

## Topic 23

We intend to report them for their attitude, and it is so wrong to come in to patient you don't know, and treat him like he hasn't got a say. Care quality commission know. The whole experience has been horrible. They threaten you with being sectioned and mental capacity act, when you don't do as they say. You are nobody. The man I care for has had a stroke, and has underlying problems, the staff were awful.

---

In the bathroom, the toilet paper was too far away from the toilet and the toilet paper was so so thin.

---

Taking away my prescribed medication putting me in to an instant withdrawal in my opinion was very unprofessional due to the fact nobody at any point explained this to me although I was open and honest about my medication. Due to this I experienced a sleepless uncomfortable night I feel was very unnecessary. Apart from that all went well.

---

Phoning to make an appointment for a blood test. Phone constantly being picked up and cut off without any answer or response. Called multiple times and no response. I obtained access to an appointment by using another health centre to book appointment, putting additional pressure on that service without any problems at all. Serious issues noted from reviews online by service users about highcroft surgery's communication and answering the phone. I have not had to deal with this surgery before, and am appalled at the service level provided.

---

Initial contact and follow up were prompt. Additional appointments (out patient) were also timely, consideration of outpatient appointment times should be given due to distance to travel. eg. Apt at LGH was 6pm, apt at GGH was 8am