**Patient Survey 2016/17 – Comments**

**Dr Gautam Chikhalikar - GP**

Wish Dr would listen a bit more to what you are trying to get off your chest.

Never listen or gave me a chance to explain and clinic was delayed.

Had to reschedule – GP late!!

Dr Ravi is always very helpful and I feel he listens to the issues and tries to identify the problem. I don’t feel I get the same from Dr Chikhalikar. He tends to be a little more rushed and sometimes comes across as dismissive.

Dr Chik always very pleasant.

GP always listens to me carefully, very polite,caring, provides treatment all the time and gives enough time to discuss about care and treatment. I am very happy to see this GP.

I saw the GP and the nurse today, it was as pleasant an experience as it could be for a visit to the surgery.

Very nice and considerate.

Extremely satisfied with service provided. Always available when needed.

Always the same excellent service and care.

Dr Chikhalikar is very helpful.

Excellent – couldn’t ask for better.

Dr Chikhalikar is always very considerate and caring.

Excellent. Very grateful for a fabulous service.

Excellent service.

Dr Chikhalikar is such a lovely Dr – very helpful.

Please don’t retire you are the best Doctor in Penwortham.

Always pleasant and informative.

**Dr Ravi Gokul – GP**

Medication given always gives me a severe migraine and allergy reactions.

Doctors and staff are always polite, helpful and friendly.

Really makes time.

Always see Dr Ravi, knows my family, never forgets key information.

Always happy to see Dr Ravi. Always listens and helpful.

Excellent Doctor ☺

Great Doctor!

Great Doctor.

Very nice.

He is a very good, caring Doctor who will do what is possible. He has a high knowledge of problems and solutions.

As always, great care given.

Always speaks in language I can understand with no medical jargon.

Fantastic Doctor.

Dr Ravi is exactly what a GP should be – he is exceptional.

Excellent.

Absolutely excellent consultation.

Very good – always satisfied.

Dr Ravi is an excellent doctor and is a credit to Kingsfold Medical Centre.

I appreciate that Dr Ravi is open-minded about trying non-prescription treatments (although he is clear that he cannot vouch for them not being clinically proven). I feel that my care is bespoke from Dr ravi which is very important to me – being treated as an individual person.

Very good at explaining and putting at ease.

Always appears to have time to listen.

Very good.

Treatment very good.

Excellent Doctor.

He’s a lovely doctor.

Very satisfied, thank you.

Excellent – gave me plenty of time – arranged appointments to try to resolve problems.

I always find Dr Ravi very helpful.

Dr Ravi is an excellent Doctor. Always greets you with a smile and always very courteous.

Very happy.

**Jackie Parsonage – Practice Nurse**

Nurse is not very helpful

Excellent service.

Jackie is always caring and helpful.

Always good and considerate.

Always kind and helpful.

Lovely lady ☺

Very chatty, friendly. Puts you at ease.

Happy.

**Julie Newton – Health Care Assistant**

Sunny personality, cheerful.

**Reception/Admin**

Ring at 8 and constantly engaged, get through, all appointments gone! Same at 12.

Reception staff can be abrupt.

I think the 8.00am and 12.00pm is limiting.

There should be an appointment system in place. When I finally get through there isn’t any appointments left.

Have to keep ringing to get through.

I notice you audit DNA attendance – can you audit late starts, delays to appointments also???

Have to ring at 8 and 12, not always possible for appointment.

Maybe more late night surgery?

Needs a refurb – very dated!!

On site chemist??

Can be difficult to get an appointment in the morning.

Would like to see a female doctor at the medical centre.

Constantly engaged or put on hold.

Ring at 8, cant get through, eventually get through, all appointments gone.

Deaf people need video-call via whatsap or skype. I had to rely on hearing people to call on my behalf. Wheres my privacy? It would be brilliant to have the free NHS British sign language interpreter online for deaf patient. Please contact NHS language centre for further enquiry.

Due to times, appointments go so quickly.

Busy when trying to book an appointment.

Busy at 8 and 12

Phone line not always hi-fidelity.

It has taken a week to get this appointment on a Saturday.

There don’t seem to be as many internet bookable appointments..

I would appreciate the opportunity to see a female doctor, even if I had to plan ahead should this only be available now and again.

I don’t like having to put reason for my visit when I book on internet.

Limited appointments by the time you get through.

On occasons feel a bit rushed and not given opportunity to explain concerns.

Phones often engaged.

Could be better – busy very early.

I have private health plan but Dr seems reluctant to use it.

Phone sometimes busy.

Needed to wait almost a week for ears syringed.

Website is okay but could be made more user friendly and simpler.

My medication sometimes does not all get to the chemist computer together.

Booking an appointment on the internet very limited as to time available.

I think when getting a note to help with a charity helping you sort finances out ‘you shouldn’t pay’.

Often engaged when trying to make an appointment during the limited hours.

Sometimes have to wait but usually get through eventually.

First thing from 8 it is difficult to get through but at other times it is good.

Waiting times are mostly due to inbound calls to the surgery.

Staff are very co-operative.

To be able to get all the up to date news about surgery I suggest having a social media page for the surgery.

I am very impressed by the caring and professional way they treat you.

Always very pleaseant.

I have to get appointments straight away with having asthma and I’ve never not got one.

The receptionist are always very pleasant and helpful.

Everything to my satisfaction.

Always helpful when emergency appointments required.

Always helpful and polite.

It is one of the best surgeries where I have been a patient.

Excellent care always.

An excellent service.

Excellent – no waiting/queues.

Lovely receptionist staff.

All round excellent surgery and I am very grateful.

Very pleasant and helpful.

Efficient.

Generally excellent service received on most contacts. Availability of same day appointments is great.

Very friendly and competent staff.

All staff are very helpful.

Excellent – called at 8.00am – got appointment same day at 9.10am.

Always helpful and pleasant service.

It’s a very good Medical Centre.

Very helpful.

Very friendly.

Never struggle to get an appointment quickly if necessary.

An excellent practice.

Best surgery around.

Best Doctors I have ever been at.

The best service I’ve ever received.

Always excellent.

Friendly staff – easy to deal with.

Good service – did everything I asked.

Easier now there are out of ours appointments.

Very satisfied.

Very good.

Very helpful.

Very good service.

Always helpful.

It is always 1st class service.

Good practice.

Staff are very helpful.

All the staff are very pleasant.

Always very good here.

Usually get a quick response. Very efficient. Have booked by internet and phone – no problems.

Nice staff.

Always get an appointment, friendly and helpful, always fit me in no matter when I call if its for my little boy. Love it here, friendly staff, no wait time usually, easy to get appointment.

I’m very happy with the surgery.

Never had any problems – very happy.

Everyone I have encountered so far has been friendly, calm and helpful ☺