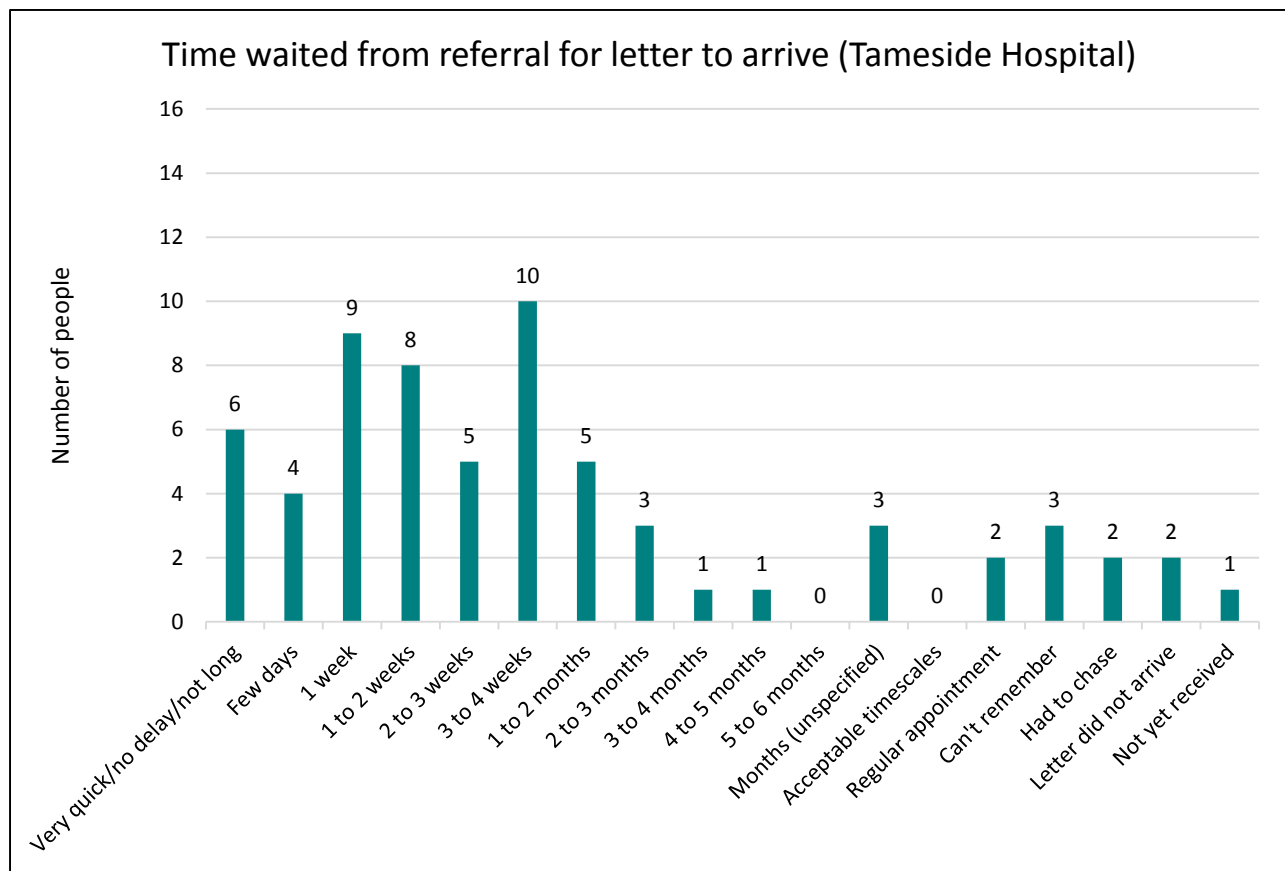
Ban mobile phone use...loud long chats are annoying ...to everyone in the waiting area

Better signage inside to indicate where to go - I am an infrequent user...."

For disabled - not happy with the car park system

We asked 'If appointments or a referral were needed, how long did you have to wait for the letter to arrive?'

88 people answered this question, relating to all hospitals. A few people have been included in more than one column. For example, they said the letter did not arrive and they had to chase up the appointment.

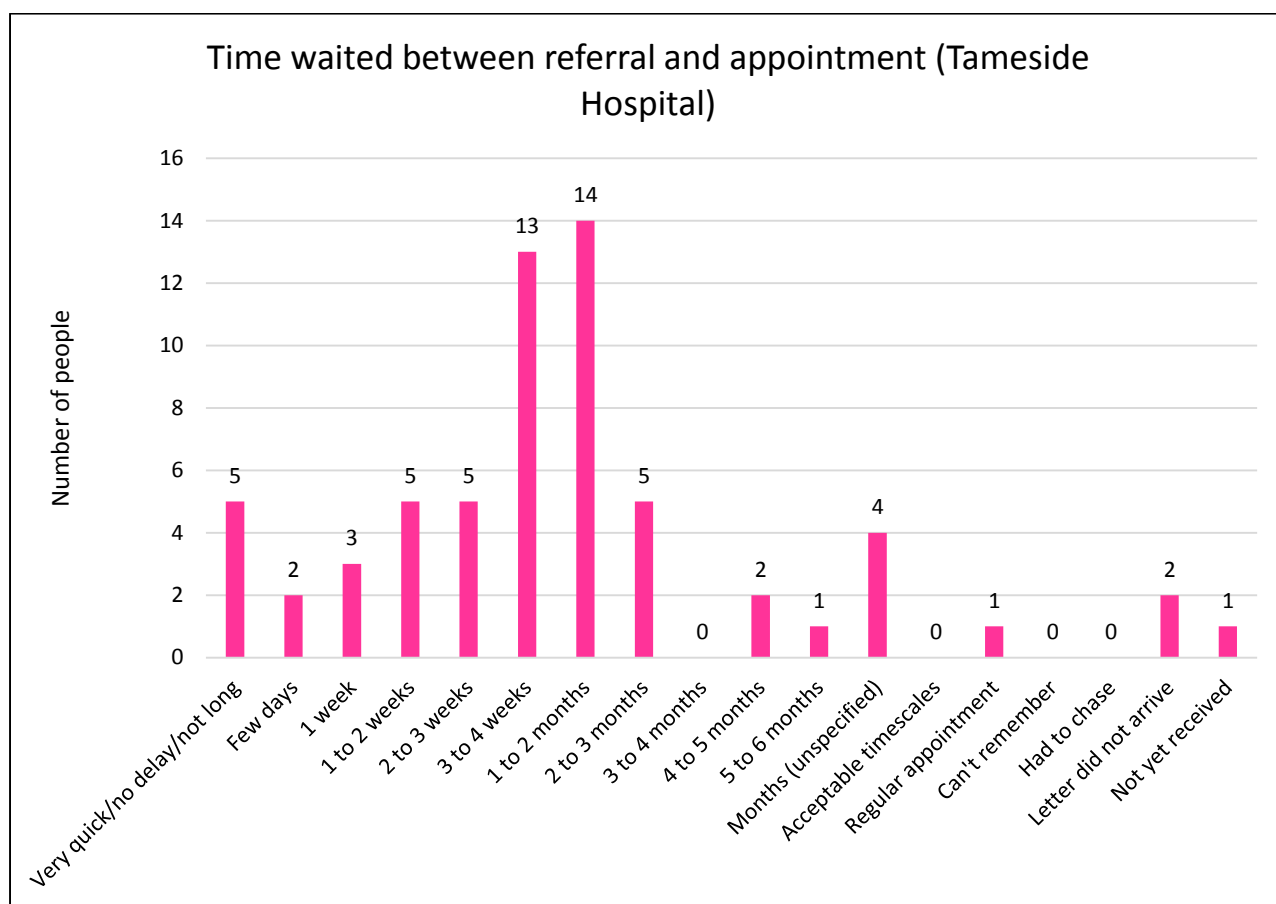


We have looked at which departments these categories relate to. They are generally spread widely, with most departments only having one from any category. Points to note include:

- 3 people visiting cardiology/respiratory received letters very quickly.
- People visiting haematology, dermatology and the medical unit waited no more than 2 weeks for letters to arrive.
- The letters which took 3 months or longer to arrive related to appointments in orthopaedics (3 people), endoscopy and general surgery. When letters did not arrive and/or had to be chased up, these were for appointments in these same departments, plus oncology and rheumatology.
- 44% of people received their letter within 2 weeks.

We asked 'How long was the time between the referral and the appointment?'

82 people answered this question, in total.



We have looked at which departments these categories relate to.

As with the graph about receipt of letters, they are generally spread widely, with most departments only having one from any category.

Points to note include:

- Of the 3 people visiting cardiology who received letters quickly, 2 of these people also did not wait long for their appointments.
- 22% of people attended appointments within 2 weeks of referral for stroke rehabilitation, medical unit, ENT, urology, paediatrics, cardiology/respiratory, x-ray, endoscopy, women's health, oncology and general surgery follow-up. This time-frame did not apply to all the people who attended these departments. Some people waited up to 2 months. Some people waited longer than 2 months if they did not receive the letter or appointments were cancelled.

- People who waited 3 months or longer (17%) for an appointment were visiting orthopaedics, paediatrics (appointment cancelled - still waiting), endoscopy, vascular studies, general surgery (clinic cancelled - still waiting) and oncology (check-up following surgery cancelled 5 times - still waiting).
- One of the people who did not receive their letter missed an appointment in rheumatology.
- 44% of people waited between 3 weeks and 2 months for their appointment.

Not long at all. It was very good.

We asked '*What was communication like with...?*' referring to doctors/consultants, nurses/auxiliaries and receptionists separately.

The number of people who answered these questions was:

Doctors/consultants	-	113
Nurses /auxiliaries	-	116
Receptionists	-	102

Some of the people had seen a consultant, but not a nurse, or vice versa.

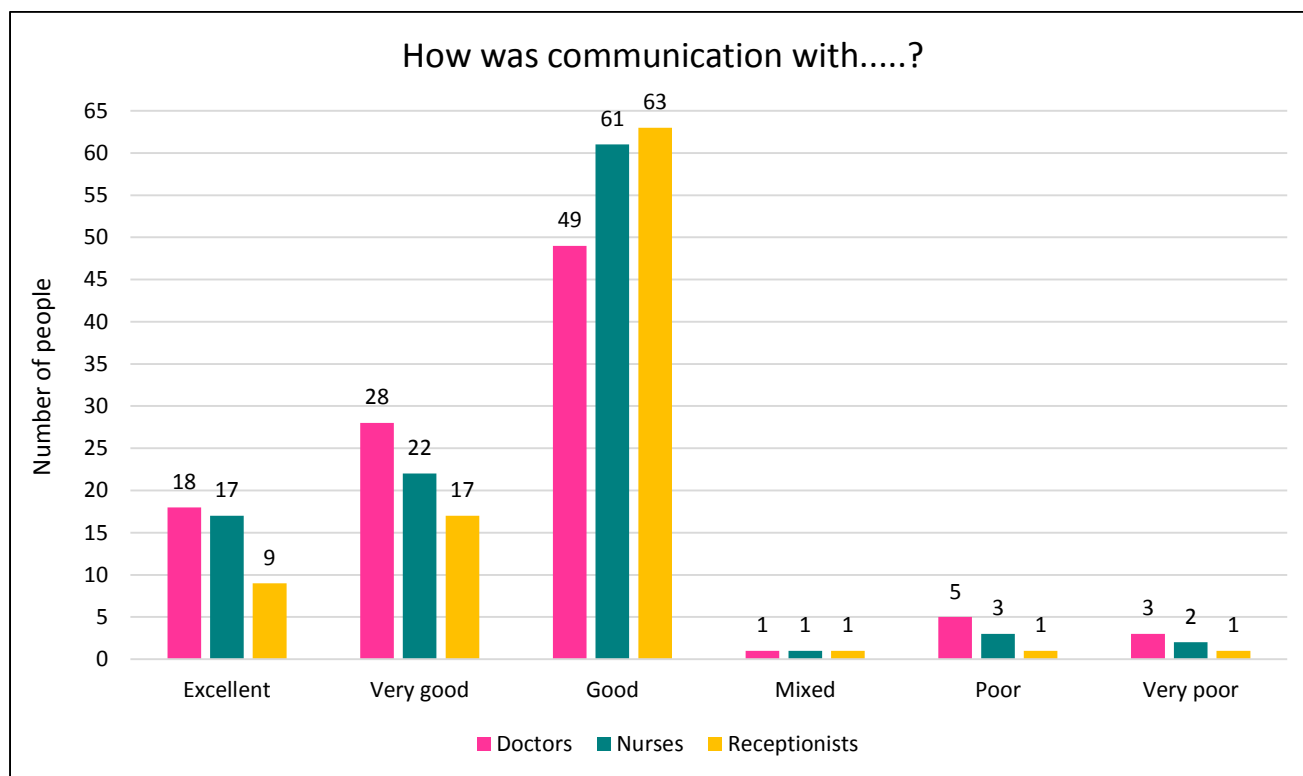
Less people were able to answer the question about communication with receptionists, because they had used the self-check-in facility.

N/A - self check-in desks

These numbers relate to all hospitals, not just Tameside.

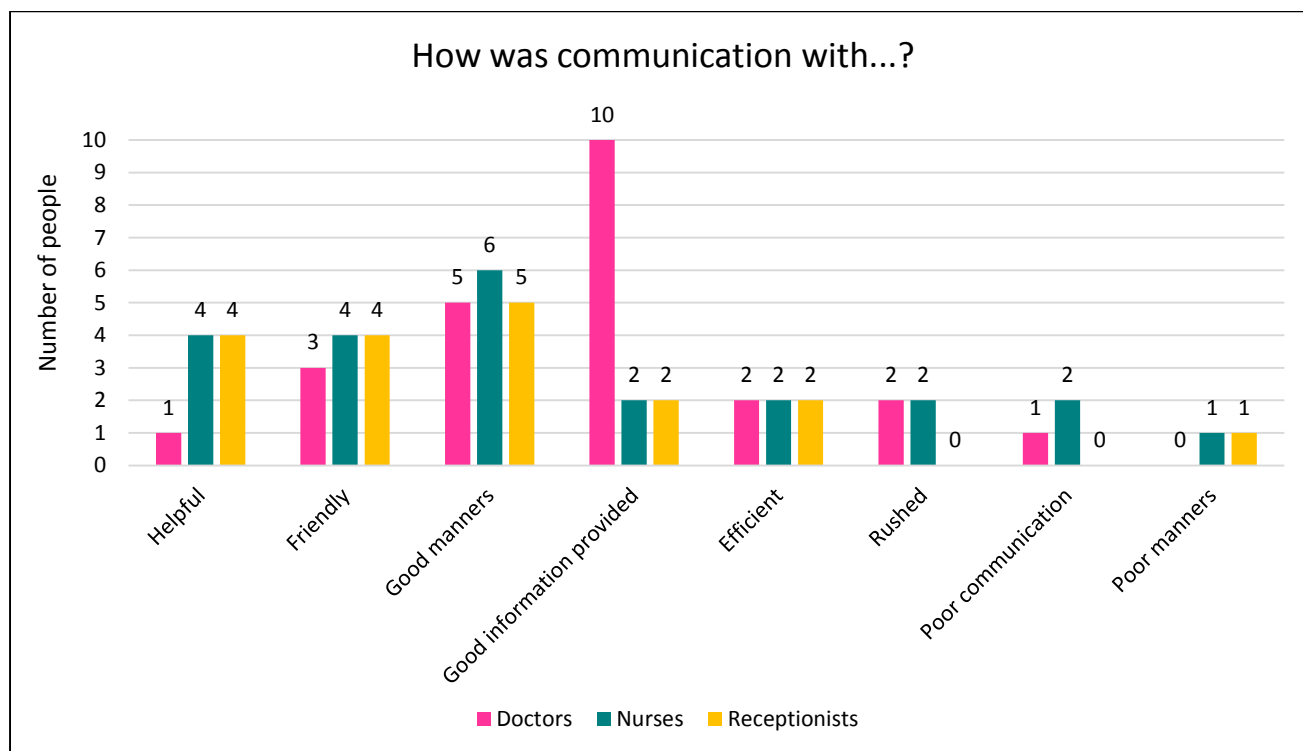
Whilst a number of patients had visited more than one hospital, their answers to this set of questions did not state which of the hospitals they were referring to.

Some people answered with single words ranging from 'Excellent' to 'Very poor'.



'Excellent', 'Very good' and 'Good' represent 94% of the comments on the above graph.

Some people answered the question with more descriptive words. We are showing these separately for doctors, nurses and receptionists.



Again, the majority of the comments are positive, and relate to how the patients feel about the way the members of staff speak to them.

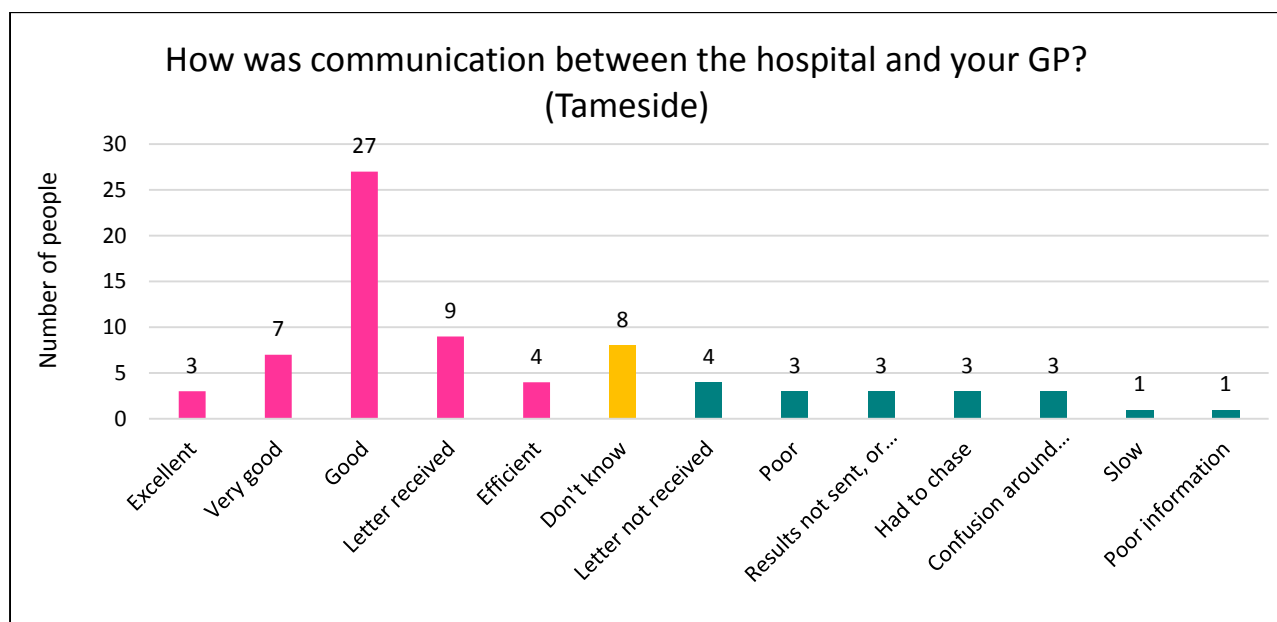
Groupings

Here are some examples of the words which have been included in the graphs about communication with staff:

- **Excellent** - brilliant, great, outstanding, amazing.
- **Good** - fair, OK, fine, not bad considering how busy they are, adequate.
- **Poor** - not good.
- **Very poor** - disgusting, terrible.
- **Good manners** - nice, sympathetic, pleasant, understanding, not patronising, kind, put me at ease, approachable, lovely.
- **Good information provided** - includes explaining well.
- **Poor manners** - abrupt.

We asked 'How was communication between the hospital and your GP, or with another hospital?'

82 people answered this question, of which 62 people had visited Tameside Hospital.

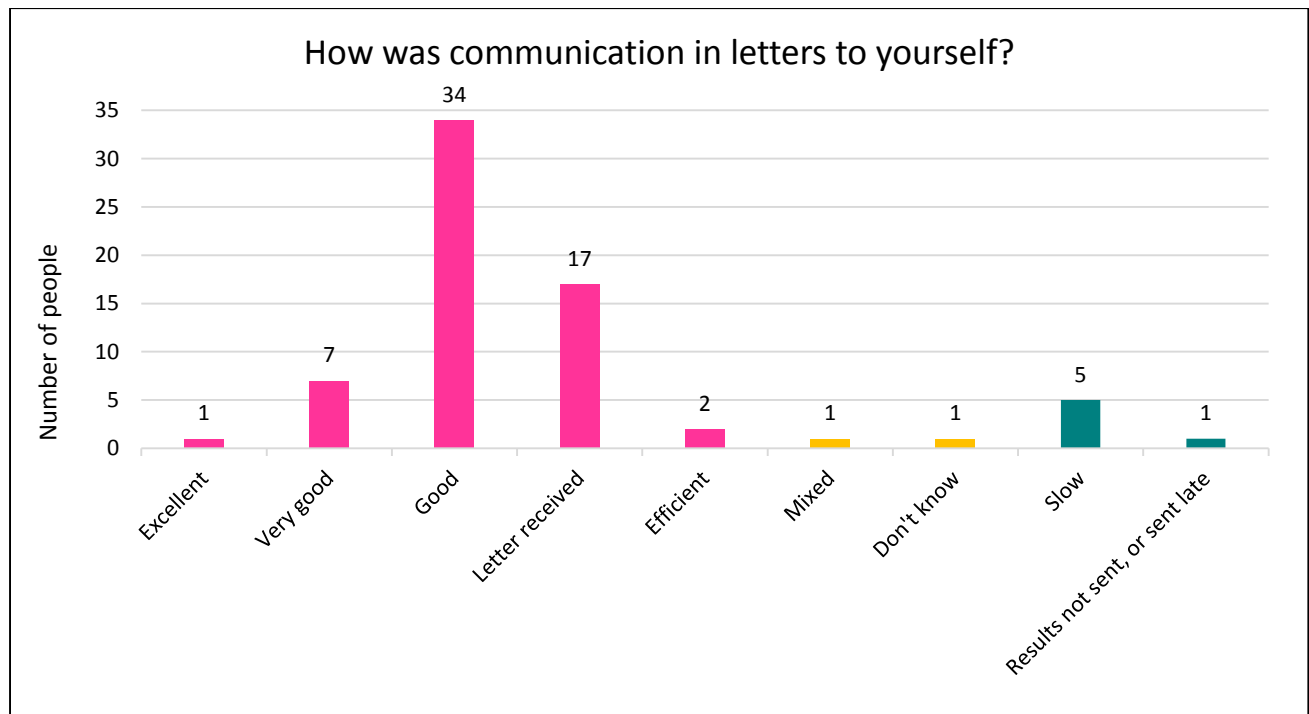


76% of the comments are positive, and are shown in pink. The negative comments are shown in green. 'Don't know' is orange.

The majority of the answers were brief. For example, the 27 'good' responses were nearly all of one or two words.

We asked 'How was communication in letters to yourself?'

105 people answered this question.



Groupings

Here are some examples of the words which have been included in the graphs about communication between hospitals, the GP and the patient:

- **Good** - fine, OK, satisfactory, reasonable, not too bad, alright, standard, quite good.
- **Don't know** - early stage, still under treatment, not sure, can't remember, no idea.
- **Poor** - not great, not so good.
- **Efficient** - very quick, reasonably quick, quick.
- **Results not sent** - includes results not sent within the expected timescale given.

Good/quick response
letter following clinic

Always receive letter
about my visit

Our final question asked *'Do you have any other comments about your experience at the hospital?'*

69 people answered this question and referred to Tameside Hospital. However 18 people said they had nothing further to say. The comments from the remaining 51 people were mixed. Full details will be included in Appendix 2.

Some of the answers were about questions mentioned previously, such as appointments, letters, and waiting times. 16 people praised the hospital and the care they received. Other comments included:

- 'Consistent bad press which essential at the time should not be allowed to influence people feeling they still need to go outside the Borough.'
- 'Too much paperwork & not enough frontline staff.'
- 'We could do with more blue badge parking spaces & a bus stop near the new entrance.'
- 'The doctor understood my wish to get out as soon as possible.'
- 'Some nursing staff are a bad advert for anyone needing to lose weight.'
- 'Not always been good. Things have improved in cleanliness and care.'
- 'Excellent service. Only improvement - waiting for ambulance transport. Have had to wait up to 3 hours. Very tiring for an 86 year old.'
- 'I just feel after ten years I'm being passed from pillar to post. No results to help me.'
- '3 times my address on the booking system was incorrect so couldn't use auto booking - it never was corrected.'
- 'Doctor told me to walk on it and do daily thing as normal. However it was broken & didn't diagnose break, resulting in me having longer off work. Long waits, boring stuff on TV & old magazines.'

I am a regular visitor at Tameside and have never had a problem. They do a wonderful job at all times.

None - very grateful for the services I have received.

All my appointments have been a pleasant experience.

Questions about visits to GP Practices outside Tameside

We asked '*Which GP/doctor's surgery do you use?*'

15 people said they used a GP Practice outside of Tameside.

Name of Surgery	Number of responses
Brinnington Surgery, Stockport	2
Clayton Health Centre, Manchester	1
Failsworth Medical Practice, Oldham	1
Gorton Medical Centre, Manchester	2
Lambgates Health Centre, Glossop	1
Lime Square Medical Centre, Manchester	2
Manor House, Hadfield, Glossop	4
Pennine Medical Centre, Mossley (Oldham)	2
Total	15

Looking at all the other questions, there is not enough information to show in graph form, but we will briefly summarise what we were told. Full details are included in Appendix 3.

We appreciate the number of responses per practice is only a very small percentage of the total number of patients. Any numbers and percentages we use should be viewed as indicators of good practice or potential improvement areas. They are not statistically valid measures of performance.

We were told that Gorton Medical Centre have some patients who live in Dane Bank, as they had a satellite surgery there years ago.

We asked 'If you have had a GP appointment in the last 6 months, what was good about it?'

4 people mentioned the medical reason they were having the appointment as their answer.

3 people were pleased they did not have to wait long for the appointment.

3 people said the doctor was good (helpful, quick, professional).

1 person was sent results the next working day.

We asked 'What do you think could be improved about your GP surgery and the services it provides?'

6 people did not think any improvements were needed.

As with the Tameside practices, 'appointments' appears in the answers to both the 'good' and 'improve' questions.

2 people were not happy with the length of time it takes to get an appointment, and 1 person would like to see Saturday opening.

1 person was unhappy at the length of time they were in the waiting room.

Another person wanted the waiting time to be reduced, but it is not clear whether this refers to the time waiting to get an appointment, or the time sitting in the waiting room.

Other suggestions included refurbishment of the premises, continuity of care and parking.

Possibly Saturday
opening so don't have to
take time off work

Cut down waiting
time, parking

We asked ‘How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?’

8 people said they did not wait long for an appointment.

There was a range of other answers, each with 1 comment:

- 2/3 days
- 1 week
- Non-urgent - booked week ahead
- 6 days - normally 2-3 weeks
- Appointments gone, according to answerphone - ring back Monday
- Uses Go-to-Doc, as has difficulties getting an appointment.

‘What was communication like with?’ referring to doctors, nurses and receptionists separately.

	Doctors	Nurses	Receptionists
Excellent	4	3	3
Very good	3	3	5
Good	6	4	4
Not rushed	1		
Talks to you	1		
Not great	1		
Try their best			1
Variable		1	1
Totals	16	11	14

85% of comments (35 out of 41) are ‘Excellent’, ‘Very good’ or ‘Good’. 2 of the comments are positive descriptions of behaviour. This leaves only 4 comments showing any negativity.

Our final question asked '*Do you have any other comments about your visits to the GP surgery?*'

4 people were happy with their practice. Another person was generally happy, but commented they could not always see their own GP.

1 person had a blood test, but found getting the results a problem.

The longest comment referred to difficulties getting through on the phone to make an appointment, and the length of time they had waited for a prescription and a telephone consultation.

Questions about visits to hospitals outside Tameside

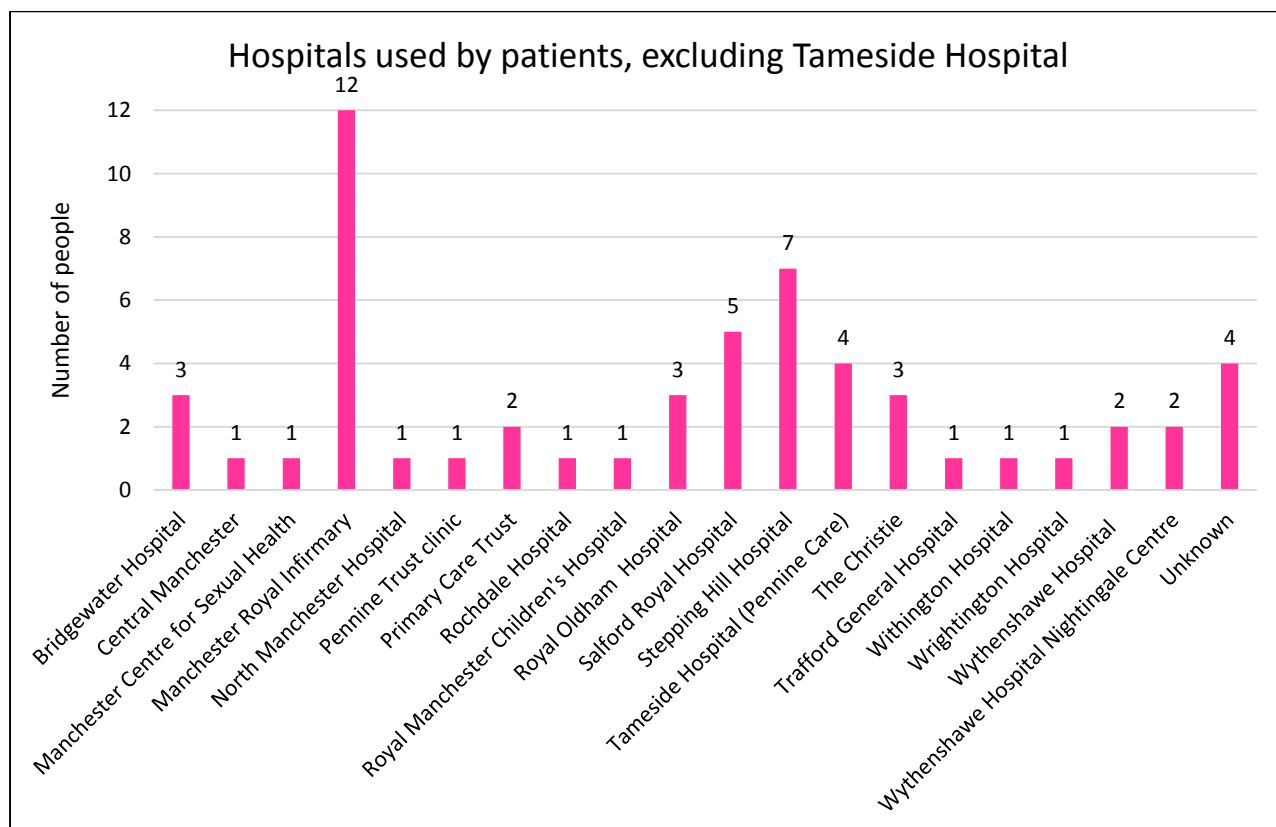
The information collected about hospitals other than Tameside is spread quite widely, with the greatest number of visitors to Manchester Royal Infirmary and Stepping Hill Hospital.

When we are looking at percentages for comparison purposes between Tameside Hospital and others, it is worth noting that the numbers visiting Tameside are considerably higher. For the hospitals outside Tameside, due to their lower numbers of visitors, a small difference in numbers has a greater impact on the percentage.

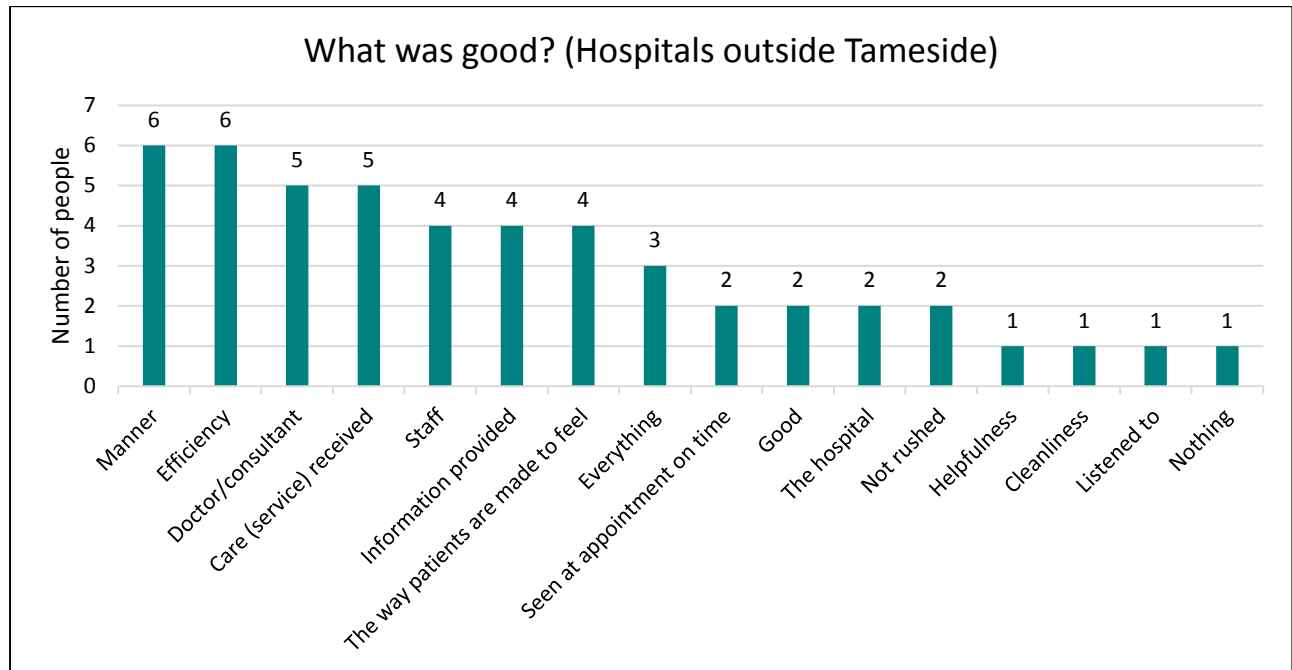
We appreciate the number of responses per hospital is only a very small percentage of the total number of patients. By looking at the responses as a whole, we have collected some useful information. Any numbers and percentages we use should be viewed as indicators of good practice or potential improvement areas. They are not statistically valid measures of performance.

We asked ‘Which hospital(s) have you used in the last 6 months?’

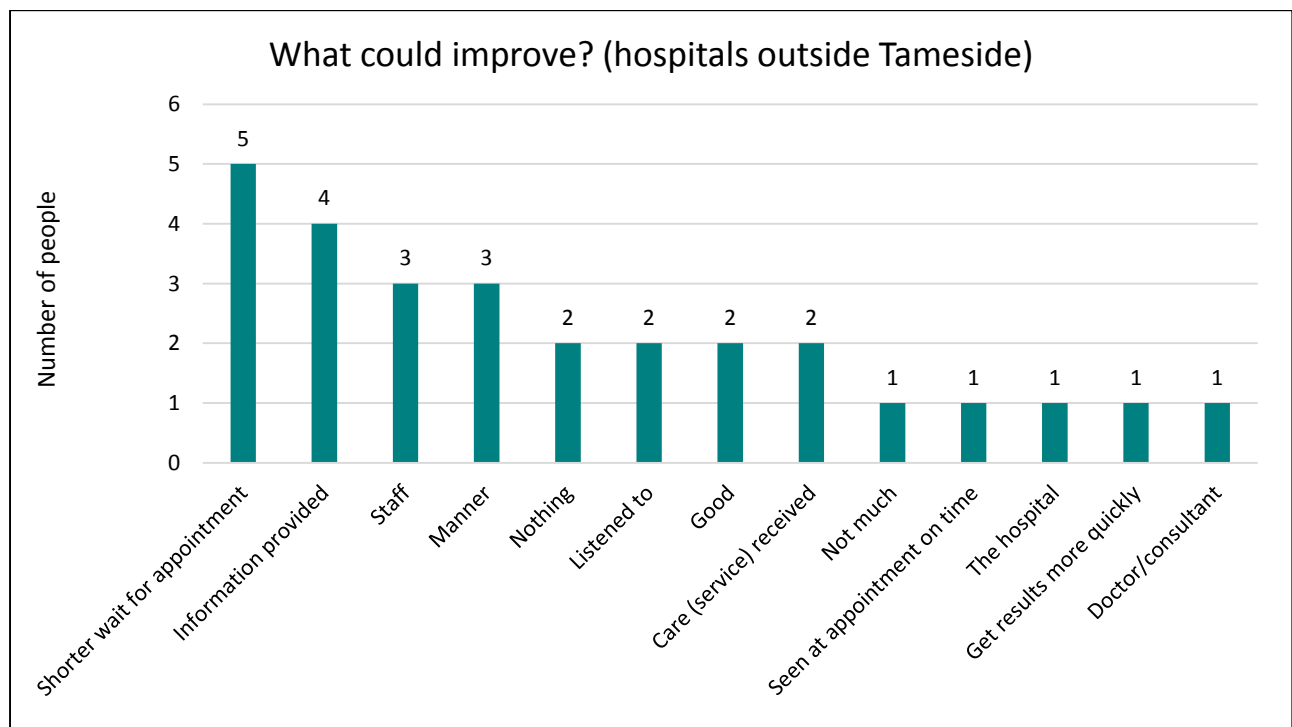
Some patients visited a number of hospitals, often for a variety of reasons. Others were referred from one to another for specialist treatment.



We asked ‘What was good about your hospital visits?’



We also asked ‘How do you think the services you used at the hospital could be improved?’

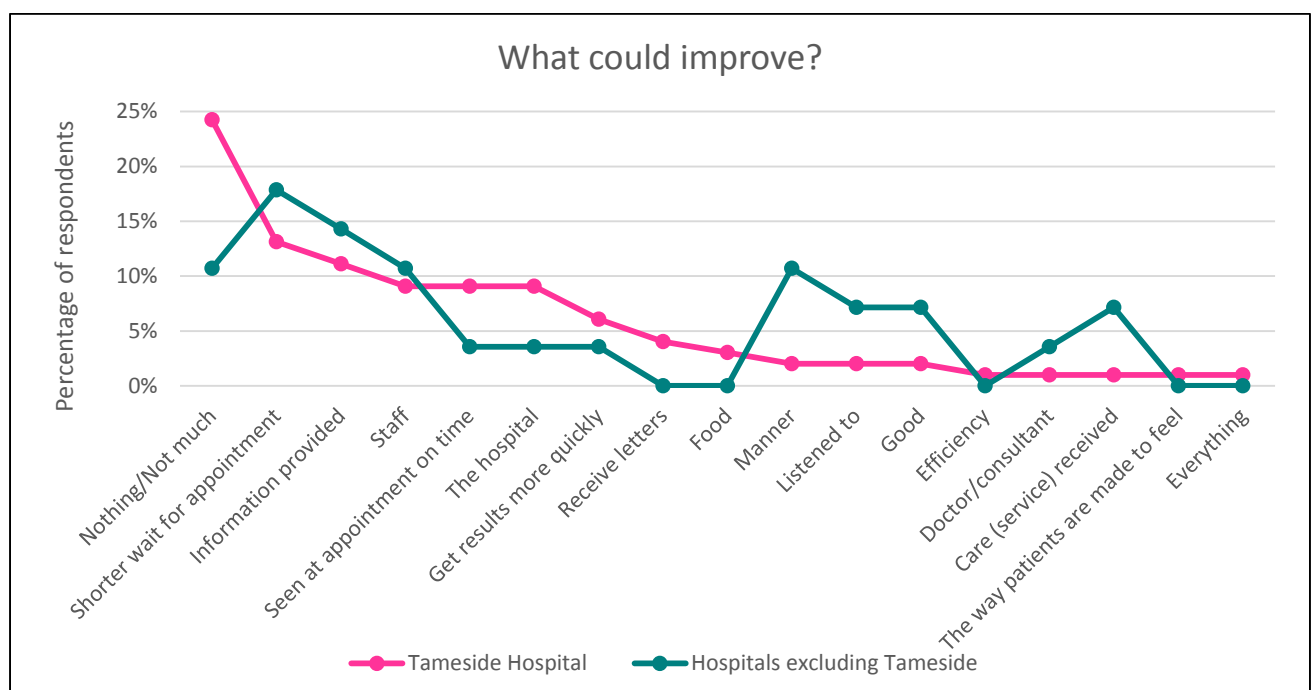
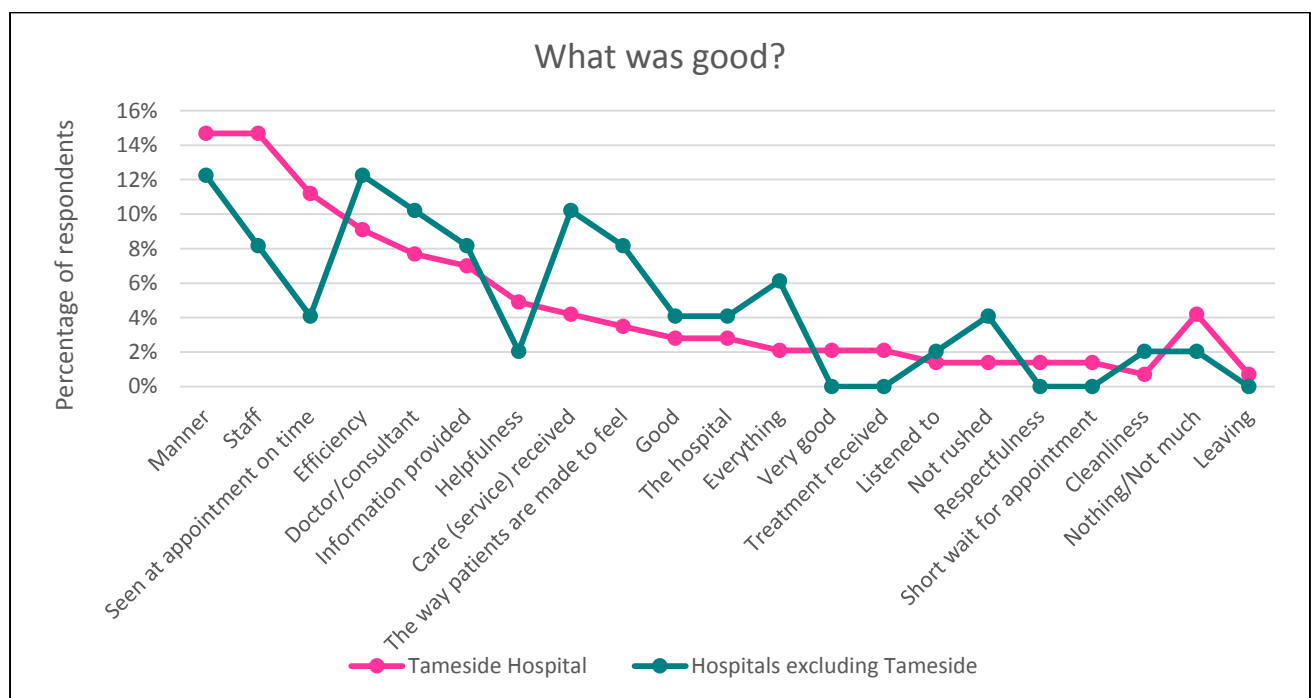


The groupings used to create the categories are the same as for Tameside Hospital, shown earlier, on page 25.

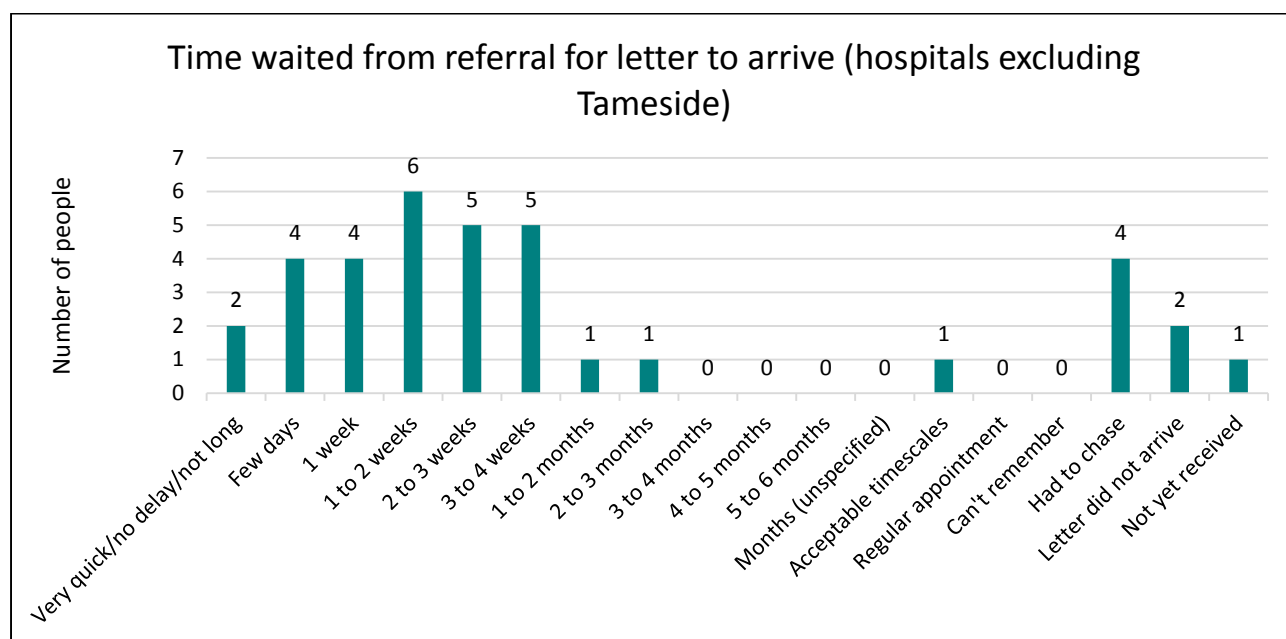
The patterns are similar to those seen on the Tameside Hospital graphs for 'what is good' and 'what could improve':

- There is hardly any mention of the treatment received.
- The way the staff deal with the patients features highly.
- The waiting time for appointments is mentioned.

We have looked at all the information collected, and converted the information about hospitals in the 'Tameside' and 'Excluding Tameside' graphs into percentages, for a more direct comparison.

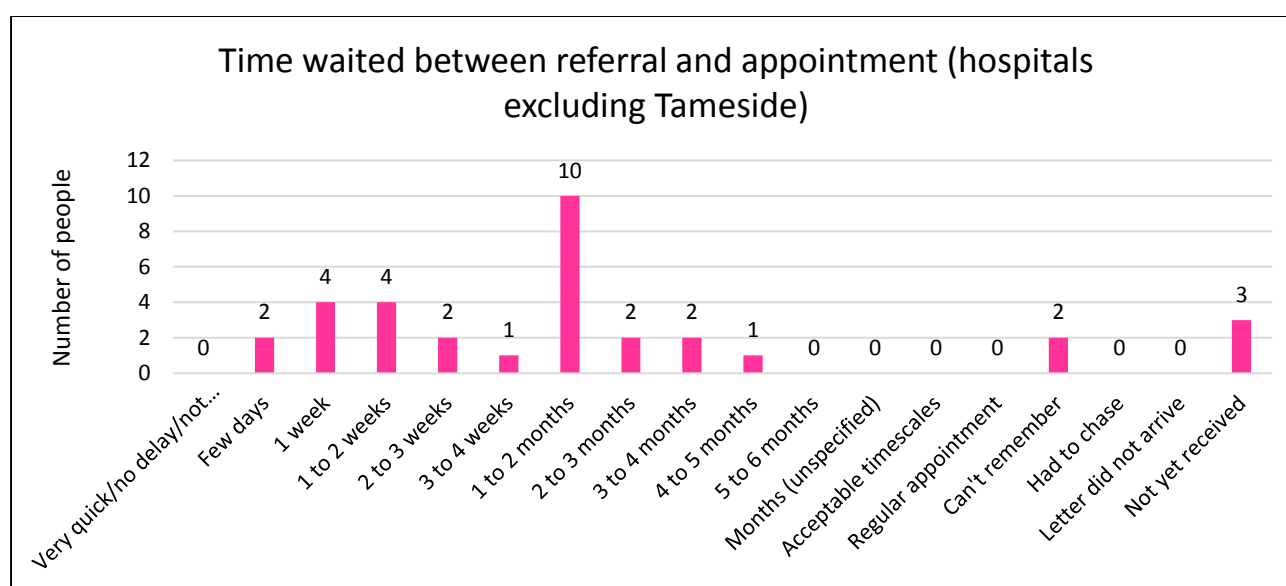


We asked 'If appointments or a referral were needed, how long did you have to wait for the letter to arrive?'



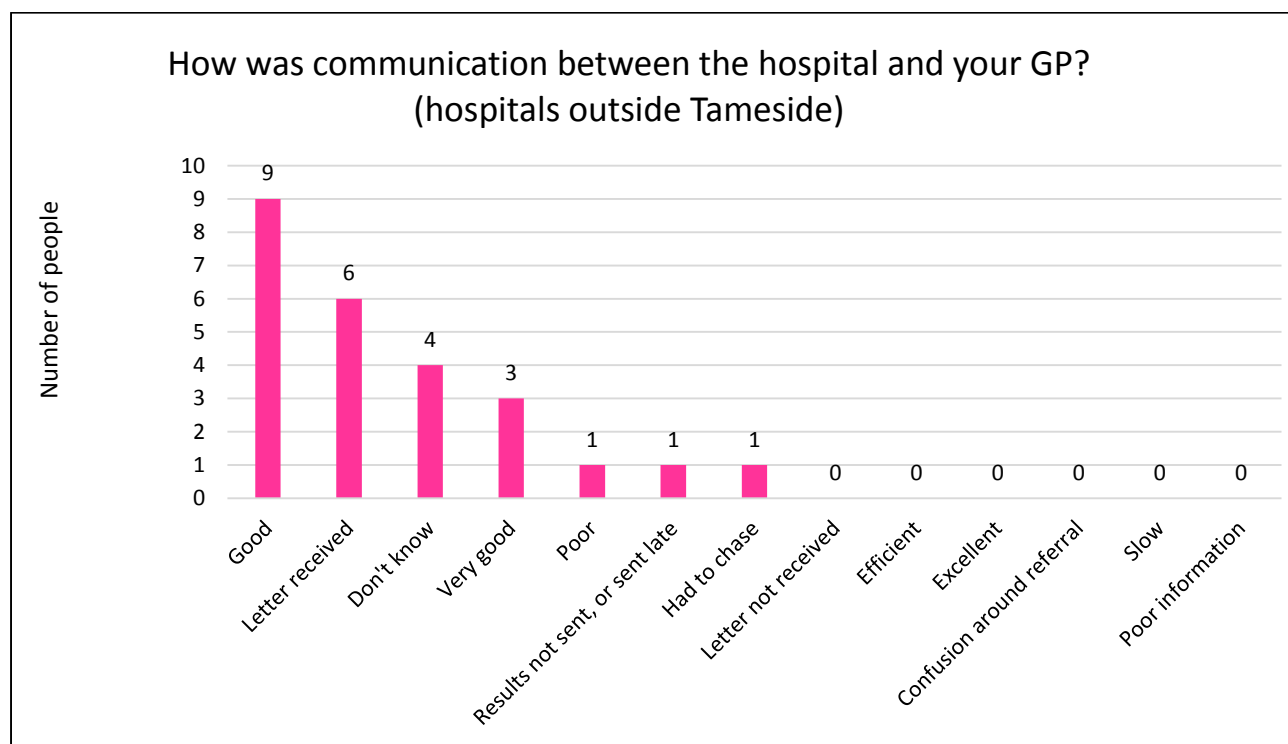
44% of people received their letter within 2 weeks, which is identical to Tameside Hospital.

We asked 'How long was the time between the referral and the appointment?'

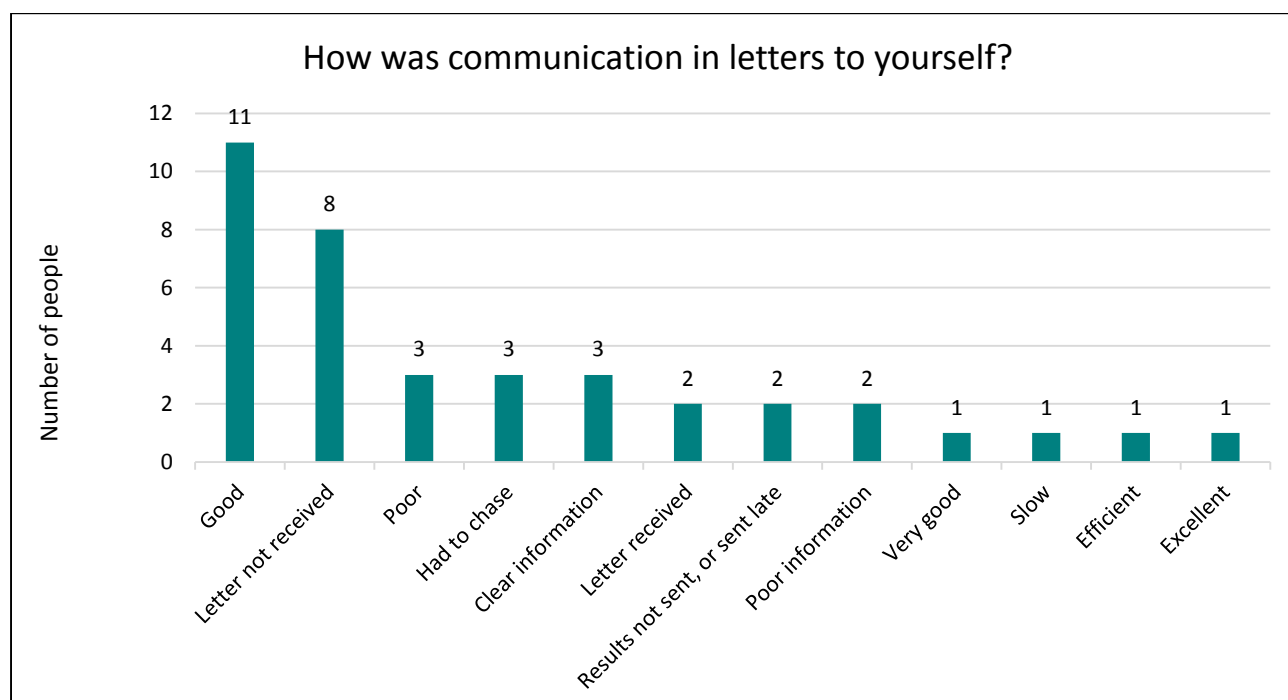


40% of people waited between 3 weeks and 2 months for their appointment, compared to 44% of people visiting Tameside Hospital.

We asked 'How was communication between the hospital and your GP, or with another hospital?'



We asked 'How was communication in letters to yourself?'



We asked '*What was communication like with...?*' referring to doctors/consultants, nurses/auxiliaries and receptionists separately.

The information answering these questions is included within the graphs shown earlier about Tameside Hospital. A number of patients had visited more than one hospital, however their answers to this set of questions did not differentiate between hospitals.

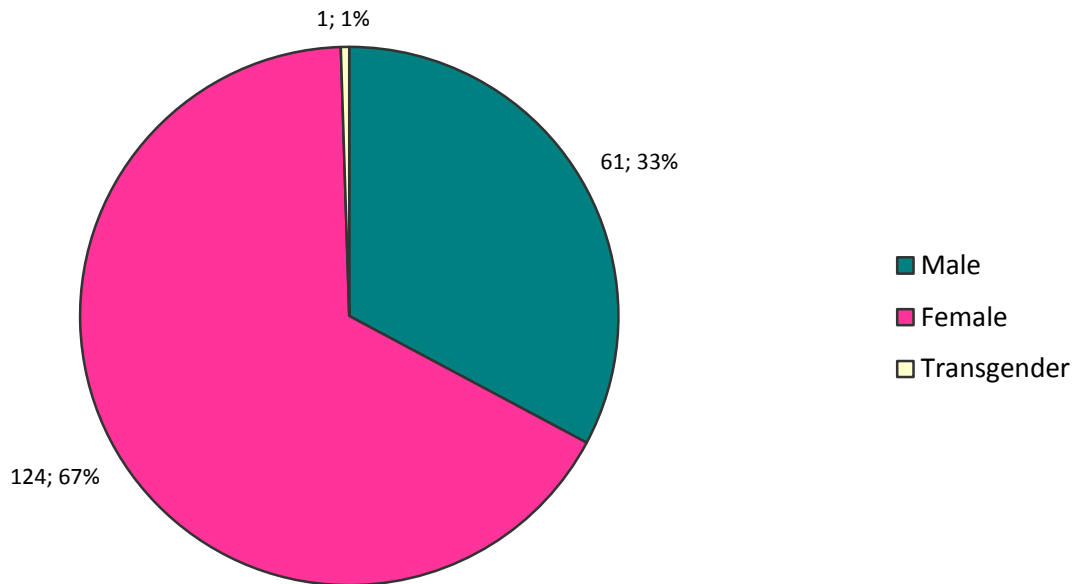
Our final question asked '*Do you have any other comments about your experience at the hospital?*'

Here are a selection of comments. Full details are included in Appendix 4.

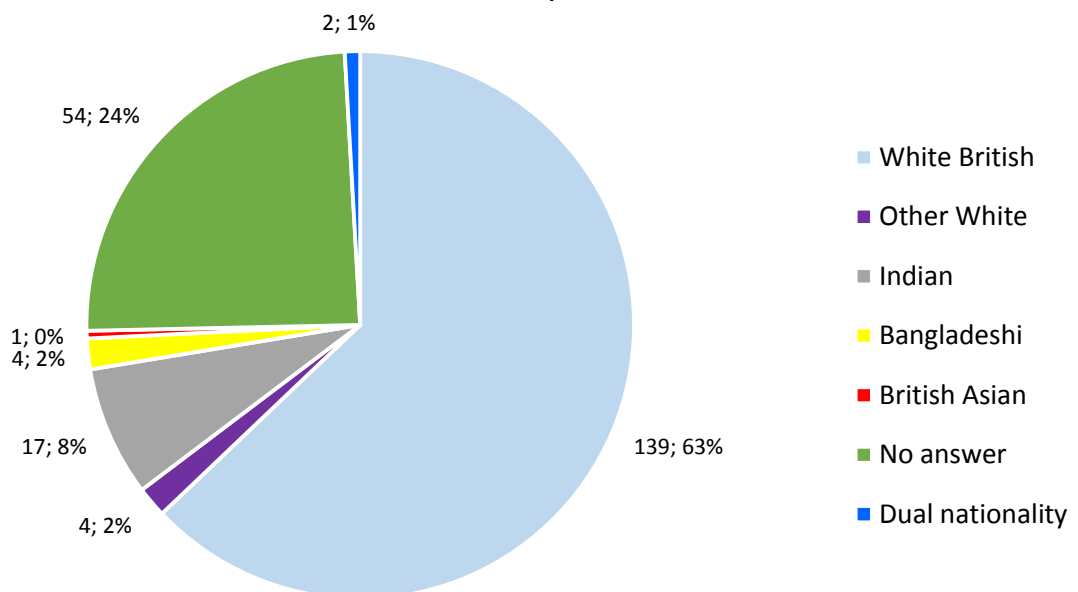
- "Couldn't get there. My son came from Northampton to get there. When we got appointment and at hospital had to wait for x-ray & then 2 hours to see the consultant. Food - I am vegetarian - wasn't getting food that I could eat, but can't bring food in."
- "Excellent service. Only improvement - waiting for ambulance transport. Have had to wait up to 3 hours. Very tiring for an 86 year old."
- "Free parking for appointments."
- "Hospital experiences are good."
- "I just feel after ten years I'm being passed from pillar to post. No results to help me."
- "Kept getting letters saying we didn't attend hospital appointment but we never got the letter. Had to keep going back to GP & they chased it up & got us appointments."
- "No improvement needed"
- "No, I was treated very well, apart from the wait."
- "Room for improvement"
- "They do a hard and thankless job at times and do not get all the thanks they deserve"
- "Waiting times are very high"

Demographics

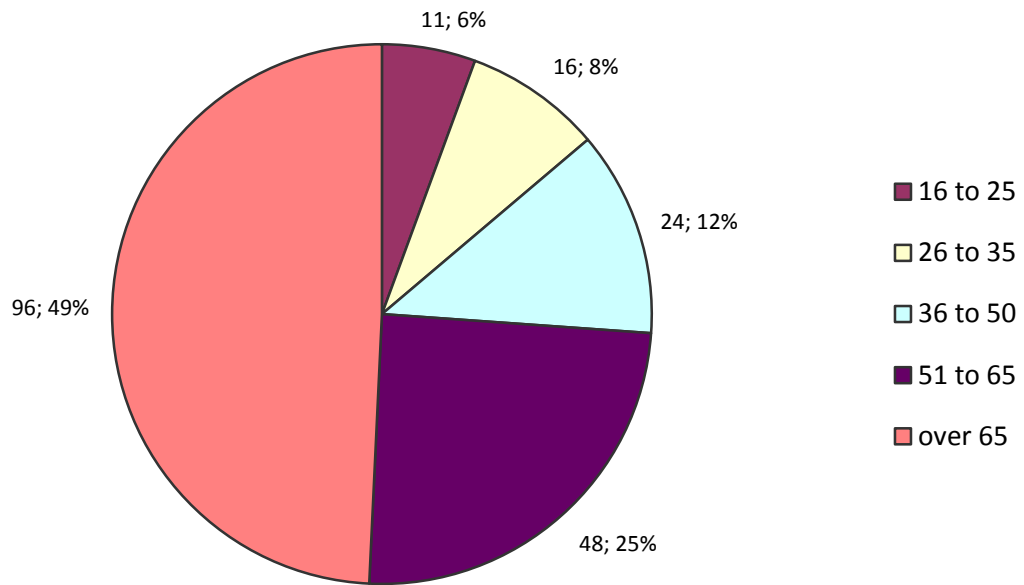
Gender



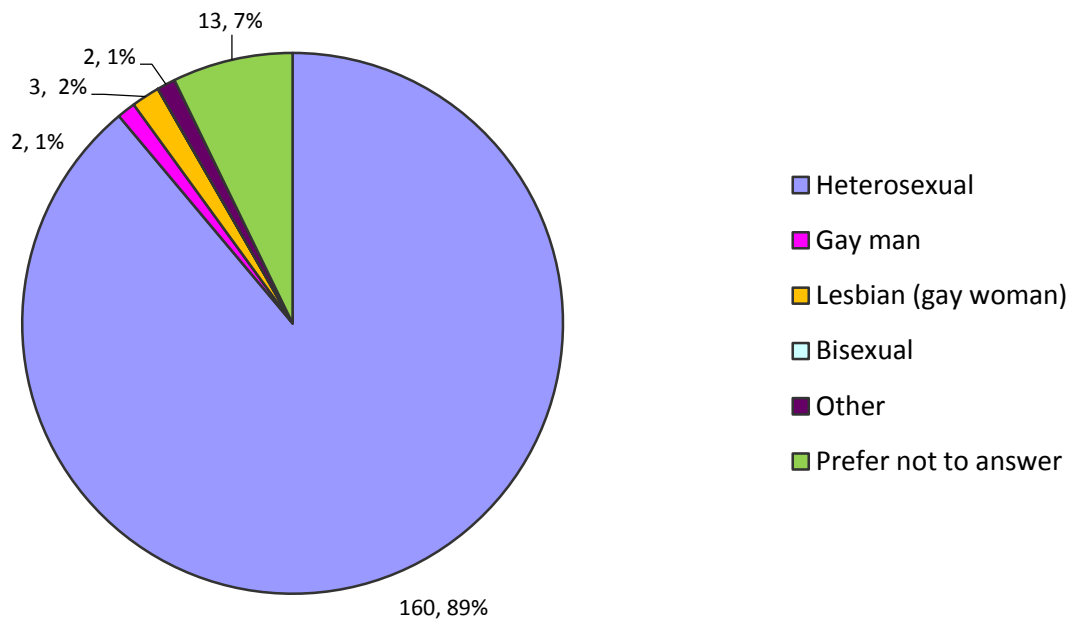
Ethnicity



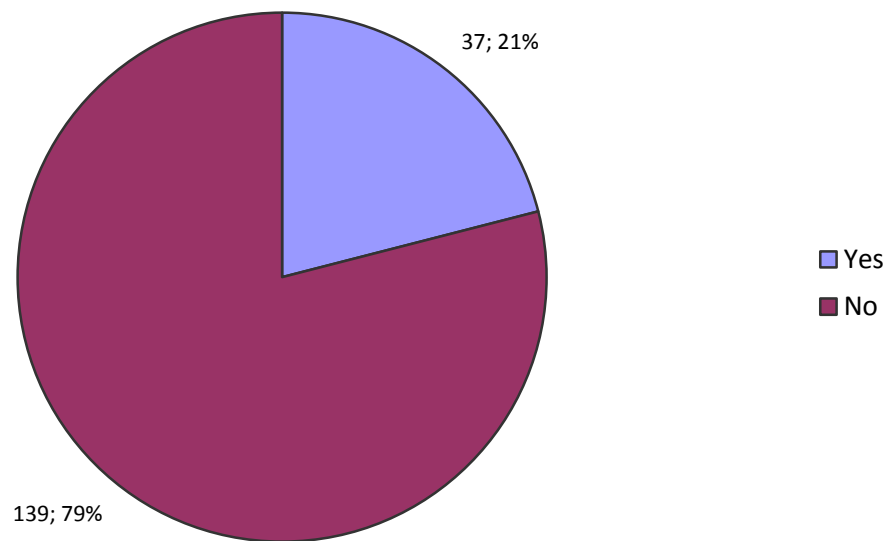
Age Group



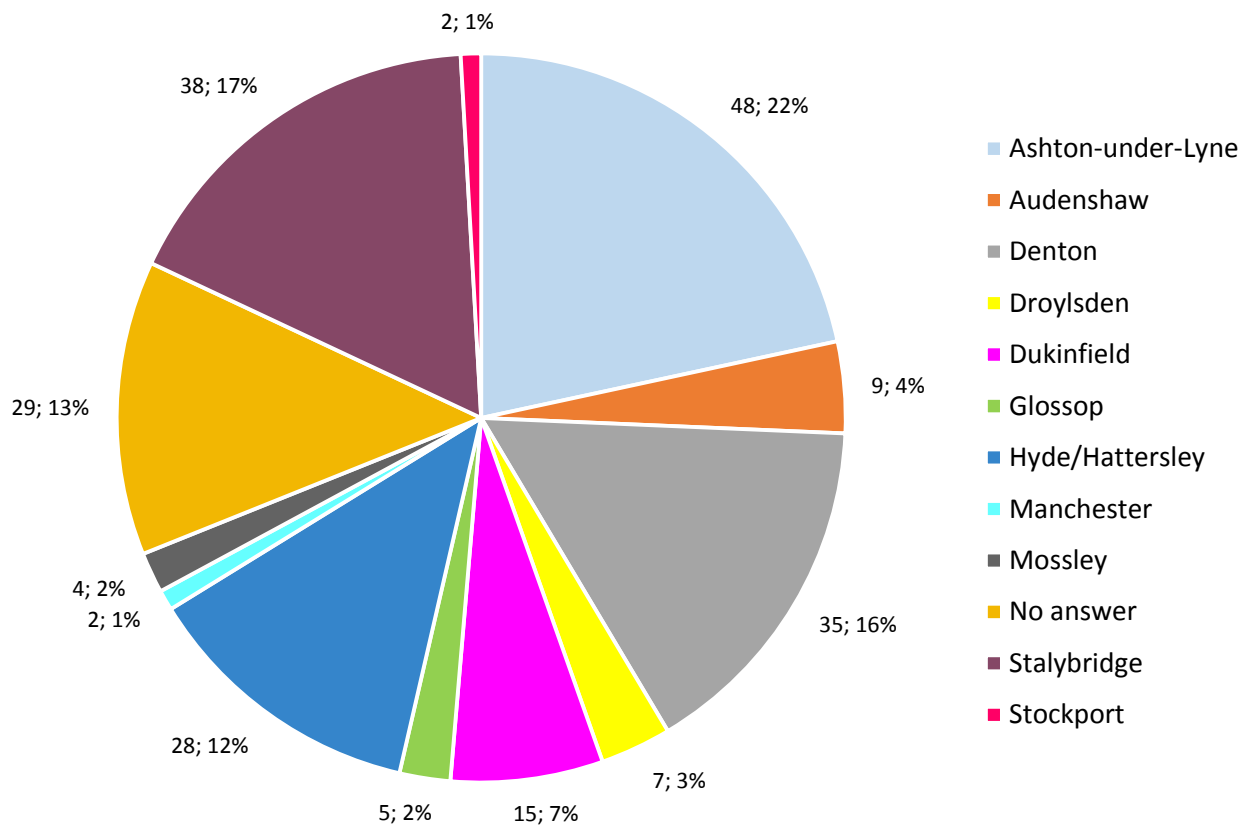
How would you describe your sexual orientation?



Do you describe yourself as a disabled person?



Number of people from each town



Appendices

The information shown in this appendix is quoted from the survey responses. If a response would enable a patient to be identified, we have summarised the comment. This will be noted after the comment as follows - (summary). We have corrected spelling mistakes, but not grammar. We have also removed the actual names of GPs or consultants.

Appendix 1 - GP Practices in Tameside

Albion Medical Practice (7 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Got treatment, and had follow-up appointment when it was convenient for my work
- Just recently taken over me & husband. Got me an appointment about arthritis. Great doctor with older people.
- Pain in legs
- Really supportive, fantastic, listened
- Very good services
- Yes, led to hospital appointment

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- Depend on injury. Get appointment within 2 weeks.
- Emergency appointment same day
- Mental health issues. I made first appointment then GP made them for me. I had to go every week.
- No
- Usually same week or week after if non-urgent.

What was communication like with the Doctors?

- Good (2 people)
- Listens, supportive
- Very few word communication
- Very good
- Very good - he listens before he tells you what he thinks

What was communication like with the Nurses?

- Diabetic nurse great
- Good
- Very good

What was communication like with the Receptionists?

- Could improve
- Good (2 people)
- Great
- Really understanding

What do you think could be improved about your GP surgery and the services it provides?

- I wasn't aware of emergency appointments till a neighbour told me. It should be made known to patients.
- If GP surgery give same Dr appointment every time then it easy to communicate with Dr
- None
- Nothing (2 people)
- Quicker appointment to see any doctor

Do you have any other comments about your visits to the GP surgery?

- For hearing impaired provide careens (Healthwatch assumes this means screen) to call in to Doctor in addition to audio. Please turn off continuous TV sound
- No
- No time to listen our problem
- None

Ashton Primary Care Centre (2 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Dr. was helpful
- The time they took with me

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 10 minutes
- They were busy

What was communication like with the doctors?

- Brilliant
- Good

What was communication like with the nurses?

- Great
- OK

What was communication like with the receptionists?

- Good relationship

- OK

What do you think could be improved about your GP surgery and the services it provides?

- If they can give an appointment little early
- More Doctors

Do you have any other comments about your visits to the GP surgery?

- No
- None

Awburn House Surgery (2 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Doctor listened well and gave me time.
- Timely - efficient - outstanding care.

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- Immediate access - drop-in surgery. An example of excellent delivery. Their "drop-in" surgeries are excellent. Service provision model is outstanding.
- Same morning. Queuing system.

What was communication like with the doctors?

- Excellent
- Outstanding

What was communication like with the nurses?

- N/A
- Very good

What was communication like with the receptionists?

- Very good
- Very good

What do you think could be improved about your GP surgery and the services it provides?

- Requests for repeat prescriptions over phone.
- Waiting room is not very good! Not comfortable & crowded.

Do you have any other comments about your visits to the GP surgery?

- 2 of GPs interpersonal skills are outstanding - clinical skills are very good.

Bedford House Medical Centre (8 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Annual MOT (blood tests) - full discussion of results took place
- I was able to see doctor at length. Was nicely treated.
- Phone call from nurse to discuss side-effects of steroid drugs
- Prompt attention & look at my medical history before advising me of the treatment.
- Quick, friendly, informative
- The doctor took me seriously. The doctor was cheerful and smiled.
- Yes, a lump in my throat. Got transferred to Tameside Hospital.

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 1 week (2 people)
- 2 weeks (2 people)
- 3 weeks
- Approx. 2 days
- Booked in advance at my choice when blood results were available

What was communication like with the doctors?

- Excellent
- Fair/good - depends on who you see
- Good rapport
- My doctor was brilliant (first time I had seen him since I was a toddler). Helped a lot
- N/A
- Very good (2 people)

What was communication like with the nurses?

- (Practice nurse) very helpful
- Blood tests taken promptly & well
- Caring
- Excellent
- Good (2 people)

What was communication like with the receptionists?

- Excellent
- Fair
- Good (2 people)
- Good at booking appointments & courteous
- Very responsive

What do you think could be improved about your GP surgery and the services it provides?

- A week is a long time to wait for appointment if you're anxious, or have symptoms which need investigation

- All OK
- Everything is very good
- More LGBT signposting
- My GP's surgery is great apart from the waiting times to get an appointment
- Some doctors are popular hence it is difficult to take appointment for that doctor. There should be a limit of patients per GP.
- The waiting list and if you ring for an emergency they should ring you when an appointment becomes available instead of you ringing for weeks for no appointment.

Do you have any other comments about your visits to the GP surgery?

- Appointment system through register & reminder of TV screen is good
- Doctors are mainly very good but waiting time too long for appointments
- No (2 people)
- None
- Post-natal depression diagnosis issue (summary)
- Very difficult to get an appointment particularly if you want to see a named GP

Brooke Surgery (5 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Close to home. Easy to get appointment with nurse. Staff are friendly.
- Easy to get an appointment provided you would see any doctor.
- Telephone consultation only - very informative

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 3 days
- Didn't have to wait
- No wait really, appointment on the same day
- Ring at 8am for appointment. Takes about an hour. Gives you a message to say ring later. By the time you get through, no appointments left. Have to have telephone consultation. Usually say will ring before 4pm but always ring. Have to have blood pressure test with doctor for HRT but can't get appointment. But doctor does give me 6 month prescription.
- Saw same day

What was communication like with the doctors?

- Fine
- Friendly. Takes time.
- Good
- Quite good
- Very good

What was communication like with the nurses?

- Fine. Appointment no problem.
- Good
- N/A (2 people)

What was communication like with the receptionists?

- Fine
- Friendly
- Good
- OK
- Very good

What do you think could be improved about your GP surgery and the services it provides?

- It depends on what you need. For example, information about accessing podiatrists. (summary)
- Making appointments could be easier
- More phone lines, difficult to get through early morning
- Start appointments earlier. Have an open surgery. Can't make appointments in advance - still have to ring on day - need to be able to book in advance.

Do you have any other comments about your visits to the GP surgery?

- Good service
- I was disappointed as I wanted to see a specific doctor and wasn't able to. I don't go very often. They are OK.
- I'm happy with my surgery
- No

Chapel Street Medical Centre (4 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- All staff are good
- Got appointment to fit in with my work
- Very good - timing & everything perfect

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 2 weeks
- 5 days
- Have to ring early then usually get an appointment
- No delay, didn't require instant appointment

What was communication like with the doctors?

- Good (3 people)

- One Dr good, one ok

What was communication like with the nurses?

- Good (3 people)

What was communication like with the receptionists?

- Good (3 people)
- OK

What do you think could be improved about your GP surgery and the services it provides?

- Better website or even Facebook page to make us feel involved
- Don't use it very often but feel it is providing good service
- Everything OK

Do you have any other comments about your visits to the GP surgery?

- Did not expect Dr to refuse to add item to my prescription because I had had my '10 minutes' - told me to sort it out at front desk. The Dr had spent first couple of minutes of my appointment on the phone talking about something unrelated to me.
- Good service - get appointments quickly to have bloods checked for cholesterol/diabetes
- No (2 people)

Churchgate Surgery (15 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Back & hip pain - doctor looked in my records to see the problem. Blood pressure - nurse was very patient taking my blood pressure and very kind.
- Further Surgery Diagnosed
- GP made home visit
- GP took time to listen and I was given correct treatment.
- I needed an emergency appointment and was seen the same day.
- It was at home. Gave me tablets for a blood condition after a blood test.
- It was easy to get through and make an appointment.
- It was quick and efficient
- It's a top rate service
- Received treatment
- Required an emergency appointment, although receptionist had to ask what is for, I could go into a private room to explain. Got a prompt appointment on same day.
- Very good. Fast, not kept waiting. They are very patient.
- Went about an infection in my foot and was put on antibiotics immediately and told to make an appointment with the podiatrist.

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 2 week delay normal wait
- 2 week delay. No reason.
- 2 weeks
- 3 weeks. That is reasonably normal I think for this practice
- Appointment offered same day.
- Back & hip pain - 2 hours Blood pressure - 1 day
- Got an appointment same day and was seen within a few minutes of allotted time
- I have an appointment this week, I had to wait 2 weeks for this as the Dr I wished to see only works part time
- It emergency - same day
- No delay
- No wait. Came when he said he would.
- Rang at 4pm - then agreed to ring at 8am next day - saw doctor at 10am
- Same day
- Shortage of Medical Staff Financial Cuts??

What was communication like with the doctors?

- Brief, to the point. Polite but not especially good at listening
- Could not understand what he said - talked too quiet
- Excellent
- Good (3 people)
- Great
- No problems
- Ok - trainee Dr
- Very good (5 people)

What was communication like with the nurses?

- Excellent, the nurse practitioner was very reassuring.
- Good (3 people)
- Great
- N/A (3 people)
- No problems
- Not applicable
- Very good (3 people)

What was communication like with the receptionists?

- Fair
- Good
- Great
- No problems
- Polite, helpful
- Poor - stropky
- Very Good (5 people)

- Very good and helpful
- Very good, but it depends on who you get

What do you think could be improved about your GP surgery and the services it provides?

- A brighter waiting room.
- All OK
- Can't think of anything offhand - we've always been treated well.
- Have good access, receptionists, friendly and dealt well with my problem
- It needs to be a bit quicker
- Length of time to get through
- More of everything
- Most of my friends had a general check-up at 50. My surgery hasn't done that. Think they should. Also, son who has learning difficulties should have annual check-up - never been told about this and they have never offered to do it.
- Nothing I can think of
- Nothing. Think it's a top rate service.
- Reception area could be improved and more space made for this important area of the surgery.
- Saturday opening or telephone helpline
- Shorter waiting times. More privacy at the reception desk.
- Sometimes difficult to get through on the phone
- Too long to get through on the 'phone, also too long waiting to pick the number you require due to the information given.

Do you have any other comments about your visits to the GP surgery?

- Do away with the self arrive screen, speaking to the Receptionist is so much better.
- I do very much like the electronic check-in, makes things much easier.
- I'm very happy with the service provided. Hope it continues.
- N/A
- Never know which doctor is to attend you
- No (3 people)
- OK apart from speed. Sat waiting 1/2 hour/1 hour.
- They are a very friendly and kind practice. We have only been with them about 7 years. The practice we were with before - the receptionists weren't too helpful!!!
- Think they should be more pro-active in this respect. (check-ups)
- Very happy with my surgery

Clarendon Medical Centre (5 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Easy to book
- I felt that I was listened to and that my views were considered and acted upon.

- Nurse - tablets, blood test
- The fact I managed to get it the same day. The doctor listened to my problem.

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- Actually sent for me because I had not been, but still had to wait over a week. Took blood / pressure. Not heard - assuming everything all right.
- I did not have to wait.
- No wait (2 people)
- Same day. No

What was communication like with the doctors?

- Attentive and interactive
- She was very direct. I felt I was being hurried
- Very good

What was communication like with the nurses?

- Friendly and practical
- Very good (3 people)

What was communication like with the receptionists?

- Can be very rude
- Efficient and helpful
- OK
- Telephone delay to speak to anyone
- Very good

What do you think could be improved about your GP surgery and the services it provides?

- Appointment system - ring 8am, can't get through for an hour, then all the appointments gone. Receptionists need training in customer care.
- Being able to get through on the telephone & actually getting an appointment.
- I think my GP surgery is sufficient for my needs already. The only thing that is problematic is the appointment system that means you have to ring early on the day which is not good if you are already not well. It would be helpful to be able to make an appointment for the next day.
- OK as it is
- She could have been much nicer in her manner.

Do you have any other comments about your visits to the GP surgery?

- I never have to wait long - the appointment system seems to work well.
- No (2 people)

Davaar Medical Centre (5 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Everything
- Given time to talk and made sure I was happy with treatment
- Good - nice place

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- Getting appointment OK - if you have mental health problems it's difficult to get there - so you have to wait until you feel better. Advance appointments no problem.
- Open surgery on Wednesday. Ring for appointment - get an appointment when I need it - don't have to wait
- Same morning- just queued
- Very rarely have to wait. If I do I get a telephone consultation.

What was communication like with the doctors?

- Don't have enough time for me - have to rebook
- Excellent (2 people)
- OK. I don't bother them, they don't bother me.

What was communication like with the nurses?

- Excellent
- Good - again in & out - too many patients
- OK. I don't bother them, they don't bother me.

What was communication like with the receptionists?

- Excellent (2 people)
- Good
- OK. I don't bother them, they don't bother me.

What do you think could be improved about your GP surgery and the services it provides?

- All good
- At present none

Do you have any other comments about your visits to the GP surgery?

- Attended as a family for many years and all been more than happy
- Don't have time for patients
- None, my view of the surgery is excellent

Denton Medical Practice (5 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Great staff. Very thorough - have a lot of medical issues.
- I felt listened to and taken seriously - also I wasn't prescribed unnecessary medication and the medication I was prescribed was considered carefully to my individual needs.
- No problems. Generally happy. Good that have female & male doctors. Good that picked up my cholesterol is a bit high & recommended certain diet/gave information.
- Tried to get appointment but none available

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 2-3 weeks
- Summoned for health check. Got appointment straight away. Can be hit & miss though - have to ring at certain time or go into surgery.
- Unable to get appointment for acute asthma attack. Told to go to walk-in centre.
- Waited 20 days to see doctor!! All the doctors were the same
- Was told it was a 2-3 week wait - had to wait - but told them it wasn't good enough.

What was communication like with the doctors?

- All great. Go to surgery a lot so they all know me. Very friendly - first name terms.
- Excellent
- No complaints
- Non-existent
- OK

What was communication like with the nurses?

- All great. Go to surgery a lot so they all know me. Very friendly - first name terms.
- No complaints
- Non-existent
- Not applicable

What was communication like with the receptionists?

- All great. Go to surgery a lot so they all know me. Very friendly - first name terms.
- Excellent
- No complaints
- OK
- Unhelpful, and ask personal questions on telephone

What do you think could be improved about your GP surgery and the services it provides?

- Appointment system! Have open surgery at 8am but I have a medical condition - can't get there for that time so have to have appointment (summary)

- Be able to access my records online and more staff to enable appointments to be given sooner.
- Ease of access for working people to get appointments so they can get to work afterwards
- No. Not at the moment.
- Nothing - just non-emergency appointments

Do you have any other comments about your visits to the GP surgery?

- The staff at the surgery are always polite, accommodating and go the extra mile to be helpful where ever possible.
- To be offered an appointment in 3 weeks' time is not acceptable for a patient with a chest infection who is asthmatic

Donneybrook Medical Centre (6 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Abnormal health problem (summary) - seen immediately
- All staff - helpful & approachable
- Got referred to the hospital
- Nothing
- Open surgery - that's good

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 30 minutes over no explanation
- Always used open surgery
- Immediately
- Rang early morning for emergency appointment, got appointment for around 4pm that day.
- Walk in surgery 1 hour waiting time

What was communication like with the doctors?

- Alright
- Fine - nice with me
- Listened and referred
- N/A
- Very good

What was communication like with the nurses?

- Alright
- Did not listen
- Fine for a check up

- N/A
- Very good

What was communication like with the receptionists?

- Alright
- Good
- One receptionist won't let me get prescription before month is up - means I have to go to open surgery. Rest let me get it when tablets run out.
- Rude, made stress symptoms worse
- Very good

What do you think could be improved about your GP surgery and the services it provides?

- It not saying no delays on the touch screen
- More appointments available. Friendly receptionists that do not raise stress levels and understand the basics of good customer care. Systematic approach to access to information by health professionals so you are not having to repeat conditions again and again (summary).
- Need larger reception. Reception area is very small - get huge queues for open surgery - go outside. Need more open surgeries.
- None needed
- Perhaps be open on a Saturday morning so that people who were working could attend.
- Quicker time answering the phone

Do you have any other comments about your visits to the GP surgery?

- I avoid the GP like the plague, mainly due to the stress I get from speaking to receptionists and their rude manner. Recently I have had two occasions where I was expected to run to several pharmacies to find out where my GP had decided to email my prescription to.... not convenient when I have to get back to work! Also have 15 minute free parking for people who are nipping in to pick up prescriptions - Especially as Hyde is considered a deprived area experiencing high levels of poverty.
- I only go in for repeat prescriptions unless there's something wrong with me.
- I think that the computer at the door is easy to follow, gives you the name & room number of the doctor and any delays.
- N/A
- Need to standardise procedures eg when tablets run out. Prescriptions should be guaranteed to be processed in a certain time. eg give in on Monday should be ready by Wednesday - that doesn't always happen.
- The problems of getting an appointment have mostly been resolved with, on the day, walk in surgery and pre-booked appointments

Glebe Street (1 person)

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 1 month

What was communication like with the doctors?

- Very good

What was communication like with the nurses?

- OK

What was communication like with the receptionists?

- Very good

What do you think could be improved about your GP surgery and the services it provides?

- Earlier appointments (shorter waiting)

Do you have any other comments about your visits to the GP surgery?

- No

Gordon Street Medical Centre (5 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Doctors very good when get there
- I was seen in time and my GP was very helpful and considerate
- Quick appointment, caring doctor, quick referral for scan and blood test, phone call next day to check how I was. Quick results.
- Same day appointment
- Sends me to the hospital if there is anything wrong with me. Been going many years so he knows me. (summary)

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 1 day.
- Diabetes/Lithium - send for me. Got great neighbour. If need appointment, can't hear so go in a taxi - they have times at beginning of the week when you can just go.
- I got appointment that suited me as I am in full time work and work away 100 miles from home.
- N/A

- Ring in morning. Struggle to get through & then all appointments gone. Sometimes walk down & they tell me to come back at 10. Can't do it with my condition.
(summary)

What was communication like with the doctors & nurses?

- Excellent
- Good
- No problems once I get there
- Very good
- Very nice - all of them

What was communication like with the receptionists?

- Good
- No problems once I get there
- Very good (2 people)
- Very nice - all of them

What do you think could be improved about your GP surgery and the services it provides?

- Can't use the computerised machines to book in - have to take someone with me
- Choice of GP
- Get appointment when I need and late surgery and morning surgery 7 days a week
- Not much.

Do you have any other comments about your visits to the GP surgery?

- Have been impressed by the treatment received.
- None
- Very good

Grosvenor Medical Centre (10 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Getting the appointment
- Neither good nor bad
- Receptionists are friendly
- Thorough examination
- Very caring and sympathetic staff at all levels, particularly when husband was ill and died 3 months ago.

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 1 week
- 1 week - non urgent appointment
- 4 days

- About a week - wanted to see a specific doctor rather than any that was available. Waited a week as they worked fewer days and I had to fit around my own work.
- Can be flexible on appointments so don't have a problem
- Follow-up appointment so booked at previous appointment. Didn't wait.
- If you go to surgery at 8.30 you're seen that day

What was communication like with the doctors?

- Brief. Sometimes rushed depending on which doctor you see. Happy with outcome most of time.
- Didn't listen
- Excellent
- Excellent - feel little bit rushed
- Fair (2 people)
- Good (2 people)
- Very good

What was communication like with the nurses?

- Excellent
- N/A (4 people)
- Very good

What was communication like with the receptionists?

- Excellent (2 people)
- Friendly
- Good (3 people)
- n/a
- Only when booking appt. Self check in computers
- Very good

What do you think could be improved about your GP surgery and the services it provides?

- Doctors that listen to what is said and not what they think is said
- Minor surgery
- More fulltime doctors as opposed to part-time.
- NHS needs radical surgery and refunding. The question is too simplistic.
- Nothing. Very satisfied.
- Opening late and weekends
- Opening times. Better suited to people that work. Receptionists when booking appointments should ascertain if that person needs an out of work hours appointment or not. More on the day appointments available.
- That the Doctor listens

Do you have any other comments about your visits to the GP surgery?

- Long waiting times. If I turn up late ie. 5 minutes, there's a big fuss but they can keep me waiting up to 40 minutes some times.
- No
- None

Guide Bridge Medical Practice (4 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Don't have to wait a long time in the surgery
- I didn't have to wait too long in the waiting area. The staff & doctors were very polite and thorough.
- Routine appointment. Explained to GP re. stress issues and I feel they are being resolved.
- Very pleasant lady doctor, issue sorted quickly and without fuss

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 3 days
- About a week, but the issue wasn't urgent and the timing fitted in with my own arrangements. I selected the appointment from the options presented on line, which considerably simplified the process.
- Depends who want to see
- No delay. Called on Tuesday and got appointment by Friday.

What was communication like with the doctors & receptionists?

- Good (2 people)
- Very good
- Very nice - go out of their way to help

What was communication like with the nurses?

- Good
- N/A
- None
- Very nice - go out of their way to help

What do you think could be improved about your GP surgery and the services it provides?

- Everything OK
- I like my GP practice. I think it's very good.
- Nothing specific occurs to me, generally speaking I'm quite satisfied.
- Very happy with it

Do you have any other comments about your visits to the GP surgery?

- I have had no problems up to now.
- No
- They are very good. They have always been good.

Hattersley Group Practice (3 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Talking with my doctors
- They referred me to the breast cancer clinic as an urgent referral

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 3 days for an appointment. Half an hour after appointment time - no reason given.
- 3 weeks
- Within the week as only meds review

What was communication like with the doctors?

- Fine
- Really good
- Very good

What was communication like with the nurses?

- Excellent
- N/A (2 people)

What was communication like with the receptionists?

- Basic
- N/a - husband booked the appointment
- Okay

What do you think could be improved about your GP surgery and the services it provides?

- Getting an appointment
- Make more appointments available all day long if needed

Do you have any other comments about your visits to the GP surgery?

- Different doctors say different things
- No

Haughton Thornley Medical Centres (11 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Doctor was really helpful
- I was able to see my own GP for a change.
- Neck injury (summary)
- No waiting for appointment

- Not masses of people in waiting room. Appointments on time. Dr - like talking to a friend
- Once you have got an appointment, problems are generally sorted but last 2 times I needed to go, I had to ring. Then was told to try the pharmacy - they sent me back to the docs - then I had telephone consultation - then eventually got to see the doctor.
- Seen on time
- Staff was mostly sympathetic
- That I actually got to see someone.

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 30 minutes
- a week or so (it wasn't urgent)
- Can't get one on day unless telephone consultation. Appointments are weeks in advance. Telephone - just given morning/afternoon - no specific time for the call.
- My GP only works part time so I had to wait 1 week until he returned. I then had to have a telephone triage call before receiving an appointment to meet face to face.
- No delay (3 people)
- Rang back within 1 hour - telephone appointment
- The clerical staff triaged me on the phone deciding on whether I needed an appointment.
- Wanted an emergency appointment so started to ring at 8.15. It was 9.00am by the time I got through and then it was a telephone consultation. They said doctor would ring in the morning but at 12.30 hadn't rung, so I had to ring back with my mobile number. Then it was gone 1pm when he rang.

What was communication like with the doctors?

- Adequate
- Brilliant
- Business. Friendly
- Friendly
- Good (3 people)
- My doctor OK. Other - just going on about online access to medical records
- The GP was very helpful
- Very good

What was communication like with the nurses?

- Good (2 people)
- N/A
- OK - again problems with appointments
- Very friendly
- Very good

What was communication like with the receptionists?

- A bit curt

- Friendly
- Good (4 people)
- Obstructive
- OK
- Sometimes can be quite rude & intrusive
- The receptionists were polite and friendly
- Very good

What do you think could be improved about your GP surgery and the services it provides?

- Answer the phone in the mornings
- Better to see one doctor rather than just anyone - especially with children - need someone who knows us. (summary)
- For this appointment I already knew what the problem was so the triage by phone was OK. Previously I have found this to be unsatisfactory and risky. Without seeing a person how can the GP be sure what the issue is?
- Getting appointment earlier
- More staff and more appointments in person. 2) Less 'triage' by non-medical staff.
- N/A
- Proper appointments not just telephone appointments
- Service is good
- Some of the notices about missed appointments &c seem unfriendly
- Stop telephone consultations. I am retired and don't hear very well. I don't feel that the doctors are there for me. One is always going on about going online - I don't want to do that. I want to see a doctor when I am ill. (summary)

Do you have any other comments about your visits to the GP surgery?

- He comes out to visit me when I can't get there. He is very good.
- N/A
- No (2 people)
- Receptionist think they are the doctors
- The self-check in terminal shows all your personal details to the other people waiting.
- Visits!! Pah! Over the last 16 months I have phoned for appointment over 12 times & been seen only twice. (summary)

Comments from Haughton Thornley

We shared our draft report with this practice who provided the following response:

“We have 4 telephone lines which come through to the practice, and are answered by all the staff. We do not deal with any administrative jobs for the first 2 hours of the morning to ensure that during the busy period we are handling as many calls as possible, however due to the demand if all receptionist are already either dealing with the incoming calls or patients in the surgery then during this period you may experience a delay in dealing with your call. You can pre-book some routine appointments in advance. All GPs start to deal with their telephone calls at 8.00am and prioritise their workload

according to the details that have been given to the receptionist. You can also request to be called within a particular time frame, although we cannot legislate for an emergency situation that may prevent us from being able to achieve this timeframe.

“Our receptionist follow a process which is set by the GP’s of asking the patient to give some brief detail to the reason why they feel they need to speak with a GP. This is to enable the GP to prioritise their workload and be able to identify the more serious issues and handle them accordingly. It is extremely difficult for a GP to do this if there is no indication to what the problem is. All staff are trained in confidentiality. The information given to the receptionist is typed into the clinical appointment system for the GP. If a patient is making the appointment from the surgery and need privacy then a room is available. It is very important that the receptionist does ask a series of questions to ensure that the problem is dealt with efficiently and by the most appropriate clinician.

“The telephone consultation system enables the GP and patient to make an informed decision about the appropriate care required. If the GP and patient agree that a face to face appointment is required then this is arranged immediately with the GP for them to be seen at a suitable time on the same day. The GP’s do not take risks and the telephone consultation is not a substitute for an actual appointment. However studies show that only a third of all telephone contacts made to a GP in the day actually require a face to face appointment. To combat the high patient demand, we offer an initial telephone consultation for this assessment to be done. When we offered only face to face appointments we were not able to treat as many patients in the day and also had a high number of failed appointments and wasted clinical time. This then created an increase in patients’ complaints and dissatisfaction.

“Although a patient registers with the practice, it is possible to request to see a specific GP. The practice will always try to ensure continuity of care and keep a patients with the same GP during a health episode. The only exception to this rule is if a patient calls for an immediate appointment and the GP of choice is not available then this cannot always be accommodated.

“We are open to suggestions of how failed appointments (i.e. patient did not attend) can be prevented and how we can deliver this information. We do not intend to appear unfriendly, it is a simple fact that if we could prevent patients from wasting this valuable clinical time, then we would have more appointments available. We do speak to those who fail on a one to one basis, unfortunately this has no positive impact. We are trying to raise awareness amongst patients, as this is a national problem. We would prefer to empower our patients and understand the impact of ‘Did Not Attends’ (DNA’s) on the NHS and the GP surgery and in turn on themselves the patient.

“We record details of any patients who are hard of hearing or have any medical conditions that make telephone calls unsuitable. Those patients are always offered a face to face appointment. We do promote online access to many services such as ordering your prescriptions, booking nurse appointments and accessing your medical notes. We empower patients to be active in their own health and wellbeing and encourage them to take responsibility for health decisions jointly with the support of the GP or other medical professionals. As the demand for GP time is at a point that the NHS systems are struggling to cope, we must find different ways for patients to access

health advice and information, so that they can make an informed decision on what is the most appropriate place to access health care. This is not always the GP and it could be the local pharmacist, other primary care providers such as Dentists or opticians, voluntary sector organisations etc. We also want patients to be able to access a doctor when they are ill, however many patients are not aware that there are other places that offer health support apart from the GP surgery.

“The self-check-in machines have been positioned in areas that minimise any information from being seen. We have also reduced the font size, which makes it extremely difficult to be read by any waiting patient as the actual patient’s body restricts this viewing. It does ask for their gender and date of birth to enable this detail to be checked with the computer system, it will then confirm the patients name and who they are seeing in small font. You then take a slip of paper, so that when you are called in by the GP, it is your number and room number that is displayed to all waiting patients. We specifically adopted this system to prevent any confidential information being displayed.

“The practice encourages all patients to feedback on the services that Haughton Thornley Medical Centres offer and are always keen to improve and learn from feedback received. We have a very active Patient Participation Group, however we struggle to recruit new patients to join, which would help us to discuss the services we offer and any areas for improvement. I would appeal to those who were kind enough to participate in this survey to contact the PPG on Thornley.house@gmail.com and obtain details on how to be involved in all of the exciting initiatives and support that is being offered to the practice and patients. Or if you would like to discuss any of the comments in this survey, I would love to discuss and see if there are any improvements we can make in line with the services we offer and how we offer them.”

Highlands & Trafalgar Square Surgery (7 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- 1) Appointment with the doctor nominated to be responsible for my care. Met him
- 2) 2nd doctor revised my medication after consultation with nurse and hospital - high blood pressure, swollen legs - practice nurse made the appointment
- Caring, understanding and efficiency of the Doctor who saw me
- Didn't have to wait long in Medical Centre
- Everything. Fine service.
- Friendly
- Not much was good
- Quick waiting at reception
- They were excellent
- Yes was pleasant

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 1 week
- 1 week, but not urgent so didn't matter
- 2 weeks
- 8 days this is the standard wait unless urgent
- Between 2 days to 2 weeks (2 people)
- Can't get appointment early enough only when emergency
- I was able to get an emergency appointment due to the severity of pain and the fact I was due to go on holiday a day later. Normally, it is not always easy to get an appointment at the time one would want.
- Normally takes about 2 weeks. No reason given.
- Not long
- Only go once a year at present but have to wait a couple of weeks to see the nurse

What was communication like with the doctors?

- Didn't like her attitude
- Good (5 people)
- If you can get to see the right doctor she is good
- mixed
- OK
- Very good

What was communication like with the nurses?

- Friendly, professional
- Good (4 people)
- N/A (2 people)
- They are good. Long wait for nurse. Put off by wait.
- Very good (2 people)

What was communication like with the receptionists?

- Good (5 people)
- N/A
- Okay
- Pleasant
- Sometimes give inaccurate information. Confusing.
- Very good (2 people)

What do you think could be improved about your GP surgery and the services it provides?

- At the moment, it is perfect. We are happy.
- Communication needs to be better. Need to see the doctor quicker. Pharmacy is in same building and they are slow with prescriptions.
- Could be improve in getting appointment sooner.
- Earliest appointment and open surgery (walking)
- I would prefer to see a return to the old system whereby you could turn up in the morning and be seen without an appointment. This seemed to work better than the new current system.

- It is not clear as to when a proposed appointment is urgent or otherwise. Patients are not medically qualified
- More nurse appointments
- No complaints
- Quick referral Same doctor to see
- Should have better doctors
- Taking long time to get doctors appointment

Do you have any other comments about your visits to the GP surgery?

- No (3 people)
- None (3 people)
- There seems to be far too many patients. They still have a banner outside saying they're taking on new patients.

The Hollies Surgery (6 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- All of it - as usual at this surgery.
- All paperwork is done correctly. Efficient. Chase things up - do what they say they will do - without chasing up.
- Everything.
- Everything. No complaints
- New GP was very polite, listened well and was very thorough.
- Only had to wait 5 minutes

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- Got appointment on the day by going to surgery and waiting
- I didn't wait, I walked in and was seen within 20 minutes.
- I walked in and was seen within minutes.
- No delay
- Open surgery - great. No problem at all - had bad back & got me in as an emergency.
- Open Surgery.

What was communication like with the doctors?

- Excellent
- Excellent as always (2 people)
- No problems - all good
- Very good

What was communication like with the nurses?

- Good
- N/A
- No problems - all good
- Not applicable on this visit
- Not see
- Very good

What was communication like with the receptionists?

- Again, always excellent
- Always good
- Excellent
- Good
- No problems - all good
- Very good

What do you think could be improved about your GP surgery and the services it provides?

- Can't ask for a better service
- Could provide anti-co Agilent monitoring
- Frankly, nothing
- Nothing - it can give lessons to most of the others locally
- Very little

Do you have any other comments about your visits to the GP surgery?

- I don't understand why other people have such problems with their GPs when mine are capable of such excellence.
- I feel secure with the quality of care here, the effort put into diagnosis and getting the right treatment
- No
- Very pleased with service. If you need to be seen that day you go to surgery which opens at 8.30 then are given a timed appointment for that day.

King Street Medical Centre (3 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Good information from doctor
- I seem to be able to get an appointment quite easily.
- Usually in before appointment time - very rarely late for appointments. Do check up on you to see you are OK. Good at sending reminders about blood tests, etc.

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 4 days
- Not long depending on what the issue was.
- Rare to get in same day, but got cancellation.

What was communication like with the doctors?

- Dr Lee - fine. Thorough
- Experience of a couple of doctors not so great. I don't feel confident when going to see them. I feel that I would be uncomfortable if it was a particularly sensitive matter.
- Good

What was communication like with the nurses?

- Nurses tend to be very good at my doctors - friendly & make me feel at ease.

What was communication like with the receptionists?

- Fair
- No problems - very nice
- Really nice receptionist - helpful & friendly.

What do you think could be improved about your GP surgery and the services it provides?

- Already provide a lot of services eg. got a cardiograph at surgery within 2 days
- If I am honest - I would prefer different doctors there. The two doctors that my family have experienced do not instil confidence, and I feel I would put off going for certain issues.
- Not have to wait as long for appointment

Do you have any other comments about your visits to the GP surgery?

- No
- Sometimes getting appointments is a problem

Lockside Medical Centre (9 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Being seen by a doctor/s who I felt were listening to me or speaking to them on the telephone
- Everything excellent
- Friendly GP who took the time to listen to me.
- Good reception, friendly consultation

- Got an appointment but didn't need to attend in the end.
- Got appointment straight away for asthma attack
- I felt valued - listened to and found either GP had excellent people skills
- Listen to what you have to say and don't rush
- The visible level of care & concern shown by the doctor

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 10 days (non urgent)
- 3 days
- 7 - 10 days
- I wanted an appointment for a week ahead & got it no problem but I know that getting an emergency appointment is problematic
- If I could not get an appointment urgently I got a phone call the same day - usually because all appointments were booked
- Neither of these doctors were available. Was offered (by doctor) a phone call which was satisfactory.
- Over a week and I didn't get to see my GP. I was offered a telephone consultation.
- Same day
- When I required an appointment quickly, I was seen on the day I telephoned. It usually takes a week, perhaps a little longer to get a routine appointment.

What was communication like with the doctors?

- All staff at the practice are friendly and professional. They respond with care and the doctors explain things carefully.
- Excellent (2 people)
- Good (2 people)
- Great
- Very good (2 people)

What was communication like with the nurses?

- All staff at the practice are friendly and professional. They respond with care and the doctors explain things carefully.
- Excellent
- Good (3 people)
- N/A
- Very good

What was communication like with the receptionists?

- All staff at the practice are friendly and professional. They respond with care and the doctors explain things carefully.
- Excellent
- Great. Very helpful as always.
- Mostly good
- Usually excellent
- Very good (2 people)

What do you think could be improved about your GP surgery and the services it provides?

- Already provides an excellent service. Maybe appointment waiting times could be shorter
- I have great faith in my GP surgery, other than maybe providing another late night surgery I can't think of any improvements - and having said this, they all work super hard, so perhaps I'm being too picky.
- I very rarely get to see my own GP and I often find it difficult to get an appointment within a week. I have had to take my young son to the walk-in centre on a number of occasions because I haven't been able to get an appointment. Telephone consultations are always offered. (summary)
- Nothing (3 people)
- Nothing really - this is a teaching practice and am always asked if I minded a student being in.
- Personally - none

Do you have any other comments about your visits to the GP surgery?

- Can take B.B. & weight myself each visit if necessary - comfortable waiting room
- Everything/everybody perfect
- It concerns me most that I can't get appointments for my child. The GP surgery is a couple of minutes from my house & I often have to travel to seek medical advice elsewhere.
- Keep up the good work
- No (2 people)
- Very satisfied with all aspects

Market Street Medical Practice (2 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Just tell me to go to walk-in centre
- Yes good service

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- Open surgery Monday, Wednesday, Friday till 10am but have to wait too long with baby - have complained
- Up to 7 days

What was communication like with the doctors?

- New doctors really nice. Listens. Given enough time
- Very good

What was communication like with the nurses?

- Good

What was communication like with the receptionists?

- Polite, helpful
- Sometimes can be funny. Ask what is wrong, no privacy, no room. Take ages to come to the desk.

What do you think could be improved about your GP surgery and the services it provides?

- All OK
- Reinstating Saturday mornings. Struggle to get appointment so open surgery is heaving.

Comments from Market Street Medical Practice

We shared our draft report with this practice who provided the following response:

"We are sorry to hear about the issues stated by the two Market Street Medical Practice patients in this report. We constantly look at access and already offer an emergency walk-in service, every Monday, Wednesday & Friday morning, as well as extended early opening and late closing every week. We are aware that asking for appointment reasons on reception is a change of culture, but feel this is essential to offer the "Minor Ailments Scheme" and to identify urgent symptoms, as well as assisting with finding an appointment to best meet every patient's individual need. We already prioritise children and babies who will be seen as soon as possible, on arrival. We are also working to improve our reception experience, including potential changes to the reception area to make our welcome as prompt and warm as possible."

Medlock Vale Medical Practice (6 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Doctor was good, and helpful
- Locum Doctor whom I thought was polite.
- Not a lot!
- The GP listened to me

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 1 week, no reason given
- 2 weeks and no excuse
- 2 weeks, the receptionist said it was a non-routine appointment.
- I did not telephone at 8.30am for an appointment on the day. I was able to gain an appointment on the next working day.

What was communication like with the doctors?

- Good (2 people)
- Not good, she had not read my notes, had she read them, she would have had more knowledge for the reason I was there. I felt rushed.
- Very good

What was communication like with the nurses?

- Excellent
- n/a
- OK
- Very good

What was communication like with the receptionists?

- 2 are not nice, and the others are
- Good
- OK
- Very poor

What do you think could be improved about your GP surgery and the services it provides?

- I do feel the ten minute rule is in danger of leading to a production line mentality and an impersonal meeting. That said, I understand numbers may drive this. Less locum doctor's.
- Retrain receptionists in customer care. Also the doctors have too many rules about consultations
- Time of get appointment, and the attitude of receptionists
- Whilst I was sat there, a queue at reception formed, other members of staff were present but no-one came to assist the one receptionist handling the queue.

Do you have any other comments about your visits to the GP surgery?

- Have asthma - can't ring for a prescription - have to physically go in, then have to go back to pick it up - not good if you work. Told open until 6.30 - double-checked. Went at 6.10 & door locked. Member of staff said there may be staff there but door is locked.
- No
- The surgery is not always a welcoming experience; that said I have been given good service.
- We are not allowed to be late for appointments yet doctors ALWAYS run late & NEVER apologise for keeping us waiting
- Yes, there are notices everywhere stating that if you are more than 5 minutes late for the appointment, it would be cancelled, yet I had to wait over 30 minutes before I was called in by the Doctor, despite the fact that I had clearly seen her behind reception chatting. She must have been aware that her appointments were running late!

Millbrook Medical Practice (4 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- I couldn't get an appointment for my teenage daughter - had to wait 1 week!! Told to go to walk-in centre (summary)
- Quick referral for young son to hospital (summary)
- Polite staff, listened to what I said
- The doctors have excellent patient relationship

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 7 days normal to wait!
- At least a week - no appointments available
- Sometimes up to a week if not an emergency. If emergency will try to give appointment on day or telephone consultation

What was communication like with the doctors?

- Good
- Good
- Helpful on all visits

What was communication like with the nurses?

- Good
- Good
- Friendly

What was communication like with the receptionists?

- Good
- Good
- Friendly and helpful when unable to give appointment

What do you think could be improved about your GP surgery and the services it provides?

- Less waiting time
- Maybe a text service or a phone call to remind people of appointments. There is one where you can text yes or no to whether you will be coming. This is due to level of people not turning up to appointments. A phone call from receptionist is cheaper to check attendance than a missed appointment.
- More GPs available as surgery/ building is very large but only 2 doctors at any time
- Sometimes a long wait for adult appointment

Do you have any other comments about your visits to the GP surgery?

- Frustrated about how long you sometimes have to wait even though there are some many missed appointments as they put it on a board. However it's not likely that those who have missed an appointment will actually read the notice because they are not there
- No

- Not much faith in GPs!!
- On the whole satisfied

Comments from Millbrook Medical Practice

We shared our draft report with this practice who provided the following response:

“We have recently installed a patient reminder service whereby all patients providing us with a mobile contact will receive a text to remind them of their appointment. If they wish to cancel they just have to text back 'cancel'.

“As well as displaying the number of DNA (did not attend) appointments we also contact any patients that do not attend by letter (or by text) asking them ensure they let us know if they cannot attend in the future.

“If we have no appointments available we will where appropriate offer patients information regarding other options such as the walk in centre/pharmacy advice and we now also have the 'Hub' available for routine appointments. If a patient states the problem is urgent we would always try to get them seen or ask the GP to triage.”

Mossley Medical Practice (2 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Got an appointment on the day phoned up.
- I was able to discuss with my GP how I have been feeling recently and voice concerns that treatment isn't working so needs reviewing and possible investigations to clarify if anything else is underlying

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 2 weeks as I was told by receptionist it was a non-urgent and no Dr's appt available before
- Got an appointment on the day phoned up.

What was communication like with the doctors?

- Good (2 people)

What was communication like with the nurses?

- N/A

What was communication like with the receptionists?

- Fair they don't seem to be able to understand how you feel only keep saying no appts available.

- Good

What do you think could be improved about your GP surgery and the services it provides?

- Another Dr as only 2, or advance nurse practitioner at my surgery and it is getting increasingly difficult to get appts without a lengthy wait, also extended surgery with Dr opening times as I work full time so have to take time from work and my employer is not very understanding when this occurs
- To be able to track a referral for hospital services to see the waiting time involved

Do you have any other comments about your visits to the GP surgery?

- Many time Dr is running late as I understand this is at times unavoidable the last few times I have been have had a lengthy wait - last week my Dr was running 35 minutes late, yet if we are stuck in traffic and arrive late are told we can't be seen as missed the appt. I am usually punctual as I hate to be late so usually arrive 5 mins early in order to avoid being late which is added time to the wait.

Penny Meadow Group Practice (1 person)

If you have had a GP appointment in the last 6 months, what was good about it?

- Diabetic care

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- Regular appointment

What was communication like with the doctors, nurses and receptionists?

- Excellent

What do you think could be improved about your GP surgery and the services it provides?

- Weekend appointments

Do you have any other comments about your visits to the GP surgery?

- Happy

Smithy Surgery (2 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Doctor listened and was gentle in her examination. Also reassuring
- Excellent diagnosis, easy to book , ample time seen and great prescribing to help me

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 1 hour- emergency appointment
- 2 days

What was communication like with the doctors?

- Excellent (2 people)

What was communication like with the nurses?

- N

What was communication like with the receptionists?

- Very good

What do you think could be improved about your GP surgery and the services it provides?

- Nothing

Do you have any other comments about your visits to the GP surgery?

- Excellent doctors and staff

St Andrews House (10 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Everything. I was seen asap
- Friendly and listen
- Good with babies, referrals & quick appointment
- Helpful, efficient staff. Always see same doctor.
- New doctors at practice, particularly lady doctor, very pleasant
- Patient and understanding doctor. Friendly staff.
- The Doctor was very thorough identified my problem and provided the necessary treatment
- The lovely manner of the GP's, the speed at which I was seen, the effectiveness of their consultation
- Very quickly seen, very friendly and helpful

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 2 weeks Fully booked
- 2 weeks. First available with named doctor
- Emergency appointments - that day or day after usually

- I asked for a non-urgent appointment and was given one for just over a week ahead. Fine with me.
- I was seen the day after. I was given a prescription the same day.
- No delay. Seen within 5 mins of arriving
- Regular appointment
- Same day

What was communication like with the doctors?

- Clear, straight forward
- Excellent (2 people)
- Good
- Good - listens & don't feel rushed
- Poor - no empathy
- Very good (3 people)

What was communication like with the nurses?

- Blood tests/ECG/that day
- Excellent (2 people)
- N/A (3 people)
- Very good

What was communication like with the receptionists?

- Always clear & precise
- Excellent (2 people)
- Good
- Great. Good rapport.
- Very good (2 people)
- Very helpful

What do you think could be improved about your GP surgery and the services it provides?

- All very good
- I think my GP surgery is fantastic, including the range of services they provide including minor surgeries, nurse, vaccinations for travel. I do not know of any improvements they could make.
- No
- Nothing. Very happy with service
- Post-natal check - was told they didn't check mums any more
- Quicker appointment & see the doctor of my choice
- Sometimes the wait in the surgery is too long
- The answer phone could be a little louder

Do you have any other comments about your visits to the GP surgery?

- I am a relatively infrequent user of GP services, but my experiences are positive in the last 6 months.
- No. I was looked after really well.
- Not face to face greeting - now done on computer screen

- Recently received text to say surgery now open at weekends, so very pleased about that.
- Started opening on Bank Holidays, which is much appreciated by patients.
- Would like to change to another surgery

Comments from St Andrews house

We shared our draft report with this practice who provided the following response:

“The surgery works hard to ensure that all the patients that need to be seen urgently are, but inevitably the surgery does have to have a cut of point to ensure that quality care is given to all of our patients.

“Any issues regarding seeing a ‘named’ GP can be directly addressed with the surgery. Obviously to see a particular doctor patients may have to wait a little longer for a routine appointment, as different doctors have different availability status. The surgery, however, promotes a policy where patients’ requests to see a particular GP is prioritised. However, if the wait for a particular GP is longer than an alternative earlier appointment with an available GP is routinely offered. The patient can then make an informed choice of when they would like to be seen and by whom.”

Stamford House Surgery (7 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- 8.30 - 10.00 walk-in with no appointment. Great service.
- Got an appointment within 2 days
- GP is giving good response to patients
- Nothing
- Very good. Timing & everything good
- Was seen on Time.

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 2 days. GP was busy
- 3 days
- I wanted to have holiday injections. I could not book an appointment until I attended the surgery to pay for them. They would not allow me to book an appointment and pay then. As I work full time I had to take time off work twice. (summary)
- I wanted to see a specific GP so had to wait a bit longer
- Just call in at surgery. Not far away - do an open surgery
- Only 2 days

- Previously been at another practice - had problem with leg. Going for years & didn't do anything. Stamford House referred me for a scan on the first visit. (summary)

What was communication like with the doctors?

- All listen to you
- Good (2 people)
- No problems
- Very good

What was communication like with the nurses?

- All listen to you
- Good (No problems)
- Ok but couldn't give me the information needed
- Very good

What was communication like with the receptionists?

- All listen to you
- Are often rude and very dismissive
- Good
- No problems
- OK
- Very good

What do you think could be improved about your GP surgery and the services it provides?

- Everything OK
- I think the surgery is very careful with money and often this comes before service. (summary)
- More communication
- Only have 2 GPs so if don't get there early it is a wait.
- So far since the new GPs took over and the move of premises all appears to run smoothly

Do you have any other comments about your visits to the GP surgery?

- I am put off by going to the GPs because I do not think I always get good service. The reception staff are unpleasant and rude and I do not have confidence in the GPs there. Different GPs tell me different things and cannot agree on what I need. I have a medical condition which gives me pain but it has been over 12 months and not monitored. I only go if it is essential I don't have any faith in my GP. (summary)
- No
- None (2 people)

Staveleigh Medical Centre (13 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Diabetic. Like it that they know me.
- Efficient
- I didn't have to wait for very long to be seen and my GP was very attentive.
- I received an appointment quickly when I went to the surgery
- I was satisfied with the diagnosis and medication
- Nice & friendly
- Nothing
- Saw the requested GP.
- Short time to get an appointment, attentive doctor
- The fact I had managed to get an appointment at all
- What was good was seeing the requested doctor, and got to explain my problem for future reference.

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 1 month
- 2 days
- 3-4 weeks. Fully booked. Nurses the same.
- A few weeks.
- Have a bleeper - so if not well just press it & a doctor comes out.
- I had to wait 3 .5 weeks to see the requested doctor, but was offered to see another doctor sooner.
- I waited 3 weeks then when I got there I was told I would have to wait 1 hour as there was a back log. I then couldn't stay for the appointment as I had to get back to work
- Just go to reception & they try to fit you in the same day. See nurse every 6 weeks.
- Regular 6 monthly blood pressure check
- Same day I went to the surgery
- Seen same day each time

What was communication like with the doctors?

- All nice
- Alright
- Excellent
- Extremely good.
- Good (2 people)
- In a rush - no time to listen.
- Okay felt rushed
- Poor
- Very good

What was communication like with the nurses?

- All nice
- Alright
- Did not take problem seriously - see a Doctor!
- Good (3 people)
- N/A
- Very good

What was communication like with the receptionists?

- All nice
- Alright
- Bad patronising and dismissive
- Good (3 people)
- Helpful
- No problem. Telephone service has improved.
- Okay
- Reasonable

What do you think could be improved about your GP surgery and the services it provides?

- Attitudes to patients. Waiting times in surgery. Communication.
- Can't think of anything
- Doctors & Nurses appointments in one week. Not counting emergency which should be in hours.
- Hardly ever use it apart from BP check
- Have a walk in slot each day for one hour, so people can see any doctor. This would take pressure off people who just need a 5 min consultation, some surgeries do this & it works.
- I am satisfied with the way things are now
- I often don't know whom my GP is! I don't like being transferred from doctor to doctor within the practice. I haven't been informed!
- I think it needs to look at its systems for appointments especially if you work and can't always go in the day time
- If there are delays notify patients in advance to set expectations
- New computer system means can only make telephone appointments (for GP to call me) on the day. Used to be able to do this in advance?
- No
- Shorter time period to access chosen doctor. Not everyone has internet access to make appointments.

Do you have any other comments about your visits to the GP surgery?

- Difficulty gaining access by telephone to surgery. Regularly engaged, no answer, kept waiting.
- I think it need to modernize and move with the times, people do work so may need evening appointments or Saturday mornings

- It is incredible how few patients there are in the waiting room at any time - despite a regular 30min wait. It seems to take a LONG time to complete the details after each patient. If arrive early you will not be called until the EXACT time of your appointment even if no-one has been in for 30 mins or more. One Nurse cares about the health of patients - all the others including Doctors can't get you out of the Surgery fast enough. In the last year the Practice has become very cost conscious!
- Mostly, everything works fine.
- No
- Not at this moment. Thank God I am in reasonable good health & don't use my GP surgery.
- Surgery nice and clean
- When I go I am always very pleased with the attention that I get.

Tame Valley Medical Centre (3 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Everything
- I've seen three GP's at this medical centre since joining in the last two months. The ease of seeing a GP was great, I've been able to see a GP very quick and GP's here are very good and caring, Reception staff can't help you enough they are so lovely. What was good is that they listened to my needs and offered an appointment quick and the GP were outstanding. Receptionists and GP' and nurses here are great.
- Very good. On time and put mind at rest

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 2 hours
- No delays I was seen quickly, seen very quick when appointment was made. Next day and one on the day and one advanced one too.
- Requested early morning on three occasions and each time given one later on in the day

What was communication like with the doctors?

- Excellent
- Outstanding, listened to me and provided great support I needed around my circumstances.
- Superb

What was communication like with the nurses?

- Excellent
- Pleasant to talk to and good at their job listening to needs.

What was communication like with the receptionists?

- Helpful, caring and understanding, great advice too
- Very efficient
- Very kind and very friendly

What do you think could be improved about your GP surgery and the services it provides?

- Any concerns addressed through PPG and always considered
- I think maybe take on more male GP's, As the medical centre seems to have a large proportion of Female GP's. Only 2 Male GP's at present that seem in demand. Maybe a bigger waiting room. Maybe be good for a drop in session for young men clinic from ages of 18 to 35 for a health check would be good idea. Something an idea I thought up!
- I was very happy with my treatment

Do you have any other comments about your visits to the GP surgery?

- I think Tame Valley surgery is a lovely place, the staff and GP's work well together, Manager is great too. I like the fact you can speak to staff via Twitter and Facebook via their social web pages it's helpful.
- None other than this sort of standard should be considered for an award. Maybe this would encourage others to reach a similar standard

West End Medical Centre (8 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Easy to get an appointment. Kept to appointment time. Friendly staff.
- Fair
- He listens to what I have to say (summary)
- My PSA results
- Routine to get medication
- Seen on time - See the doctor I want - My doctor took time to listen to me

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 30 minutes. Do not appointment same day get 24 hours letter
- I pull my hips. I could not get appointment for 10 days.
- Mostly if I ring the day before I'm seen the next day
- Next
- Next day (2 people)
- Not long
- The following day

What was communication like with the doctors?

- Excellent
- Good
- Great
- Very good (3 people)
- When you see the doctor says take paracetamol

What was communication like with the nurses?

- Excellent
- Good
- Great
- Pleasant
- Very good (3 people)

What was communication like with the receptionists?

- Excellent
- Fair
- Great
- Very good (4 people)

What do you think could be improved about your GP surgery and the services it provides?

- Good
- GP to do what has been asked of him
- I think they should re-instate the open surgery - that was great for emergency appointments
- None
- Nothing
- Perhaps they could do with some bilingual staff on reception
- Quicker appointment services

Do you have any other comments about your visits to the GP surgery?

- My experiences so far have been positive
- No (3 people)
- None
- Not bad

Windmill Medical Practice (18 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Asthma nurse was very informative
- Doctors are very nice when you get through
- Fact that can ring on day & will sort stuff out on day even though phones are busy.
- GP phoned when he promised to. Gave me an appointment for same morning.

- Haven't had an appointment but should have blood test, blood pressure/cholesterol, but not called for me. Thyroid
- I got my medication I needed
- I had a referral for further tests
- Nothing - Complaint made (summary)
- OK Prompt service
- Seeing my doctor
- The fact that he turned up!
- Usually can get a same day appointment

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 2 1/2 hours after doctor phoned me
- 24 hours
- 6 weeks - this was due to having to wait 3 weeks for an appointment and then on the day of my sons appointment the receptionist called me 20 mins before to say that they were closed that afternoon and didn't know why I had been booked in? next appt available was 2 1/2 weeks after
- Thought I had had a stroke so rang surgery and told them. Receptionist said a doctor would ring me back - took 40 minutes & he told me to go to A & E (summary)
- Have to ring at 8am. Doctor rings back at some point in the day & may say come down to surgery 2 weeks in advance. Waste entire day waiting for call & then may have to dash to surgery. If can't see you they tell you to go walk-in - 4 hour wait there.
- If manage to get through & answered in the morning then you can speak to a doctor same day. Otherwise have to ring again next morning.
- It was on the same day
- Last appointment over 8 months. Waited for 30 minutes - no reason was given.
- Last time, last week very hard to get in
- No delay
- Phone or call early am. Doctor calls back and arranges visit with nurse who will treat or arrange appointment.
- Same day (2 people)
- Same day - routine appointment. Ring morning (early) - doctor rings & either sorts a prescription or appointment
- Same day most of the time
- Usually get to speak to doctor within 24 hours but only telephone consultation. Can't book appointments in advance - have to ring every morning.

What was communication like with the doctors?

- Excellent (2 people)
- Fair
- Good (3 people)
- Good - get enough time/listened to
- Good. See me about 1 thing but always ask about mental health & meds.

- Great once you get in
- Lack of communication/understanding
- N/A
- OK
- Very good
- Yes fine

What was communication like with the nurses?

- Alright but if have appointment about certain thing you can't bring up other issues.
- Good (3 people)
- Great once you get in
- N/A
- OK (3 people)
- Very good
- Yes fine

What was communication like with the receptionists?

- Awful - sometimes it seems like they are qualified doctors when they are not medically trained! - I was told it didn't really matter (about not being able to get appointment) as he hasn't actually been diagnosed with Asthma, even though he was on 2 inhalers and granules?
- Barely passable
- Fine
- Good (5 people)
- Great once you get in
- N/A
- Nice, helpful
- OK (2 people)
- Very good
- Yes fine

What do you think could be improved about your GP surgery and the services it provides?

- Can ring all times in mornings and no-one answers it - can be engaged or has automated message to say ring back later. Then get put in a queue - tells you what number you are but then when you get to your turn no-one answers. Ring in the afternoon & get through but told to ring back tomorrow.
- Follow up every 2 weeks for mental health
- Get through all the process of ringing - engaged then in a queue - when they answer they say ring back tomorrow & you have to go through all process again!! It is very frustrating.
- I don't use GP very often so don't know the system - if you are generally well never get told when systems for appointments change. There should be allowance for those who don't go often to walk in & speak to a doctor straight away in an emergency.
- I would prefer to see my GP not talk to him over the phone

- If a doctor is requested then should see a doctor and not a nurse. Problem should not be discussed on the phone.
- Like to see doctor the same day when I'm ill, not wait few days
- Made easier to get a phone consultation
- More flexibility from receptionists, ie requests for doctor to contact you the following day - not allowed! You can only get response by ringing/requesting on the day.
- Need more staff and availability of appointments if want to talk to specific doctor
- None
- OK at moment
- Should be able to deal with minor procedures in surgery rather than visit hospital
- The receptionist attitude. I fully understand it may be challenging at times as not everyone can see a doctor on the same day. However, there is no need for bad manners or to lose the professionalism, it lets the practice and the doctors down.
- Triage system is okay if you do not have to go to work. Taking personal call at work can be awkward, could do with being able to arrange a particular time for a call back if needed.

Do you have any other comments about your visits to the GP surgery?

- Always very satisfied
- Feel the system can't accommodate those who work/don't abuse GP service - it's not there for us when we need to use it.
- Last week rang to speak to a doctor at 10am. Receptionist said there are no more calls.
- N/A
- No
- See you on time. But find it very hard to get in.
- Waiting time OK
- Walk -in. GP referred to podiatrist - waited 4 weeks but great treatment. If need to go back then can self-refer. Physio also.

Appendix 2 - Tameside Hospital

A & E

What was good about your hospital visits?

- A&E was surprisingly good the Doctor I seen was good, sat with me for a good bit making time to listen to me.
- Speed/fast
- The people were pleasant and helpful
- Efficient, friendly and caring staff
- Nothing much. The waiting around was awful in pain.
- Very thorough - had all tests in one day

How do you think the services you used at the hospital could be improved?

- More money put into it
- More staff on
- Wasn't there long enough to notice anything major but the breakfasts are boring and not appetising!

What was communication (at the hospital) like with doctors?

- Brilliant
- Good
- Poor
- Friendly and informative (Dr Prasad)
- Very Good (2 people)
- OK
- Great

What was communication (at the hospital) like with nurses?

- Ok
- Good
- Poor
- Generally good
- Very Good (2 people)
- Great

What was communication (at the hospital) like with receptionists?

- Ok (2 people)
- Good (2 people)
- Very Good (2 people)
- Great

How was communication between the hospital and your GP, or with another hospital?

- Hospital wrote to GP within a week

- Not really needed, just a letter from the hospital for the GP's records when I was discharged the following day.

How was communication in letters to yourself?

- Good
- N/A

Do you have any other comments about your experience at the hospital?

- No (2 people)
- 4 hours at A & E
- I'd say A & E department patients should be quicker to be seen.
- The doctor understood my wish to get out as soon as possible
- Doctor told me to walk on it and do daily thing as normal. However it was broken & didn't diagnose break, resulting in me having longer off work. Long waits, boring stuff on TV & old magazines.
- Waiting 2 hours at Tameside in A & E only to be told that 'serious cuts' had to be referred to North Manchester

Audiology

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- 4 weeks

How long was the time between the referral and the appointment?

- 5 weeks

What was good about your hospital visits?

- Pleasant surroundings. Seen on time. Polite and friendly staff.
- Courteous to a 90 year old lady

How do you think the services you used at the hospital could be improved?

- Ensure it is this good in all departments

What was communication (at the hospital) like with doctors?

- Friendly, sympathetic, helpful, explained things
- Excellent

What was communication (at the hospital) like with nurses?

- Friendly, helpful
- Excellent
- Good

What was communication (at the hospital) like with receptionists?

- Friendly, helpful

- Excellent
- Good

How was communication between the hospital and your GP, or with another hospital?

- No problem

How was communication in letters to yourself?

- Clear
- Fine

Cardiology/respiratory

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Very quickly
- Not Long
- 1 month
- Didn't have to wait

How long was the time between the referral and the appointment?

- About 3 - 4 weeks
- Not long
- 1 month
- Not long at all. It was very good.

What was good about your hospital visits?

- Good reception by all concerned
- I was seen on time & the consultant paid attention to me and gave me as long as I needed to ask questions
- Outpatients - cardiac rehabilitation nurse very good
- Seen in time
- Didn't wait long. It was quite good.

How do you think the services you used at the hospital could be improved?

- They couldn't
- More staff
- I find them very good. They are fine.

What was communication (at the hospital) like with doctors?

- Good (2 people)
- Excellent, couldn't be better
- Excellent

What was communication (at the hospital) like with nurses?

- Good (2 people)

- Excellent
- Very good
- Fine

What was communication (at the hospital) like with receptionists?

- Good (2 people)
- N/A, used self-check in
- Very good
- Fine

How was communication between the hospital and your GP, or with another hospital?

- Not sure
- Excellent
- Good. From cardiac rehabilitation nurse - excellent
- Good (2 people)

How was communication in letters to yourself?

- N/A
- Good (2 people)

Do you have any other comments about your experience at the hospital?

- We could do with more blue badge parking spaces & a bus stop near the new entrance
- Type 1 diabetic for 53 years. Since diabetic care was transferred to primary care in Ashton under Stockport, no bloods taken and I have not seen a diabetic doctor for 18 months. My appointments to see nurse have been cancelled 3 times.
- I was sent home after having time off work and my surgery was cancelled. I lost 1 days pay and had to fast. Not good.
- They are very good.

Colorectal

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- 4 months
- Too many to remember - sorry.

How long was the time between the referral and the appointment?

- 1 month

What was good about your hospital visits?

- Nothing as clinic cancelled whilst attending
- All staff helpful.

How do you think the services you used at the hospital could be improved?

- Have appointments when they are meant to be.

What was communication (at the hospital) like with doctors?

- Nil
- Very good

What was communication (at the hospital) like with nurses?

- Pleasant
- Very good

What was communication (at the hospital) like with receptionists?

- n/a
- Very good

How was communication in letters to yourself?

- Still awaiting a new appointment more two weeks later after being told at time of cancellation it would be immediately.

Do you have any other comments about your experience at the hospital?

- This was a follow up appointment from 30th December which should have been 6 weeks after surgery. I am not impressed!

Dermatology

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Very quickly
- 2 weeks at most

How long was the time between the referral and the appointment?

- Depending on seriousness of condition
- About 3 - 4 weeks
- referred to TGH 6 weeks referred on to Stepping Hill

What was good about your hospital visits?

- Communication, no waiting
- Courtliness and friendliness of everyone who are obviously trying hard to make visits a pleasure

How do you think the services you used at the hospital could be improved?

- None
- Ban mobile phone use unless it is an emergency Inane loud long chats to a friend are annoying and not of interest to everyone in the waiting area

What was communication (at the hospital) like with doctors?

- All OK
- Excellent

What was communication (at the hospital) like with nurses & receptionists?

- All OK
- Very good

How was communication between the hospital and your GP, or with another hospital?

- Good
- Very good

How was communication in letters to yourself?

- Good
- Always receive letter about my visit
- Very good

Do you have any other comments about your experience at the hospital?

- Some nursing staff are a bad advert for anyone needing to lose weight

Endoscopy

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Have been seen within the week
- The letter did not arrive. I had to chase the appointment up. I was not available for six weeks.
- 1 week
- 2 weeks at most
- 13 weeks. Phoned doctor twice

How long was the time between the referral and the appointment?

- 3 months
- Depending on seriousness of condition
- 1 week
- When I asked for advice I was passed from one phone - another. So I saw my own doctor.
- Didn't get letter from colonoscopy. Had to wait 4-5 months until got appointment.
- 2/3 weeks

What was good about your hospital visits?

- Good - put mind at rest
- Very good
- Good care and information and after care

- Routine
- Was kept informed at all stages
- Prompt attention and care to detail

How do you think the services you used at the hospital could be improved?

- Shorter waiting time
- None
- Stagger appointments in endoscopy. I was waiting 2 1/2 hours past appointment time for examination.
- When people need to speak to someone let them.
- None personally

What was communication (at the hospital) like with doctors?

- All OK (2 people)
- All most pleasant
- Very good (2 people)
- Not good. Everything is rushed, difficult to take in & have proper conversation

What was communication (at the hospital) like with nurses?

- All OK (2 people)
- All most pleasant
- Good
- Not good. Everything is rushed, difficult to take in & have proper conversation
- Excellent

What was communication (at the hospital) like with receptionists?

- All OK (2 people)
- All most pleasant
- N/A

How was communication between the hospital and your GP, or with another hospital?

- N/K
- Good (2 people)
- As far as I know this is OK
- GP kept informed
- Both my GP and myself were promptly notified that the endoscopy was clear

How was communication in letters to yourself?

- Weeks
- None
- Always receive letter about my visit
- Always a copy, like my GPs
- Received copy of letters to GP
- Didn't get letter from colonoscopy. Had to wait 4-5 months until got appointment.
- Good

- Both my GP and myself were promptly notified that the endoscopy was clear

Do you have any other comments about your experience at the hospital?

- No
- Not always been good. Things have improved in cleanliness and care
- Completely satisfactory

ENT

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- A few weeks
- 45 days
- About 1 week
- Months and didn't receive til after appointment date.
- Too many to remember - sorry.

How long was the time between the referral and the appointment?

- Approx 6 weeks - approx. 10 wks to see consultant for 1st time - Feb, then scan - April, then another appt with consultant - June, 'because waiting lists are so long' (so I was told when I phoned to see what it was for).
- 30 days
- About 2 weeks
- Quite a while

What was good about your hospital visits?

- OK
- Efficient although after my visit to A+E the Ear Nose and Throat Clinic had no access to my information as no computer connection. When I went for a check up fortunately I had taken some information with me otherwise it would have wasted everyone's time
- V prompt, on time, everyone v helpful.
- All staff helpful.
- Dr Karagama has good response for my problem
- Short wait

How do you think the services you used at the hospital could be improved?

- Staff could be a little more careful of their conversations in front of patients. We are not deaf and they are not invisible just because they are not dealing directly with us at that moment.
- Only hospital in sending results. Too late
- No idea

What was communication (at the hospital) like with doctors?

- Helpful

- Not bad considering how busy they are.
- Very good
- Dr Karagama ENT surgery & all fine has good response
- Fair

What was communication (at the hospital) like with nurses?

- Helpful
- Fine
- Very good
- Good
- Brilliant

What was communication (at the hospital) like with receptionists?

- Helpful
- Fine
- Very good
- Good (2 people)

How was communication between the hospital and your GP, or with another hospital?

- No problems so far
- Doctors communicated with the hospital straight away but he was under the impression I would have an appointment within the week

How was communication in letters to yourself?

- On the letter for the 3rd appt it didn't say what it was for / how long / if I needed to bring anything - no information really.
- Good
- Poor service

Do you have any other comments about your experience at the hospital?

- No
- Not really. Depends on department.

Fracture clinic

How do you think the services you used at the hospital could be improved?

- Faster services on appointment times.

What was communication (at the hospital) like with doctors?

- OK

What was communication (at the hospital) like with receptionists?

- OK

Gastroenterology

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Three weeks

How long was the time between the referral and the appointment?

- Two months
- 2/3 months

What was good about your hospital visits?

- Prompt and pleasant service
- When I eventually was seen my experience varied - Gastroenterology has been more negative.

How do you think the services you used at the hospital could be improved?

- I had to follow up with gastroenterology when no follow up appointment sent. Not sure what happened Happy with the service I received

What was communication (at the hospital) like with doctors & nurses?

- Good
- Not good. Everything is rushed, difficult to take in & have proper conversation

What was communication (at the hospital) like with receptionists?

- Good

How was communication between the hospital and your GP, or with another hospital?

- Good

How was communication in letters to yourself?

- Clear and informative

Do you have any other comments about your experience at the hospital?

- Only problem was having to chase up follow up appointment with gastroenterology

General Surgery

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Unknown - I had to telephone to ask about it as nothing had arrived in the stated wait time from my GP (months?)
- 4 days
- 3/4 weeks
- 2 weeks

How long was the time between the referral and the appointment?

- Unknown - months
- 4 days
- 1 month

What was good about your hospital visits?

- The medical service received - absolutely fantastic.
- Kept to appointment times. TV to watch whilst waiting.
- The general surgery consultant was fantastic. Helped me feel reassured and gave me all the information I needed.
- Fine OK
- Doctors & nurses very caring

How do you think the services you used at the hospital could be improved?

- Better signage inside to indicate where to go - I am an infrequent user, and find it strange that you can just walk in and wander about the hospital, into clinics etc without knowing where you are going - maybe people such as stewards to help direct you, or ask if you are lost?
- What I have experienced it is efficient but vulnerable patients should be allocated different rooms

What was communication (at the hospital) like with doctors?

- Fine
- Very good. Excellent information about tests and examinations.
- OK
- Good

What was communication (at the hospital) like with nurses?

- Fine
- Good (2 people)
- The nurse that looked after me following my surgery was amazing.
- OK

What was communication (at the hospital) like with receptionists?

- Fine
- Good (2 people)
- OK

How was communication between the hospital and your GP, or with another hospital?

- Unknown
- None received by GP

How was communication in letters to yourself?

- Fine - just delay in awaiting appointment
- Letter took 6 weeks

- Copy of letter by consultant was sent to me for my records. That is good.

Do you have any other comments about your experience at the hospital?

- None - very grateful for the services I have received.
- Specialist consultants are competent & give patient confidence. Hence no fear of operation.

Haematology

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Very quickly
- About 14 days after initial appointment
- 2 weeks at most

How long was the time between the referral and the appointment?

- Depending on seriousness of condition
- About 3 - 4 weeks
- 4 weeks

What was good about your hospital visits?

- Prompt timing
- When I eventually was seen my experience varied - Haematology was very positive.

How do you think the services you used at the hospital could be improved?

- I don't think that they could.

What was communication (at the hospital) like with doctors?

- Very good. I have been kept fully informed.

What was communication (at the hospital) like with nurses?

- Very good. Soon found things.

What was communication (at the hospital) like with receptionists?

- Very good. Prompt to answer any questions.

How was communication between the hospital and your GP, or with another hospital?

- Good
- Very good

How was communication in letters to yourself?

- Always receive letter about my visit
- Very good. I have been kept fully informed.

Do you have any other comments about your experience at the hospital?

- Overall in this department I have no complaints.

Maternity

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- 2/3 weeks

What was good about your hospital visits?

- Reception was pleasant and consultants were good

How do you think the services you used at the hospital could be improved?

What was communication (at the hospital) like with doctors?

- Very good

What was communication (at the hospital) like with nurses?

- Friendly
- Midwives very good
- Good

What was communication (at the hospital) like with receptionists?

- Friendly
- Good

How was communication between the hospital and your GP, or with another hospital?

N/A

How was communication in letters to yourself?

N/A

MAU

What was good about your hospital visits?

- That I was being seen quickly to any of the mentioned specialists (Haematology - cardiovascular - dermatology. Rheumatology). At one time I had 3 of the consultants at my bed discussing with me my treatment.

Medical Unit

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- 1 week

How long was the time between the referral and the appointment?

- 2 weeks

What was good about your hospital visits?

- Very nice when they seen me

How do you think the services you used at the hospital could be improved?

- Less waiting times

What was communication (at the hospital) like with doctors, nurses & receptionists?

- Good

How was communication between the hospital and your GP, or with another hospital?

- Very good

Do you have any other comments about your experience at the hospital?

- Just too long waiting. Just put you off going
- At hospital 4 hours

Multiple departments (no breakdown of comments) or unspecified department

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Months - had to chase up on several occasions
- Varied between week to 3 weeks
- 2 weeks (2 people)
- 6 weeks (2 people)
- 2/3 weeks
- Weeks

How long was the time between the referral and the appointment?

- Varied between week to 3 weeks
- 2 weeks
- 6 to 8 weeks
- 8 weeks
- 4/5 weeks (one time the letter didn't arrive)
- About 3 weeks

- Weeks
- Weeks/months
- 5 weeks

What was good about your hospital visits?

- Almost excellent for all but one
- Leaving
- Having updates regarding my conditions (ongoing)
- Both long waits
- The nurses were very reassuring but they still haven't identified the problem
- Not good

How do you think the services you used at the hospital could be improved?

- By increasing finance
- Communications between different departments needs reviewing could be computer system needs looking at?
- By maintaining a watchful eye, and answering questionnaires like this one
- Very much so
- More staff to make it all work more smoothly
- Some waiting times could be reduced
- Yes
- Cut down the waiting times
- I waited a long time for my hospital letters to arrive. Sometimes with only a week's notice before the appointment. I had to chase blood tests results because of another mix up
- Clearer setting of expectations around waiting times / next steps
- Food in hospital not very satisfactory (poor)
- Don't know
- They should make sure you receive your letters
- Allocation of appointment times - suiting people who do/don't work.
- Improved more frequent and prompt communication - it has been left up to myself to constantly enquire about results, appointments etc. There often seems little communication between consultants and secretaries/GP surgeries. I have felt disappointed and let down on many occasions especially when waiting for potentially life threatening results.
- Results took a long time

What was communication (at the hospital) like with doctors?

- Good (5 people)
- Excellent (2 people)
- A nice doctor, but appointment was too short
- Great
- OK
- Very good
- Communication is poor sometimes
- Terrible

- Excellent - but quite brief
- Poor

What was communication (at the hospital) like with nurses?

- Good (5 people)
- Very good
- Friendly
- Very kind and helpful at all times
- Adequate
- OK
- Generally OK
- Terrible
- Nurses non-existent in most clinics these days

What was communication (at the hospital) like with receptionists?

- Good (4 people)
- Pleasant and helpful
- Lovely
- Good most of the time - a new receptionist was in need of experience
- Adequate
- I called the consultant's secretary when I had an issue with an appointment & test results. She sorted it for me within a few days.
- OK
- No problems as receptionists
- N/A
- N/A - self check-in desks

How was communication between the hospital and your GP, or with another hospital?

- No problem
- Good (3 people)
- Very good by letter
- Satisfactory
- There were several occasions where there was confusion around referrals. I had to make a lot of phone calls & do a lot of chasing. I found this stressful.
- Mostly go to GP and myself
- Unsure
- Slow, minimal information
- Poor

How was communication in letters to yourself?

- No problem
- Very good
- Good (3 people)
- Satisfactory
- Not consistent

- Good to average
- Good - generally
- Slow, minimal information
- Tameside always sends copy letters
- Poor

Do you have any other comments about your experience at the hospital?

- The Care I received and treatment Was Very Very Good
- Consistent bad press which essential at the time should not be allowed to influence people feeling they still need to go outside the Borough
- When I say all but one visit. This visit was not as well organised as it could have been. I wrote to the department about it (filled in their questionnaire)
- Visit to mortuary with elderly relative OK but had to go to far side of hospital (finance department) to pick up belongings of deceased - too far for elderly/disabled or bad weather
- Too much paperwork & not enough frontline staff
- I have not real important complaints
- All my appointments have been a pleasant experience.
- Excellent service. Very quick appointments.
- No
- Waiting times re very high
- I just feel after ten years I'm being passed from pillar to post. No results to help me.
- Overall, I was happy with how my surgery went & the care I received. I was left feeling disappointed and really stressed by certain occurrences. I considered making a formal complaint following my first visit to this hospital when I had a scan.
- 3 times my address on the booking system was incorrect so couldn't use auto booking - it never was corrected.
- Cancelled quite a lot of follow-ups. Can take 4 months before get follow up.
- No
- Few and far between - generally happy with experiences.
- At Tameside I have sometimes seen volunteers weighing patients and writing in their notes. I think it's inappropriate for volunteers to be doing this and handling confidential medical notes
- I have sometimes lost trust in consultants and they have told me one thing in a consultation and then expected me to receive treatment that was not as they described even after asking specific questions. Basically I was lied to on more than one occasion.

Oncology

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Cancer surgery doctor blue suite - 2 - 3 weeks

- Check up from opp on chin (cancer). Yellow Suite - It had been cancelled 5 times
- 2 weeks

How long was the time between the referral and the appointment?

- Cancer surgery doctor blue suite - 3 - 4 weeks
- Check up from opp on chin (cancer). Yellow Suite - First return appointment should have been 5 months previous.
- 1 week

What was good about your hospital visits?

- They have reassured me they will do their best to remove my lumps
- Not much
- Staff very friendly

How do you think the services you used at the hospital could be improved?

- In this case, to make sure I didn't go home bleeding which went on to infection!

What was communication (at the hospital) like with doctors?

- Very good
- He spoke
- Informative & pleasant

What was communication (at the hospital) like with nurses?

- Okay
- She looked
- Very helpful

What was communication (at the hospital) like with receptionists?

- Okay
- They spoke
- Efficient

How was communication between the hospital and your GP, or with another hospital?

- I have no idea
- Easy to contact

How was communication in letters to yourself?

- Good

Mine was a complaint. Theirs reactionary.

- Clear & concise

Do you have any other comments about your experience at the hospital?

- Except for A&E, All other departments are great!
- Excellent service. Only improvement - waiting for ambulance transport. Have had to wait up to 3 hours. Very tiring for an 86 year old.

Ophthalmology

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- 2/3 weeks

How long was the time between the referral and the appointment?

- 2 1/2 months
- Less than 12 weeks

What was good about your hospital visits?

- Very good attention, and caring staff
- Although there was a wait at appointment time - things were still happening

How do you think the services you used at the hospital could be improved?

- No problem with me
- Had hours wait but with op I was home by lunchtime

What was communication (at the hospital) like with doctors?

- Good
- No problems

What was communication (at the hospital) like with nurses & receptionists?

- No problems

How was communication in letters to yourself?

- Good
- Always get one

Do you have any other comments about your experience at the hospital?

- None
- No complaints

Orthopaedics

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Can't remember
- 3-4 weeks
- About 12 weeks
- Got straight away
- About a week
- X-ray, MRI, Nerve conduction study - I do not know their formal names, but all to do with bones - sometimes a week, but sometimes months - it depends on which department it is coming from.

- Letter didn't arrive initially (took 5 months due to failure of appointments system)
- Too many to remember - sorry.

How long was the time between the referral and the appointment?

- 6-7 weeks
- Probably about 5 months
- 6 months
- About a month
- 2 months
- Normally around a month - but the issue is not an emergency issue.
- 5 months - Doctor put referral in. Went in September & saw consultant at Tameside Hospital - he said would send letter within month. It didn't arrive & had to ring - slipped through the net. Failure with appointments system - after call got letter within a week.

What was good about your hospital visits?

- Good explanation by doctor, and sympathetic attitude
- Nothing. Staff were pleasant but only thing which ran efficiently was x-ray
- All staff helpful.
- Nothing. Just a waiting game.
- Not a long wait. On time.
- The hospital looks clean & it feels welcoming.
- Efficient, explained things in simple terms, understanding, not patronising

How do you think the services you used at the hospital could be improved?

- Don't know
- Improved communication. I was given a follow-up appointment for results of tests 4 months before these had been sent to my GP by the consultants secretary and this had not been noted. A wasted appointment someone else could have used.
- Waiting for specialist hand orthopaedic appointment - 4 months - too long. Waiting time in orthopaedic clinic - too long.
- For a 0940 appointment I arrived at 0930 to be told that Xrays were required. Had I known I could have arrived earlier.
- Less waiting in waiting room
- Better appointment system. Being able to speak to a human being to check, not being told to ring all different departments - there is no link up between departments.
- Variable
- Think they are doing well

What was communication (at the hospital) like with doctors?

- Good (2 people)
- Ok
- Very good
- Fair
- Very informative

- Doctors have all been great - I have felt able to ask questions & feel that my son has been treated well.
- Efficient, explained things in simple terms, understanding, not patronising

What was communication (at the hospital) like with nurses?

- Good (2 people)
- Ok
- Very good
- Same as doctors. Overall friendly & approachable.
- Efficient, explained things in simple terms, understanding, not patronising

What was communication (at the hospital) like with receptionists?

- Good (2 people)
- Very abrupt
- Very good
- Same as doctors. Overall friendly & approachable.
- Efficient, explained things in simple terms, understanding, not patronising

How was communication between the hospital and your GP, or with another hospital?

- Not great between hospitals
- Can't remember
- Reasonably quick
- Not too bad - it's just the appointment system that is confusing. My son had to have two tests before going back to see the specialist. These two tests had not happened, but we kept our appointment with the specialist which was a waste of ours & his time. There is an assumption that you understand what each appointment entails and how this fits in with other appointments.
- No problems

How was communication in letters to yourself?

- No problems most of the time
- N/A
- Slow
- Arrived 3 days after seeing doctor
- No problems, once letter arrived.

Do you have any other comments about your experience at the hospital?

- Kept getting letters saying we didn't attend hospital appointment but we never got the letter. Had to keep going back to GP & they chased it up & got us appointments.
- Inefficient
- My son was referred to Tameside Hospital - this took a long time - appointment system is not good & very confusing if you are seeing more than one specialist. Sometimes we did not receive letters. But the doctors/nurses have all been good and I felt confident in their abilities.
- Keep on doing what they are doing

Paediatrics

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Few weeks
- Not long (days)

How long was the time between the referral and the appointment?

- Few months as was cancelled
- Not long

What was good about your hospital visits?

- Great facilities
- Cheerful efficient staff but seem overworked

How do you think the services you used at the hospital could be improved?

- Quick referrals
- Foster daughter - waited 13 weeks for referral for skin then cancelled day before - now don't know when going to Tameside Hospital!
- Staff are overworked and clearly have too much to do

What was communication (at the hospital) like with doctors?

- Good (2 people)

What was communication (at the hospital) like with nurses & receptionists?

- Great
- Good

How was communication between the hospital and your GP, or with another hospital?

- Fine

How was communication in letters to yourself?

- Yes
- N/A

Physiotherapy

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Can't remember but probably only a few weeks
- 2/3 weeks
- A week

How long was the time between the referral and the appointment?

- About a month - not sure

- 3 weeks

What was good about your hospital visits?

- It was very quick and the physio was not only efficient but refreshingly human in her approach. A very cheerful, positive person who was extremely helpful. A pleasure to meet her!
- When I get to physio, I am straight in to see physio. Not too long a wait.
- Physio - not good - pointlessly referred as I can't do physio.

How do you think the services you used at the hospital could be improved?

- I thought the service was extremely good so no suggestions.
- Parking could be improved. I have a mobility vehicle and it's difficult to park.

What was communication (at the hospital) like with doctors?

- Very good. Informative and efficient.

What was communication (at the hospital) like with nurses?

- Very good

What was communication (at the hospital) like with receptionists?

- OK

How was communication between the hospital and your GP, or with another hospital?

- Very good

How was communication in letters to yourself?

- I received a copy letter from the hospital detailing what exactly was wrong which I really appreciated. However I also received three identical letters posted on the same day informing me of my appointment date. Clearly accidental but a waste of postage. Staff need to be more cost conscious.

Do you have any other comments about your experience at the hospital?

- No free parking for disabled drivers. My husband, who is disabled, took me but despite having a Blue Badge couldn't park for free. This is appalling and discriminatory. Hospitals should be forced to provide a patrolled free parking area for Blue Badge holders as well as discounted parking for people visiting or attending on a long-term basis. If you are on DLA or a low income, this puts enormous strain on finances. Please could hospitals come up with an acceptable solution to this situation. Also consider lowering parking costs overall.

Plastic surgery

What was good about your hospital visits?

- Prompt - business like

How long was the time between the referral and the appointment?

- 6 weeks

How do you think the services you used at the hospital could be improved?

- Don't know

What was communication (at the hospital) like with doctors, nurses & receptionists?

- Good

How was communication between the hospital and your GP, or with another hospital?

- Good

How was communication in letters to yourself?

- Good

Do you have any other comments about your experience at the hospital?

- Difficult parking but all hospitals are same.

Rheumatology

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- 2 - 3 months
- Very quickly
- 8 weeks
- Mostly these were follow up appointments
- 2 weeks at most

How long was the time between the referral and the appointment?

- Depending on seriousness of condition
- Follow-up appointments have been a problem. In March/April got a letter to say missed appointment. Beginning of July needed a follow-up in 10 days for a procedure - still not received the appointment (August)
- About 3 - 4 weeks
- 4 weeks
- Approx 2 months

What was good about your hospital visits?

- Rheumatologist is very understanding and very helpful
- Tameside rheumatology-clinic woefully overstretched and overcrowded and waits long but rheumatologist dedicated and caring when you finally see them
- When I eventually was seen my experience varied - Rheumatology was very positive.

How do you think the services you used at the hospital could be improved?

- Waiting times in department vary between 45 minutes and 90 minutes for a scheduled appointment.
- Nurses need not to be rude some drs need to listen
- The Tameside rheumatology service is terribly under resourced-sometimes the clinic is so crowded there isn't room for everyone to sit down. Appointments are always at much longer intervals than they are supposed to be because of delays and waits in clinic are very long. I have sometimes waited over a year for what is supposed to be to be 6 monthly follow up. This is a resource issue not a communication issue

What was communication (at the hospital) like with doctors?

- Staff are fine
- Excellent

What was communication (at the hospital) like with nurses & receptionists?

- Staff are fine
- Ok

How was communication between the hospital and your GP, or with another hospital?

- Good
- Yes had letters where GP copied in
- GP does not always get communication so feel its poor

How was communication in letters to yourself?

- Always receive letter about my visit
- No problems

Do you have any other comments about your experience at the hospital?

- No

Scans/x-rays/ECG/etc.

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- 4 weeks (2 people)
- No delay. Appointment within 2 weeks.
- 1 week (3 people)

How long was the time between the referral and the appointment?

- 6 weeks
- 3 weeks (2 people)
- One week
- No delay

- 4 weeks
- Referral to Salford Royal for brain scan took 3 months (have diabetes which is affecting eyes) but ambulance couldn't take me because of cutbacks. Eventually got in at Tameside Hospital.
- Within week - just given a card and rang up.
- Same day

What was good about your hospital visits?

- Nothing
- Very good
- Seen quickly
- Mobile Scanner - They were fantastic - have claustrophobia and guy was very patient.
- I didn't have long to wait for my x-ray
- Very polite and respectful
- Quick. Waited a long time for appointment actually at the hospital.
- I didn't have to wait too long in the waiting area for my appointment.
- Breast screening - excellent. Very thorough service, clearly explained.

How do you think the services you used at the hospital could be improved?

- Free parking for appointments. More receptionists at Tameside
- Less waiting time. For disabled - not happy with the car park system.
- None
- Don't know - I was in and out in under an hour
- Can't say as don't go often enough
- Everything OK

What was communication (at the hospital) like with doctors?

- Disgusting
- Very good (4 people)
- Not good. Everything is rushed, difficult to take in & have proper conversation
- Good - explained things quite well
- N/A
- Good

What was communication (at the hospital) like with nurses?

- Disgusting
- Very good (3 people)
- Brilliant - everyone put me at ease & had something nice to say
- Good (4 people)
- Not good. Everything is rushed, difficult to take in & have proper conversation
- Fine

What was communication (at the hospital) like with receptionists?

- Disgusting

- Good (5 people)
- Very good (2 people)
- X-ray department OK
- N/A

How was communication between the hospital and your GP, or with another hospital?

- Good (2 people)
- Quick
- Told results would arrive within week but kept ringing & weren't there. Took 10 days to get results. Nothing on x-ray but still having problems - feel fobbed off. Now going private but still having to wait til August.

How was communication in letters to yourself?

- Very good (2 people)
- Have to wait 10 days
- Quick
- Standard
- Good

Do you have any other comments about your experience at the hospital?

More receptionists

- No (4 people)
- Quick

Stroke rehabilitation

How long was the time between the referral and the appointment?

- 2 weeks approx.

What was good about your hospital visits?

- Everything
- Stroke Unit - Quick at what they did. Very caring. They were excellent. Staff were extremely pleasant.
- Always been good. Didn't have to wait long and the staff were very nice.
- It was punctual - and gave us the information we needed.

How do you think the services you used at the hospital could be improved?

- Don't know
- Not at all.
- I don't feel much improvement is required.
- We have always been seen very quickly at the stroke appointment - but in the past have had to wait a long time in other departments. I wish that could be improved.

What was communication (at the hospital) like with doctors?

- Good
- Very good. They came every day.
- All good
- Very good

What was communication (at the hospital) like with nurses?

- Good (2 people)
- Very good (2 people)

What was communication (at the hospital) like with receptionists?

- Good (2 people)
- N/A (2 people)

How was communication between the hospital and your GP, or with another hospital?

- Very good
- When I came home, my GP knew all about it. Can't fault it.
- Good
- Don't know

How was communication in letters to yourself?

- I was 'cc'd' into letters between them. That is good. It put my mind at rest to know what was happening.
- Good (2 people)

Do you have any other comments about your experience at the hospital?

- None
- They were really good.
- Good

Urology

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- 2 weeks
- Very quickly after last annual clinic
- 2 days
- 2/3 weeks

How long was the time between the referral and the appointment?

- 2 weeks
- Ongoing every 12 months for several years. Automatic re-booking by nurse after each appointment.
- 4 days

What was good about your hospital visits?

- The general help of the staff
- Nurses really helpful
- Prompt against time booked. Good open discussion about prostate behaviour.
- On time
- Very good doctors/nurses
- Reception was pleasant and consultants were good

How do you think the services you used at the hospital could be improved?

- Service OK
- Don't know
- Spot on

What was communication (at the hospital) like with doctors?

- Excellent
- Very good

What was communication (at the hospital) like with nurses?

- Excellent
- Good

What was communication (at the hospital) like with receptionists?

- Good

How was communication between the hospital and your GP, or with another hospital?

- Ok
- Very good, report sent to GP quickly

How was communication in letters to yourself?

- Excellent
- Ok
- Good/quick response letter following clinic
- Very good
- Very detailed from urology

Do you have any other comments about your experience at the hospital?

- No (2 people)
- Nothing for Urology clinic

Vascular studies

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- N/A I have three monthly scans. Future appointments are made in the department at each visit.
- Two months
- Referred back to GP. Letter a few days

How long was the time between the referral and the appointment?

- Three months
- About 2 months

What was good about your hospital visits?

- Almost no waiting time.
- Good reception by all concerned
- Prompt and pleasant service
- No waiting to see doctor

How do you think the services you used at the hospital could be improved?

- Not necessary
- Not examined by surgeon

What was communication (at the hospital) like with doctors?

- Good (3 people)
- Very good
- N/A (Nurse lead clinic now)
- Business. Friendly
- Poor

What was communication (at the hospital) like with nurses?

- Excellent
- Good (3 people)
- Very good/efficient
- OK

What was communication (at the hospital) like with receptionists?

- Excellent
- Good (2 people)
- Very good
- OK (2 people)
- Auto booked in
- Friendly

How was communication between the hospital and your GP, or with another hospital?

- Excellent
- Not sure
- Good
- Reasonable (summary)

How was communication in letters to yourself?

- N/A (2 people)
- Clear and informative
- Copy of letter to GP only

Do you have any other comments about your experience at the hospital?

- I am a regular visitor at Tameside and have never had a problem. They do a wonderful job at all times.
- N/A

Women's health

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Day surgery/breast clinic -Only a few days
- 2 days
- 2/3 weeks
- Still haven't received one - months
- Mostly these were follow up appointments

How long was the time between the referral and the appointment?

- 4 days

What was good about your hospital visits?

- Efficient
- Very good doctors/nurses
- Reception was pleasant and consultants were good

What was communication (at the hospital) like with doctors?

- Good
- Excellent
- Very good

What was communication (at the hospital) like with nurses?

- Good (2 people)
- Excellent
- Brilliant

What was communication (at the hospital) like with receptionists?

- Good (3 people)

How was communication in letters to yourself?

- Good

Outpatient Improvement Project

Response to Healthwatch Summary Report – December 2015

In December 2015, Healthwatch shared a summary report following the GP and Hospital Survey they carried out with patients to obtain feedback around appointments. The below information details the actions and next steps included within the current Trust's Outpatient Improvement plan in response to the main themes for improvement identified within the report.

Main Theme 1: Waiting Times

	ACTION		PROGRESS
Awaiting an Appointment	Increase and re-organise the Scheduling Team within the Central Booking Office to manage appointments for all specialties in speciality teams	To be Completed	Establishment increased - phase 2 to revise current practice
	Implement robust escalation process from the Central Booking Office to the Divisional Teams including feedback for all capacity issues	In Progress	Escalation SOP agreed and distributed - audit required against compliance
	Undertake capacity and demand review across all specialties	To be Completed	
Waiting to be seen	Obtain data around waiting times, late starts and over-runs in OP clinics and work with directorate teams to reduce delays	In Progress	Initial audit provided. Liaising with Information re development of a 'late starts' report to focus interventions
	Implement a Virtual Fracture Clinic to reduce physical activity in Clinic 10 - part of the Orthopaedic Improvement Project	In Progress	Group established, action plan developed and process being worked up

Main Theme 2: Information and Communication

	ACTION		PROGRESS
Information regarding Appointments	Undertake review of all appointment letters and develop a small amount of clear letters relating to Outpatient clinics	To be Completed	
	Review current Synertec contract	To be Completed	
	Review and revise the Patient Information Leaflet to ensure all information is accurate and includes details around DNA's in accordance with the Access Policy	In Progress	Draft developed - on agenda at next SQOGG for approval (17/03/16)
	Develop and implement a site map to be sent out to patients with all new appointment letters	To be Completed	Options under consideration
	Review effectiveness of the screens in Outpatients relating to delays to clinics and explore further means of communicating to patients during clinic times	To be Completed	
	Review Call Centre processes, performance and scripts	To be Completed	
	Introduce full / partial booked system across all specialties to ensure patient choice when arranging appointments	To be Completed	Start with some specialties with a view to full roll out following staff review and resource planning

Main Theme 3: Staff

	ACTION		PROGRESS
Staff	Arrange customer service training for all reception and back office staff	Completed	Staff attended throughout November 2015 and January 2016
	Begin staff engagement programme	In Progress	2nd session planned for 10/03/16

Outpatient Improvement Project – February 2016

Appendix 3 - GP practices outside Tameside

Brinnington Surgery, Stockport - Dr Higgins (2 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- High cholesterol

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- Not long.
- Usually quick

What was communication like with the doctors, nurses & receptionists?

- Great no problems.
- Alright

If a referral to another service (e.g. hospital) was needed, how long did it take?

- Quick

What do you think could be improved about your GP surgery and the services it provides?

- Nothing.
- Nothing at the moment

Do you have any other comments about your visits to the GP surgery?

- None

Clayton Health Centre (1 person)

What was communication like with the doctors?

- Good

What was communication like with the nurses?

- Good

What was communication like with the receptionists?

- Very good

Cottage Lane, Glossop (1 person)

If you have had a GP appointment in the last 6 months, what was good about it?

- Did not have to wait weeks

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 1 day

What was communication like with the doctors, nurses & receptionists?

- Good

If a referral to another service (e.g. hospital) was needed, how long did it take?

- 1 week

What do you think could be improved about your GP surgery and the services it provides?

- Nothing

Do you have any other comments about your visits to the GP surgery?

- No

Failsworth Medical Practice (1 person)

If you have had a GP appointment in the last 6 months, what was good about it?

- Sent results next working day.

Gorton Medical Centre (2 people)

(One person said they cover Dane Bank as they had a satellite surgery there years ago)

If you have had a GP appointment in the last 6 months, what was good about it?

- Diabetic follow up. Didn't wait long for the appointment. I knew the doctor as seen him for 20+ years.

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- 2/3 days.
- About a week

What was communication like with the doctors?

- Very good.

- Excellent

What was communication like with the nurses?

- Very good.
- N/A

What was communication like with the receptionists?

- Very good.
- OK

What do you think could be improved about your GP surgery and the services it provides?

- Decor very tired not a very good environment complete refurb. required, services OK.
- Possibly Saturday opening so don't have to take time off work.

Do you have any other comments about your visits to the GP surgery?

- Been with this practice for 65 years doctors always very attentive. The number new immigrant patients must be a problem for staff/practice.
- Not really. I have never had a problem getting an appointment, but I don't always have access to my GP.

Lambgates Health Centre, Hadfield, Glossop. (1 person)

If you have had a GP appointment in the last 6 months, what was good about it?

- It was prompted by the GP after reviewing some test results, i.e. on the GP's initiative.

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- It wasn't urgent and I booked a week ahead.

What was communication like with the doctors, nurses & receptionists?

- Excellent

What do you think could be improved about your GP surgery and the services it provides?

- I've no issues with Lambgates.

Do you have any other comments about your visits to the GP surgery?

- No, thank you.

Lime Square Medical Centre, Lime Square, Openshaw (2 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- Yes I have had an appointment, got some test results, new doctor so didn't know my history, wanted to reduce medication dosage, took several attempts to make this understood. (summary)

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- Put through to answerphone - all appointments gone ring back Monday. Appointments ready later in the morning then not ready.
- Waited 6 days but only got this appointment because I needed test results to take to the pain clinic. I normally have to wait about 2-3 weeks unless same day emergency.

What was communication like with the doctors?

- Gives time & talks to you.
- Not great, doctor was yawning as I walked in.

What was communication like with the receptionists?

- Lovely people
- Try their best but are frustrated by no. of patients to be dealt with.

What do you think could be improved about your GP surgery and the services it provides?

- Appointment system
- Waited 45 mins past my appointment time and that seems pretty standard. No disrespect but doctors English was not great.

Do you have any other comments about your visits to the GP surgery?

- Ringing for blood test - getting test no problem. Getting results is a problem.
- Lines are always engaged, sometimes have to dial 30-40 times to get a ring tone. Takes 72 hours to get script. If too ill to go to surgery and want to speak to doctor am also told it could be 72 hours before ring back. This happened to me recently, I ended up at MRI being prescribed painkillers, later found out what was wrong with my back, no ring back even though I rang the surgery 3 times that day. Just needed a script for pain and could have saved me a very painful trip to Go to Doc which my husband virtually had to carry me. (summary)

Manor House, Glossop (4 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- The doctor.
- Quick & professional.
- I get seen straight away.

- Good.

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- You can see a doctor the same day if you don't mind who you see. It takes some persistence to see the same doctor on consecutive visits so continuity of care can be a problem. I always have to wait a while if I want to see someone I know
- Same day
- Not at all
- 1/2 hour wait

What was communication like with the doctors?

- Good.
- Fine.
- Very good.
- Great.

What was communication like with the nurses?

- Nurses are variable-I don't have faith in some of them.
- Fine.
- Very good.
- Great.

What was communication like with the receptionists?

- Receptionists are variable.
- Fine.
- Very good.
- Great.

If a referral to another service (e.g. hospital) was needed, how long did it take?

- About a month

What do you think could be improved about your GP surgery and the services it provides?

- Better continuity of care.
- Nothing (2 people)

Do you have any other comments about your visits to the GP surgery?

- Very good.
- Pleasant & helpful.
- No.

Pennine Medical Centre (2 people)

If you have had a GP appointment in the last 6 months, what was good about it?

- My GP is very helpful

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

- Don't go because I can't get in - go straight to Go-to-Doc.
- None

What was communication like with the doctors, nurses & receptionists?

- Very good when can get in
- Got a good relationship with GP

If a referral to another service (e.g. hospital) was needed, how long did it take?

- Not long

What do you think could be improved about your GP surgery and the services it provides?

- When you ring you can't get through or no appointments left. End up going to Go-to-Doc. Would be better having open surgery.
- Cut down waiting time, parking

Do you have any other comments about your visits to the GP surgery?

- Very positive visits

Appendix 4 - Hospitals outside Tameside

Bridgewater Hospital (3 people)

Which department(s) did you use at each hospital and when?

- MRI scan (3 people)

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Very quick
- 2 weeks

How long was the time between the referral and the appointment?

- 1 week

What was good about your hospital visits?

- Excellent service from staff, friendly, made me feel comfortable

What was communication like with the doctors?

- Very good

What was communication like with the nurses?

- Excellent

What was communication like with the receptionists?

- Very good

How was communication between the hospital and your GP, or with another hospital?

- Not great between hospitals
- Very good
- Bankrupt hospital has not delivered report.

How was communication in letters to yourself?

- Very good

How do you think the services you used at the hospital could be improved?

- No improvement needed
- Concerns about private hospital going bust & patients not getting results - confidentiality concerns!

The Christie (2 people)

Which department(s) did you use at each hospital and when?

- Oncology Sept 15

- Oncology

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Mostly these were follow up appointments

What was good about your hospital visits?

- Staff very friendly
- Visits are always quick efficient and staff caring

What was communication like with the doctors?

- Informative & pleasant
- Very good

What was communication like with the nurses?

- Very helpful

What was communication like with the receptionists?

- Efficient

How was communication between the hospital and your GP, or with another hospital?

- Easy to contact

How was communication in letters to yourself?

- Clear & concise

Do you have any other comments about your experience at the hospital?

- Excellent service. Only improvement - waiting for ambulance transport. Have had to wait up to 3 hours. Very tiring for an 86 year old.

Manchester Centre for Sexual Health (The Hathersage Centre, Royal Infirmary, 280 Upper Brook St, Manchester, Lancashire M13 0FH) (1 person)

What was good about your hospital visits?

- They know me & my history

What was communication like with the doctors, nurses & receptionists?

- Good

How was communication between the hospital and your GP, or with another hospital?

- Good

How was communication in letters to yourself?

- Good

How do you think the services you used at the hospital could be improved?

- N/A

Do you have any other comments about your experience at the hospital?

- N/A

Manchester Royal Infirmary (12 people)

Which department(s) did you use at each hospital and when?

- Orthopaedic (3 people)
- Orthopaedics - ongoing from early 2014. Cardiology - June 2015
- Renal / urology / anti coag.
- Gastroenterology, endoscopy, X Ray and General surgery consultation.
- Outpatients & inpatients
- PET Scanner (Nuclear Medicine)
- A & E (2 people)

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Two or three months
- A month
- Not long 2/3 weeks
- Appointments and referrals were hit and miss, some letters never got sent out unless I phoned up MRI. I had to chase up a lot of appointments and find out when I am getting seen!
- 1 week
- Appointment was new and took a few weeks
- 3 Days

How long was the time between the referral and the appointment?

- Two or three months
- 4 months
- Renal appt. cancelled three times., over 6 month period
- 1 month, after a previous practice manager chased up the referral for me to get me an appointment. As I tried to use the choose and book system to pick the hospital I wanted using a password online and I could never get an appointment. Nothing ever came up!
- 2 weeks
- Approx 2 months
- 4 days

What was good about your hospital visits?

- The waiting area gave the impression of calmness and not in "firefighting mode".
- Orthopaedics - very pleased. Cardiology lost me from the system and I had to phone after 12 months to get a follow-up appointment.
- All seemed very organised and information given on post-surgery
- Seen and dealt with empathy from staff very good experience
- The Consultant at Manchester Royal Infirmary is the best he sits and listens, he's caring and chatty and doesn't rush me in and out. This goes for others there to - they are the best, they are outstanding. I don't have to wait long when I have an appointment really.
- Very quick, excellent customer service
- A poor experience, consultant on holiday, have seen a succession of junior doctors and given 3 different explanations for a knee problem
- Prompt attention and care to detail

What was communication like with the doctors?

- Good
- Very good (3 people)
- Fair
- Brilliant
- Excellent
- Very poor

What was communication like with the nurses?

- Very good (3 people)
- Ok
- Excellent (2 people)
- Nurses non-existent in most clinics these days

What was communication like with the receptionists?

- OK (2 people)
- Very good (3 people)
- Excellent

How was communication between the hospital and your GP, or with another hospital?

- Early stage
- Orthopaedics - good. Cardiology didn't send any results to GP until I rang them to complain.
- Not known
- Not so good letter not received as promised
- I am not sure as I am never told what's going on behind the scenes, not sure if my new GP's gets reports or not! I am not told anything.
- OK
- Tameside always sends copy letters, MRI-nothing
- A shadow on my lungs was found from the CT Scan was not notified for 3 weeks.

How was communication in letters to yourself?

- Early stage, only appointment letters.
- Orthopaedics - good. Cardiology didn't send any results to GP until I rang them to complain.
- Good
- Cancellation letters gave no reason for cancellation
- Good to poor, I have to ring up sometimes to get them send me a letter from MRI.
- OK
- None received regarding the examination of my lungs post the bronchoscopy (3 weeks)

How do you think the services you used at the hospital could be improved?

- Disappointed that Manchester Royal now use Trafford for operations.
- Waiting list shorter
- Perhaps better communication by letters sent
- Communications and updates from everything to letters, updates on how things are going regarding my health and to whats being sent to my GP
- Communication post procedures should be faster even if there is no problem

Do you have any other comments about your experience at the hospital?

- No
- They do a hard and thankless job at times and do not get all the thanks they deserve
- Manchester Royal Infirmary have been great they have been meticulous over my health problems
- Free parking for appointments.
- I had to take letter to Manchester hospital and wait in A & E for hours until my condition deteriorated and had to be seen immediately

Multiple or unspecified hospitals

Which department(s) did you use at each hospital and when?

- Gastro. Pain Clinic. Ortho. Ultrasound
- Heart problems & pacemaker 4 months ago
- Numerous
- X ray Orthopaedic Pain management
- Gastroenterology, rheumatology, Haematology, X-Ray.

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- About 2 weeks but for two of them the initial appointment was cancelled and re-scheduled, one of them 3 months later

- 3 weeks
- 2 weeks
- Got straight away
- Weeks
- Long waiting about over 4months

How long was the time between the referral and the appointment?

- About 4-6 weeks but as above 2 of them were then cancelled and re-scheduled
- 2 weeks (2 people)
- 6 months
- Weeks/months
- Had a phone call two days later and a follow up hospital appointment within the week.
- 3 Months

What was good about your hospital visits?

- They know me & my history
- Politeness, service with a smile
- Having updates regarding my conditions (ongoing)
- Nothing. Just a waiting game.
- When I eventually was seen my experience varied - Rheumatology and Haematology was very positive. Gastroenterology has been more negative.

What was communication like with the doctors?

- Some good, some bad
- Very good
- Good (2 people)
- Poor

What was communication like with the nurses?

- Good ones were great
- Good (4 people)

What was communication like with the receptionists?

- Generally good
- Good (4 people)

How was communication between the hospital and your GP, or with another hospital?

- Not great between hospitals
- Very quick
- Satisfactory
- Poor

How was communication in letters to yourself?

- No problems most of the time
- Some, some via GP

- I was 'cc'd' into letters between them. That is good. It put my mind at rest to know what was happening.
- Quick
- Satisfactory
- Good
- Poor

How do you think the services you used at the hospital could be improved?

- Some staff could be friendlier also some doctors are quite terse.
- Better signage! All 3 hospitals are mazes.
- I am happy as it is now. Food is not satisfactory sometimes.
- Some waiting times could be reduced
- Cut down the waiting times
- Improved more frequent and prompt communication - it has been left up to myself to constantly enquire about results, appointments etc. There often seems little communication between consultants and secretaries/GP surgeries. I have felt disappointed and let down on many occasions especially when waiting for potentially life threatening results.

Do you have any other comments about your experience at the hospital?

- Kept getting letters saying we didn't attend hospital appointment but we never got the letter. Had to keep going back to GP & they chased it up & got us appointments.
- Hospital experiences are good.
- Nil
- No
- I just feel after ten years I'm being passed from pillar to post. No results to help me.
- I have sometimes lost trust in consultants and they have told me one thing in a consultation and then expected me to receive treatment that was not as they described even after asking specific questions. Basically I was lied to on more than one occasion.

NHS Pennine Trust clinic (1 person)

Which department(s) did you use at each hospital and when?

- MRI scan

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Didn't get till the month was over

How long was the time between the referral and the appointment?

- Over 5 weeks

What was good about your hospital visits?

- Very helpful

What was communication like with the doctors, nurses & receptionists?

- Good

How was communication in letters to yourself?

- Didn't get the copy of the letter, even when I asked for it. Eventually GP receptionist gave it to me on request.

How do you think the services you used at the hospital could be improved?

- Listen more to the patients

Do you have any other comments about your experience at the hospital?

- Could be improved

North Manchester Hospital (1 person)

Which department(s) did you use at each hospital and when?

- A & E

What was communication like with the doctors, nurses & receptionists?

- Very good

Oldham Royal Hospital (3 people)

Which department(s) did you use at each hospital and when?

- Oral (referred by dentist)
- Urology

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- 2 weeks
- 1 week

How long was the time between the referral and the appointment?

- 6 weeks
- 3 weeks

What was good about your hospital visits?

- Very clean
- Good services

What was communication like with the doctors, nurses & receptionists?

- Very good
- Good

How was communication between the hospital and your GP, or with another hospital?

- Still under treatment
- Satisfactory

How was communication in letters to yourself?

- Good

How do you think the services you used at the hospital could be improved?

- Fine

Do you have any other comments about your experience at the hospital?

- No comment

Rochdale Hospital (1 person)

What was good about your hospital visits?

- Rochdale pain clinic, in registered and treated with an hour.

Royal Manchester Children's Hospital (1 person)

No comments provided.

Salford Royal (4 people)

Which department(s) did you use at each hospital and when?

- Lupus Department
- Neurology & psychology

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- 2 weeks

How long was the time between the referral and the appointment?

- 2 months

What was good about your hospital visits?

- Its a nice hospital to go to
- I was shown adequate respect & my questions re my progress were answered.

What was communication like with the doctors?

- Great
- Very good

What was communication like with the nurses & receptionists?

- Great
- Good

How was communication in letters to yourself?

- Alright

How do you think the services you used at the hospital could be improved?

- Alright at the moment

Do you have any other comments about your experience at the hospital?

- None

Stepping Hill (7 people)

Which department(s) did you use at each hospital and when?

- Spasticity clinic
- Urology
- Cardiology
- Orthopaedics / outpatients
- Ophthalmology
- Dermatology May 2015

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Not yet received
- 2 months
- Acceptable timescales

How long was the time between the referral and the appointment?

- Not yet received
- 2 weeks
- GP refers immediately - delay at hospitals

- Too long. Referral was lost.

What was good about your hospital visits?

- Very welcoming. Doctor was very approachable.
- Appointment was on time, courteous staff
- How easy it was
- Stepping Hill - very efficient - inspired confidence - surgeon very skilled & explained procedures very well.
- Communication, no waiting

What was communication like with the doctors?

- Very good
- Good (2 people)
- Outstanding
- All OK

What was communication like with the nurses & receptionists?

- Very good
- Good
- Good
- Good
- All OK

How was communication between the hospital and your GP, or with another hospital?

- Good (2 people)

How was communication in letters to yourself?

- Good (3 people)
- Long wait for results
- Excellent

How do you think the services you used at the hospital could be improved?

- No doubts about service
- Earlier/shorter time between hospital and patient for results
- Its alright
- Commissioners listening to clinicians
- None

Do you have any other comments about your experience at the hospital?

- No
- Room for improvement
- None

Tameside General Hospital (Pennine Care) (4 people)

Which department(s) did you use at each hospital and when?

- Mental health - I was discharged in April after 2 years.
- General Mental Health
- Mental health ward - Saxon. Admitted via A & E. Under Dr Hill at Tameside Hospital.
- Psychiatric

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Not long

How long was the time between the referral and the appointment?

- 2-5 weeks to appointment with mental health. Waited 17 weeks for therapy at Haughton House team.
- Took 5 - 6 weeks

What was good about your hospital visits?

- I get on very well with my consultant & community nurse.
- Ward staff were great. Very supportive.

What was communication like with the doctors?

- Good (2 people)
- Fine - no problems
- Okay

What was communication like with the nurses?

- Rushed and very hard to get attention when needed
- Fine - no problems
- Mental health nurse has been great

What was communication like with the receptionists?

- Good
- Fine - no problems

How was communication between the hospital and your GP, or with another hospital?

- OK

How was communication in letters to yourself?

- Good
- Yes - 2 weeks
- Good communication

How do you think the services you used at the hospital could be improved?

- The nurses attitudes could be better, with better communication, and manners

- Mental health needs looking at - particularly if its not an acute - seem to be put on back burner - may be mild/moderate but if services not put in it can escalate
- Not really enough staff on ward to talk to - too busy. Services need to be joined up.
- Better timekeeping

Do you have any other comments about your experience at the hospital?

- When I was being discharged and having leave breaks there was often no bed to go back to. On one occasion I was asked to go back and sleep in the ladies lounge.

The Alexander (1 person)

Which department(s) did you use at each hospital and when?

- Gastric minor ops April.

How long was the time between the referral and the appointment?

- Days. Only the Alex was private and used that because still (August) waiting for a response from Tameside.

The Eye Hospital (2 people)

Which department(s) did you use at each hospital and when?

- Eye Hospital, A&E, June 2015
- July

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- approx 10 days
- Days

How long was the time between the referral and the appointment?

- It wasn't a referral.
- Days

What was good about your hospital visits?

- I was treated very well. The eye hospital realised there was a problem and insisted on me being seen at once.
- Attention given

What was communication like with the doctors, nurses & receptionists?

- Good

- Very good

How was communication between the hospital and your GP, or with another hospital?

- Letters have been sent by the hospital to the GP
- Good

How was communication in letters to yourself?

- A copy of the letters have been sent to me.
- Good

How do you think the services you used at the hospital could be improved?

- Less waiting time for an MRI scan

Do you have any other comments about your experience at the hospital?

- No, I was treated very well, apart from the wait.

The Nightingale Centre, Wythenshawe Hospital (1 person)

Which department(s) did you use at each hospital and when?

- Breast Cancer Care

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- N/A - been discharged now - Hooray (smiley face drawn)

What was good about your hospital visits?

- I was discharged after 5 1/2 years but have had such wonderful care there.

What was communication like with the doctors, nurses & receptionists?

- Very good

How was communication between the hospital and your GP, or with another hospital?

- Very good - my GP always knew what was happening with my treatment.

How was communication in letters to yourself?

- Quite good

How do you think the services you used at the hospital could be improved?

- There are so many people needing treatment for breast cancer - the wait to be seen or have test can be long - - - but I understand that.

Do you have any other comments about your experience at the hospital?

- Can't think of anything

Trafford General. (1 person)

Which department(s) did you use at each hospital and when?

- Outpatients (clinical) and surgical ward.

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- One day after pre-surgical assessment.

How long was the time between the referral and the appointment?

- About nine weeks.

What was good about your hospital visits?

- Everything - no complaints.

What was communication like with the doctors, nurses & receptionists?

- Excellent

How was communication between the hospital and your GP, or with another hospital?

- Fine

How was communication in letters to yourself?

- Fine

How do you think the services you used at the hospital could be improved?

- Ongoing treatment. So far, no complaints

Do you have any other comments about your experience at the hospital?

- No

Withington (1 person)

Which department(s) did you use at each hospital and when?

- Renal

What was good about your hospital visits?

- Long wait

What was communication like with the doctors?

- Good

What was communication like with the nurses & receptionists?

- Adequate

How was communication between the hospital and your GP, or with another hospital?

- Good

How was communication in letters to yourself?

- Not consistent

How do you think the services you used at the hospital could be improved?

- Yes

Do you have any other comments about your experience at the hospital?

- Waiting times re very high

Wrightington Hospital, Wigan (1 person)

Which department(s) did you use at each hospital and when?

- Orthopaedic

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- Was referred by Salford Royal

How long was the time between the referral and the appointment?

- Only about 2 weeks

What was communication like with the nurses?

- Not bad

How do you think the services you used at the hospital could be improved?

- Communication. Follow-up appointments - should go 6 weeks after operation. Waited 6 months. Eventually went to GP & he faxed them. After 2 days got appointment.

Do you have any other comments about your experience at the hospital?

- Couldn't get there. My son came from Northampton to get there. When we got appointment and at hospital had to wait for x-ray & then 2 hours to see the consultant. Food - I am vegetarian - wasn't getting food that I could eat, but can't bring food in.

Wythenshawe (2 people)

Which department(s) did you use at each hospital and when?

- Oncology 3 months ago

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

- 3 weeks

How long was the time between the referral and the appointment?

- 6 weeks

What was good about your hospital visits?

- Reassuring consultants

What was communication like with the doctors?

- Excellent

What was communication like with the nurses?

- Was like being treated by zombies, not even a hello.
- Excellent

What was communication like with the receptionists?

- Excellent

How was communication between the hospital and your GP, or with another hospital?

- MRI results from Wythenshawe took almost 6 weeks and only then through chasing by myself and my GP contact.
- Good

How was communication in letters to yourself?

- Good

Following our analysis of data collected in 2014 by Healthwatch Tameside, the main themes are 'Appointments', 'Communication' and 'Staff'. We are collecting additional information about visits to GP surgeries and local hospitals.

If you have used any of these services in the last six months, please could you help us, and spend a few minutes completing this questionnaire. Any information you provide will remain confidential. Our reports are always carefully written so it's not possible to identify an individual patient from the report.

Our findings will be shared with the service providers, and we will be encouraging sharing of good practice, and suggesting improvements where people feel there are problems.

Healthwatch Tameside, 95-97 Penny Meadow, Ashton-under-Lyne, OL6 6EP

Telephone 0161 667 2526

www.healthwatchtameside.co.uk

@HealthwatchTame

Which GP/doctor's surgery do you use?

If you have had a GP appointment in the last 6 months, what was good about it?

How long did you have to wait to get the appointment (if there was a delay and you were given a reason for this, what was it)?

What was communication like with the:

Doctors -

Nurses -

Receptionists -

If a referral to another service (e.g. hospital) was needed, how long did it take?

What do you think could be improved about your GP surgery and the services it provides?

Do you have any other comments about your visits to the GP surgery?

Which hospital(s) have you used in the last 6 months?

Which department(s) did you use at each hospital and when?

If appointments or a referral were needed, how long did you have to wait for the letter to arrive?

How long was the time between the referral and the appointment?

What was good about your hospital visits?

What was communication (at the hospital) like with:-

Doctors/consultants -

Nurses/auxiliaries -

Receptionists -

How was communication:-

Between the hospital and your GP or another hospital?

In letters to yourself?

How do you think the services you used at the hospital could be improved?

Do you have any other comments about your experience at the hospital?

Equalities Monitoring Statement

Healthwatch Tameside has to demonstrate it is representing everybody in the community. Please answer as many of the questions in this section as you feel able to. This information is treated with the strictest confidentiality – but if you decide not to answer them that will not affect the service we give you.

Gender ☐ Male ☐ Female ☐ Transgender

How would you describe your ethnicity? (e.g. White British, Black African, etc.)

Age group ☐ 11–15 ☐ 16–25 ☐ 26–35
☐ 36–50 ☐ 51–64 ☐ 65+

Sexual Orientation ☐ Heterosexual ☐ Gay ☐ Lesbian
☐ Bisexual ☐ Other ☐ Prefer not to
answer

Are you a disabled person ☐ Yes ☐ No

Which town do you live in?

Please return to:-Healthwatch Champions, Volunteer Centre Tameside, 95-97 Penny Meadow, ASHTON-UNDER-LYNE, OL6 6EP

Appendix 6

Healthwatch Derbyshire have collected information during the period of our survey, whilst in contact with Glossop residents, which is about GP practices mentioned in our report, or about Tameside Hospital.

The information which would answer questions on our survey is shown below.

Cottage Lane Surgery, Glossop

The elderly patient said she was finding it very difficult to actually get to the Surgery. For health reasons she 'really struggles.' She would like someone to see her at home and that younger people appear to be receiving home visits whereas she doesn't. She added that recently she had a follow-up appointment which had taken a fortnight (this was the earliest appointment). She added that it was a nice Surgery. She also said that she had been referred to Tameside Hospital for a cardiac check which had taken about three hours. However, to get there she had to use 3 buses there and 3 buses back, totalling 6 journeys and questioned why there wasn't anywhere nearer that she could attend (summary).

The elderly patient said that it was difficult to get an appointment at the Surgery. She can't get into the Surgery, she finds it harder and harder. She asked the Nurse for a home visit but it never happened. She also added that it would appear that younger people get home visits whereas she was denied. In terms of the Surgery itself she said it was 'nice' (summary).

Lambgates Health Centre, Glossop

The patient said that when she received home visits from the Surgery they only ever sent a trainee doctor and that she never got a fully qualified doctor. She said that this did not fill her with any confidence.

Manor House Surgery, Glossop

The patient has had three operations in two years. Recently she received a letter from her consultant which she found rather confusing so she rang her GP and was told, "come in and see me." She then rang for an appointment, to see the particular doctor, and was told the wait would be two weeks. She added that this is a regular occurrence, if you want to see a particular doctor, but thought it was odd when the GP had actually requested her to go in. In terms of the actual GP, she finds her to be supportive. Parking is limited at the surgery. She said that she did think the environment was originally OK but they have now installed a TV which she does not like, she would prefer music which is calming.

The patient said that the surgery has increased in size, which she thought was good, because it now offers minor surgery. In terms of appointments, she said that because it has grown so much, there is a large number of doctors which leads to a lack of continuity. She added you can get an appointment, but if you want to see a specific doctor then there is a wait. She added that the surgery is modern and the staff are 'fine', although she said the parking was 'appalling.' She did say that when you ring for an appointment, you do have to provide a lot of detail for triage purposes, which she did understand, but sometimes finds intrusive. She added the on-line appointment booking system is very useful. She raised an issue regarding the prescription service. The system is to telephone the surgery and you are then given a list of 'choices'. You select the correct one and state exactly what you need. However, she said this has never once worked for her and she ends up having to go to the surgery. When she has queried this with the surgery (as to why it does not work), she has been told, "well the answer phone is probably full." Her suggestion for improvement is to have an answer phone system with a larger capacity for messages.

This lady discussed problems she had regarding her husband and the ongoing care from her GP. He was diagnosed in 2009, although did go undiagnosed for two years, even though she said she had recognised the signs. Approximately 12 months ago, his memory started to fail so she was referred to the Parkinson's Clinic at Tameside Hospital but received a phone call to say that the original consultant they had been seeing had retired and that the commentator had to go back to her own GP. She made enquiries at the surgery and was told by one of the receptionists that there is no Parkinson's Nurse within the surgery. She therefore felt she received no support from the Clinic or her own GP. She has also never been told about any support groups. Her husband is now in a home and she commented that no regular doctor attends the home, only called out if necessary. However, she added that the first named GP, although very nice, did visit him 18 months ago, at the home, and promised a return visit but this has never happened. The second named doctor also changed her husband's medication, despite his wife saying that it was effective regarding his memory (summary).

The patient said she was very pleased with the Surgery. She said she had contacted them last week and got in straight away. She said she had no complaints. She added that the repeat prescription system was good. She also said that the staff were very helpful and the named doctor was lovely. She added that 'the doctor listens to me, I don't feel rushed and she is very kind'. She said that she never waited long before being called in to her appointment. When asked about the building itself, she said it was purpose-built and very good (summary).

Smithy Surgery

The patient said that she had been denied a home visit even though she had a bad knee and leg and was elderly.

Tameside Hospital

An individual with a Learning Disability raised this comment; "I broke my ankle, I had a lot of nurses around me who gave me things to stop it hurting. The nurses let my sister stay with me for one week. The nurses were all nice." He was unable to recall the ward name.

The patient has previously had an eating disorder. As a result of which she has suffered various problems. She is now waiting for Colorectal, Gastroenterology and Gynaecology to come together and agree major surgery. She has been waiting since last October. In her words, "appointments just keep getting cancelled." She went on to say that she has chased appointments and been given reasons for cancellations, such as 'consultant off sick', 'on holiday' or in one case, 'had trouble with postage.' In August she received a letter to say her appointments with the Gynaecology and Colorectal surgeons have now been re-booked, after three cancellations, for two dates in September. She also added that on one occasion she had to chase test results. She had not heard anything after 6 weeks and was again told that this was because the consultant was off sick. She was kept waiting and it turned out to be positive. The patient is very frustrated.

The patient said that although she had particularly asked for appointments Sunday-Wednesday, these were not always catered for. She had visited the Clinic on a Sunday and commented that it was far less busy. On occasions, she has tried to cancel an appointment but on the letter there is an old phone number. The commentator said, "you ring and are informed of the new number but then no-one answers the call." The commentator added that she is not surprised by the 'do not attend' figures as she cannot get contact. The Secretary's office sometimes says that "you can ring back at different times, sometimes not." The commentator added that transport to hospital by bus is very lengthy and inconvenient and if a taxi is used, then it costs £20 each way. She also added that parking is expensive. Her final comment was, "Glossop is just not serviced by a convenient acute hospital."