

Comments from High Field Surgery Patient Survey 2019

APPOINTMENTS

- Myself and my wife are highly delighted with the appointment system
- I am very disappointed with the system it's a joke I wait weeks for appointment cause I miss it I get warned
- The impression I get from using the on line appointment booking system, is that, due to the very limited number of appointments available within a reasonable amount of time (within a few days, to a couple of weeks), a considerable number of patients are booking appointments IN CASE THEY MIGHT NEED ONE (thus causing this very problem), then cancelling, hopefully, closer to the booking, if they then don't need one. This seems to be borne out by the fact that, on several occasions, I have not been able to book an appointment within a few days, but then, when I check again, a day or two later, an imminent appointment, which was not previously available, becomes available, but, by Jove, it certainly has to be booked quickly, or it can disappear before I've had the chance to complete the booking procedure. The reaction I've received from one of the GPs, when I put this theory forward, would confirm this view.
- Can't comment on urgent appointments as haven't needed one. Last time I needed a non-urgent appointment it took two weeks and not with my GP of choice.
- Booking online works every time. I cannot remember ever needing to see a GP on the same day, such access would be convenient but medically unnecessary
- Booking online works almost every time
- Hey life is life. Get along and LIVE it...!!!
- When you have an ongoing problem it is very difficult to get an appointment with the same doctor. Different doctors often give very different advice.
- Need to be able to book appointment for the next day online. For people that work.
- I use the online systems
- Excellent service
- I am very happy with the way the surgery is run and the appointment system. Thank you
- Highfield surgery is a well organised practise, I have been to this surgery for many years now and I'm more than satisfied with help and appointments I've had

OPENING HOURS

- No. All is fine at this moment in time,
- Missed appointments a difficult issue to solve but contribute to long waiting times. More trained triage staff.
- Open at 7am some days.
- You can't be open 24 hours, and you don't need to be. If I needed a GP urgently I would be able to use the extended hours after work, or presumably I would be so ill that I would take time off work to attend
- The surgery hours combined with late and weekend appointments at the nearby surgery are a good compromise
- Currently the system works. I do work full time, but most appointments have allowed me to go first thing therefore minimum impact
- No. The staff, Nurses, Doctors are just fine. Very Professional and a blessing each and every time I have had interaction with them. God bless our NHS.
- People work shifts. So you should be able to see a GP in the evening too

- Out of hours appointments would always be welcomed but if I need to see a doctor I have never had a problem arranging my time.
- It would be useful to be able to book appointments at the Ireland Wood surgery online.
- The opportunity to get advice over the phone
- No I am more than happy with the service I receive. However some Reception staff can be off putting and on occasion sarcastic. However I note they are under pressure like to the medical staff at the surgery.
- One late night opening would be really useful

STAFF & PRACTICE

- Sometimes reception staff are a little abrupt
- when I speak to others I realise how lucky we are at High Field
- Always welcoming and efficient in my experience
- Most helpful and polite STAFF. I've ever had the reason to comment on .
- Excellent doctor's nurse's back room staff cleaner make an outstanding team
- The surgery is a pleasant and safe environment and the recent alterations give more privacy to patients when speaking to receptionists at the desk.
- It's always clean and welcoming
- Sometimes the pavements are slippery in the winter when it snows
- The staff and nurses are helpful and doctors usually listen to you
- Have little to do with receptionists as it's all computerised
- I don't like the new layout. Feels cold and unwelcoming
- Staff (both doctors and receptionists) constantly mess up prescriptions, which wastes time and causes delays.
- Some receptionists can be curt, unsmiling, uninterested or even unhelpful and behave powerfully with limited knowledge
- Reception staffs are not welcoming or helpful.
- Don't like the new lay out of reception.
- Some very friendly admin on phone, 1 less so and less helpful... usually keep my fingers crossed that I don't get her.
- Most of the staff are friendly and helpful, but there are one or two who are very 'off'
- Being very small I always have trouble with seating in waiting areas. I have noticed tall people also have problems with the seating. The chairs are often uncomfortable if you have a long wait.
- I don't think it's particularly attractive nor is it sparkling but then again it's a doctors surgery with lots of ill people
- I have a spine condition and some comfortable chairs on request would be appreciated but I understand the budgetary restrictions preventing this.
- I think it is a great practice. I've never come across any issues.
- My comment to B is I have had a receptionist rude to me on 2 occasions with quite insulting personal insinuation comments leaving me shocked and then sadly depressed, but on the whole the staff are lovely
- Very good GP.
- Love the surgery
- Does what it says on the tin
- The doctors are very welcoming as well.
- I'm not a lover of the new surgery layout, I find it rather in-welcoming on entering, and usually finding the desk empty have to ring the bell.

- Friendly welcoming staff who treat me like a human being thankful
- Reception staff are always courteous even during busy periods.
- Some of the reception staff can be rude and not very helpful

CLINICAL CARE

- Excellent clinical care
- Have always received first class treatment from GPs and prompt referral if required
- The GPs do a great job. I have never had to see a nurse
- You'll have to go a long way to find better service that you'll receive at High Field Surgery .
- Dr Bobet is fantastic.
- Not all the clinical staff / doctors are good. Some of them do not listen or communicate effectively and I can be disappointed with their advice and treatment and have to return to see my usual doctor. Some of the nurses do not read the notes and give completely the wrong advice
- Not had any reason not to be happy with the treatment I have received
- Despite current focus and understanding, I have the impression that mental health issues are not taken as seriously as physical health - this may not be the case but is the impression I have perceived when discussing issues.
- There are 2 of the gps that I do not feel listened to and I do not wish to see them as they are quite ignorant in my opinion and I would rather sit for 8 hours in A&E than see them.
- Depends who you see.
- Was really taken care of after surgery, the staff were really good especially the ones who did the wound care management. So caring and very good
- Whichever Dr I have seen has always appeared to listen and not rush. Even though they are very busy. I have taken up a great deal of their time over the last 2 years and I am extremely grateful for their patience and understanding.
- Dr Adikaram is THE BEST!!! All Drs need to take a leaf out of his book!
- Occasionally I have felt that doctors are rushed
- My worries have always been taken seriously, with follow ups if felt appropriate.

IMPROVING OUR SERVICE

- A couple of times I have rung later in the day and asked for an appointment and been told that here was not one available till maybe the next day or later in the week. When I asked if there were any available at the Ireland Wood Surgery in the out of hours clinic I am then told yes! It seems that you have to ask rather than be told about the out of hour's clinic.
- The new reception is awkward for disabled people
- I see you have moved the check in screen to the door, and separated it from the reception desk. This works as it keeps people away from the private conversations at the desk. Well done for fixing this. I don't need the power assisted doors but I expect they are great for wheelchairs, pushchairs and less mobile people. The online access I have used for a few years and is how I prefer to deal with routine contact like appointments and prescriptions. Much more efficient than telephone lines
- Thank you for fixing the reception area. Finally I can have a conversation at the desk without an old lady invading my personal space to one side (listening to every word) and a personal

hygiene challenged man invading my personal space to the other side stinking the place out. Long overdue.

- Have not had the need to attend surgery recently.
- still can't book on line for the nurse
- All positive and helpful
- Less freedom for patients to drop off and pick up prescriptions. No longer able to collect from any chemist on way to work. Designated chemist sometimes not had medication, not had it ready 3 days after putting in prescription, asked me to call back several hours later which I couldn't cos had to go to work so was left without over the weekend as chemist shut on a sat and patient no longer able to go to a different chemist.
- do not like the new reception area as it is another barrier and the reception cannot see who is coming in
- Wasn't aware of the NHS app Maybe a letter from the practice to inform us would have been good.
- These improvements are all useful

SERVICES

- As before, no complaints at all. Keep up the good work to all involved at the surgery from the top of the ladder to the bottom of the ladder.
- Pain management
- Providing for Mental Health and not just " well we can add you to our waiting LIST "
- Physiotherapy. My family members all seem to get physio available through the NHS. But here in Leeds we have to pay privately. And it gets to be extremely expensive.
- Yes most services are available when went one
- Mental health because of such long waiting lists
- I am happy with everything and everyone
- Online/email messaging. Sometimes i just need to ask a simple question.
- Possibly some mental support without the need for referral. One day a week a travelling psychologist comes to the surgery to provide mental support for those who need it locally. They would be much better positioned to refer people to specialist programs if needed or give patients the tools to cope themselves CBT strategies, sleep hygiene practices, etc., quick things they could then follow up and refer to specialist program/discharge as appropriate.
- Not that I can think
- Psychotherapy/Counselling
- Dental care
- Yes but not big enough
- X-rays would be very useful and it would save time for a lot of patients a better service from the chemist next door

OTHER COMMENTS

- Lovely GP surgery and never had any issues. Thank you for your great service!
- You run a great surgery; I think we are lucky in this respect as I hear different stories from work colleagues about their experiences elsewhere. The NHS is under great pressure and I think how patients use the services (or misuse them) has a lot to do with that.

- This is an exceptional surgery. I have been registered at 4 different Leeds practices in my life and none of the others come anywhere near your standards. Well done.
- I find a couple of the GP's quite dismissive but the majority are really good.
- I am very satisfied as a patient at High Field Surgery. I feel fortunate to have it as my practice. I would like to extend thanks and appreciation to all staff, medical and administrative.
- This is a friendly and welcoming health centre. But unclear of what can be offered for various conditions, and not confident that all health issues would be taken seriously. As a consequence I don't visit often unless there is a basic and important medical reason (also difficult to visit due to work hours).
- For me the availability of appointments when you need them is paramount, also the level of checking at the 'well man's clinic' that I attend yearly has been decreased
- when I rang in the afternoon for a urgent appointment I was given one straight away
- Complete lack of communication between nurses and doctors during babies' 6-8 week check-ups. Lack of preparation for appointments with lack of appropriate equipment for that appointment
- To all staff, nurses, Doctors absolutely amazing. Much valued and appreciated. Big issue lady very off putting by Asda talking on phone all day I can't afford phone call at all Not interact with community working families/struggle eat bus elderly lonely Families are struggling universal credit benefit. the homeless in town and Headingley
- I feel lucky to have such a good practice on my doorstep. Thank you for all your professional care, continued hard work and improvement.
- I received a text about an appointment that wasn't mine. Probably worth looking at the IT systems and data protection.
- Since being diagnosed with MS, Dr Bobet Reyes is a great supportive part of the MS care team.
- Great surgery! Thank you very much.
- I like the new website. It looks very professional and is easy to use.
- Highfield is genuinely the best practice I have been a patient at. The GPs are wonderful, and patient and really do care. The Nursing team, again are brilliant and so accommodating. Even the reception and admin team, although I don't speak with them often, are always helpful and polite, and even sound happy to be taking calls, which in my experience is very rare. The practice makes me feel valued as a patient and I am confident that I am receiving the highest level of care available to me. Thank you all!
- Needs to be like Meanwood but then you would lose what you have built. P.S On second thoughts leave as it is.
- Wonderful surgery