

Callington Health Centre

Q14 Are there any improvements or changes that you would like to suggest to the healthcare offered by the practice or any other comments?

Practice responses are shown in bold italic type.

Happy with service provided.

No changes, very happy with the practise and the service it provides.

None that I can think of.

We usually find the GPs and nurses, reception staff very helpful.

Thank you for the good service.

Thank you for your positive comments which are greatly appreciated by our hardworking team.

Admin

I strongly believe that all correspondence should be fully addressed with a patients FULL name. NOT Just the first name. Both my son & I have the same first name, but are only known by our second names, but when we receive any mail from the practice, this is confidential information which we are not aware who it is intended for until it is opened & read, by then it is to late.

We have looked into this but it then causes the problem that full names are too long for the window envelopes used as part of our computer setup. We may then receive complaints because we are sending out correspondence without surnames displayed. Because of the several hundred letters sent out each week, we regret that it is not possible to address envelopes personally according to individual preferences.

Appointments

Don't like having to wait for the Dr to phone back and the receptionists ask too many questions.

I also feel there is no need to be interrogated by reception staff when you are trying to get a appointment. I want to discuss my medical problems with a doctor not a receptionist. I also feel the wait for a appointment is to long. I rang up for my son and a few weeks back and had to wait 2 and a half weeks. I said i would see any doc and that was 2 and a half weeks not good enough.

When making appointments to see your doctor is usually in the order of two weeks plus and this in my opinion is excess.

I like the idea of speaking to my GP with a problem to save them and myself time. However, I had to wait 3 days to speak to my GP and then he wanted me to come in. I think a Telephone consultation should be triaged on the day so not to cause worry

I needed to speak to the Doctor that I am registered with on a matter following a head injury. I was informed that the earliest time that I could receive a phone call would be 10 days from this specific Dr. I then cancelled the request on the assumption that I would either be better or dead!!!. I did not want to repeat my injury to a Duty Dr.

Make more of the telephone service (the doctor triage is excellent). Triage non urgent cases using a nurse practitioner and hopefully therefore reduce the waiting time for non urgent cases. This could also involve more use of a nurse practitioner for appointments.

I am with a part time doctor. Whenever I try to make an appointment to see him I am invariably offered a fortnight ahead or longer. It seems this is due to the fact that appointments can be made for a month ahead. As a consequence his time gets filled up with his routine patients. This is not very satisfactory for me, but requesting a change of doctor, which I do not particularly wish to do, seems to be the only way forward.

Usually have to wait 3 weeks for Doctors appointment (unless urgent).

Getting an appointment with my own Dr, receptionist on phone not terribly helpful always when trying to get appointment within the week, and how urgent is urgent...don't quite understand this question on the phone.

Waiting time to see a doctor can take a long time.

The practice works hard at meeting constantly rising demand but it is becoming increasingly difficult to do so. This is a national problem which won't be resolved until the wider problems within the NHS are addressed. The practice, like many others, has struggled to recruit doctors as fewer are joining general practice than are retiring or leaving.

The doctors have instructed the receptionists to invite patients to tell them why they wish to be seen (patients are free to refuse to do this) as sometimes appointments are requested which would be better booked with other team members, for example, blood tests. Patients with an immediate clinical need are always dealt with on the same day.

Would be better if we could phone in earlier than 10 am for help or advice.

If you need help on the day, please phone as early as possible. If it is less urgent, it is very helpful if you can call after 10am.

An occasional late evening surgery would be useful for things like MURs and for people that work past 6 week days and don't have weekends free to do this.

More late evening openings until 8 pm or later. Not to allow the 20 past 8 patients book the early appointments in advance of patients who cannot make an appointment until after 10 am by phone.

More evening appointments for working patients. One evening a week is not enough.

We are planning on introducing more evening surgeries instead of Saturday mornings for our extended hours' surgeries.

Facilities

Provision for Children. Bearing in mind there is usually a wait for at least half an hour (sometimes more than an hour), I think it would be wise for the practice to provide SOMETHING to help distract younger children. Several years ago all the toys were removed (the reason given to me by the receptionist being that the children playing was disturbing other patients) and more recently all the books. I and other parents are confused about this. I suggest that bored children are more distracting than occupied children. If there are other reasons, perhaps they could be displayed.

No waiting room facilities for children.

It is unfortunate that we have outgrown Callington Health Centre and do not have separate space that could be used for a play area. Toys in a shared waiting area are a trip hazard for those who have sight or mobility problems. If we get a new health centre, there will be a play area!

Bigger notice boards so information can be less cluttered - possibly the whole wall!

The notice boards, which are deemed dust traps by the NHS, are being replaced with electronic screen displays.

More comfortable bench seats in waiting area.

The bench seats were very kindly provided by the League of Friends. There are some individual chairs for those who prefer these.

Parking arrangements could be improved - there appears to be more staff parking than visitors

Not enough car parking spaces.

Disabled parking is difficult because there is only one extra wide space, which is frequently misused. There could do with being more disabled spaces, or at least make sure that the space there isn't being abused.

More and better disabled parking.

Car parking!!

There are 7 spaces for doctors and nurses who may need to leave the building with medical equipment to take on home visits. There is also a row of double parking for staff which would be unsuitable for patients due to cars being blocked in by those parked behind them. The rest of the site is dedicated to patient parking. We have been unable to obtain any land adjoining the practice for additional parking.

Larger premises.

Choice of other services under the same roof. womens/mens health groups.
Alternative practitioners

Being asked very personal questions over the desk is not acceptable as others can hear!!!

I feel there is no privacy at the desk everyone in the waiting room can hear all which i think is very wrong.

We are very limited by the size of the building and cannot extend it. Our staff do their best to be discreet. You may prefer to write down your issue and give it to the receptionist or dispenser, or ask if there is a free room available where you could be taken to discuss the issue, although often all the rooms are in use.

Mobile phones have been in use 80% of the time when I have been in the surgery, people ignoring all signs

We regret that we cannot force people to behave considerately.

There is often clutter left in corridors, which makes it difficult, sometimes impossible to get through with a wheelchair.

The corridors should be kept clear for access, and we have reminded all team members that any deliveries, maintenance staff etc must be monitored to ensure that they do not block access.

Not happy with computer use. Sometimes mystifying screens from Tamar health it is possibly my age or state of mind

A reliable working IT system that helps the practice meet its NHS obligations and it`s practice needs!

Top of our wish list! We have been waiting since 2009 for Cornwall IT Services and BT to resolve our problems, and have been assured that they are now being addressed. We can only wait in hope.

Prescriptions

More flexibility with collecting medicines from the pharmacy.

The dispensary at Callington Health Centre is open during normal working hours. The local pharmacy in the town centre is open later and every Saturday.

May I also suggest investigating the possibility of having a repeat prescription service that can be accessed by telephone. During the recent bad weather lost my internet connection and was unable to order my regular medication the way I normally do, of course in the end the weather broke sufficiently that I was able to walk down to Callington centre and ask for the meds in person but remembered that at my last address that the local chemist was able accept a telephone order and the prescription was then available for collection at the pharmacy.

We have been reluctant to introduce such a system due to the increased possibility of errors as a result of requests being misheard or misunderstood. We will review this again.

What is the point of putting your phone number on a prescription request if the dispenser does not bother to use it to inform you that they no longer have your medication and you will need to get it elsewhere.

We have investigated this problem and the dispensary staff have been directed to contact patients, where possible, to advise when such a problem arises. Please bear in mind that many of our existing calls to patients result in unanswered phones.

I feel blister packs are probably an expensive way to prescribe tablets to people who don't need this service, I think it is out sourced, plus pack is wasteful going to landfill. I personally like to have individual packs, the system seems to pigeon hole people once they reach a certain age, as if your incompetent, I had a nurse to see my partner and she asked to see the tablets, and talked down to me, telling me I'll get confused. I feel it is unnecessary to make people like myself feel old. Most of all it is patronising creeping in the back door as with Serco in hospitals etc.

Blister packs ordered through the practice are made up each day at Gunnislake Health Centre so are not outsourced. They are not compulsory but are designed to make it easier for patients on lots of tablets to take the required daily doses. There are some of us not yet at retirement age who would welcome such reminders! Please be assured that we don't want to patronise anyone.

All the nurses at the practise are brilliant, but visiting your home some tend to be officious and talk down to you.

Recent blood test taken by a different nurse than who I had booked with. Felt the nurse was not as good due to the terrible pain, large bruising & stiffness in my arm which I would not have experienced with my regular nurse.

I strongly suggest the surgery employ/appoint at least another [member of the community nursing team], or inquire whether patients are happy with the service their receiving, as the services provided by a certain person are inadequate. I can personally say, I have never met a more patronising and rude person in the medical profession.

If you feel that any clinicians, including visiting NHS staff from other organisations, give inadequate care or behave in such a manner that you find inappropriate, please advise the Practice Patient Services' Manager. Where the person is not employed or appointed by the practice, we can advise you where to address your complaint.

Referrals

Complete knee replacement operations at the Peninsula were a success. Very satisfied with the care I received. Follow up at Liskeard centre and Callington practice very well organised.

Not having a dedicated doctor at the surgery, and having a medical condition that involves a hospital consultant, I find that information between the two requesting appointments to be made for other hospital appointments, that only the practice can deal with, is sometimes not picked up on and not relayed back to me. The latest being a referral for an audiology appointment. Four weeks and waiting.

When referred to other services, staff have no idea of the wait involved so cannot really assess whether this treatment plan will meet the patient's needs.

The clinic which was supposed to see me for my PTSD and anxiety never got back to me after the initial assessment in August 2012. I gave up in the end. The letters which were sent out for the first assessment kept getting lost in the post and I kept ringing them to find out what was going on. In the end I had other therapy from acupuncture (privately) and my friends and family helped.

Had referral to Liskeard Hospital, but referral team did not co-ordinate between themselves, and I ended up with two appointments with different people for the same problem.

I was referred to Derriford Hospital for a minor operation several months ago, I still have not received an appointment other than a second one for something which had already been done & for which a second referral letter had been sent from Callington.

We regret that we have no choice but to use the NHS referral management centres for most referrals. Our practice secretaries, who deal with the practice side of referrals, will do their best to help if you are unfortunate enough to have problems but unfortunately much of what happens outside the practice is beyond our knowledge or control.

Reviews

Annual health checks should be carried out by the GP nominated as the patient's doctor, NOT the pharmacist.

Our pharmacists are experts in the field of medication and work alongside our GPs who are delighted to have them as part of the practice team. If you would prefer to see a GP rather than a pharmacist, please advise us when your review appointment is booked.

I think the doctors need to listen more about mental health medication and believe patients when they say the pain is getting worse and need medication upping or lowering as when requested. I have been in pain for 10 years and I am scrutinised by the doctors because I'm on oromoph and they keep making me feel ashamed of myself because I'm in pain and I have been refused medication when run out early because of the pain.

1 Diagnose causes, not treat symptoms with medication. Prescription after prescription, while general health deteriorates is not the answer. 2 Appointments with registered GP 3 Medical decisions made by medical staff, not receptionists.

We regret that it is impossible to respond to these individual comments without further information. If you have any further concerns, please contact Mrs Rose Rogers, Practice Patient Services' Manager.

An annual review of long term medication and chronic illness is an important part of clinical care but the system set up to make an appointment is not coordinated well. This makes the review process extremely frustrating and irritating.

Visit to GP and nurse are usually co-ordinated to follow each other. It is difficult to get GP appointment with the new scheme I have on-going care and find I have to explain myself to new GPs each visit difficult and time wasting to each for the both of us.

Perhaps more tests taken at the `birthday` consultation to cover a much wider range of possible ailments. The Spanish model is a very good example of this. I suppose I mean more preventive medicine and tests.

We're sorry that you feel that the review system, designed to ensure that every patient with a long-term condition has an annual review, is not working to your satisfaction. The system has been developed in response to feedback from patients, and we welcome further suggestions.

Staff

On the whole very satisfied with the health centre the only issue is with the fact that I have only, in the whole of my 66 years, had two other doctors. Since joining this practice three and half years ago have had two, first Dr Chaplin, very happy with him and then suddenly changed to Dr Murphy and since then have had to see who ever is available. Understand that there may be problems with recruitment but its unsettling to see a different person each time.

More staff.

We regret the number of doctor changes that there have been in recent years, following a spate of retirements. We are due to be back at full strength from mid-April.

Receptionists are 50% brilliant and other half are unhelpful.

To have more receptionists at a time and hire more people than just one to deal with contraception (eg. implants)

Reception staff could be more customer friendly

Some receptionists are rather dismissive and sometimes bordering on rude

Better, more friendly receptionists who don't make you feel you're being a pest rather than a customer.

I have had repeated negative experiences with one receptionist who has been rude, patronising and very unhelpful. The others are all lovely and do their best to help. Bad experiences are unnecessary, especially with patients who are feeling unwell anyway.

1. Some of the reception staff are awkward when trying to book appts and not courteous. 2. Others are very helpful and happy on the phone. Usually the same result but a much nicer and less anxious experience when dealing with no. 2

More training of reception staff in customer care, friendly approach and in understanding some patients will be anxious and feeling unwell!

Please accept our apologies for when our team members have not met your expectations. It has been a difficult year with a shortage of doctors and a malfunctioning computer network, both of which are due to improve in April, and these problems have resulted in distress for both patients and practice members. We hope to be able to offer a better service during the rest of 2014 and beyond.

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