

Praze Surgery Patient Experience Survey – Overview of Comments December 2018

General

The response to the survey seems disappointingly low at 23%; but appears to reflect people's differing attitudes based on their work/family circumstances and their individual experiences of the service given by the surgeries. As expected, comments vary between 'totally satisfied' and 'less than satisfied' but the majority of comments are generally constructive. Comments are considered under the headings in the Survey.

Getting Appointments

There was some criticism of the 'log-jam' effect on calls first thing in the morning and also being told to ring on another day for general, non-urgent appointments when there are none on that particular day.

Surgery Opening Hours

There were requests for more opening in the afternoons at Connor Downs and also for lunch-time and evening opening. Requests for weekend opening were few and included requests for Saturday morning surgeries

Reception Staff

Although there was general satisfaction, there were some complaints of receptionists being less than polite.

Consultation

No real criticisms, generally positive remarks.

Prescription Services

There was only one complaint that prescriptions were sometimes incomplete and one about the difficulty of getting to a pharmacy in Camborne (owing to the person not living close enough to the surgery to collect prescriptions).

Health Awareness.

There was a number of suggestions for the increased use of the TV Power Point in the waiting rooms to include advice on diet, exercise, supplements and vitamins, home medicines and childhood illnesses.

The Website

There was some disagreement among responders over whether the website was user-friendly. There was criticism of the on-line booking system, the log on to the waiting room and booking prescriptions and appointments. There were suggestions for more colour on the website and more general information, e.g. letting people know when doctors are appointed or retiring, etc., There were also comments that some information was out of date.

Other Comments

People were generally very complimentary about the surgeries and the service they give to patients. There were a few minor points made about a lack of mother and baby parking;, the telephone answering message; patient information leaflets being placed on the high level reception desks were out of reach for some and were also poorly printed.

The Praze Patient Participation Group

Five responders said they would be willing to join the PPG but because of the survey's confidentiality were unable to leave contact details.