Patient Free Text Comments: Summary

Thematic Tag Cloud **Reception Experience** 7 Arrangement of Appointment 5 Reference to Clinician 12 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking getting points. 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

Patient Free Text Comments: Detail

- Notes: 1. Free Text Comment received for current reporting month.
 - 2. Classification based on initial response to Q1 rather than content of message.
 - 3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓ My app was with Denise and she is so helpful nothing is too much trouble for her, she is so kind, and reassuring.
- ✓ Prompt at getting back to me
- ✓ Sarah fell was good reassuring and sorted out a triage problem I had
- ✓ Everyone was very help full
- ✓ Nurse s madden was fantastic as usual
- √ Very helpful
- ✓I managed to get an appointment rather quick and was informed what to expect and what wil happen next. The surgery was clean and inviting and the staff member was friendly and supportive
- ✓ Sarah Madden was great but I had to wait six weeks from making the appointment.
- ✓ Efficient, didn't wait long, nurse was polite, helpful.
- ✓ Sarah was amazing and really listened to my concerns and made me a doctors appointment and pointed me in the right direction
- \checkmark Was seen on time and had everything explained very well
- ✓ Friendly, easy to consult the appropriate medical staff and staff seem efficient and always try to help when they can.
- ✓ Prompt clear efficient apt wirh nurse
- ✔ Physiotherapist was very helpful, went over the moon for me, receptionist was also friendly
- ✓I genuinely feel. With medical problems such as chest infections. You get seen to within a couple of hours. Which is great. But when ever it has been abo
- ✓ Came to see Lucy Harrison and she went through things & explained everything to me & was very understanding of my deafness.
- ✓ That is what I considered
- ✓ It was very good there's nothing more to say x
- ✓ Helped towards getting some answers behind my pain, listened to everything I said and explained everything in detail.
- ✓ Quick and easy service, friendly staff
- \checkmark Because my experience overall was excellent from start to finish.
- ✓ Very good professional service
- ✓ Amazing service
- ✓ Good responses and helpful
- ✓ She went into everything
- ✓ Always helpful and no waiting in surgery
- ✓ Service was punctual and very professional I was impressed with the service of the receptionist and Practice nurse
- ✓ I always get the the right help, support and treatment. The docs and nurses Sarah madden and Denise are lovely and are very good at there jobs, they are lovely and very caring and no a lot about everything ...Harry and roby have been helped, supported and cared for whilst been at the docs in the right way. They have been treated properly with there problems from doc mohee, doc govindo, doc shar, Ann Simons, Sharon grimes, doc Owen, Sarah madden, Denise Andrea are all very good docs and nurses and are very knowledgable have the children and patients at there heart and are always willing to care and help ✓ It was quick and easy
- ✓ Its just a good service sometimes really good dependant on your response times. Great for when the bad weather starts.
- ✓ The doctor was friendly and helpful
- \checkmark All medical personnel are excellent but one receptionist was not very helpful. Thank you x
- ✓ Good service and very polite and informative
- ✓ Nurse answered all my questions
- ✓ Felt a real sense of care was given. The best experience ive had so far.

Not Recommended

✓I havnt had my call that was due at 9.20

Passive

- ✓Too long to explain in a text. Suffice to ,say the right hand doesn't seem to know what the left is doing.
- ✔ Because the digital check in didn't inform the surgery I had arrived at 8:20 for an 8:30 appointment. The doctor who I eventually saw, because I asked after an hour, confirmed that it had even recorded my weight. Reception and the doctor seen deserve full points for excellence. The IT should be an embarrassment. 2 perfectly good receptionists could have checked me in, they were there upon my arrival. But no, the managers who approved "the system"

have successfully dehumanised the reception & set upon a plan to embarrass the people who are unable to use the technology. The only progress this is, are likely the promotions earned for designing & implementation of these interfaces.

- ✓ It is very hard to speak to a GP when you work full time and can't take your phone into work. I recently had my medication withheld for chronic back pain, which should not have happened as I could have gone into withdrawal, plus the pain I was in.
- ✓ Having requested an appointment with a doctor via the ask my GP app I at least expected to talk to a doctor before being passed on to another medical practitioner without any consultation taking place.
- ✓ Was seen on time