



WOODSEATS MEDICAL CENTRE

Friends and Family Test results 2022



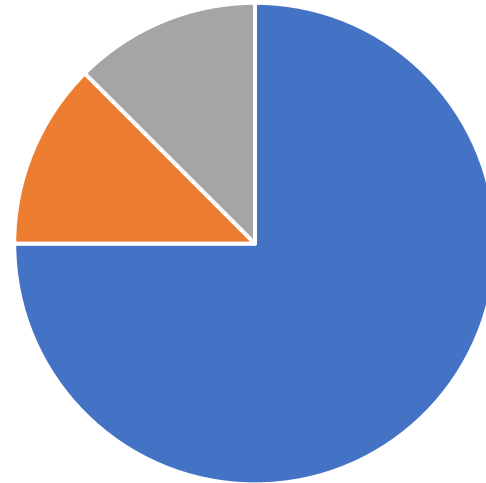
The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

The main question asks if you would recommend the services you have used and offers a range of responses.

This kind of feedback is vital in transforming NHS services and supporting patient choice.

April 2022

Overall, how was your experience with Woodseats Medical Centre?



■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor ■ Don't know

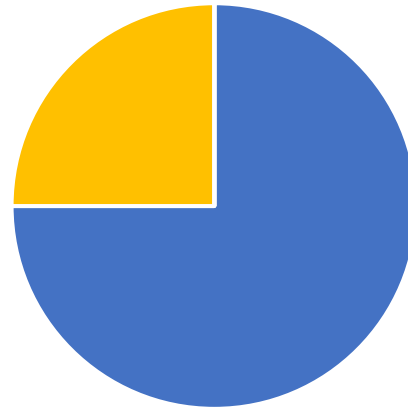
April 2022 comments:

(please note some information may be redacted due to confidentiality purposes)

- Excellent service
- Consistently excellent care
- Every exchange with the practice has been really positive. All staff have been friendly, helpful and knowledgeable. I've never experienced a practice where reception staff have been friendly and accommodating so this was incredibly refreshing. They identified timely appointments and were always respectful and approachable. The doctor who saw me was so helpful and compassionate. The doctor took time to really listen and I felt like she properly explored the issues I had discussed. I was seen and referred quickly and treat with respect. During a challenging time for various reasons I felt they cared. A big thank you to the practice.
- Dr Datchler has been supporting my husband and I after the death of our baby and has done so in an incredibly sensitive and kind manner.
- Every time I've needed anything it's been so easy to get an appointment and talk to someone. Dr's seem understanding and thorough. Friendly staff answering phones and on the desk.
- Friendly staff all the GP are very professional most of the time same day appointments are available. They doing excellent job.
- I have never had problem getting an appointment when needed
- Some gps have been u dear ta ding and thorough. Namely Dr Gore , Dr Joyce. Unfortunately others have been condescending and dismissive.

May 2022

Overall, how was your experience with Woodseats Medical Centre?



■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor ■ Don't know

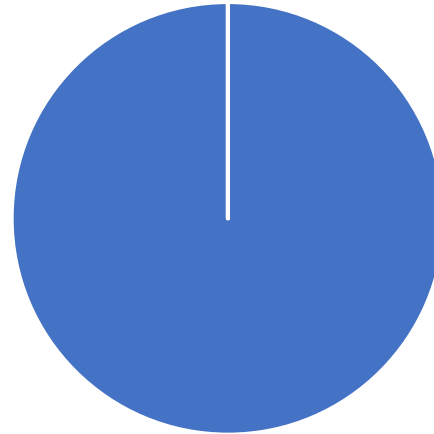
May 2022 comments:

(please note some information may be redacted due to confidentiality purposes)

- On the whole most of the receptionists are very helpful.
- The GPs are easy to talk to.
- Our Medical Centre is outstanding! Every aspect of service is dependable and patients always come first. Neighbours who haven't chosen Woodseats Medical Centre are so impressed at the constant praise that you all receive and thoroughly deserve, from myself and others.
- Rang after suffering severe allergic reaction. Waited in queue. When I reached the front of the queue waited over 5 mins and no one answered. Gave up called NHS 111
- 10/10 and would sing the praises of everyone in the centre cannot thank us enough for what we do

June 2022

Overall, how was your experience with Woodseats Medical Centre?



■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor ■ Don't know

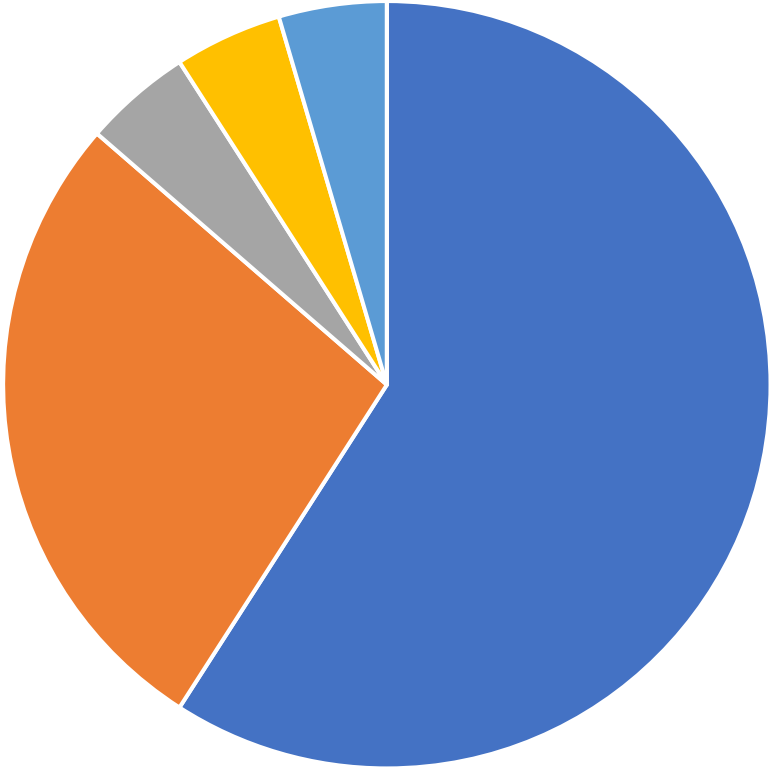
June 2022 comments:

(please note some information may be redacted due to confidentiality purposes)

- Always excellent communication and care from all aspects of the Practice team
- Was able to see someone with my daughter today
- Caring, professional staff
- We have always been able to get through and speak to a Dr if required or order new medicines quickly. We have been really grateful for this since our daughter was born and she has caught all the usual viruses!
- Excellent doctors and receptionists have always been able to speak to a doctor on the day I telephone and if necessary have been able to get to the surgery the same day

July 2022

Overall, how was your experience with Woodseats Medical Centre?



■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor ■ Don't know

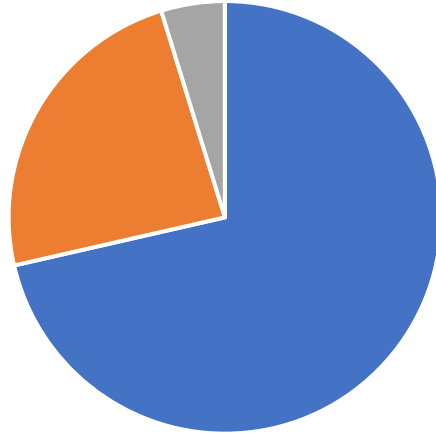
July 2022 comments

(please note some information may be redacted due to confidentiality purposes)

- Always get prescriptions when requested. Always manage to speak to a doctor if needed and have had blood tests carried out to investigate matters. Like being able to access my info in the internet. Good communication via text messages re vaccinations etc. very accessible website. Although I've sometimes had a long wait for the telephone I have always managed to get through.
- Always get a call back from a genuinely interested physician or nurse. Always give you an appointment if they feel it's required phone always answers promptly Request law and prescription issues always remedied quickly without making you feel like you're not important. Reception staff are outstanding never had a GP surgery with such outstanding service regardless of what you're asking of them
- Felt very comfortable. I had to wait a while but I know that sometimes can't be helped. Waiting room very comfortable though.
- Woodseats Medical Centre is a caring, friendly Practice. I always receive excellent, dignified treatment.
- Usually triage is very poor i.e. double figure queue. Miraculously this morning, all went very smoothly
- GP service is responsive, can get appointments if needed. It can be difficult to always ring at 8:30am and this list can be 33 people to wait before answering
- Good system. Always polite. Would have been very good, but for the waiting at times on phone. Speed of response to phone calls. However, I do understand that there are times when a lot of patients are ringing at the same time
- I like the triage system as always get to talk to a doctor so can get simple things sorted over the phone. I have always been seen in person when needed even during the pandemic. I've always been treated kindly and never been made to feel I'm wasting time when I've had mental health problems. The reception staff are always friendly polite and helpful. And you were so supportive during my husband's long illness and after his death. Thank you as I've heard so many complaints from friends about their GPs.
- Simple if had seen dr in 1st place would be no need for 5 phone calls back and forward just to be told need to see Dr. When went in to ask for appointment could have set one up but had to call back next day wait for over 1/2 before talked to someone who then said dr will all waited till late evening
- 1Ah good except long wait after appointment time
- Quick clear response. Long delay waiting to get through but it told you where you were in the queue, which was a big help.
- I find staff doctors/healthcare assistants and receptionists very good. And have always managed to get to Spk/see a doctor when I have needed to. Sometimes telephone queues are very long. Perhaps more could be done to reduce these at busy times. And on occasions appts for bloods etc have been a long wait perhaps 2/3 weeks in some times. Although I appreciate we've all had a tough 2yrs with illness ,staff shortages due to the pandemic. I think the practice has done very well in these difficult times.
- Clean, organised and efficient. DR's friendly and listen. Keeping you timings of appointments better.
- Doctors readily available when I needed to speak with someone. Follow up good. Desk staff polite and accommodating.
- Always efficient + friendly. Excellent service
- Usually seen by a GP on the day. Kept regularly informed about the Practice by text messages.
- All the staff at the surgery are lovely and caring, they listen to what I'm sharing with concerns around health & have referred me onto other things to help. My health has improved over the last year, I believe as a result of continual good service from the practice & NHS generally. I am aware that there are set ways of booking appointments but I have really appreciated the flexibility and understanding of the staff & the GPs in response to when I have contacted the surgery.
- You answer on time and take my concerns seriously. I like it as well when trainees are there, it makes the appointment interesting and I feel like I am helping with something. The staff are always friendly and helpful :)
- My mum has had to come every week to see the nurse. The care has been outstanding and she has always had immediate access to a Doctor when needed. Thank you all so much.
- You never tell me who or why I have an appointment with. I just get a text with a date and time. This time the text even had the wrong date and the Receptionist had an 'I don't care' attitude when I mentioned it.

August 2022

Overall, how was your experience with Woodseats Medical Centre?



■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor ■ Don't know

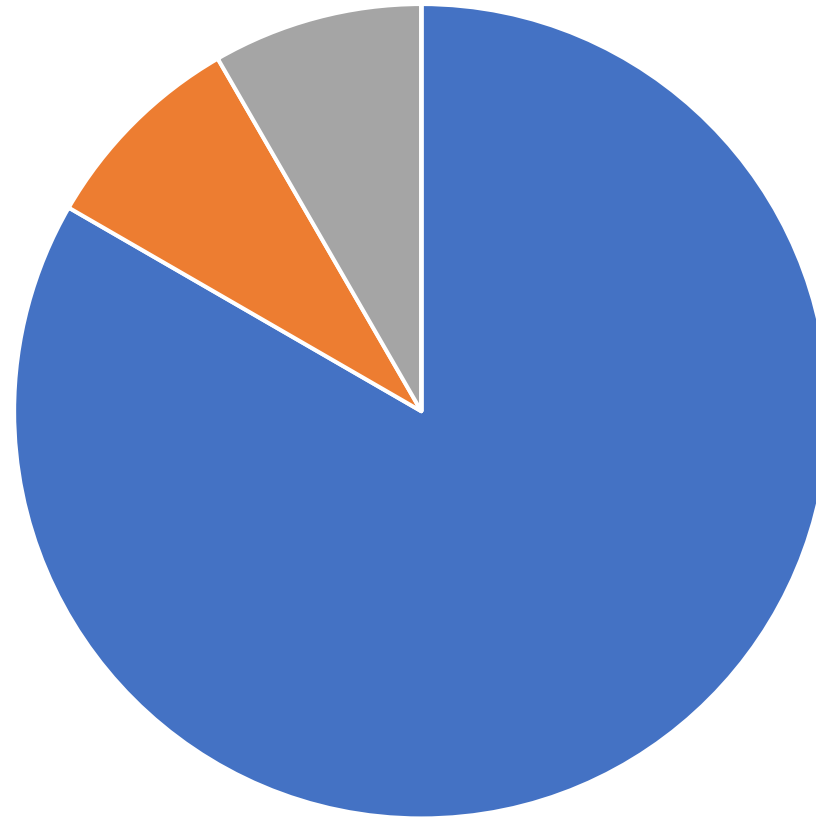
August 2022 comments

(please note some information may be redacted due to confidentiality purposes)

- Because staff are friendly, helpful and efficient - with thanks
- Excellent/Good or very good when attending, excellent care practice. However poor/v poor when waiting in a queue on the telephone for a long time
- Nice clean surgery, doctors are nice and take the time to listen. Waiting too long to get through and get an appointment in the morning
- Good but was very impersonal. Mentioned I had a couple of issues and were they related to the tablets I take and was told to see a Doctor. Thought I was. Didn't get a blood results form this year. Ran out of tablets before prescription renewed. Had to beg the pharmacist to give me some. Think a Dr should speak to you to give the results information.
- Having a stammer, phone calls are difficult. Hanging on the phone for half an hour. Other than that ok. Sometimes prescriptions don't reach the pharmacy in time. Why are we issued with 28 tablets when a month is mainly 30/31 days. Pickup day would be the same day.
- Fantastic medical explanations, advice and treatment from The GP's. The voicemail message could be shortened when ringing the practice.
- I have been able to access you when necessary and have always been treated kindly and efficiently. Sometimes patients need to discuss medication and there's not always the chance to do that
- Easy to get appointments, understanding staff and welcoming reception
- The Doctor was kind and spoke directly to my child. We were also able to get an appointment at a convenient time
- All the Doctors are very helpful and friendly and georgia on reception was so helpful and kind
- I am satisfied that at this practise all medical staff and doctors are brilliant, they do their very best for their patients. Nothing except play some nice background music, not classical.
- Responsive efficient
- Feels under resourced to be able to offer a great service but get the financial constraints, and obviously the pandemic has affected things as well. More staff, more flexibility to see a Dr, e.g. weekends or evenings, smaller call wait times, less cancelled appointments, more comms following a visit such as birthday check ups.
- I often have very good experiences but have also had a number of very unpleasant experiences. Be more understanding and listen to patient concerns fully without interrupting
- Given time to explain health issues, felt confident and supported with process. Referrals arranged. Appointment system good. Mask wearing, felt safe. Have a follow up process, but know this is a resource issue .
- Really impressed with response and speed of appointments when requested! Thank you - Still doing the important things quickly despite very challenging times for Doctors.
- Unlike other practices I have had no problems getting an appointment when required. I have had quite a few tests lately and have not received feedback. It would be good for the practice to pro-actively follow these up with the patient.
- All practice staff very friendly. Reception staff kind and professional consistently.
- Katya and 2 receptionists who I spoke to yesterday were really helpful and knowledgeable. They were very polite and professional and made me believe I was important. Mandy was one and I am sorry, I forget the others name.
- Always had great service.
- Thank you very much for everything

September 2022

Overall, how was your experience with Woodseats Medical Centre?



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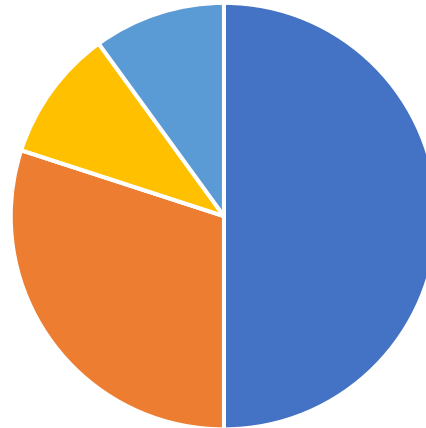
September 2022 comments

(please note some information may be redacted due to confidentiality purposes)

- Fantastic service! I was advised by Pharmacist to come up and get wound on arm cleaned by nurse (after going into pharmacy for antiseptic wash and dressings to DIY) Although surgery busy - a nurse took the time to fit me in and clean and dress.
- I have lived in many counties, also Scotland and Ireland and I find Woodseats Medical Centre, efficient, helpful and welcoming. Especially helpful are the office and reception Team, please pass on thanks. Sometimes I need a little more information or help,at this moment I can't quite define in which area that would be. However, generally my experience over the last 15 years has been very good.
- I think you are all amazing! It's been such a hard time for your professions - I am so thankful for the service you provide and the hard work and care you put in. You ARE appreciated!! Thankyou!!!
- Still unable to book appointments online.
- Always had a good experience at woodseats
- After having been given by the receptionist the information as to how to book a non urgent appointment I completed the online forms and was pleased how quickly I was given an appointment. I was extremely impressed with the care and attention the doctor gave me at my appointment.
- All the staff are friendly and polite and helpful
- Would like to be able to email the surgery with issues that don't need me to speak to a doctor and/or call on a separate number to avoid having to wait so long using the only number available and then blocking the line for those who need to speak to a doctor.
- Spoke to Reception who put me on the telephone liat for an appointment. Dr rang and I saw a Dr later that morning
- All staff, doctors, nurses and clerical staff are kind, caring and professional.
- Seen quickly
- The doctor was great and arranged for me to go further with my treatment. For me all was great and I hope the next part of my treatment will be as good.

October 2022

Overall, how was your experience with Woodseats Medical Centre?



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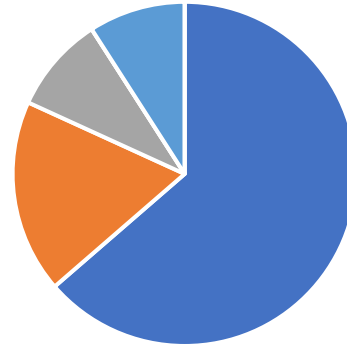
October 2022 comments

(please note some information may be redacted due to confidentiality purposes)

- The doctors and all the staff are brilliant so caring and approachable. I don't there is anything you could do better, everyone is so helpful
- I initially had a telephone conversation with the GP and following this I was seen quickly at the practice by a PA who listened and gave me a thorough health check and referred for further checks.
- We are still getting treated
- Good service . When you can finally get through reception . Not anybody's fault Just takes so long . I work cannot get access to telephone while after 2 . By then can't speak to a doctor . Explained I start work at 7-30 am but still get told to phone between 8-30 & 11-30 .
- Ann was incredibly supportive and understanding when I did my first cervical screening. I could not have felt more supported. Thank you so much, you made it a great experience.
- Feel very lucky to be a patient at Woodseats Practice. Kind and caring staff from Reception onwards. Thank you.
- I waited over an hour for my appointment to be seen by the doctor. When I eventually went into her room, there wasn't even an apology for being kept waiting so long! I felt this was quite rude when other doctors have apologised for far less of a waiting time. Her manner was cold and impersonal and I actually felt like a nuisance rather than being treated as someone with genuine concerns. I was in with her for barely five minutes and came away feeling I had not been treated as well as other doctors do.
- The doctors are great. Thorough and helpful. However the amount of available appointments is limited. And the hold on the phone is frustrating
- Disappointed that it appears no doctors appointments are available and the best option is a phone consultation. No really great when strong medications are being prescribed with little knowledge of the patient.

November 2022

Overall, how was your experience with Woodseats Medical Centre?



November 2022 comments

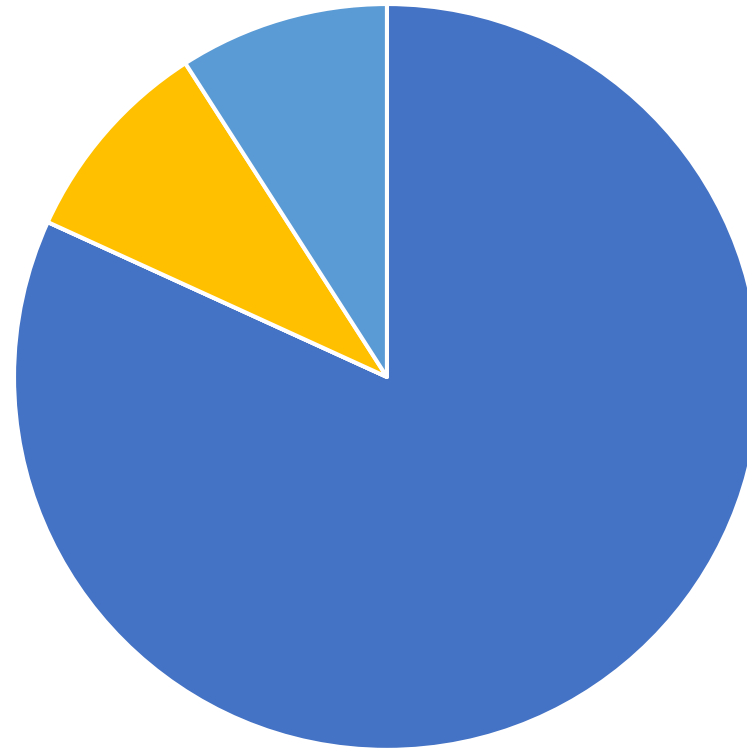
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(please note some information may be redacted due to confidentiality purposes)

- Very quick service
- Too long on phone to booking an appointment
- When I contact the practice staff are really helpful and I'm put through or contacted by a health professional in a timely way. You do have to wait for the phone to be answered and for the call back at busy times but it's not excessive. I recently developed symptoms and contacted the practice. Within 4 hours I had been seen by a GP and picked up medication from pharmacy. Excellent practice, brilliant staff and a credit to the NHS
- The staff and nurses We're excellent. They wanted to know about my asthma and if it was getting any better or worse And where to come to if I needed any help.
- My fault really. I was going to run out of medication and needed a review and going away and had used up one free ask. I'm sure it must be possible to build an automated 'meds review' SMS reminder into your system ?! I think the web form for non-urgent appointments could be more obvious on the website. It's quite hard to find. Overall, you're running a great GP practice. Thanks!
- Phone contact is difficult.
- Met my needs well
- Receptionists are always very helpful.
- The procedure for getting a face to face appointment to see a GP has always been incredibly frustrating and difficult. Now even getting a telephone/triage appointment is like going on a search to find hens teeth. It's almost as if you don't ever want actual patients to visit the practice. Once you can get to see the GP's or nurses, they are usually lovely but getting to that point is just an incredibly frustrating experience. I have spoken to friends and family in different parts of the city and they do not have the same problems we have at Woodseats Medical Centre. I have and still am seriously considering changing practices, which is a shame because I have been a patient at the practice for almost 40 years. The point of contact and "service" from the practice has steadily declined over the years and got progressively worse since your move to the new premises
- Whenever I have visited the surgery I have always been treated with the utmost care and respect . The receptionists the nurses have been extremely kind and considerate for which I thank them. I would like to take this opportunity to thank Dr Gallagher who has always been extremely kind patient and considerate when dealing with me in discussions about my various medical conditions. A huge thank you to her.
- I've always managed to see someone when I need. Staff are friendly and very helpful. I feel I am treated with respect and involved throughout.

December 2022

Overall, how was your experience with Woodseats Medical Centre?



■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor ■ Don't know

December 2022 comments

(please note some information may be redacted due to confidentiality purposes)

- Always manage to speak to a doctor when I want to. All communications good, prescriptions etc.
- Always get same day appointment. All doctors and staff unfailingly professional and pleasant.
- Every one is friendly, efficient and helpful. Reception staff, nursing staff and doctors.
- We have recently moved to Woodseats medical centre from another local practice as we were unhappy with the care we were receiving there. Our experience with WMC so far has been brilliant. The receptionists are extremely friendly and welcoming. The way appointments and the online triage works is efficient and well managed. For example, I recently submitted a question online at 6pm, by 9am the next morning a prescription was waiting for me at the chemist. This would have taken weeks and many frustrating phone calls/messages under my previous surgery. The medical we have seen so far have been reassuring and happy to help. As someone who suffers quite badly with anxiety the piece of mind that knowing how easy the practice are to communicate with has been brilliant.
- The doctors & staff were very professional whilst being attentive & understanding my health issues
- Always manage to get a same day appointment. Always treated with respect and professionalism. All staff caring and helpful.
- The practice doesn't seem to be run with the patient's needs as a priority. There seems to be less qualified GPs and more less qualified staff. It would be good to have a proper appointment for telephone consultations instead of them feeling like they are inferior to an actual appointment. I don't think it is fair to expect people to wait around all morning/afternoon/day simply to fit in when it's convenient for the staff.
- I have been trying to make an appointment since 8:30am, I was told I was number 41!! So I held the phone to my ear for 45 minutes, to get through to reception desk then I was told a doctor would phone me back. 6:10pm my phone rang from Woodseats medical centre I said hello them it went dead! I have been in chronic pain down my back and legs not sleeping feeling so ill. They could have phoned me as I was waiting all day with the phone at my side even in the bathroom I took phone so not to miss there call. Not happy with how they treat me.
- Following routine bloods which had deteriorated rapidly, the Drs were very efficient and on the ball in reacting to the results - I was assessed the same day and was admitted straight in to the RHH to have tests done and am now getting treatment for suspected cancer which I had absolutely no symptoms for. The reception team have been amazing since (especially Mandy) as whenever I have had any questions or queries they have been able to answer them immediately or have called me back straight away when they have got the answers. I really am so grateful to them all. During this whole episode of care, there is nothing more that could have been done by the amazing team at the surgery - they have been outstanding!
- Helpful Receptionists. Caring service from Doctors and support staff. Able to have phone consultations either same or following day. Thank you everyone.

2022 – Overall results

