

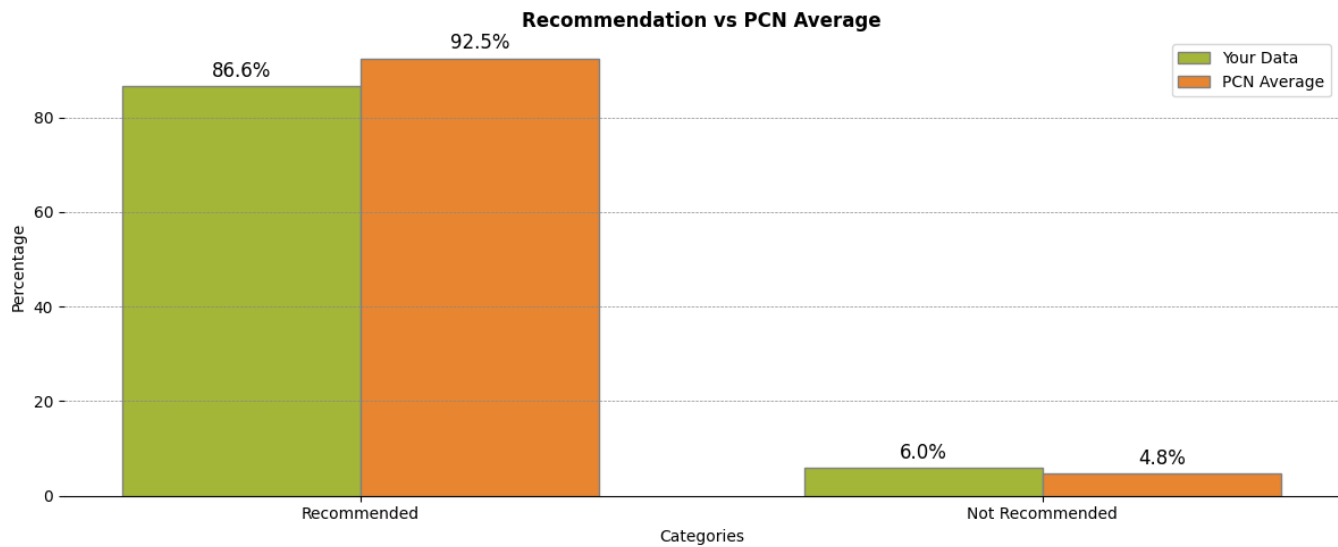
Health Partners at Violet Melchett

September 2024

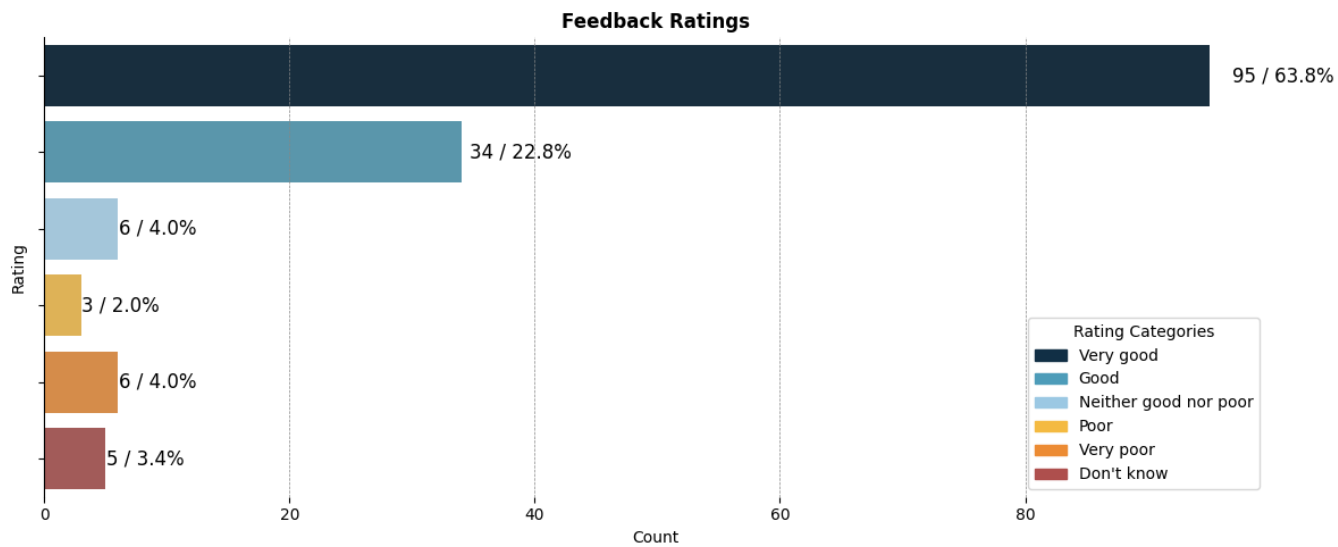
SECTION 1: Recommendation % and Rating Counts

The total feedback received during September 2024 was 149.

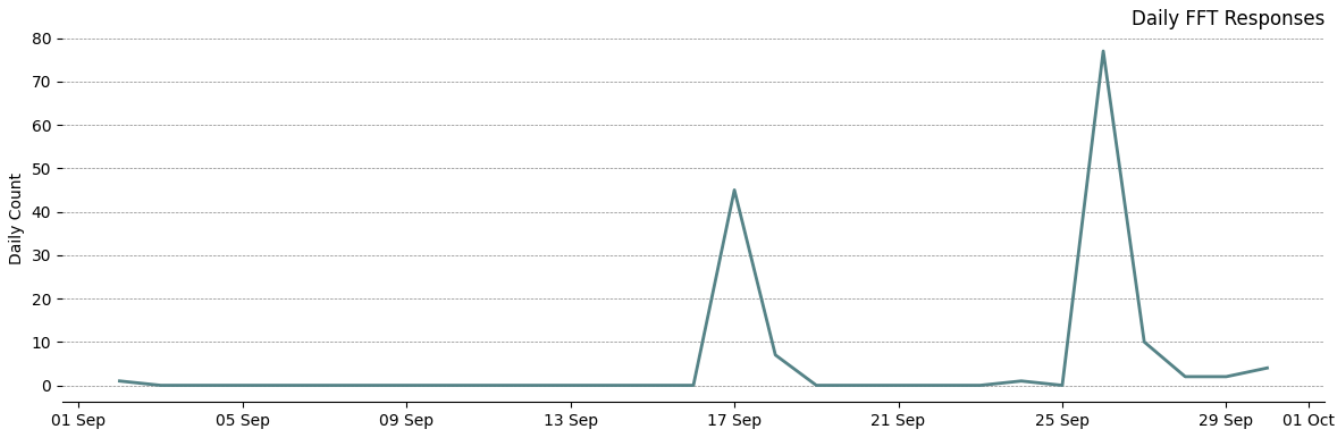
Recommended - 86.6% (PCN Average - 92.5%)
Not Recommended - 6.0% (PCN Average - 4.8%)



$$\text{Recommended (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$
$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$



SECTION 2: Response Rate



SECTION 3: Feedback - Responses

- 0: bc they miss diagnose me and delay and i become paralyzed they gave me a lot wrong medication wrong system
- 1: Dr PERSON was not only quick in dealing with the matter but managed to get results processed and provide feedback within 24 hours Especially comforting just before the weekend Most grateful to her
- 2: The doctor is of high professional skills and provide treatment in high level
- 3: My health concerns were addressed with great care and charm And tests arranged quickly I was Extremely happy with my consultation and after care
- 4: PERSON had problems with her ear and to extent that it was both painful and not hearing The doctor inspected the ear and simply suggested for me as a parent to clean it and use a pair of tweezers to pick out something that was blocking the ear canal I asked for either his help or a referral to a specialist but the doctor said he was only there for prescriptions and the other alternative was to go to A E but if I wanted to save time I should remove the things that was blocking myself Very strange advice from a GP and not very helpful at all
- 5: I had the feeling that none of the things the GP recommended were actually implied
- 6: It was good to receive a face to face appointment but unfortunately the information was not on the file so the doctor could not help me and I had to rearrange the appointment
- 7: Exceptional as usual Made it easy to see the gp who knows me Continuity is important in cases like mine Kind and helpful receptionist who takes initiative and offers solutions
- 8: Very happy that I was seeing a doctor that is really good and knows his stuff
- 9: The weekend staff were beyond useless They were unhelpful uninformed and a complete waste of time I needed my dressing changed after major surgery The nurse told me I had to supply MY OWN DRESSINGS WTF Its a doctors surgery utterly upsetting I left so upset that I was crying
- 10: Very efficient did not have to wait too long both for the actual appointment and similarly for the test results
- 11: I received a call from a GP soon as I completed and sent off a Patches form to offer me a face to face appointment with a doctor within the hour I did not have long to wait in the waiting area before the doctor called me in the consultation room
- 12: I asked a doctor telephone appointment and received one only a couple days later which was impressive
- 13: I went for my diabetes check the gentleman doing the tests was very professional and friendly I felt at ease with the questions and answers a good experience
- 14: I was contacted because I had not responded to a message about Winter Flu Jabs
- 15: Difficult to see a doctor these days how ever when you do get to see one the whole journey is a nice one usually with friendly staff I dont like that when you go into the building you have to walk a cat walk towards reception its very uncomfortable
- 16: PERSON the pharmacist was very polite informative and helpful
- 17: The matter was dealt straight away
- 18: Everyone at the surgery is very helpful and very professional
- 19: I have always had good care from every doctor I have seen in your surgery Latterly Dr PERSON is doing his best which I truly appreciate
- 20: I received a call the following day from the doctor
- 21: Doctors very good and nice but support staff could be better and procedures cumbersome Also why no service on Saturdays
- 22: The service is very good all round The surgery provide advance text notice of vaccinations due and reminders of GP appointments The staff are professional and polite and queries dealt with in a timely manner Thank you to all for your service which is much appreciated
- 23: there was puss discharge from my scalp which is still due to be seen by doctors
- 24: Very helpful response from Dr PERSON
- 25: Very friendly carefully listening to us and making good decisions service
- 26: Your facilities and staff are welcoming I was seen on time and treated sympathetically and effectively
- 27: I called to ask about flu jabs and covid boosters as I am an at risk person and was told to contact Boots no one was sure when they would begin at the surgery
- 28: Dr PERSON is very thorough and caring Doctor
- 29: when I visited the GP last I was quite emotional about a situation and I wanted to speak about this but felt there was no response back also the surgery lacks any kind of personal warmth
- 30: I have moved to the surgery recently and I am impressed with the level of service very good overall
- 31: The reception area was clean right and tidy I Was welcomed by a friendly receptionist and asked to take a seat I ve seen on time by my doctor and a prescription was provided along with a referral
- 32: Was on time and the doctor was very efficient explaining my problem
- 33: I asked to have an appt for something that is eyes eyesight related that is profoundly affecting me but instead I have been told to go to an optician to get a report but when I asked them previously they were unhelpful I wanted to see the doctor so that I might get to see a specialist And because I was texted this I could not reply or have a conversation Also I find the online service hard to use I can t remember my username password but the site doesn t give you an option as far as I can see to reset it so I am stuck not being able to use it
- 34: I received an on the day appointment when I came into the surgery presenting with shingles
- 35: I have no idea what consultation you are talking about All I did was respond to a text message to book a flu jab
- 36: I did not have any consultation with you over the last few weeks
- 37: I got a doctor to call me He then disappeared
- 38: Helpful staff appointment on time good follow up in terms of next steps
- 39: I was seen promptly by a professional
- 40: I reached someone right away who was v nice and got me in to see a GP urgently within an hour She was so helpful and kind
- 41: The doctor PERSON was very patient kind and knowledgeable
- 42: On time and efficient I was offered a health check appointment at short notice which I was able to attend The Dr was efficient and helpful and on time The blood test results came through very quickly and the Patient Knows Best platform made accessing the results straight forward All good
- 43: Last request was dealt with very quickly by doctor
- 44: I was seen in a timely and professional way

45: Because always i can get an appointment soon all doctors nurses receptionists are friendly Thanks

46: Efficient professional advice from caring doctors and staff

47: My only recent interaction was to order repeats prescriptions on line They were approved the following day

48: Everyone kind helpful and very nice

49: Didn t wait for long and give me an advice what to do

50: Easy online form and quick response followed by consultation

51: Very efficient and organised process Very kind doctor and receptionists

52: I went into the surgery without an appointment feeling very annoyed because the doctors had failed me but the response by the counter staff was very helpful

53: Impressively efficient I have just been dealing with my Fathers surgery as he is 88 but they are very difficult to reach cannot speak to a GP I have had a helpful GP call me back very quickly after completing pathches Really lovely reception staff

54: Everything was good except I had to wait 20 minutes for my appointment

55: When I call for an appointment I m very well taken care of and get an appointment booked in fairly quickly

56: I receive helpful and kind advice and help

57: Easy to get an appointment and was promptly seen when I arrived

58: Efficient service Staff v friendly and helpful

59: The procedure to book the appointment was a little limited as they only offered 3 dates The nurse was very efficient and good

60: During a previous appointment I was told I was eligible for another treatment Advising the nurse I had a booking for another matter an appointment was added to that saving me and the practice valuable time The sample taking and injection were performed in an efficient and painless manner

61: I am contacted with the reminders often but I haven t seen a GP doctor for a long time But the stuff is very nice polite and easy to communicate

62: Phone call with doctor was relative soon after my written request She was helpful and outline next steps

63: The people at reception were friendly and helpful I only went in for a blood test and the nurse PERSON s PERSON was very patient and good natured not very easy to access one of my veins to draw the blood

64: Highly professional and excellent follow up for the over 60 s and those with auto immune issues

65: The guy who phoned me was polite helpful and took time to ensure that I understood all about the injections I was going to receive and the appointments that were being made for me He asked for my email address and sent me confirmation of the appointment dates and times

66: It was easy to make an appointment I was seen at the agreed time and courteously and efficiently dealt with

67: On time and as usual very friendly and efficient

68: I am disabled and unable to attend the Clinic as I have trouble walking and suffer with COPD Stage 4 Gold Since the Redcliffe Surgery joined PERSON t I have received emails regarding all the injections needed and to choose dates so I have to keep reminding the suppliers that I need home visits but to date it s not been remembered Also when I want to speak to my Doctor and use PATCHS I put her name on but someone else calls instead and puts the matter sorted only to find that my Doctor has not read them There is also a regular problem with my prescription order online with not getting a Doctor to sign for them all as they are my listed items Sometimes on checking a Receptionist tells me there s no sign of them and orders them for me

69: Staff polite and helpful and seen to quickly

70: I don t have a doctor that I know any more

71: The speed with which Dr PERSON arranged tests consultation and referral meant that what potentially could have been a major issue was resolved in 2 weeks with a specialist

72: PERSON had pain in her ear and as a result it also impacted her hearing The doctor had one quick look and said there was a blockage that he recommended me to use tweezers to take out I asked him to help as I had always been told that you should never use anything sharp or tops to fiddle around inside the ear His response was that his job was only to issue prescriptions and that his advice would save me a lot of time instead of going to A E which was the other option

73: Because all happened as it should I was offered a blood test I was contacted to explain that I need to speak to a doctor because a doctor had taken the trouble to look at my results and I was offered an appointment and given a choice of in person or phone A phone appointment was easily made and the doctor rang Thank you PERSON very much I really appreciate your professionalism and your kindness

74: I haven t had any contact with the surgery recently

75: Following the patches online form I usually receive a telephone call the same day from the duty doctor who if needed follows up which in this case did Received a treatment plan to be reviewed if necessary

76: Easy to book my pneumococcal vaccination by phone but see below my appointment was bang on time and very quick and the nurse was charming efficient and professional

77: Today I had an appointment for the flu job at 15 50 and I didn t get it because today the vaccine was given only to pregnant women I made the appointment 10 days ago and no one informed me that I will not receive the vaccine I am a disabled person in a wheelchair and I walk in the community with other vulnerable people However the nurse did not give me the vaccine

78: Today I had an appointment with one of the GP doctors and I was very satisfied she treated me well and prescribed the necessary medicines Thank you

79: Got a call from the doctor and everything was clear

80: The doctor who phoned me listened to my problem and agreed to authorise a referral

81: The reception staff were very helpful and professional The Doctor was thorough and informative and answered all my questions I

82: My GP quickly responded to my problem and managed to send me to the hospital for further investigation regarding my situation

83: I was seen promptly and I was examined carefully of my very itchy and aggravated rashes I was prescribed Fucibert the leg And to get 1 hydrocotisone for the rest of the affected area It is working really well

84: Very helpful advice and kind much appreciated

85: PERSON was very informative and helpful

86: It would have been better if you could have explained in advance what the NHS health assessment involves as other than the blood test which came back with only one result there wasn t much value in this assessments Questions asked were top generic For example there was a question how many hours you care for a child per week As a parent this makes no sense I think these health assessments could be of value but not in the

current format

87: The GP was excellent Took her time to listen to me Gave good and correct advice on way forward Also delivered on all the follow up items we decided

88: Staff are very friendly professional and the waiting times are very good

89: All the staff from reception to nurses and doctors are all so very nice professional and always very helpful I am very lucky to be a patient at this surgery

90: reception seemed hesitant to give me an appointment otherwise would be very good

91: The nurse who removed my stitches on three places on my body was kind and efficient I felt relaxed during the quick procedure

92: I was able to get the receptionist understand my reason for calling and I needed a call back

93: I was traveling within 2 days of making the request for medicine I was able to secure a doctor s appointment for my cough the next day Doctor was really friendly personable and prescribed me medicine just in case

94: Reception polite and helpful Practitioner who dealt with me excellent

95: she care for very well and make myself comfortable

96: Can never get a doctor s appointment or a call back regarding my medication getting a do

97: Problem diagnosed and arrangements made for treatment

98: Clean facilities appointments were on time reception was extremely friendly and the doctors were thorough

99: GP called me withing three ours

100: In your next survey please specify the date of my visit I must presume this is to the nurse for a BP measurement

101: I was listen to from start to finih

Feedback Insights by Groq LLM

The feedback from patients of the GP surgery can be categorized into positive and negative trends.

Positive Trends:

1. Many patients praised the doctors for being professional, efficient, and knowledgeable.
2. The reception staff were often described as friendly, helpful, and polite.
3. Appointments were frequently seen as being on time, and patients appreciated the convenience of being able to book appointments at short notice.
4. Some patients appreciated the follow-up care, including phone calls from doctors or nurses to discuss test results or treatment plans.
5. A few patients were impressed by the online services, including the ability to book appointments and access test results through the Patient Knows Best platform.

Negative Trends:

1. Some patients expressed frustration with the difficulty in accessing appointments, particularly for urgent or same-day appointments.
2. A few patients were unhappy with the reception staff, citing them as being unhelpful or unprofessional.
3. Some patients were concerned about the lack of continuity of care, where they did not see the same doctor for each appointment.
4. A few patients were dissatisfied with the advice or treatment they received, feeling that it was not sufficient or was not properly explained.
5. One patient expressed frustration with the online system, citing difficulty resetting their username and password.

Common Complaints:

1. Difficulty accessing appointments, particularly for urgent or same-day appointments.
2. Unhelpful or unprofessional reception staff.
3. Inadequate continuity of care.
4. Unsatisfactory advice or treatment.

Common Praise:

1. Friendly, helpful, and polite reception staff.
2. Efficient and professional doctors.
3. Convenient appointment booking and online services.
4. Thorough follow-up care.

Recurring Issues:

1. Difficulty accessing appointments, particularly on short notice.
2. Unhelpful or unprofessional reception staff.

3. Continuity of care issues.
4. Unsatisfactory advice or treatment.

Notable Issues:

1. One patient was sent to Boots to inquire about flu jabs and COVID boosters but was not informed that the vaccine was only given to pregnant women.
2. Another patient was told to remove a blockage from their ear canal using tweezers, which was not a recommended practice.
3. Some patients experienced difficulties with their prescriptions, including having to reorder items and waiting for doctors to sign off on them.
4. A patient requested a home visit but was not remembered by the surgery staff, leading to a delay in treatment.

SECTION 4: Improvement Suggestions - Responses

0: No 10 out of 10 the NHS is alive and thriving at VM

1: Either for the GP to use tweezers himself or refer us to someone that could undertake this procedure Having a parent with poor vision to use sharp tweezers inside my daughter s ear canal is very poor and strange advice

2: It would be great if there would be a follow up on the things the GP recommended for me

3: the right information being updated on the computer

4: Someone who had empathy brains and not just there to make money

5: If a specific time slot for telephone call was scheduled and a doctor called before or after would be appreciative if a heads up text message was flagged otherwise I would ve missed the call with no notice

6: I don t like that when you go into the building you have to walk a cat walk towards reception its very uncomfortable

7: Yes When you ring on mobiles allow plenty of rings Most of your clients are old and need time to answer

8: The reception is busy most days It s important to continue to have the queue number notification system in place

9: check and balance on appointed slots and verification system to recognised the original and made up appointments

10: I be honest nothing in my mind to suggest anything about Thank you

11: I would like to have been given an appointment for the jab and booster or told that I would be a priority and someone would come back to me with a date

12: to have a more understanding symapthetic GP

13: What more could I possibly need

14: Yes pls give me a doctors appt and have a better online site where you can change your password and use the site

15: Yes I had to actually get in my car to come and make the appointment I have begun to to do this more often as its the only way to get anywhere Trying to get through to you on the phone is still difficult despite the move and new system

16: i don t understand why all three sites are called Violet Melchett Or why they aren t called VM 1 2 3 It s very confusing On a previous visit for Fibrillation test I was sent to all three sites one by one and no one had any idea what i was talking about

17: I have been a patient at the practice for many years It is very professional and well organised but I don t think I have seen the same doctor twice

18: I m uncertain if I am meant to pursue another test as discussed with GP or if I ll hear from the surgery as and when it s scheduled I ll wait a bit longer to hear back

19: No everything was explained to me in a nice way

20: Nothing really You are getting a gold star from me

21: When an appointment slot is booked either the nurse or doctor calls before or after the slot and that causes me to miss the call It would also be beneficial to get a confirmed text message with date and time beforehand

22: Only shorter waits on the phone

23: An ability to book the appointment more than just in the upcoming week would have been helpful

24: Time keeping I arrive before the appointment time but was not seen for some time after

25: I am not sure how many doctors are on duty there and I just wonder if I ask for an appointment with the doctor how easy and quick it would be

26: Some time since this consultation and the tests she set up for me I still have had no advice or response to the tests I took on 13 September

27: I ve only booked the appointments I have not seen anybody yet

28: No it was a good experience

29: If there was a list of patients unable to attend the Clinic and book all the home visits for the injections it would save time for the emails sent out each time I was pleased initially the set up of PATCHS as I have a lot of trouble with my breathing and can send all my results from tests and Hospital visits online and book a convenient call time after taking all my Inhalers so I can speak Regarding the prescription order I would like it to be sent to my delivery Chemist within a couple of days as they might need to order certain items

30: As above with no longer a surgery no particular doctor things have changed I am not comfortable with everything being on line Obviously I would like to change too

31: The professionalism and especially her willingness to explain with a phone call a major worry on a late Friday afternoon sparing me a stressfilled weekend must be YOU CAN NOT DO BETTER THAN THAT

32: If the GP can t help or is not allowed then he should refer to a specialist and not ask patients to do at home fixes or go to A E

33: Miniscule point the doctor rang way before expected so I was on the bus home to await the call and couldn t hear very well

34: More face to face contact would be an improvement but telephone call if routine is fine

35: The link from the email inviting me for a pneumococcal vaccination took me to a site for booking a hypertension appointment so I had to arrange the visit by phoning the surgery instead

36: Better organization and correct patient information There is also a clinic in Earls Court but the vaccine is never offered here for vulnerable people

37: Regarding this appointment I have nothing to suggest

38: His explanation and knowledge was reassuring

39: No I have been a patient for many years and never ever had a reason to complain I consider to have been well looked after

40: if a patient requests an appointment it should be given

41: Getting a doctors appointment or a call back

42: Yes given the type of questions and concerns I have I would have needed to meet the GP in person

43: Yes The nurse seemed unsure of the answer when I asked what she wd do with my BP reading apart from agreeing to my suggestion that she fwds it to pharmacist I had some days before requested this measurement after a text from VM that I was eligible for statins then a ph call from me to the pharmacist to ask why and in reply to his comment that my 2 most recent BP measurements were higher than normal I said they were both abnormal due to my running to VM talking to the GP and stressing due to my annoyance at conversation I added to pharmacist in that ph call that no medication should ever be prescribed on flimsy basis of 2 BP readings etc

Improvement Suggestion Insights by Groq LLM

Based on the 43 GP Surgery improvement suggestions, some trends and common themes can be identified:

1. More face-to-face contact: Several patients mentioned the importance of meeting the GP in person, rather than just over the phone or online, especially for complex issues or concerns.
2. Improved communication and follow-up: Many patients suggested that it would be beneficial to receive a follow-up from the GP after a consultation, and that this should be done via a text message or phone call, rather than just an email or letter.
3. Wait time and appointment booking: A number of patients mentioned the difficulty in getting an appointment, both in terms of booking and wait time. Some suggested that the queue system should be re-established for busy periods, while others noted that the online system should be improved to enable more flexible appointment booking.
4. Easy communication with doctors: It's clear that some patients found it difficult to get through to a GP on the phone or receive a call back at an agreed time. The suggestion is for clearer communication and less missed calls.
5. Better online system: Several patients mentioned the online system could be improved to enable easier access and to change passwords online.
6. Clear information and patient recognition: Patients appreciated being recognized on the system and receiving clear information and results from the GP.
7. Considerate advice and explanations: Many patients appreciated the kindness and empathy of their GP, but some felt that they were not shown specific care or given full explanations for procedures.
8. Multiple changes in location and timing: Several patients mentioned the issue with finding service from the multiple locations throughout their area.

However some notable suggestions were unusual, suggesting what should or will be addressed involved tweezers inside people's ear, online app and system information needed.

SECTION 5: Word Clouds

