

FFT RESPONSES FOR February 2020

'How likely are you to recommend our GP? Practice to friends and family if they needed Similar care or treatment?'

Extremely Likely 42

Likely 2

Neither Likely 1
Or unlikely

Unlikely 5

Extremely unlikely 9

Don't know 1

Total responses to question: 60

Total in-house paper responses: 7

Total online responses: 2

Total via Text responses: 51

Comments made in response to FFT questions for Oaks Healthcare

- I was told I could not have an appointment for any time in the future and need to attend the walk in. I waited 2 hours, was given a prescription, went next door to the chemist to find the prescription was not the correct medication, was told I would have to make another visit to the next walk in to resolve this as walk in was closed. I am very upset as I only needed an appointment to get a prescription and I have taken the morning off work and still don't have what I need.
- Waited 3 hours for an appointment only to be in with GP for 5 minutes. Not even able to be told how long I would be waiting. This is not acceptable; we have to be able to advise our work place how long we will be out of our place of work.
- I visited the surgery with my 17 year old son, a week ago we visited our local pharmacist due to a cold and cough and were advised that if the symptoms didn't start to resolve or he felt worse we should attend our local GP practice. After a week of having a hacking cough, nose bleeds and the last four days of not eating: I decided that the next course of action was to attend our GP practice to ensure that my son had no underlying issues such as a chest infection. When the receptionist entered my son's details onto the computer, she simply replied that his doctor wasn't in and that he would have to wait until Monday to see a doctor. When I queried this, she said unless 'I deemed it as a dire emergency' there was nothing more she could do. I am a nurse and no I did not feel that my son's condition was a dire emergency but I did feel that worsening symptoms required a visit to a GP I then drove all the way the St Mary's treatment centre to have him checked. I was not turned away nor was I asked to return on another day. He was assessed by a nurse then seen by the GP. Luckily on this occasion whilst pyrexia, sore throat and swollen tonsils were noted it was deemed

viral as expected but he did take the time to listen to my son's chest to ensure there was no chest infection. My son very rarely complains of illness and usually just keeps going but this viral infection has him on his knees, he can't eat, his chest hurts and he states that he feels constantly dehydrated. As his mother it is difficult to see him like this knowing nothing ever keeps him down. And as his mother I know him well and only advise a GP visit if I feel it's in need. He is a child/minor still at present and should be seen as a priority as they often decline quicker than a typical adult. I therefore feel that your reception staffs need retraining if anything comments such as 'dire emergency' should never be even suggested to especially when considering a minor. I will therefore send you a written complaint and forward one on to the CQC.

- Feel fobbed off, made to feel like an inconvenience
- Great service with Kim and Sarah
- Helpful and friendly advice and care
- Excellent nurse and reception
- I waited for my blood test today; Nurse Kim was very warm, friendly and gentle. Her general attitude made me feel very relaxed