

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

**Appendix 3**

**Question 9.**

**If you have been attending this Medical Centre for a year or more please answer this additional question.**

**Comparing the last 12 months with the previous 12 months do you believe that overall there has been progress made in all of the various services provided by the doctors, nurse and admin staff?**

**Please indicate ... those areas where you believe progress has or has not been made.**

**Respondent  
Number**

7	YES. Online appointments
8	NO. Get rid of the calling at 8am for an appointment. Some slots should be available in advance.
10	YES. Make things easy to get appointment.
11	NO. Making appointments
12	NO. Appointments could be improved.
13	NO. I know it's not easy but I would like a more personal relationship.
14	NO. No appointment.
20	NO. It's harder to get appointments.
24	NO. Still difficult to get appointments.
29	YES. Reception area.
31	NO. Care from doctors /nurses remains high so no change in standards. Welcome process is okay.
34	YES. Hours have lasted longer for example 7am – 7pm which really helps me when work different times in the week.
35	NO. (Not?) Being allocated a doctor especially as I find it hard to remember the names of all the different doctors.
36	YES. The online services have improved a lot. Seem to be more doctors available to call back.
37	YES. Just as helpful ...the overall services from all the staff especially Dr Youatt – excellent.
38	No choice - Same
43	YES. As time has gone on things have got better. People looking at things that could....and doing something to improve them.
48	NO: Getting through on the telephone. Trying to see a doctor.
49	No choice - Reception and telephone services.
54	NO. Still not enough doctors.
55	NO: Muddled prescriptions. No follow up to promised action.
58	YES. Easier to get appointments.
59	YES: Getting appointments.
65	YES: Doctors are good.
66	NO: Difficulties in getting appointments.
72	YES: Doctors seem to take more interest in your problems.
75	NO: Been waiting for an appointment but still waiting.
77	YES: Waiting times to see doctor have changed.
78	NO: Reception.
81	NO: You can't book appointment for next day. You can't book appointment 3 <sup>rd</sup> or 4 <sup>th</sup> week when you could find available time and doctors. I can't see test results online. No clock in waiting room.
83	NO: Everything the same.
87	NO: Still difficult to get an appointment.
88	No choice – not sure
89	YES: Better facilities.

91	YES: All over.
93	NO: It's the same as the last 25years but just doctors' surgery new.
94	NO: No ...changed always the same.
96	NO: Getting appointments still difficult. Nowhere to breastfeed. Baby change has not chair to make it comfortable and it blocks it for its primary use.
98	No choice – not been in last few years.
99	NO: Not enough reception staff, even though you try to telephone at 8am in the morning by the time you get through the appointments have gone.
102	YES: Sometimes still have to wait.
104	NO: Waiting for appointments.
106	YES: More appointments available online than previously and covering longer number of days.
107	NO: Making an appointment seems to have got worse and have less times available.
111	YES: It is very difficult to judge because I have always had a good service.
113	NO: Getting appointments.
120	YES: Waiting time for doctor (improved).
121	NO: Surgery open longer and yet still can't get appointment! Nightmare.
124	YES: All areas overall very good.
129	YES: I have noticed that many services no longer on offer with the NHS. Being offered private services is ok.
137	No change – getting through is main problem.
140	NO: No difference. Previous appointment several years ago.
143	NO: There seems to be less appointments available but surgery is nice, doctors well some of them don't seem to have time and day for you and don't look into thing properly. I usually go see doctor at hospital.
144	YES: More doctors.
145	YES: Still depends who is on reception.
152	NO: It seems to have been harder to get an appointment since the practice moved. This is the first time I have looked into moving practice - I have been here my whole life.
156	NO: Bookings.
157	YES: Patience and understanding has been made.
159	NO: Making appointments and the out of hours services which is I think down to the Health Authority.
160	No choice – I rarely come to the GP to make any difference because I hope..(no further text).
163	NO: Arranging doctor appointments.
164	NO: It just be nice if we could see doctors fast.
168	YES: Staff have improved how they treat patients since moving premises.
170	NO: Its not been made anywhere.
172	NO: Can never get an appointment.
173	NO: Most of the doctors do not care about patients.
175	No choice. Don't think there has been any change.
176	NO: Good online booking service but appointments are not available..
177	NO: In getting an appointment with a given doctor on the day or the next day
181	YES: Appointments very poor. Far too many patients.
182	NO: Was told I needed treatment for verucca but the surgery now doesn't have equipment. Had to pay to go private. No clinics for weight loss etc..
183	YES: It has seemed that it is easier to get an appointment.
184	NO: Getting appointments.
185	YES: Surgeries are open later and earlier to make more appointments.
188	NO. Nurses
189	YES: Since the new building it was done a lot easier.
190	NO: Appointments very hard to get and ringing at 8am is quite tricky when trying to get children ready for school.
193	NO: Getting to see doctor.
194	YES: New receptionists have been hired making telephone appointments more polite.
197	No choice – Cannot compare much as only been once each year.
199	YES: Getting through on phone.
203	YES: Making appointment is a lot easier.
212	YES: Doctors help.

213	YES: I think it is much easier to get through on the telephone.
218	NO: Getting appointments and availability of appointments.
219	NO: Everywhere the medical centre has gone downhill to the extent that I have been thinking of move to a new one.
220-228 Online responses. Answers not attributable to individual patient responses	Getting an appointment can seem almost impossible at times. They need to simplify the system.  I can't say I have noticed any appreciable difference. I have just noticed that the next question says are you mae_or female- does anyone check this survey before it is put online?