**THE CROWN MEDICAL CENTRE**

**PATIENT QUESTIONNAIRES 2013/2014**

**ANY ADDITIONAL COMMENTS**

**Key:** **Positive comments highlighted in green**

 **Negative comments highlighted in orange**

 **Neutral comments highlighted in blue**

**\*Please note that the comments written below are written exactly as they appear on the questionnaires. Please allow for this reason when reviewing spelling, grammar and punctuation.**

**Questionnaire number:**

1. No additional comments
2. No additional comments
3. **New seating in waiting area like a airport departures (but not as exciting)**
4. No additional comments
5. No additional comments
6. No additional comments
7. No additional comments
8. The reception staff are always lovely
9. No additional comments
10. **First point of contact (telephone receptionists) always give excellent, friendly service in my experience. Thanks**
11. No additional comments
12. **I have repeat prescriptions of thyroxine. I’m on a stable dose having bloods checked annually. I’ve asked many times if I could have 6 months supply of meds to save me calling down to the chemists every month to collect my prescription. This would save chemists time and storage. Many thanks**
13. **Find the crown mc efficient, helpful and caring. Thank you**
14. No additional comments
15. **I have not been with the surgery long enough to make informed comments – but so far feel that the waiting time for prescriptions is very long. Also the waiting time for a ‘routine’ appt i.e. not on the day. Also I have to phone for medication which previously I have had on repeat. Apparently I will have to see a psychiatrist which I have done before, makes it difficult and humiliating. I have to ‘jump through hoops’ which seems a waste of resources. I would like to establish a relationship of mutual trust between myself and gp other than to be sent to a psychiatrist.**
16. **The reception staff, doctors and nurses are amazing. Thank you for everything you do and all your hard work – especially Dr Pendered and Claire and Mel**
17. No additional comments
18. No additional comments
19. No additional comments
20. **On the whole this is a good practice**
21. No additional comments
22. **Consider service here very good in all areas considering the number of patients to be cared for.** **(bus service would be good, i know not your fault)**
23. No additional comments
24. No additional comments
25. **Wouldn’t go anywhere else**
26. **Due to my regular attendance at the surgery i know the staff quite well and they are very friendly and welcoming so thank you!**
27. No additional comments
28. No additional comments
29. No additional comments
30. No additional comments
31. No additional comments
32. No additional comments
33. **A mum**
34. No additional comments
35. No additional comments
36. **Receptionists are very rude to you over the phone**
37. No additional comments
38. No additional comments
39. No additional comments
40. No additional comments
41. No additional comments
42. No additional comments
43. No additional comments
44. **Seating in reception area is like a cinema – no one speaks because your facing the back of their head! Very friendly, not!**
45. No additional comments
46. **I think i receive excellent service from the surgery**
47. No additional comments
48. No additional comments
49. No additional comments
50. No additional comments
51. No additional questions
52. No additional comments
53. No additional comments
54. No additional comments
55. No additional comments
56. **All round excellent service**
57. No additional comments
58. **Very cheerful and tolerant staff behind the counter and always out to help**
59. **We should be able to see the doctor we want to see not have to wait weeks**
60. No additional comments
61. No additional comments
62. No additional comments
63. No additional comments
64. No additional comments
65. No additional comments
66. **Must develop a quicker method of seeing one’s own doctor. Currently i have no named doctor since dr eve departed**
67. No additional comments
68. **It is a nightmare getting an appointment now. I don’t know if i am going to be poorly in 3 weeks time. I think missed appointments are so high due to booking in advance appointments. Bring back ring on the day please.** **Docs and nurses here are fabulous. Reception staff are lovely too!**
69. No additional comments
70. No additional comments
71. No additional comments
72. **The doctors here are lovely**
73. No additional comments
74. No additional comments
75. No additional comments
76. No additional comments
77. No additional comments
78. No additional comments
79. No additional comments
80. **Re9: on numerous occasions, although leaving collecting prescriptions until a day after they were supposed to be collected, still had to wait while they were made up. One some occasions when presented with a prescription by the doctor boots did not have it and I went to the co-op who was able to dispense it immediately**
81. No additional comments
82. No additional comments
83. No additional comments

**Grand total of Positive comments = 12**

**Grand total of negative comments = 10**

**Grand total of Neutral comments =1**

**Grand total of no additional comments = 60**