

## APPENDIX 3 - SPECIFIC COMMENTS FROM THE PPG SURVEY

### (i) Regarding the overall service from the Practice

- Sometimes it is hard to get an appointment. The level of advice is excellent.
- It would be really nice to see Dr. Charles if I want to
- Always received good quality service
- Never any problems here always happy with staff and service
- Always excellent in every respect
- Everyone is very helpful in reception and all the doctors are fantastic
- See patients sooner
- Always found doctors and staff very helpful. Thank you
- Always friendly and helpful. My husband and I recently joined and he received great service from the doctor and staff. So far so good for me also.
- Dr. Matt is without doubt the best doctor I have had
- Appointments tend to be later than arranged. Not fair on young children having to wait.
- Always running late even if first one in
- Sometimes appointments are difficult to get
- Always helpful very friendly and accommodating
- Tried going online to get prescription but couldn't get logged in
- Very friendly staff
- The receptionist could be a little more tolerant on the phone. Some can be scary!
- Phone doesn't get answered you can't get an appointment when needed prescription line isn't manned so you can't talk to anyone
- Whenever I ring about my little boy I always get an appointment. Very reliable
- only been twice and all has been well with the service
- Always can get an appointment. Super care for my children and myself.
- There seems to be a problem booking appointments ahead and to maintain continuity with the same doctor. If one is not 'pushy' it is difficult to get an appointment within 2 weeks.
- Excellent says it all in every aspect
- Sometimes find it difficult to get past reception and speak to doctors
- The phone line is always engaged perhaps more lines?
- Easy to talk to and good/quick when coming in/phoning
- Everything you would want from staff and doctors
- Pleased with telephone triage system
- Can see why badges could be useful in case anything goes wrong etc nothing has in 18 years!
- Usually fitted in when request appointment. Staff always pleasant and efficient at the desk. Turnover of retained doctors seems quite high
- Delighted with the service provided by all staff
- Never had problem getting a suitable appointment. Drs go that extra mile
- see my own doctor instead of a locum
- I would like to see more regular doctors
- The majority of my recent has been with my mother this seems to be going well despite the dementia
- I know about PPG never asked to participate and do not know freely how one can do so. Not widely advertised
- Overall pretty helpful and friendly
- Long wait sometimes for chosen doctor
- first time here

- The only way it could be bettered would be quicker appointment times
- The reception staff practice nurses and doctors are second to none
- Came in about persistent headaches. I am only 24 and otherwise in good health so I thought it might be cause for concern. The doctor was very dismissive of me and made me feel like an over sensitive little woman. His behaviour is my only cause for complaint otherwise great.
- Disappointed we cannot always see our own doctor
- The speed at which the whole family are seen is excellent, same day for ill children is much appreciated and calls back from doctors always really useful
- Difficult to get convenient appointments not only doctors have busy work schedules Refuse to be grateful for an appointment- made to feel like this
- relying on locum doctors can we have more appointed permanent practice doctors
- We have only recently joined this practice after being unhappy previously. We're very happy with all services so far
- I thought 2 weeks a long time to wait for an appointment
- Strange appointments system. It does seem however to find solutions but sometimes with difficulty
- Always very pleased with doctors and service
- Very caring helpful practice can always get an appointment or speak to someone
- Seeing the same GP would be a help
- Call back doesn't always work that well as if you don't get to the phone in time they don't always call back and hard to get back through to speak to doctor
- Early evening appointments very useful
- The wait for appointments is too long and it seems virtually impossible to see a familiar face. The days of a traditional GP's practice long gone
- Very good
- Nurse appointment have been a nightmare. Say you get a call and don't but this time I got a letter which is better than nothing
- Surgery open Saturdays
- Charles has been very helpful throughout my illness
- Very helpful
- Pleased to see some greenery. A little more colour would help and fewer notices in the surgery
- I have written to the CCG about the high quality service of Ripon Spa Surgery
- Very pleasant on arrival I feel they do their very best to get you where you want to be
- Very impressed that I can always get an appointment for me or my children if necessary
- I don't visit the doctor's very often but on occasions I do always kept waiting at reception
- Thank you stay just the way you are
- Luckily I don't have to visit the surgery very often but when I do the docs and staff is always helpful 10/10 Thank you
- We are always impressed with the friendliness of the receptionists especially on the telephone
- The staff are always helpful
- Very happy with the practice
- Nice friendly service
- I have always received excellent and courteous treatment from all members of staff
- Quicker response when waiting at reception
- My only comment it would be good to see the same doctor all the time

- ☐ Love the doctors and in particular Dr Charles he is brilliant and the dr of my choice. He always takes time to listen and help me and brought me back from a very dark place I once existed in thank you all
- ☐ A lot of waiting at desk
- ☐ Doctors lovely and caring. Been with the surgery as long as I can remember. Now have daughter. You have been great helping with all my mum worries

**(ii) Is there anything the Practice does at the moment that could be done differently**

- ☐ I'd like my regular doctor to be available to see appointment patients. Can this really not be achieved?
- ☐ More parking?
- ☐ Extend the hours the prescription line is manned
- ☐ No quite happy
- ☐ Can wait a long time for a regular appointment. Don't always get to see the same doctor eg seen 4 different doctors with my little boy therefore no follow through care.
- ☐ It can be hard to get appointments when you work full time and long hours
- ☐ Not leave people waiting at the desk while they have group laughs in the back
- ☐ Weekend appointments
- ☐ It would be useful to have appointments early evening for those of us who work full time but I do appreciate GP's do need to have a home life
- ☐ At my previous surgery we got text alerts to confirm appointments and give a reminder beforehand which was very useful
- ☐ Front desk replaced
- ☐ More permanent members of staff to help continuity and save repeating info
- ☐ Everything seems fine
- ☐ On the whole the practice is very good. Staff are usually polite and helpful
- ☐ It would be good as an individual to have/see one doctor
- ☐ Parking is diabolical. Perhaps staff (who are not sick) should park elsewhere
- ☐ Who is my doctor? I do not know if I have one allocated to me by name for regular requirements. Opening hours need review later evenings and Sat mornings please. Prefer a surgery based out of hours call out system with your doctors on call on a rota.
- ☐ length of time to get an appointment is often longer than I would expect
- ☐ would there be any chance of your being responsible for you patients 24/7 how it used to work
- ☐ Sometimes find receptionists rude and one in particular not helpful
- ☐ when ringing for an appointment one is told sorry nothing for 10 days to 2 weeks. Disappointing to be told this
- ☐ Be able to make online appointments and view availability as sometimes it can be quite difficult to get one within 2 week period
- ☐ When ringing for an appointment being told 3/4 days or phone back. Most people ring cause they need to be seen
- ☐ More evening appointments available
- ☐ It is difficult to fit in around work however I was unaware you opened later
- ☐ I am very content with the quality of the service
- ☐ Sometimes I feel the wait is rather long to see the doctor you would like however emergencies are always dealt with express
- ☐ It would be helpful if when you are stood waiting and sometimes the only one there if a receptionist could come and see you. Standing a long time is not always possible

- ☐ I have often been stood with other patients waiting to be seen by a receptionist for quite a long time before being seen. I don't know how this could be improved but it often seems the receptionists haven't realised anyone has come in
- ☐ Better privacy possible but I can see it is difficult
- ☐ It would be useful if surgery opened on Sat mornings only for collection of prescriptions
- ☐ Be able to see the same doctor about same problem for continuity
- ☐ Sign about vomiting do not come in should be on the door not inside the waiting room
- ☐ Waiting times and availability
- ☐ Everything seems to be fine
- ☐ Investigate the practicality of booking appointments online
- ☐ Keep up the good work
- ☐ Quite happy
- ☐ No not since online appointment system started
- ☐ No luckily I haven't visited the practice very often
- ☐ It could be better explained to the patient how your appointment system works i.e. leaving free appts for emergencies and the triage system is complicated for a lot of people to understand
- ☐ I like the practice and the appointment system
- ☐ To see the same doctor every time
- ☐ nothing it is great as it is
- ☐ drop in access to practice nurse. Easier access to doctors including drop in
- ☐ try to be on time with appts
- ☐ Parking can be difficult
- ☐ Bigger car park
- ☐ Happy with service received
- ☐ Continuity with same GP (illegible) more appts outside work hours
- ☐ Phone lines close early on late opening Thurs. Phoned about delay got out of hours 6.20pm
- ☐ Very satisfied overall
- ☐ Less waiting
- ☐ Satisfied with service
- ☐ Open earlier
- ☐ Waiting 2/3 weeks for appt frustrating
- ☐ Has been a bit unclear about my 2nd child's immunisations
- ☐ I would like to collect my prescription at surgery
- ☐ Dr's are busy but would be nice if they had time to be more interested in the person as well as medical problem
- ☐ Perhaps text reminder for appt
- ☐ Open a bit later, sometimes difficult to get appt. Feels like you need to be ill 2 weeks before you get to see doctor
- ☐ Online prescriptions good. Appts same way?
- ☐ Very happy with service provided
- ☐ Anything that avoids queues at reception especially if one just needs to report for nurse appt
- ☐ Do find it a little frustrating that appts can only be made monthly as I need to sometimes come 3 monthly. Need to be vigilant to ring some weeks later for appt and have on occasion forgotten
- ☐ staff helpful
- ☐ coffee m/c
- ☐ dispense for under 2's
- ☐ privacy at reception

- no answer test results
- hot waiting room at times
- reception privacy
- advise if over 20 min wait
- mainly can see same Dr