

“You Said ... We Will”

This is the report of the study of patients’ experiences which was recently conducted in your area by the Trust’s Carer and Patient Involvement Team.

Please complete the action plan (in column 2) using SMART criteria to show how you will initiate developments in your service as a result of these comments and **return within one week** to maureen.dale@stft.nhs.uk. When you reach the deadline for the action, please update (in column 3) and return to maureen.dale@stft.nhs.uk.

| | |
|-------------------------------------|-------------------------------------|
| Service | Grange Road GP Surgery |
| Division | Children, Families and Planned Care |
| Divisional Director | Ceri Bentham |
| Clinical Business Manager | Bronia Fleet |
| Assistant Clinical Business Manager | |
| Clinical Operations Manager | |
| Team Lead / Ward Manager | Sue Curtis |
| Assurance Matron | Julia Wykes |
| Number of interviews | 20 |
| Number of participants | 20 |
| Date of Study | November 2013 |

The following questions were interpreted according to the provision of the service and asked of all respondents. Further information and a transcript of patients’ comments are available on request from maureen.dale@stft.nhs.uk.

| | | % yes | Number of responses | Number who made comments |
|----|--|-------|---------------------|--------------------------|
| 1 | Were you involved as much as you wanted to be in decisions about your care and treatment? | 100% | 18 | 12 |
| 2 | When you had important questions to ask, did the clinical staff give you answers that you could understand? | 100% | 20 | 12 |
| 3 | Were you given enough privacy when being treated or examined? | 95% | 19 | 8 |
| 4 | Do you have confidence and trust in the nurses (or therapists) treating you? | 95% | 19 | 10 |
| 5 | Do you have confidence and trust in the doctors treating you? | 95% | 19 | 20 |
| 6 | Did the staff do everything they could to help control your pain? | 78% | 9 | 8 |
| 7 | On reflection, did you get the care that mattered? | 94% | 18 | 17 |
| 8 | Did the clinical staff listen to what you had to say? | 100% | 19 | 2 |
| 9 | Did you get enough help from staff to eat your meals? | 100% | 4 | 7 |
| 10 | If a friend or relative needed treatment here, would you be happy with the standard of care provided by this team? | 100% | 18 | 17 |
| 11 | Did you feel the nurses (therapists) were caring, considerate and compassionate when treating you? | 94% | 18 | 3 |
| 12 | Did you feel the doctors were caring, considerate and compassionate when treating you? | 100% | 18 | 9 |
| 13 | Did staff always treat you with dignity and respect? | 100% | 20 | 6 |
| 14 | Did you get enough help from staff to manage your own care as much as possible? | 100% | 17 | 6 |

What the patients said

1

What you plan to do

2

What you did

3

| 1. Were you involved as much as you wanted to be in decisions about your care and treatment? | Action to be taken by the service (SMART) | Evidence of action taken |
|---|---|---|
| <ul style="list-style-type: none"> Patients felt involved in their own care One patient was aware that they could be accompanied One patient felt they should have | <p>No action</p> <p>No action</p> <p>Will look at criteria for referrals.</p> | <p>No action</p> <p>No action</p> <p>Discussed at Clinical Meeting. All cases</p> |

| | | |
|--|---|---|
| <p>been referred to hospital sooner</p> <ul style="list-style-type: none"> • Three people were unhappy with medication; one with having to pay for an injection that his girlfriend had received free; one that there was confusion over where his prescription was; one because they had a reaction to the medication • One patient would like to start a self help group | <p>There is a limited number of vaccines available on the NHS which are free the rest have to be paid for privately Make sure prescription destinations are recorded accurately on computer.</p> <p>Document on notes reaction to this specific medication Offer support and advice where necessary</p> | <p>looked at individually. Childhood immunisations given free. The NHS provides a limited number of travel immunisations free of charge. Some specialised immunisations may incur a charge. Correct information gained from patients. Major alerts put in place.</p> <p>Leaflets/information and any additional help given.</p> |
|--|---|---|

| 2. When you had important questions to ask, did the clinical staff give you answers that you could understand? | Action to be taken by the service (SMART) | Evidence of action taken |
|---|---|---|
| <ul style="list-style-type: none"> • Patients said that the staff did not talk in jargon and always explained when asked • One patient said it depended on the doctor | <p>No action</p> <p>For doctors to make sure that patient understands what has been said before leaving the surgery</p> | <p>Clinical staff to check patients understanding of consultation</p> |

| 3. Were you given enough privacy when being treated or examined? | Action to be taken by the service (SMART) | Evidence of action taken |
|--|---|---|
| <ul style="list-style-type: none"> • Patients were satisfied with privacy at the surgery • One patient whose relative works at the surgery said they had locked her records • Patients were cautious about what | <p>No action</p> <p>No action</p> <p>For reception to ask patients if OK to</p> | <p>No action</p> <p>Practice Policy adhered to.</p> <p>Has been discussed with Estates but no</p> |

| | | |
|--|---|--|
| <ul style="list-style-type: none"> they discussed at reception Patients knew that they could ask for a private room at reception if they wanted to discuss personal issues One patient said they had been asked permission when a student was present | <p>discuss at front desk</p> <p>No action</p> <p>No action</p> | <p>room to expand surgery at present time</p> <p>Notice displayed in reception advising patient that they can discuss issues privately</p> <p>Practice Policy</p> |
|--|---|--|

| 4. Do you have confidence and trust in the nurses (or therapist) treating you? | Action to be taken by the service (SMART) | Evidence of action taken |
|---|--|--|
| <ul style="list-style-type: none"> The nurses attitude was commended by most patients A few patients commented that the nurse could get confused with their case and took time to clarify | <p>No Action</p> <p>For nurse to look at notes first so they are fully aware of the reason for the appointment</p> | <p>Expected of staff</p> <p>Due to staff shortages practice has been employing locum nurses for 12 months. Now fully resolved, Nurse Practitioner employed at practice</p> |

| 5. Do you have confidence and trust in the doctors treating you? | Action to be taken by the service (SMART) | Evidence of action taken |
|--|--|---|
| <ul style="list-style-type: none"> Patients felt they trusted the permanent doctors but the locums did not seem so expert Patients tend to try and see the same doctor every time to ensure continuity Patients feel there should be more doctors Patients feel the locums don't have the same expertise or commitment | <p>Temporary GPs need to look more closely at notes to get clearer insight into patient</p> <p>No action</p> <p>Fully complement of doctors now employed since February 2014</p> <p>Try to book same Locums for continuity of care</p> | <p>Due to GP shortages over the last 12 months the practice has had several Locums covering but is now fully staffed. Staffing as follows:-</p> <p>Dr. G. Smith (Male)</p> <p>Dr. L. Anderson (Female)</p> <p>Dr. J. McWilliams (Female)</p> <p>Dr. J. Austen (Female)</p> <p>Dr. O. Dafe (Female)</p> <p>Locum staff will now only be used to cover GP holidays and absences</p> |

| | | |
|---|-----------|--------------------|
| <ul style="list-style-type: none"> Patients felt they would be referred when necessary | No action | No action required |
|---|-----------|--------------------|

| 6. Did the staff do everything they could to help control your pain? | Action to be taken by the service (SMART) | Evidence of action taken |
|--|---|--|
| <ul style="list-style-type: none"> Most patients who had pain said it was treated promptly and appropriately One patient said it was difficult when he couldn't contact anyone at week ends for advice | <p>No action</p> <p>Telephone message, posters and emergency numbers are displayed in the surgery</p> | <p>No action required</p> <p>When practice closed message on answer service advising patient who to contact which is the NHS 111 service or 999 if an emergency</p> |

| 7. On reflection, did you get the care that mattered to you? | Action to be taken by the service (SMART) | Evidence of action taken |
|--|---|---|
| <ul style="list-style-type: none"> Patients are very satisfied when they see the doctor and have treatment Patients are unable to get appointments when they want them Patients are unable to see the doctor they want to Patients feel the surgery has deteriorated since one doctor left Patients say it is difficult to get appointments when they need one Some patients find they are not restricted for time at appointments One patient noted that they were | <p>No action</p> <p>To look at surgery times</p> <p>Patients advised when specific doctor working and surgery times</p> <p>Doctor has returned to work at practice</p> <p>Hopefully as surgery is now fully staffed situation will improve</p> <p>Longer appointments can be booked</p> <p>To review answer phone message</p> | <p>Appointment available 5 days a week from 8.30am (for GP) until 5.30pm</p> <p>Practice as also employed a Nurse Practitioner who can prescribe medication</p> <p>appointments available 8.15 to 5.30pm</p> <p>Practice now has full compliment of clinical staff</p> <p>Practice offers 12 minute appointments</p> <p>Message has now been shortened.</p> |

| | | |
|---|---|---|
| <p>paying for the call when the answerphone message is so long</p> <ul style="list-style-type: none"> • One patient suggested late evening or Saturday appointments • Two patients noted that wheelchair access was poor • Patients said the receptionists were empathetic | <p>Late evening appointments were tried without success There is a ramp at the back door which patients can use No action</p> | <p>This is reviewed yearly.</p> <p>The practice is wheelchair friendly there are two ramps giving access to the front and back entrance to the surgery. There is a electronic button at the door to automatically open the door and the reception desk has been lowered for wheelchair access</p> |
|---|---|---|

| 8. Did the clinical staff listen to what you had to say? | Action to be taken by the service (SMART) | Evidence of action taken |
|--|---|--------------------------|
| <ul style="list-style-type: none"> • One patient said the clinician made time to listen to them | <p>No action</p> | <p>Practice Policy</p> |

| 9. Did you get enough help from staff to eat your meals? | Action to be taken by the service (SMART) | Evidence of action taken |
|---|--|---|
| <ul style="list-style-type: none"> • Where appropriate. Patients were given information about diet • Two patients were referred to Slimming World by the practice | <p>Practice nurse provides information and leaflets also available No action</p> | <p>Leaflets and posters in waiting room all clinical staff can offer lifestyle advice</p> |

| 10. If a friend or relative needed treatment here, would you be happy with the standard of care provided by this team? | Action to be taken by the service (SMART) | Evidence of action taken |
|--|--|---|
| <ul style="list-style-type: none"> Some patients said they would recommend the practice Some patients said they would no longer recommend the practice until it improved to the standard it was before the previous doctor left | <p>No action</p> <p>Doctors have returned and service has improved</p> | <p>Practice promotes good staff - patient relationships and the practice has a patient participation group and encourages all patients to join or attend the meetings</p> <p>Practice now has a full compliment of clinical staff</p> |
| 11. Did you feel the nurses (therapists) were caring, considerate and compassionate when examining and treating you? | Action to be taken by the service (SMART) | Evidence of action taken |
| <ul style="list-style-type: none"> Patients felt that the nurses attitude varied | <p>Patients have a preference which nurse they see (choice of 3)</p> | <p>Discussed at clinical meeting all nursing staff should be courteous to all patients</p> |
| 12. Did you feel the doctors were caring, considerate and compassionate when examining and treating you? | Action to be taken by the service (SMART) | Evidence of action taken |
| <ul style="list-style-type: none"> Most patients thought the doctors were very approachable One patient thought they were constrained by cost One patient had thought the doctor did not want to touch her in case of infection on one occasion | <p>No action</p> <p>Explain to patient the referral process</p> <p>Doctor no longer working for practice</p> | <p>Patient care and treatment will always come first</p> <p>Locum GP no longer employed or will be employed at the practice</p> |

| 13. Did staff always treat you with dignity and respect? | Action to be taken by the service (SMART) | Evidence of action taken |
|---|---|--|
| <ul style="list-style-type: none"> • Most patients felt they were treated fairly and as an individual • One patient did not feel they had been given the right treatment and so had not been treated with dignity | <p>No action</p> <p>To review policy with all staff</p> | <p>No action required</p> <p>Previous issues with locum staff now resolved</p> |

| 14. Did you get enough help from staff to manage your own care as much as you wanted to? | Action to be taken by the service (SMART) | Evidence of action taken |
|---|---|--|
| <ul style="list-style-type: none"> • Patients felt they were given enough information about treatment to continue • Patients knew where to contact for advice if they forgot • One patient felt that they did not get the receptionists full attention if there were others waiting when he rang | <p>No action</p> <p>No action</p> <p>To review how receptionists work on front desk</p> | <p>No action required</p> <p>No action required</p> <p>All admin staff are aware to address patient needs and are conscious that confidentiality must be adhered to at all times</p> |

Interviews conducted by Susan Curle

Report completed by Maureen Dale

Action plan completed by _____

Comments made by patients

1. Were you involved as much as you wanted to be in decisions about your care and treatment?

"We have not been that involved with the practice yet"

"Often wonder if there is anyone else in the practice that suffers with this illness- I would run a support group- I see information about other things but not about my illness- I have never met anyone with the same illness so to be able to meet someone with the same condition- to be able to meet and talk to them"

Family involved as much as you wanted

"There was a notice up to say you are entitled to bring someone along with you"

Involved throughout your care

"I do because I need to and want to know what's going on- they always explain it"

"If you are not feeling good you can say I think it is such and such and they take it into consideration"

"Always ask opinions"

"That is very important for me and my illness"

"They involve you- not authoritarian- 100%"

Knew how to take medications and use equipment

"I've been given tablets and then another- this time I hope they consider hospital treatment- referrals are too delayed- giving medication because it is cheaper rather than intervention or referrals to the hospital for investigation- this has gone on a year- sometimes I feel they are hung up on repeat prescriptions"

"If I want to take medication over the counter I have to ask if it is possible- gives me advice and makes sure I understand- I know that"

"Immunisation jabs they don't do all of them- I'm going to have to go private whereas my girlfriend got hers on a prescription- it is going to cost me £150"

"Might have to take medication which I am not looking forward to- they ring to say a prescription is ready to collect then when you come down they have taken it to the chemist which is annoying- it would be best if they just always took it to the chemist"

"At the minute I'm suffering a reaction from the tablets so I'm not happy at the moment- I don't know until they take blood tests- trial and error at the moment"

2. When you had important questions to ask, did the clinical staff give you answers that you could understand?

Staff were always open and honest

“Very clearly”

“If you are not sure what they are saying- if you ask they will explain it”

“I understand what they are saying”

“If I don’t- I say I don’t understand what you mean and they tell me”

“Always in lay man terms- if I don’t understand I ask- very rarely they do that or I don’t understand- if it was a new medical term I would ask”

“If we don’t understand it is our fault- they are really nice”

“I find they explain things and I understand”

“Everything is explained”

“May do but I will say ‘what?’ so they explain it”

“I can always ask if I don’t understand something”

“Not patronising at all- depends on the person we are both professionals so we ask anyways”

Staff made time for you

“Permanent doctors are extremely busy and can be difficult to get a hold of- it is not their fault it is the situation”

3. Were you given enough privacy when being treated or examined?

“If a practice (trainee) doctor is in they ask if I mind if they stay”

Privacy from family if wished

“My sister has started working here and they have put a lock on my records for confidentiality- my family knows a lot but not everything- I’ve told my other family they can do that to”

Privacy at reception

“Reception is a bit of an issue- depends on what you are speaking about- I know if I ask they would take me into a side room- to have signs up to say you can request to go somewhere else to speak about it”

“Don’t discuss things at reception- just make appointments- no doubt they have the integrity that goes with this practice”

“If you need somewhere more private they take you somewhere”

“They have notices up to say if you want to talk in private”

“Sometimes there are three, four or five people in the reception area- I think you can ask for privacy if you need to”

“No issue at reception but if I needed privacy I would ask- if you have not wanted to say it with people behind you”

4. Do you have confidence and trust in the nurses (or therapist) treating you?

“So far I’ve not had an awful lot to do with her”

*“Used to see them but since they have gone I haven’t seen a nurse- used to love her- her mannerism was lovely- very efficient”
“There seems to be a change in staff and I haven’t had much to do with them”*

Staff are caring and compassionate

“They were nice- makes a difference when they are nice to you”

“There was one nice one and one who was not like that- my wife tells them where to take blood from- she is a donor but the nurse would try three other points before that- its like an I know best attitude”

Staff seem competent in what they do

“Different people- temporary staff- doesn’t affect you’re care but you don’t feel at ease- don’t know everything”

“Don’t like agency nurses I had a bad experience with one of those”

“Eventually- she got a bit mixed up and didn’t turn the page so she didn’t realise we were waiting- we sat over 30 minutes but apart from that”

Continuity of care

“Same nurses- knows what’s going on”

5. Do you have confidence and trust in the doctors treating you?

Feel safe when receiving care

“Always there for you and listen to you- take what you say into consideration”

Staff seem competent in what they do

“Attitude and approach- they try to look after you- I see different ones but I don’t mind they are all professionals”

“As long as they know what they are talking about- I’m not fussed they are all doctors at the end of the day- they know what they are talking about”

“Seem to know what they are talking about- when you ask things they deal with your problems”

“Once I came and the doctor told me to Google some physio- how can I if I don’t know what is wrong- the supply doctors don’t know your history- to tell me to go on Google I felt I was wasting my time- you make an appointment for a reason that’s what I came for- I prefer to see one I know- supply doctors don’t know me or my medical history”

“My husband was back and forward- they eventually said he needed a hip replacement- then the QE didn’t interpret the x-ray correctly and he has prostate and bone cancer- that could have been picked up sooner- he was racked with pain coming to appointments”

Worked together as a team

“Communication with other disciplines in the practice doesn’t filter to the patients- the doctor reviewed my husband’s medication and when he came for a repeat prescription for some reason the receptionist said he couldn’t have it- there was a failure there”

Continuity of care

“Only seen the GP a couple of times- listens and is on the ball straight away- sometimes locum don’t show interest because they might not be here the next month”

“I believe continuity helps- they know you have certain problems- to talk to someone who knows what’s going on”

“One permanent doctor and another only here two mornings a week- its not good enough- lots of locums straight out of Uni with fresh ideas- you can’t knock them for that but they don’t have experience”

“Apart from there seems to be a lot of locums- the one I like only works two mornings a week- seen different faces lately- I feel you have to repeat yourself- regular ones know about your condition”

“Locums not that I don’t have confidence but I like continuity with someone who knows my history- slight reservations- probably more in my mind than in reality”

“Just go for that one- I wait to get an appointment with that doctor- better with one doctor than a lot- knows what my problems are and everything like that”

“200%- generally I see either doctor X or doctor Y- I feel they know me and know what is going on- they can support me and I don’t have to explain to other doctors- my illness is rare and a lot of doctors haven’t seen it so it important to me I see the same doctors”

“Tend to see the same one- knows everything that’s going on and there is lots going on”

“Easier to see the same doctor- they look at the records before you go through the door- they know what’s going on”

Referral to other services and feedback from other services

“GP got the ball rolling and put me on medication- the only one who sent me for an x-ray”

“As long as they get the back up they deserve- like test results back from the hospital- it’s not their fault it is the system”

“He really listens and explains everything- if he thinks you need passing on to the hospital- excellent really good- makes you feel very relaxed”

6. Did the staff do everything they could to help control your pain?

“Only happened once and they carted me off to the QE- they acted appropriately”

“You get medication if you want it”

“I took an attack in here and they took me straight into a room- they put me on oxygen and into a wheelchair- the receptionist sat with me through the attack which meant so much and they contacted my daughter to come down- I was embarrassed because other people don’t understand (my condition)”

“Long term and ongoing- sometimes I feel as if I am- other times it is out of their hands- they try and do something but I am left to manage- weekends are worse because there is no-one to talk to who knows you”

“That’s why I’m back because it didn’t work”

“Advice to manage pain”

“Prescribe medication or there was once I came in terrible pain and he was straight on the phone to the hospital- he doesn’t mess about”

7. On reflection, did you get the care that mattered to you?

Satisfied with the care

“Doctors very good- very caring and listen to you- don’t push you out if you need longer- I just have faith in them- they have a hard job and they handle it exceptionally well”

“Can always get through to someone or something- always been able to get a message to the doctor if you need something”

“Referred me to hospital for things and looked after me when I was pregnant”

“They understand what you want- makes me feel good”

“I had a few concerns and they have dealt with them very quickly”

“I’m very satisfied and I am sincere about that- my husband has home visits and they have been excellent with that- lovely when you are on the phone as soon as you say who you are you get a friendly answer and that makes all the difference”

“Get appointment straight away that day- phone up at 8am- if I have no money on my phone it’s a problem to ring but you can book in advance- they need more permanent staff”

“Biggest complaint is the reputation was second to none and it is going down hill- you can’t see the same doctor- I had to take a day off work to come to see the doctor- there are lots of locums”

“Reputation is going down hill- you can’t see a specific doctor- I want to see a doctor I know and not a locum- not that it is a special doctor just that they know your history”

“The care is good- the only problem is getting an appointment with the doctor- I want consistency- I know they provide a service but with the best will in the world I don’t want to see a locum- getting appointments with regular doctors is difficult- I like continuity”

“They seem to ask the right questions and deal with your concerns- since the main doctor left it’s not quite the same and the very good locum has left- inconsistency with doctors”

Comments on waiting time, access to the service, location and environment

“Eventually when you are able to get an appointment- that’s my biggest bug bear- you have to wait a horrendous length of time- I had an appointment on 20th Oct and on my way out I was to make another- the next available appointment was 20th Nov- I was told to ring and try and get an earlier one but I tried two weeks so last week I requested that the doctor look at my notes and call me and that’s why I am here today- especially when the receptionist tells you half the results and then stops to say I think you should speak to a doctor- I’m not really a panicky person but anyone who was that would panic them”

"I phoned last week and they had all gone for that morning- phoned this morning and they said they would see us both"

"At times they are very busy but if it is important they try and squash you in- other times you can phone and they do phone back rather than give you an appointment- if they can handle it over the phone they do- very rarely wait for an appointment"

"Only problem I've got- when you phone up- you may need to see the doctor and they are always busy and can't see you- I've waited two weeks for this appointment- they say you can't pre-book and you have to phone on a morning but I was told it was booked up for two weeks- how can it be if you can't pre-book"

"Every time I have been it has always been delayed- appointments are never on time- always appointments available- wait an extra ten to twenty minutes"

"Good with appointments I had to get one and they squeezed me in- I only rang an hour before"

"Timescales for appointments- availability is fine can ring up at 8am and nine times out of ten you get in that day- just if they run over time then again there are times I have run over so its not a bad thing that they give you time- It can't be rectified I'd rather get the care than feel rushed"

"Saturday morning would be handy or after 6pm out of work hours"

"Longer appointments or later times- evenings or weekends"

"Only real issue is the appointment system- once you get to see a doctor it is fine"

"Answering machine message is too long but I guess there is no choice they have to tell you everything"

"When you ring up the answer message goes on and on- I know what it is going to say- I have to pay for that call when I ring the doctors- it gets my goat- three to four minutes to get through- more times than enough I just get in the car to come up and book an appointment"

"The door is a problem- for people with wheelchairs or pushchairs that door is terrible- it is always a struggle- it doesn't effect us but we see people who it does"

"Access for wheelchairs"

Receptionist

"They are very good and the receptionists are marvelous- they show empathy- I took bad in here and the receptionist sat with me- empathy and care- never have a problem getting appointments- they sit and listen- really good service"

"Everyone is so willing to help- when you ring up they are polite on the phone- ready to help with appointments"

8. Did the clinical staff listen to what you had to say?

"Don't get rushed in and rushed out which can happen"

9. Did you get enough help from staff to eat your meals?

Advice about appropriate diet including texture

"I am a diabetic and I made a plan with the nurse of what I need to do to make things better"

"I do have cholesterol- we discussed that and I got advice about it"

"When I was pregnant they were helpful"
"Talked about it and it is there if I want it"
"Coeliac- so I follow a diet plan and we discuss that"

Special diets arranged

"Did go on slimming world- I had a choice of where I could go- they did it for me"
"Referred me to slimming world- I had a choice of a couple where I wanted to go- really good at the time I was not happy with myself"

10. If a friend or relative needed treatment here, would you be happy with the standard of care provided by this team?

"Definitely- best practice I have been in"
"A year ago I would- I don't know about now unless they get consistent doctors- it did have a fantastic reputation and that's sad"
"Someone suggested I come to this one and I have not been disappointed"
"Except it would make it harder to get an appointment"
"Once they get consistency back again- wouldn't stop me recommending it I would just say its bit annoying"
"I have and others have joined- speak as you find I have no complaints at all"

11. Did you feel the nurses (therapists) were caring, considerate and compassionate when examining and treating you?

"A bit brisk at times- not all of them some are really nice- there was one who had expertise in giving out tropical medication who should be praised"
"Some- one does and one not for whatever reason"

12. Did you feel the doctors were caring, considerate and compassionate when examining and treating you?

"When you are in there they do but I think money overrules everything- in the back of their mind they are hell bent on cost- I think that's priority over patients"
"Attitude- the way they are- they are beside you facing you- not facing away or over a desk"
"Ones I am familiar with"
"Always show empathy- even the trainees are polite and if they don't get something right they are full of apologies- everyone has to learn"
"Doctors are brilliant"
"Don't take note of that- they are approachable"
"Some are brilliant- ones that are regular doctors have been my doctors for a long time"

"The lady doctor once gave me the impression she didn't want to touch me- gave me the impression she was frightened she was going to catch it- she didn't give me a proper examination- I didn't like that doctor and I wouldn't see them again I'd rather wait to see someone else"

"Their approach is not off hand- caring and give the feeling they want to help- whether they can or not is a different story"

"Goes back to consistency again- the ones who know you more"

13. Did staff always treat you with dignity and respect?

You felt you were treated fairly

"Nice and spend time- slightly rushed at times but I understand they are running a practice- it is not massively"

"Polite and come over caring- I feel what I say is confidential and I am not frightened to say things- complete trust"

You felt treated as an individual

"They listen to you- actually listen- don't just hand tablets out willy nilly- offered other services- listen to what you want- I was offered tablets or physio- if they need to discuss a problem they get you in as soon as possible"

"Keep things private- they try and talk as privately as possible and they take you to one side if they need to say something- really good"

"They try to find out exactly what is wrong- the care and attention they give you"

Care delivered to suit you as much as possible

"To a degree but you are not getting dignity if not getting intervention and not getting respect if they are only paying lip service to it"

14. Did you get enough help from staff to manage your own care as much as you wanted to?

For people with ongoing conditions

"The last tablets they gave me were quite complicated and they explained everything"

"Sometimes I get confused- if I do I make a call and someone phones me back when they are available"

"Last week the doctor didn't so the chemist explained"

"I ask before I leave- really approachable"

Who to contact "out of hours" or after discharge

"If you forget you can always ring up anyways- the worst thing is getting past reception they don't always listen properly or take things down as you have said them- if there are people waiting to be seen and you are on the end of the phone you are not always given 100% attention"