

FRIENDS AND FAMILY FEEDBACK SEPTEMBER 2022

RESPONSES

Paper response= 2 SMS response=20
Very Good=5 Good= 1
Neither good or poor=6 Poor=5
very poor= 3 Don't know = 2

Can't get appointments for weeks at a time, don't bother to phone when it's a telephone apt or let it ring one ring and hang up. Make constant excuses but no apologies for poor service.

Because I've been a patient from 2007 and the Reception is brilliant

Not suitable for Chadwell heath people long wait for people in C/heath as to north st clinic

Still haven't spoken to a GP

Because few doctors are really good

5 Weeks wait for a doctor telephone triage. Up to 30 minutes wait ringing the surgery

Can't see a doctor, I have long term illness and don't trust my doctors anymore, I have to pay for medication when I'm desperate

Our GP's are all very good although they must be very tied at times they still treat you as if you were there first patient with care and consideration for what our problem may be

Due to appointment

The reception are very rude

Very difficult to get an appointment even a phone one

Booking appointments and not advising patients not calling back no home visits for the elderly and the wait for appointments is unfair for someone my age by pure fluke I found out about CTT we should have known about this before

You can never get a telephone appointment on the day as all gone. Can only make appointments weeks in advance!!! If I need to speak to a doctor now I need to wait weeks away. Told to ring out of hours service you are on hold up to three quarters of an hour by that time you put the phone down and keep trying still

Reception/Admin: Lack of empathy, inefficient filing: lost letters and notes, inconsistent advice and help with protocol for prescriptions, bookings and other tests. Bizarre 8am calling for same day appointments. Negativity from some medical staff and a lack of knowledge. No social prescribing service offered to life limited sufferers.