**Shaw Heath Comments**

I know the Doctors are very busy but they do their best they are lovely people

Waiting area nice and warm

Very difficult to get through on the phone – constantly engaged

Waiting area too hot!

Need more Doctors

Sometimes too hot

I have on occasion had to go to Bramhall to get an appointment which isn’t very convenient as I live 2 mins from Shaw Heath and don’t have a car, would like to always be accommodated at Shaw Heath. I am having a great struggle at the moment getting an appt with a Doctor/Nurse to replace my coil. Receptionist said it is always a problem getting them both together. It is quite stressful

Improved wheelchair access at the Bramhall site

I have been a patient for 20 odd years and have not had any cause to complain. I think the service offered is good

Nurse cancelled on 2 occasions

It does appear that sometimes it’s a case of “begging” to obtain an appointment. I can understand why ED are overloaded with unnecessary visits

Once you get an appointment the care is excellent/holistic and complete. However the practice is clearly heavy in population and cannot sustain timely service with existing levels of clinicians!

Improved signage of consulting rooms, perhaps display advice/guidance suggesting when ED visits are necessary. With the costs saved external services

Wish Doctors speak in layman terms

Dr Bayes is cool

Wish to see my requested Doctor more easily – ie quicker

I find the surgery very good and helpful always

I have always had very good care and consideration when I have needed it most

Getting an appointment has improved, maybe a system where patients indicate their working hours, allowing them preference for appointment early or late would be good

Reception has improved greatly over the past 6 months. I used to prefer Bramhall surgery previously even though it was a drive away

More books for kids

Staff great

Always found the experience in reception courteous and comfortable, treatment by the Doctors very satisfactory

If possible would prefer to see same GP

Service appears to be improving, possibly change the music in reception

Separate reception area for private matters

I am very happy with the service, very friendly

Would like some receptionists to be more polite

I would like to see the same doctor always

Would like more appt slots out of normal working hours with the regular doctors not locums

More flexible appointments for working parents with children

Things are good as they are

Used to be at Phoenix Medical Centre and Shaw Heath 1000 times better

When you phone you are asked “is it a medical emergency” which is somewhat off putting as you didn’t want to waste people’s time but at the same time it’s obviously important to me

Have at least one doctor who is available for pre booked appointments such as you can get at dentist a couple of days ahead

Overall very pleased with the treatment and service – thank you!

Not to wait as long to see a Doctor

To see the same Doctor

See preferred GP earlier – rather than wait 2-3 weeks.

Thank you for teamwork – feel comfortable!

More phone lines for emergency appointments in the morning

Need private booth for private matters

Change waiting a week to see your particular GP

Longer one to one

Certainty of getting desired appointment time with preferred GP

More telephone availability

To have a private area to book appointments or speak to reception staff

Great surgery, friendly staff and very helpful

Clearer signage

Too warm although I understand it is a personal preference

More reliability with prescriptions. I send mine via e-mail and have had problems recently. Eventually I found that the e-mail address had changed but I hadn’t been notified.

Cup of tea/coffee while waiting to see the doctor

Instead of calling peoples’ names have a numbering system instead.

More toys for children

Being able to get an appointment rather than an emergency

Give each patient more time with GP

Improve waiting times for appointments – i.e. waited 5 days for an appointment

Better magazines

Text reminders for appointments

Same GP or 2 GPs per person

I’d rather have one doctor whom I saw on each visit but seeing a different one every time there isn’t the opportunity to find a preference.

I’m a cover for both my parents so finding an available appointment to fit in with that has been difficult. I was offered an appointment at another branch which was fine.

Not really needed many services in last 6 months but previous to this have found the practice very good and efficient. Can’t always get through on the phone but the on-line appointments make things easier.

Shaw Heath is very fast and effective at appointments.

I find the afternoon/evening receptionists have excellent customer service and are vary caring – both Elaines.

Superb – none better

If busy and have baby or buggy feels overcrowded and no space

Fantastic reception staff. Always helpful and nice with my son. Very welcoming

Very helpful especially when contacting re my young daughter

Always satisfied

You are all stars! I have always been more than happy with the service at the Practice. Nothing is too much trouble.

Very satisfied with everything

All staff friendly and helpful

I like how you can always get an appointment the same day

Keep up the good work

Generally things very satisfactory

I find receptionists helpful. Nurse good. GP very good

I think this doctors is a fantastic surgery

Overall very happy and a very friendly surgery

All ok

I have always been very satisfied

Very pleasant and friendly receptionists

TV put on please

Both surgeries are fantasticxxxxx

I have always found everyone very friendly and accommodating

I am very happy to have this surgery dealing with my care

Very happy how the surgery deals with me and my family

I feel I have been well cared for. However, getting clarity on test results has been difficult sometimes.

I have only recently joined the surgery as yet I feel ok with appointment availability. Very happy with treatment today with Dr Al-Gailani

Would prefer seats placed more in a square

Myself and 2 children are well looked after by the staff here – thanks

Quite happy as things are OK

Test results were not the clearest when asked for on the phone. More definitive answers are needed especially when it could be potentially serious

.

The availability of appointments – I appreciate it is difficult however I do feel I have to predict when I will be poorly in order to obtain an appointment within a reasonable time

To be listened to by certain doctors mainly Dr Rooney.

Some excellent doctors who have made a difference – Dr Bayes and Dr Davidson.

Some doctors don’t listen – they should do.

Some receptionists can be very rude on the phone

All female doctors and nurses are great!

Most of reception staff friendly & pleasant. Some rather ‘frosty’ and officious. A smile often omitted. Had many problems with repeat scripts not being followed up – probably after change of e-mail.

Please can all patients who request by e-mail be informed by e-mail of changes. This didn’t happen.

The reception staff are in too much of a rush to get you off the phone so you are left with a feeling of not being listened to sometimes leading to mistakes and misunderstandings.

Repeat prescription service is painful to use and not a good experience. It’s geared to the convenience of administration not the patient. There is a concern that requests are not given due consideration as I have had to query mistakes on several occasions. As Shaw Heath if there any administrative problems you are referred to Bramhall. I’m not sure why problems can’t be resolved locally. It feels as if you are being passed around.

A couple of times the receptionist on duty has refused to book me an appointment and when I have asked a difference receptionist they have done it instantly. Was told ‘we’re keeping the diary open for people that need it’? Whenever looking for early morning/late evening appointment there never are any. On occasion a couple of the receptionists have been rude to me which I found upsetting. I was issued the wrong prescription and when I came to change it was told ‘the doctors are busy people’ – had to really push to get the correct medication (that I take every day). Also find it hard to book appointments – am sometimes asked if I really need one. Some receptionists are lovely, friendly and knowledgeable and really put you at ease.

Too cramped with chairs. Queue for receptionist long and in the way.

My physical symptoms are important and real and should be treated appropriately – GP blames mental health for anything physical.

My last two appointments have been messed up. One was booked at Shaw Heath without telling me so arrived at Bramhall. The other I was told 10am to arrive and to be told it’s actually been booked for 9am and I missed it. Arrived today for babies 8 week injections to be told she needed a check with the doctor first. I hadn’t been advised this nor booked in for it so now my baby has not had her injections and has to be booked in again. The treatment I receive from this surgery is disgusting.

Far too warm – very uncomfortable

Wish that they would actually listen. Not been too happy with my treatment over the last 12 months as I find my issues are not being properly acknowledged.

To be able to get a prescription off the nurse (diabetic cream, medication, etc.)

Maybe a mobile appointment to book/check appointments.

I find Dr Davidson to be excellent.

Ability to access Dr more easily. More books in reception waiting area for children.

I like the surgery and can see it has improved recently. Thank you

I am very satisfied with the treatment my husband and I receive.

No complaints at all. Doctors always great, reception fantastic always happy to help and kind.

Reception ladies are really friendly

Very friendly reception, excellent medical care.

I’ve had very few problems with this practice over the years and I feel its even better of late. Lovelly new(?) receptionists very helpful

Flexibility regarding length of appointment rather than 10 mins and no more

All ok – keep up the good work

Very pleased to be a patient here.

You do a good job!

If appointments are running behind it would be good if the receptionist advised this upon arrival.

Never had any bad experiences – always been happy with all the staff.

Too hot, lighting uncomfortable

Very pleased that there are emergency appointments available every day.

Great service, efficient and polite. Front line have a really good sense of humour.

Quicker prescription – 24 hours

On-line prescription not reliable

Would like to be informed when my Doctor leaves the practice and the availability of extra opening times.

Quite satisfied. Think it is so much better to see the same doctor every visit.

Doctors try to be flexible but would help if you have e.g. three health concerns if they could all be raised in one visit. Am pleased with the overall service received at this time.

I made an appointment last week and was asked if I would go to Bramhall. I said yes. On the morning of the appointment I rang to check the time of the appointment and was told that the doctor was off all week!

I always find all the staff pleasant and helpful

More availability of midwife appointments, do not suit f/t working due to booking system.

Very efficient and pleasant staff in reception. Thank you.

Make your preferred doctor more available if possible. Lovely bunch of people/staff – happy to help and efficient.

On the whole I find everything satisfactory.