

Ridgeway Surgery Survey 2018-19 Comments

DR FOSTER

Is there anything particularly good about your health care?

- *“Generally OK no major problems”*
- *“They look after me”*
- *“Regular Health Checks”*
- *“Good to be able to see a doctor on the same day”*
- *“Very understanding”*
- *“Access to Dr Foster by phone easily. Good Care”*
- *“Always found help readily available”*
- *“Good care by everyone seen”*
- *“everyone*
- *“everyone is knowledgeable and helpful”*
- *“always had 100% confidence in The Ridgeway Surgery”*
- *“very good, you can almost always see your doctor of choice, in an emergency you can see a doctor on the day”*

Is there anything that could be improved?

- *“Difficult to get through the doors with a pram/wheelchair”*
- *“More car spaces and quicker time to be called in to see the doctor”*
- *“Update decorations and it needs cleaning”*
- *“Privacy at reception from others”*
- *“Parking. Availability of Nurses”*
- *“Parking”*
- *“Letters arranging appointments could be more helpful (personal rather than standard”*
- *“Sticking to appointment times”*
- *“if patients could be given a choice of who they want to see”*
- *“advance appointments not same day as sometimes not urgent”*
- *“car parking is abysmal”*
- *“very satisfied with the service”*

Any other comments

- *“On the whole I am satisfied with the treatment I receive”*
- *“Many thanks, very grateful”*
- *“Thank you”*
- *“High Seats with arms are needed in waiting area and consulting rooms”*
- *“Fab Drs and great receptionists”*

- *“fantastic service from my experience”*

DR GIRISH

Is there anything particularly good about your health care?

- *“Very good service. Always helpful”*
- *“Always happy to see Kate the nurse and Dr Girish”*
- *“Can feel secure that help is available”*
- *“Diabetes care”*
- *“excellent services”*
- *“all satisfactory”*

Is there anything that could be improved?

- *“Sometimes pre booked appointments are already taken and I could have rang at 8am on the dot. Very hard to get sometimes”*
- *“Waiting time for appointments”*
- *“Keeping to appointment times (not as much time to wait if they are running behind”*
- *“How long have to wait to see a doctor”*
- *“How long have to wait for tablets”*
- *“Definitely seating can be painful and embarrassing if unable to stand up without difficulty”*

Any other comments

- *“Great receptionists”*
- *“Excellent care/customer service. Difficult to get access to personal records if have same email address as spouse!”*
- *“I had a bad experience with Dr Spiller. She took antibiotics of my son, said he was better without. Better not see her again!”*
- *“have always found the staff very hepful”*

DR DAWES

Is there anything particularly good about your health care?

- *“Will always fit babies in to see a Doctor”*
- *“The information I receive is very good and the follow up is excellent”*
- *“Practice Nurses are excellent”*
- *“Yes, very good care given to me always”*
- *“Feel well taken care of”*
- *“Cannot be faulted, been coming here for over 20 years and not once had a problem”*
- *“I am satisfied”*

- *“yes everybody cares”*
- *“support from doctors first class”*
- *“doctors all very good”*
- *“being positive”*

Is there anything that could be improved?

- *“The reception area is small and congested at busy times and conversations of a nature could be overheard”*
- *“Having a facility for taking blood instead of clogging up hospital car parks”*
- *“Parking”*
- *“telephones – but aware problems across GPs”*
- *Doctors to arrive on time in a morning*

Any other comments

- *“Great friendly surgery overall”*
- *“Dr Dawes has been very good and kind always listens to me and treated me with care. Thank you”*
- *“satisfied with treatment”*
- *“brilliant surgery”*

OTHER GPs

Is there anything particularly good about your health care?

- *“The Ridgeway has always made me feel listened to no matter who it is I speak to”*
- *“Dr Girish is the best doctor I have ever seen. He is very caring & understanding”*
- *“Great Surgery”*
- *“You can always see/speak to a doctor on the day you call (if early enough)”*
- *“Children are always a priority and seen same day”*
- *“I am very happy with all the services I get from this surgery”*
- *“I suffer with mental health problems and the surgery has helped me cope and live a normal life with the medication they provided”*
- *“Never been refused an on the day appointment”*

Is there anything that could be improved?

- *“The Car Park”*
- *“The waiting room needs updating”*
- *“I normally turn up 20 mins early yet get seen 10-20 mins late. My time is important too”*
- *“When referred to hospital specialists Doctors could explain next steps and treatments the hospital will offer in more detail”*

- *“Could be easier to pre-book”*
- *“Parking”*
- *“The cleanliness of the toilets, the asthma nurse being more available than she currently is and flu jabs for children as they never got the vaccine”*
- *“Parking”*
- *“A better car park”*
- *“Car parking and booking to see a particular doctor and not being able to pre-book”*
- *“Saturday am slots and skin cancer doctors”*
- *“Parking – hard I know!”*

Any other comments

- *“Very good surgery”*