

Gunnislake 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.

I have never had any reason to find fault or complain in any way regarding the above practice

Thank you for the good service.

Everyone has been very good and kind to me. I think if you respect them then they will respect you.

No very satisfied thank you.

Because I have an elderly mother registered with another practice, I am able to make comparative, as well as personal judgements. I have always found every aspect of Gunnislake Health Centre to be exemplary, and consider that we are very fortunate in the community to have this facility, which provides services of a very high standard.

I am always happy with the health care I receive at the practice. All the staff, doctors and nurses are helpful and polite

Perfectly satisfied. Doctors are always cordial and thorough. Nothing seems too much trouble. The pharmacy is invariably efficient, prescriptions are always dispensed on time

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

Admin

After a good few months the computer STILL can not get Suzanne Porter's name correct-she is NOT Dr.Nu!!!

Computers are great when they co-operate. This problem has since been fixed.

I would like my letters of complaint to be answered by the person I have addressed and not the pharmacist.

It is difficult to comment on individual cases without further information. If the problem fell within the pharmacist's area, they would have been asked to deal with any queries arising from it. If you have any further concerns, please contact Mrs Rose Rogers, Practice Patient Services' Manager.

I have to chase results of procedures, you used to send results out.

The practice contacts patients when further action is needed. Because of the very large volume of tests and investigations done each week, we don't contact patients for normal results but do offer you the chance to contact us should you have any concerns or queries.

I once had a blood test and on phoning the receptionist to get the results was informed that I had chronic kidney disease (which I did not have)

Better communication re. test results with centre staff

It would be helpful if the receptionist could read blood test results when phoning for results.

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

Appointments

Waiting time to see my doctor is usually far too long (Up to a month).

It is easy to be critical, but availability in appointments is difficult.

Have to wait a long time for an appointment for a non emergency.

Always half an hour delay waiting for the appointment.

Too much of a wait for an appointment.

Waiting times between appointments too long, non-urgent appointments have a long wait.

It should be easier to get an appointment.

Just need to be able to get an appointment.

The new triage system is awful, not being able to get an appointment by my own doctor in a few days of calling is shocking. It appears to me that you serve too many people and don't have the infrastructure in place to cope. It appears to be more of a profitable service than one that should be catering solely for the people within the community you are caring for!

Hard to GO when they only attend two days a week, this is not good.

Would appreciate to be able to see my doctor when I need it, not two days after.

More reception staff and better appointment process please.

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.

More local cover at weekends.

The contract for out-of-hours cover (outside 8am-6.30pm) was awarded to KUCS (Kernow Urgent Care Services, operated by Serco) rather than to the practices in Cornwall that provided this service prior to 2004. The practice undertakes extended hours, offering some surgeries outside these core hours for routine appointments, but these additional hours are limited by the contract offered by the NHS.

Open until 8pm once a week.

Gunnislake Health Centre is open until 8pm one evening a week for 4 weeks in every 6, and there is a late surgery at Callington every week which Gunnislake patients can attend.

Facilities

Access to the surgery is not easy if you are disabled & using a wheelchair because of parking issues.

Unhappy paying for car parking.

Come to an agreement with the Cornwall council about parking for a reduced fee or a token system.

Parking is a real problem.

We understand that some free parking is due to be reintroduced in the public car park across the road from the Health Centre. There is now a second disabled space at the Health Centre.

Cleaning needed.

We have a team of cleaners who have been trained to work to NHS standards. Please advise us if you see any uncleaned areas.

Have a coffee bar!!

That would be nice but we don't have the space for one.

More fresh air in waiting room, you are all sat together and every coughing and sneezing. I am always worried what air borne germs there are floating about.

Last year we had air conditioning/ventilation installed in the waiting rooms but often patients ask for it to be turned off.

Door leading into waiting room a bit hard to open.

We will do our best to resolve this problem.

Private issues are difficult to discuss at pharmacy and reception.

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.

Medication

Suggest that the pharmacy could improve to ensure that they give out the correct tablets and also the correct amount prescribed.

Medication I need in order to have a successful pregnancy after a still birth was denied by my GP despite my consultant having written a letter to her stating the medication I needed. I gave 3 weeks notice that I need the medication but despite speaking to someone at the practice/pharmacy most days, I was not informed until the very last minute that I was not allowed the medication. Bad communication between staff also.

Sometimes dispensary have problems in sending correct pressure stacking a liners despite clear on-line orders.

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

It would help if there is a problem with medication being dispensed, that an email or telephone call was made to inform the patient of the problem. As opposed to finding out about the problem when you come to collect the medication.

We will look into this issue and do our best to improve the service provided.

Referrals

Go back to the Dr. Stewart days where he could sort without sending you to Tamar referral a total waste of time or close down the health practise and send direct to Plymouth.

We regret that we have no choice but to use the NHS referral management centres for most referrals.

Reviews

Consider offering a telephone review of medication.

We will look into this possibility.

I do not appreciate the role of your pharmacist, who sometimes seems to think that he knows more about you than your chosen Doctor, which I find quite objectionable. After all, he is NOT THE DOCTOR.

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.

Staff

With regard to reception staff and dispensary staff - it really depends who you see. Some are really lovely, helpful, polite, caring and others have attitude that leaves a lot to be desired. If the staff wore name badges, I would be able to recommend those who deserve to be highly commended.

More friendly, helpful receptionists, I usually find they are rude and do not help. However the person who I spoke to today was lovely!

Our staff are provided with name badges but perhaps they are not large enough. We will look into larger badges and also the use of temporary badges when individuals find that they have left theirs at home. If you feel that a staff member has been rude to you, please report this to the practice and your complaint will be thoroughly investigated.

Question 9 how are we to know what qualifications a person has to treat us????

Our website and patient information leaflet show the professional qualifications and all our nurses and dispensers are qualified for the roles that they do.

Question 13 was not informed of my original doctor leaving and was put with another doctor NOT of my choice (not happy).

The number of Doctors at the Gunnislake practice seems to have reduced in the last 12 months and those that remain seem to only undertake part time hours. This is not helpful if you insist on allocating patients to specific doctors only.

We regret the number of doctor changes that there have been in recent years, following a spate of retirements, and will be back at full strength from mid-April. If you have concerns about the doctor to whom you have been allocated, please contact the practice.

I was moved to new doctor when [my doctor] retired and very unhappy with new doctor. I have contacted practice and written to ask to move to another doctor. It should be more widely advertised that this is possible I found out from someone else equally unhappy with this new doctor. Patient here for nearly 20 years never complained before but very upset by rude and brutal treatment by doctor. Look at who the people [are] asking to move from this GP.

It is obviously impossible to comment on allegations of mistreatment – please contact the Practice Patient Services' Manager, Mrs Rose Rogers, regarding your concerns.

This survey

Completing these surveys is like stirring up a bee hive. You have no idea what will happen as a result of putting in the stirring iron (answers). The questions are glib, therefore the answers are glib (there is no opportunity given for any explanation when an answer is less than good). If you are not interested why satisfactory only or less is the response then why are you asking the question? OK, my interpretation of asking questions of limited intellect is that you are merely gleaning statistics and as organisations do, then only select the good statistics that show positive responses in the returns. Questionnaires should be used to glean the MOST out of the one hit, for if you use them too often, people stop responding. I almost didn't respond. These surveys and questionnaires turn up on lots of web sites and nearly all of them have no value at all to the respondent. Like this one! So why do we do answer? Because we want to be helpful. However I am, 'poor quality survey weary' and will not respond to a sub-standard survey again. Yes, I would like a reply. I know you treat us as menials and think we don't deserve better but we are the people who fund the whole NHS organisation and pay all the running costs and salaries of staff so our time and support should be respected and acknowledged. Will I get a reply? Mmmm. I suspect not! Shame on you. I should be confident, that if I ask for a reply, then one would be forthcoming, shouldn't I.

It is difficult to know how to respond to the last response which was anonymous. With 16,700 patients, it is always going to be impossible to please everyone but our team members do try hard as the work of the practice matters to each and every one of them. Surveys such as this are designed to be relatively quick and simple to complete so that people won't be put off by too many questions and the need to write long answers.

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