

**LOMBARD MEDICAL CENTRE PATIENT REFERENCE GROUP SURVEY**  
**2013-14**

**Appendix 1**

**Question 5.**

**Please comment ...on your experience in obtaining an appointment to see a doctor or nurse.**

**Respondent  
Number**

1	Difficult to get through initially but otherwise good.
2	Difficult to get an appointment as so many patients and only allowed to book one week ahead.
4	Could be better in all areas
5	Was fairly easy but had to wait awhile for appointment
7	It is hard to get through on the phone in the morning and then when I do get through all the appointments are gone. I have started booking online as I find it easier and the times given have suited me.
8	Have tried several times, not convenient for me to call at 8am as work every morning. Needed appointment last week and unable to get one.
10	Very good.
11	Very difficult.
12	Could be better.
13	Don't know any of the doctors at all well. Would like to have a more close relationship with someone.
14	Bad.
15	Saw emergency doctor. Given a slip to give to reception to make immediate appointment (Monday). Told at reception no appointments for rest of week. After words supervisor (?) came and made the appointment in two minutes flat.
17	There usually isn't any left even though I call at 8am.
18	When the phone was finally answered there weren't any appointments left for the same day and told cannot make appointment in advance so call back the next morning, which I did and no appointments again so resulted in taking my baby to walk in at hospital.
19	Called about 45 times and still didn't get answer so decided to walk in and book in person.
20	Struggle getting appointment most of the time.
21	Difficult.
22	I often call from 8am constantly, by the time I finally get through at 8.20am all the appointments have gone.
24	Very difficult.
25	My experience getting an appointment was very good.
26	Good generally.
27	Never had a problem.
29	Very hard to get an appointment same day.
31	I have minimal expectations so I don't expect to be able to see a doctor on the same day.
32	It can be very difficult to get an appointment especially if you are working – have to be on the phone for a long time in the morning and often have to ring several mornings before being successful – I also don't like the fact that you have to discuss your issues with reception before being able to get an appointment – often this is not in a private place.
33	Very pleased to now be able to book online because phoning was always difficult.
36	Sometimes its easy to get through others, like to today, I took a call back.
37	Generally very quickly and responsively.
38	Would like to book a week in advance.
39	Its easier online.
41	Receptionist not very helpful or friendly at times.
43	It is quite easy usually.
44	Very poor – was told on the telephone that there were no appointments available and to try again tomorrow – impossible whilst at work – and the situation of having to book a week in advance is also very poor.

46	Much easier online booking.
47	It is not always easy to get an appointment.
48	Very difficult.
50	Receptionists need (to) be more helpful.
51	Receptionists can be rude at times.
53	Fair.
54	Very much useless.
55	Last time when ill with ecoli was told to wait till after 6.30 when the duty doctor would deal with it - not acceptable.
56	Fairly easy.
57	Reasonable but difficulty in seeing the doctor of choice.
58	Usually ok.
60	Easy to arrange to see the duty doctor.
65	Main problem is getting phone in phone is very difficult – when get the times appointment will be already finished.
66	Very difficult unless you dial 100-120 times taking 20 minutes to half an hour.
67	Can be very difficult if you don't ring up very early in the morning.
68	Not that good.
69	Always quite stressful to book an appointment but there are a couple of really helpful receptionists.
70	Okay.
71	Difficult.
72	Its not as difficult as it used to be.
74	Very hard to get to see doctor of my choice.
76	It is very difficult to get an appointment when calling in. Need to call at 7.58 to get through in decent time.
78	Some very unfriendly receptionists.
79	Not too good most of the time.
81	If I want to see my doctor in suitable time often 2 – 3 weeks you can't because only in 1 or 2 weeks and time and doctors aren't what you want.
82	Booking online is difficult if you have to come in to get a password.
83	Hard work.
85	Can't get through and when you do there is no appointments and you're told the nurse can make a decision for doctor whether he will see you in emergency or ring back next day.
87	Quite difficult to get through on the phone, if I was unable to get an appointment I was offered a call back and an appointment with the nurse.
88	The phone is always busy and in the past if have had to ring a lot of times to get through this takes time as well.
89	Generally ok.
91	Quite easy but struggled for a doctor straight away.
92	Its very frustrating if you either phone or come in to make an appointment and can't get them till the next morning when it takes very long to get through.
94	Very good.
95	Almost before a year I was trying to register, but there was no appointments, so I went to the hospital. This is the second time per year I'm coming here.
96	Horrendous. Can't see the same doctor. Want continuity. Children's doctor few and far between.
98	We find it easier to phone for appointment as we do not have or want a computer.
99	We find it easier to telephone for an appointment as we do not have a computer so not able to go online.
100	Three week wait for a flu jab.
102	Usually have to wait a week to see a doctor.
103	As a shift worker who gets very little advance patterns of duty it is not always easy to get an appropriate appointment. Some should be available for those needed at short notice.
104	Find it difficult to get appointments even when phoning at 8am.
105	Could not book nurse appointment online.
106	Much easier to make appointment online for doctor but unable to book appointment to see nurse online.
107	It always takes about half an hour to get through to a receptionist and then the appointments on that day are usually always gone.
108	Not easy.

111	When I get through to the receptionist all the appointments had gone for the day.
112	Its very difficult to get to see a doctor if you are working.
113	Phone always engaged when get through told no appointments left.
114	V often no available appointment. Told to ring next day.
115	Very good.
116	Very good.
117	Never tried for an appointment in advance.
118	Much improved service from 2009. Would have preferred to see a GP I know.
120	Quite acceptable.
121	Shocking! The more research I do the more it becomes apparent that this surgery is re-known (renowned?) locally for being shocking and getting appointments.
124	Normally very good.
127	Some days easy. Some days when you get through already no appointments available.
129	In majority of occasions I was able to obtain an appointment that suited myself.
132	Got get through too busy – not very good or appointment taken.
133	Frustrating.
134	Good
135	Its okay if you ring at 8am but if not it's hard to get one and last time I tried in advance I was told to ring at 8am.
137	Impossible to get through on phone – even 8am when through all appointments gone. Sometimes dialling forever, 15-20mins.
139	There has been times when calling on Mon morning and been unable to get an appointment the same day.
140	I have tried the online service. I am concerned at how those not able to use this system manage.
141	Takes too long by phone. All appointments for that day gone by the time you get through.
143	Getting an appointment by phone is very stressful. You ring dot on half 8am and by the time the phone has been engaged few times keep trying and finally get through for them to say there is not appointments available – ridiculous.
145	Sometimes easy, sometimes not so, sometimes difficult.
146	Very good.
147	Very good at all times.
148	Good surgery in my opinion, better than the rest in Newark.
152	Shocking, I work in a dental practice. We would have no patients left if it was so hard to get and appointment. I have needed an appointment for a while but keep putting off as it's so painful to get through.
154	I sometimes struggle. I work out of town so find it hard getting to appointments in the middle of the day.
155	Nurse no problem.
156	It's not been easy obtaining an appointment due to the high volume of appointments need improving.
157	It was hard considering it was an important situation.
158	First appointment of the day. When waiting outside for an appointment to see a doctor and being unable to use the stairs and having to use the lift you was at the end of the list by the time you got to the waiting room. You was last to see the reception.
159	Nearly impossible to book an appointment unless I have a letter asking me to do so.
160	I find it very easy to acquire an appointment on the day but not to make an advance (one) during the week.
161	Every time I book an appointment there is always one available.
162	Easy.
163	Phoned 8am to 8.15am. Got through 8.15am – all appointments gone! No forward appointments.
164	Every time I make an appointment it takes 2 or more weeks.
166	Many times got through to reception after...(no further text).
168	Difficult but nice people once you succeed.
169	Waiting.
171	Awful.
172	Every time I try to get an appointment there is never any left even when phone at 8am.
173	Is very difficult to contact the reception and book appointment in advance.
174	The problem is I tried to make an appointment by telephone (not possible).
175	I think people forget that people work and can be difficult to phone at 8am so it's harder to get an

	appointment.
176	Appointments are never available. Only at the same day at 8am – 15 minutes after appointments are not available at all.
177	Near on impossible by phone only a few doctors online. Terrible system overall.
178	Not when needed.
179	The appointment system is seriously flawed.
181	Very difficult to get an appointment with a doctor without going through reception with a reason for a doctor's appointment.
182	I've tried for appointment since October to get appointment for James Cusack. Had to take appointment with another doctor as situation critical.
183	Found it fairly easy. It doesn't matter when the appointment was for so that's why it may be easy.
184	Just had to keep ringing every day.
185	Receptionist was very polite and understanding.
186	I moved from Appletongate surgery – Lombard is 100% better. Doctors and reception are far more approachable, helpful and understanding.
187	All queries sorted quickly and efficiently.
188	Booking for a nurse is easy as you can book 4 weeks ahead. Dr appointments are a nightmare as there is never any appointments.
189	Sometimes very hard to get an appointment.
190	I find it very hard to get an appointment with the same doctor, especially when needing the results.
193	Hard. Had to wait two weeks.
194	Its quite ...to get appointments in advance, and 9 times out of 10 it is a time when I am at work and have to get cover for an hour as doctor is running behind which then affects my department at work.
195	Need to wait a week or call back.
196	Its fairly hard to get an appointment and 9 times out of 10 you have to speak to a doctor on the phone instead.
198	Usually ok.
199	Ok
200	Pretty good.
203	Very easy and polite staff.
205	There are never appointments available and always told to ring back at 8am the next day but no-one answers at that time.
206	By phone is difficult to make appointments always not have place. I always prefer to do online.
207	Always very difficult to get an appointment. Phone line always busy then when you get finally get through there are not appointments left.
209	Quite difficult to get through at 8am then not able to be seen that day.
211	Very difficult to make an appointment by telephone – ring constantly from 8am – if lucky can get appointment but usually they've all gone.
212	Generally from my personal history. Trying to make appointments for my wife and daughter has been difficult, however, the treatment has been good.
213	I found it relatively easy to get an appointment.
214	After speaking to the doctor over the phone was given an appointment the same day. I like to speak to the doctor sometimes as don't always need to make/ waste an appointment.
215	Not bad.
218	. Hard to get through on the phone, forever engaged or waiting then all appointments gone
219	It's very hard to get one, the reception staff can be very rude
220 -228 Online responses. Answers not attributable to individual patient responses.	<p>Always told that the doctor had no appointments available even though the doctor had given me a time by which he needed to see me again with the test results. Went online and there was availability.</p> <p>As a cancer patient whose cancer is controlled by an injection it is necessary to have an appointment at certain times – this can be difficult at busy times like Christmas/New Year, Easter etc. Staff on reception can usually sort one out but it means trying to get through on the already busy phone system which is stressful and time consuming as well as costly when on hold or keep repeat calling.</p> <p>Booking appointments on the telephone can only be made a week in advance, however I have been fortunate to get an appointment online more than two weekdays in advance.</p> <p>I have found that if I want to make an appointment in advance for a non-urgent or follow up matter it's</p>

<p>more efficient and flexible to use the online system, provided there are slots available. Who and what is available is laid out clearly and it's especially useful for early and late appointments as I work erratic hours.</p> <p>It is very difficult to get an appointment with any doctor. If you would like a particular doctor then it is impossible – there is no choice of GP at the surgery. I recently requested a post 50 health check (nurse) – and when I finally secured an appointment was greeted with the comment “I really have not got time for this” – I sat quietly in the corner and did as I was told.</p> <p>Sometimes its easier than others. I usually book online when I am more able to pick a time and a doctor to suit me, though this hasn't always been possible, though I expect if it was a real emergency it may be different.</p>
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