

Family & Friends Test December 2018

| | Extremely Likely | Likely | Neither Likely or Unlikely | Unlikely | Extremely Unlikely | Don't know | Total |
|-------------|------------------|--------|----------------------------|----------|--------------------|------------|-------|
| Handwritten | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| Online | 146 | 86 | 11 | 7 | 7 | 5 | 257 |
| Total | 148 | 86 | 11 | 7 | 7 | 5 | 264 |

Selection of comments included were:

Extremely Likely:

- Please thank Dr. O'Keefe for the kindness & consideration he gave to my mother earlier this week. Also the care expressed by the Practice Manager who phoned her and the receptionist who dealt with her anxiety over the appointment time.
- We have been so grateful for the care & kind attention that Dr. O'Keefe of Audley Mills Surgery Rayleigh has shown toward my wife during her recent investigations.
- Dr. Whiting is always fantastic & extremely helpful every time we have to visit the surgery.
- Excellent & Caring.
- Friendly Phlebotomists
- Dr. Whiting is a great doctor. He puts me at ease and makes discussing things very easy. I trust him 100% in every way. Brilliant.
- Lovely nurse I saw today, very friendly made me feel at ease.
- All staff are very attentive and polite.
- Excellent service with both receptionists & doctors. Dr. Tisi is a credit to Audley Mills.
- Dr. Whiting is always thorough and I always feel well looked after under his care.
- Dr. Tisi is very understanding of my personal problem and offered excellent advice.
- Every single doctor & staff member are so helpful & kind and such a support to myself & my daughter. Thank you to everyone at Audley Mills we are very grateful to you all.
- Dr. O'Keefe is helpful & understanding.
- Most of the doctors are exceptional, especially Dr. O'Keefe, Dr. Whiting, Dr. Wright, Dr. Saville & Dr. Arikawe.
- I absolutely loved seeing Dr. Tisi this morning. He actually gave me the time of day and was interested in helping me, he even helped and chatted to my 3 year old. We definitely need more doctors like him. He is a credit to the surgery.

Likely:

- Would have circled extremely likely but don't like the new appointment system. Doctors are excellent.

- There are some GPs at the practice that have an exemplary professional and friendly manner like Dr. Genthe & Dr. Wright. They are amazing and fantastic doctors others could learn from them to improve their bedside manner or lack of it.
- Phlebotomists are gentle and kind.
- Very thorough and listened to me and very caring doctors especially Dr. Whiting & Dr. Saville.
- Dr. Whiting is always helpful.
- Dr. Genthe is so professional with a fantastic bed side manner.
- Excellent service today from Dr. Chiu who phoned exactly on time. Much better than having to wait in waiting room just for repeat prescription.
- Dr. O'Keefe explains everything fully and is an excellent doctor.
- Nurse was lovely and polite.
- The nurse was very friendly and easy to talk to and made me feel at ease.
- I have been extremely pleased with the way the doctors that I have seen have handled my things that I have had to go to them for. Dr. Saville and Dr. Monk helped me so much and explained everything to me in great detail. Also the nurse I saw today was so helpful. Her name was Lucy and also I had to see another nurse twice previously to seeing Lucy who saw me in the other building and she was also so kind and helpful but I cannot remember her name.
- All staff are kind and caring. Phlebotomist Marie Brown is particularly friendly and professional. I never have to wait long to be called in.
- My visit was very good as I was anxious but Nurse Tina Mills was understanding and smoothly put me at ease. Very happy with my experience.
- Phlebotomist always takes blood with minimal pain – my veins are tricky and they always run on time.
- Such lovely doctors, Dr. Whiting and Dr. O'Keefe have been so patient with me and my mental health.

Likely:

- Dr. Keeble has been very thorough when helping my son. We have agreed a way forward together and she always ensures I know when to get in contact next and what we are trying to achieve.
- Nurse has been extremely helpful with my ear problem. Also much easier to get an appointment with nurse than with a doctor.
- The eternal problem is getting appointments when needed with a preferred doctor. Staying up until after midnight or spending ages on the phone after 8am is so frustrating. I commented earlier on the ambiguity of the text I received and on being told I had a call back not an appointment then sat in my car waiting for a call which came 40 minutes late when I was driving so could not answer. We all understand the pressures you are under but obviously we only judge you by our own experiences. I appreciated the call from the Manager and the swift appointment offered. On seeing Dr. O'Keefe he was excellent.
- Nurse informative and helpful
- The nurses I have dealt with have been wonderful, really friendly, knowledgeable and helpful.
- Nurses all fab & not too difficult to get a nurse appointment.

- Dr. Keeble was just brilliant – honest, caring and very delicate with her words. The receptionist was also helpful.

Neither likely nor unlikely:

- Phone lines don't open until 8am. I have for work before that time, I finish at 3pm and my job means I am not allowed to have my phone on me during work. By time I finish all appointment are gone and it is same scenario every day. I cannot stay up late to book online.
- The doctor was friendly but in both my recent visits |I have found that the doctors didn't have a base level of knowledge on my particular condition and googled the condition whilst I was in the room. I do however understand that GPs cannot be an expert in everything and they did refer me to a specialist. I am continued to be impressed by the high quality care that Audley Mills show from the reception staff through to the nurses and GPs.
- Firstly it is very hard to get to see a doctor. The system leaves an individual feeling extremely anxious. I have been trying to make an appointment as requested to see Dr. Chiu but without success as there are no appointments on the system. The system of having to wait until midnight doesn't suit everyone as it either too late or people are unable to use computers. Having to phone is also inconvenient as it is impossible to get through and having the option of attending at 7am is ridiculous for people having to get buses or taxis if they do not drive.
- Poor bedside manner from Dr. Whiting.
- Telephone appointments can lead to incorrect diagnosis, especially if it is with a doctor that does not know you. Had to wait 3 weeks for a face to face meeting with the preferred doctor even though I was experiencing some considerable pain.

Unlikely:

- Not very sympathetic GP with a sensitive topic.
- Cannot get an appointment.
- I did not feel listened to and I felt there was very little due care and attention.
- The nurse doing the blood test makes my arm very sore every time and bleed over my clothes.
- New patient appointment was not very thorough. Other than taking blood pressure there was nothing that could not have been taken over the phone. In the past as part of new patient tests, I have had blood and urine checks which have highlighted things to be considered for the future.
- I had a call scheduled for 8am, the doctor was late phoning me which was very inconvenient because I needed to have it done before I went to work. Also the receptionist and doctor told me two completely different things.
- The doctor would not give me the medication I am used to having as it is too expensive and wouldn't do a repeat prescription.

Extremely unlikely:

- Because one doctor does not listen to me would not take time with me and would dismiss what I have been told at the hospital calling me in not so many words a liar. The practice manager is useless and doesn't have any time to take and just does not have any empathy and don't care about patients or practice. Am seriously thinking of changing doctors.

- GP does not listen and unable to get face to face appointments left with life threatening disease delayed treatment.
- I always feel that I am not being taken seriously and my symptoms are dismissed and I don't receive any treatment.
- Try to employ more staff to answer phones as waiting for close to 30 minutes and speaking to someone not qualified to even know what day it is really isn't good enough.
- We had our flu jabs booked in to then get a phone call to be told we could not have them – would have been nice to have been told when booked.