

Patient Comments from Spring / Summer 2014 Questionnaires

(a number before the comment indicates how many patients made the same or a very similar comment)

Consultation

Q16 If you were not happy, please say why and what you feel could have improved it

- Waited 8-hours for a visit, in the end had to bring my 98-year old mother to the centre to be seen
- 8 Better signposts needed. Long walk from the car park especially with children or if feeling unwell or unable to walk. Don't feel safe walking from the car-park and in the hospital late at night
Doctor - lovely but shame about the dirty waiting room & long wait
 - 6 Should have access to patients medical records to discuss their problems and to spend more time examining and talking to patients about their problem. Not given enough information on what was wrong with me.
Not happy was just referred back to own GP with nothing done
 - 22 Waiting times too long to be called in (3 of these complaints were from walk-in patients)

Q18 Are there any suggestions you would like to make that would have improved your experience?

- Someone on the line who can speak two languages (English & Urdu or English & Gujarati)
- 5 Water coolers and clocks in the waiting rooms are needed. Need water when unwell or feeling hot
It could be improved if the people who are in a lot of pain should be seen earlier as a priority
 - 2 Chemist on site needed at Clitheroe
Couldn't dial 111 on my Delight sim card
Doctors training days should be split up so that the surgery doesn't have to close
The broken door needs sorting out (PCC)
 - 2 Children's books/activities/crayons etc needed in waiting areas
 - 2 Chemist opening times needed (Clitheroe)
A female doctor should be available but overall happy with the experience
Seems a good service but we could do with being able to get appointments from GP not 111
 - 2 Waiting room very crowded and got too hot when feeling unwell (PCC)
Could be warmer - it felt chilly (Clitheroe)

Q20 If this service was not available, where would you have gone?

- 11 Burnley UCC
- 8 AVHAC
- 167 A & E
- 9 Blackburn UCC
- 34 Waited for own GP
- 2 Nowhere
- 25 Don't know
Would have suffered with it
Private
Army Personnel (has no GP)
Pharmacist
Ambulance
- 3 111 Service

Q10 Was the Receptionist polite & helpful

- 12 Very good
- 3 Very helpful
- 2 Very much so
Fast & efficient
Was great
Very friendly
Excellent

Ad-hoc Comments

Carry on doing what you do best!

It is an excellent service. As a parent it is very reassuring to know that in the event of an emergency I can access this service out of hours

Great Service - seen before my appointment time

- 2 We would have had to suffer until Monday and had to take time off work/school to get a GP appointment

Out of hours are excellent facilities especially for the young and the elderly

If it wasn't for this service I would have panicked until tomorrow morning then been camped outside the GP's ready for it to open

I'd have had to wait for 2 weeks to see my own doctor

Really not sure as I needed advice as well and was very well advised and treated - thank you

Great service - we would have had to wait until after the Easter Bank Holiday was over and then gone to the doctors surgery

Pleased with the result and confidence in what to do next

I wish the doctor I saw was my doctor

Very good service - nice doctor

Don't know what I would have done. It wasn't an emergency but my daughter needed antibiotics so I could not wait until doctors re-opened on Tuesday

Not here - had to wait too long!! (PCC)

- 5 Good / Very good

Very happy with all of the service

Would have gone to hospital A & E and probably sat there all day!

- 6 Excellent / Very impressed / Excellent service

Great service - would have had to travel 19 miles to Blackburn A & E

Everything brilliant

Would like Dr to be on all the time

Seen near enough on time considering the waiting times at my surgery

It could have been that I might have been anxious/very frustrated/could have been life threatening. I did not reach any of these so my overall view is that I'm proud to be British!

Very good service specially when someone has no idea what to do and where to go except for A & E which is not convenient due to the lengthy wait times or wait to get an appointment with my GP

It would have been difficult for me to get to the Urgent Care Centre if I couldn't attend the PCC

Great - went to pharmacist who told me to come straight here and seen immediately

excellent service - lovely new Clitheroe Hospital

Would have had to go to Blackburn. Big drive and wait. Having accessed Blackburn in recent years my overall experience there has been poor

Advice on chemists who were open was excellent from the receptionist

Excellent service and staff amazing. Thank you

No improvements - very good

I have seen a lovely caring doctor who has helped put my mind at rest. Thank you

I have used Clitheroe out of hours before. It is an excellent service and would be lost without it

Great - thank you. I would have waited to see the GP but this has put my mind at ease

Might have very reluctantly had to go to Blackburn A & E