



**ALBANY HOUSE MEDICAL  
CENTRE**

**Patient Survey Results 2023**

**AHMC**

## Introduction

The pressure on all areas of the NHS, including General Practice, have been and continue to be unprecedented as people and services continue to manage a significant increase in demand from patients requiring health interventions.

Albany House Medical Centre offered 130,555 appointments across the practice between 1 April 2022 and 31 March 2023 with 12,414 unique patients receiving a consultation or generating clinical work such as requesting a follow on MED3 (“fit note”) or requesting the completion of some paperwork such as a driver’s medical from the practice.

There are times where the demand for appointments can outweigh the capacity, with the “hidden” workloads that do not take place within the consultation taking a toll on staff at all levels of general practice.

At times the perceived lack of availability can be frustrating not only for patients and carers but also for staff within the practice, even more so when during this period a total of 1,417 patients did not arrive (DNA) for one or more appointments following it being booked, accounting for 3,340 appointments and totalling over 850 hours of wasted time.

The following findings were compiled from a total of 315 submissions of our patient survey, which was completed online, with a total of 2350 invites being sent to 1065 patients with a consultation in the week prior to the invite being sent and 1285 randomly selected patients (who may or may not have had an appointment recently). Invites were sent out between 25<sup>th</sup> May 2023 and 30<sup>th</sup> May 2023 and the survey was closed on 6<sup>th</sup> June 2023.

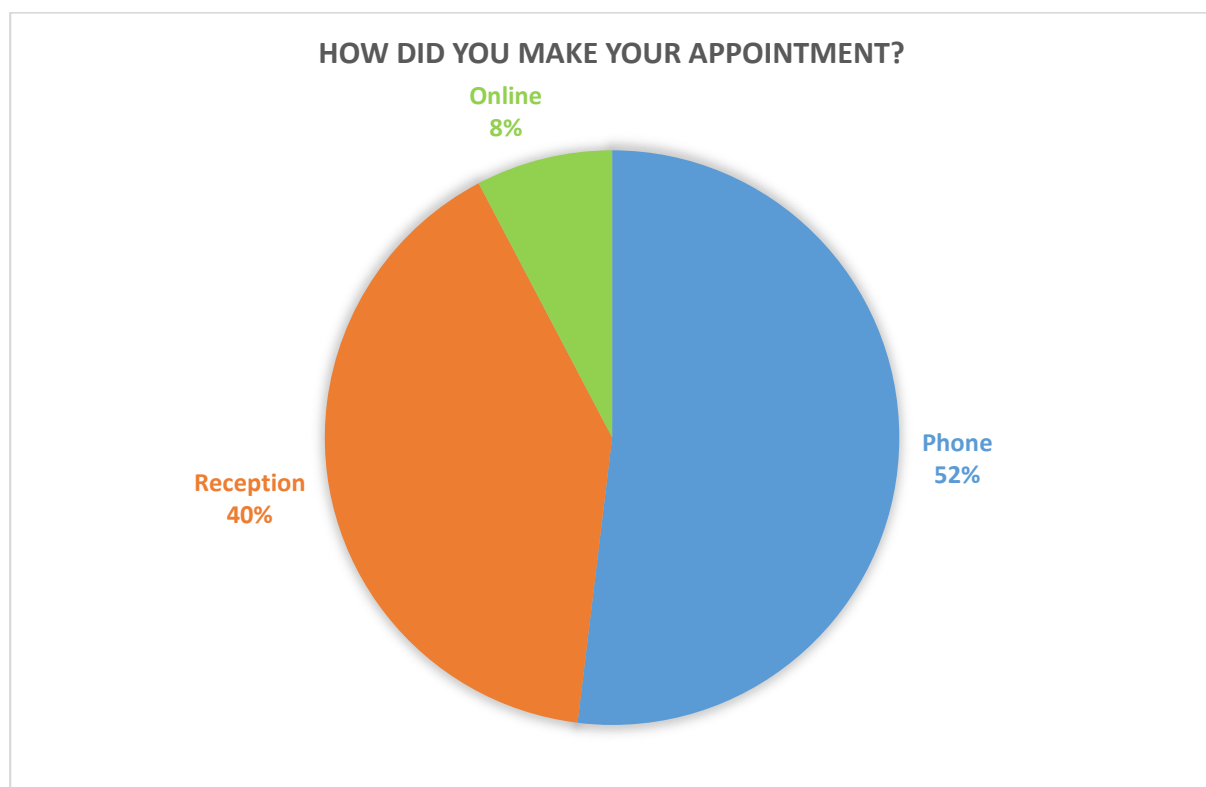
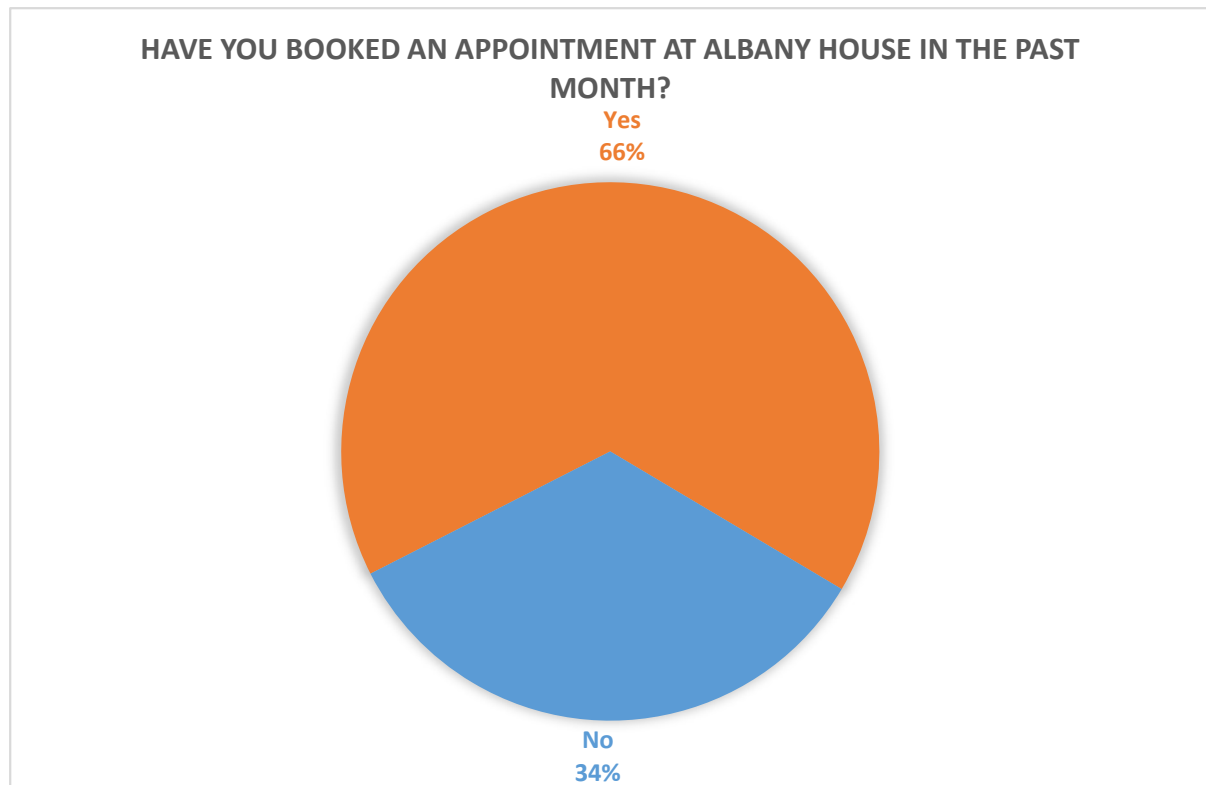
We would like to thank the 315 patients who replied and gave their feedback.

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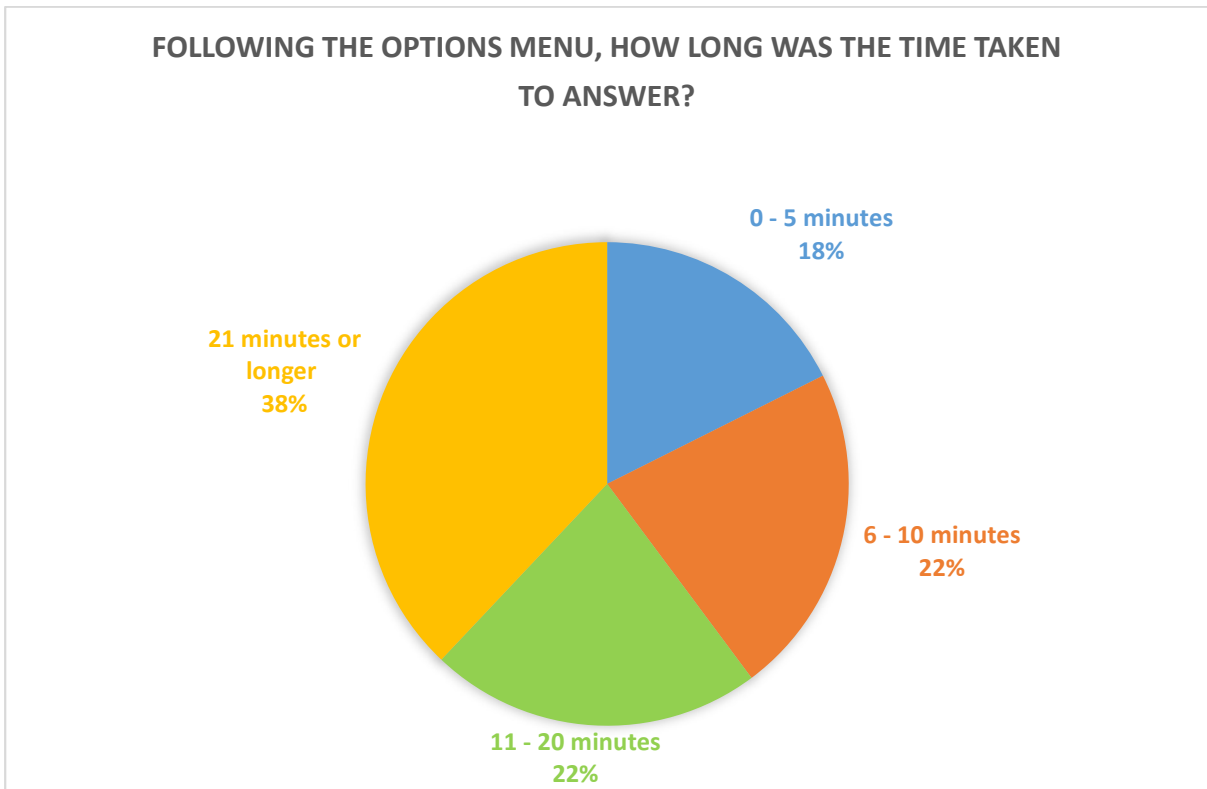
## Findings

### Booking an appointment

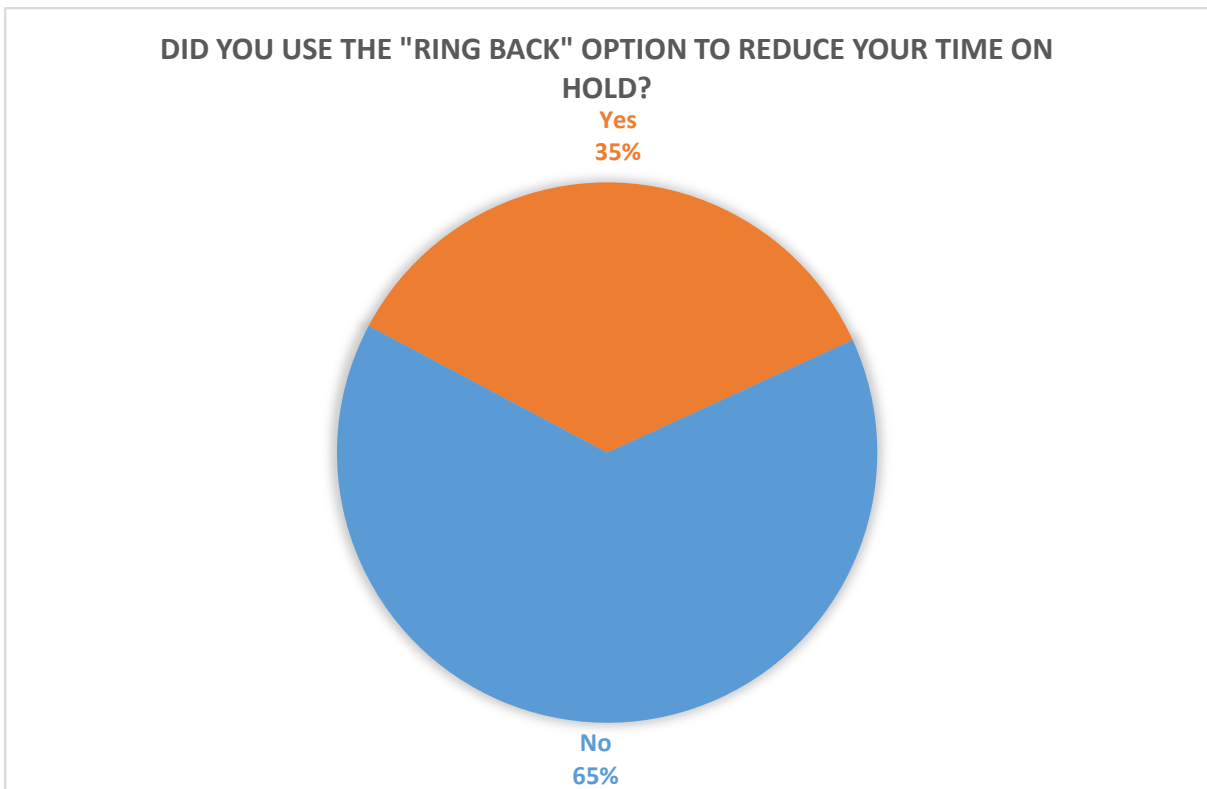
66% of patients who submitted a survey had booked an appointment at Albany House Medical Centre. 40% of those patients booked an appointment made their appointment via reception, 52% via the phone and 8% via online services such as the NHS app, direct bookable patient invite via SMS, SystemOnline or Airmid.



62% of patients who booked their appointment via the telephone had their call answered within 20 minutes of calling.



Where patients were on hold for 10 or more minutes, 35% chose to use the ring back option to receive a call back from a member of the appointments team.

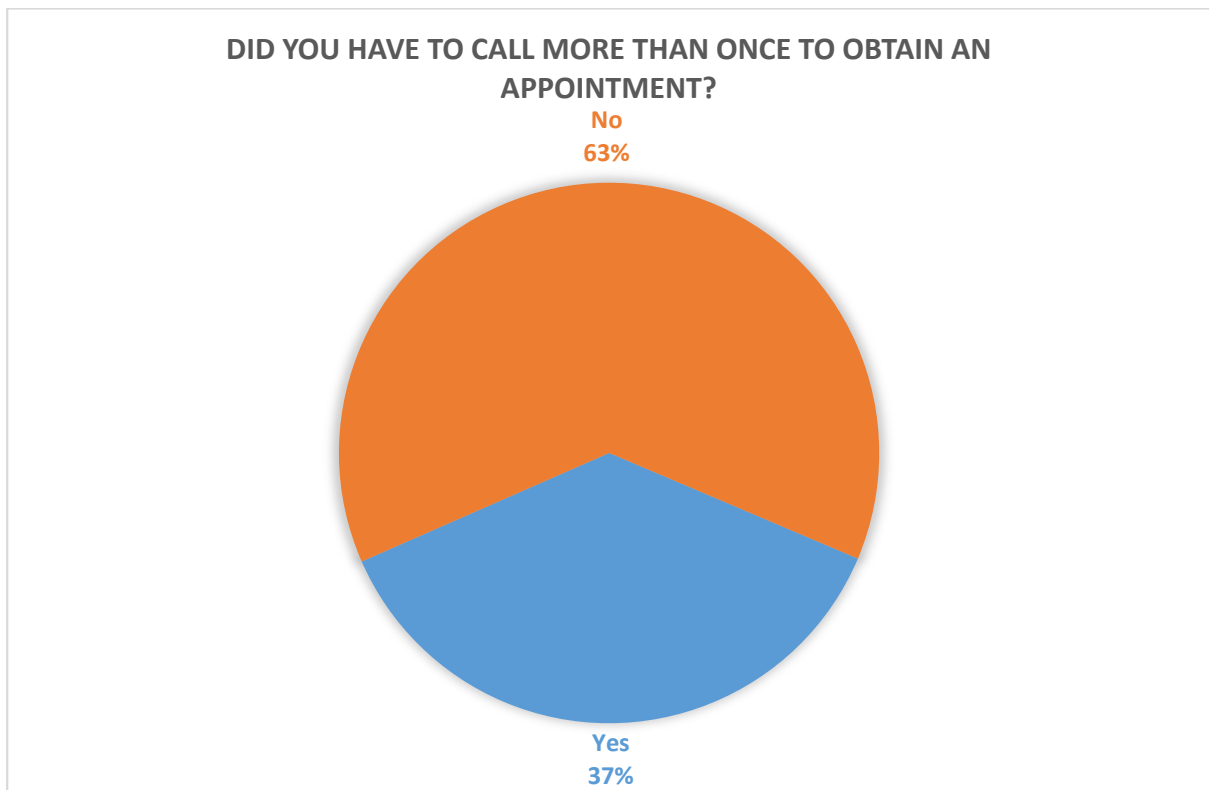


Patients who chose not to use the call back feature gave a number of reasons as to why they chose not to utilise this feature:

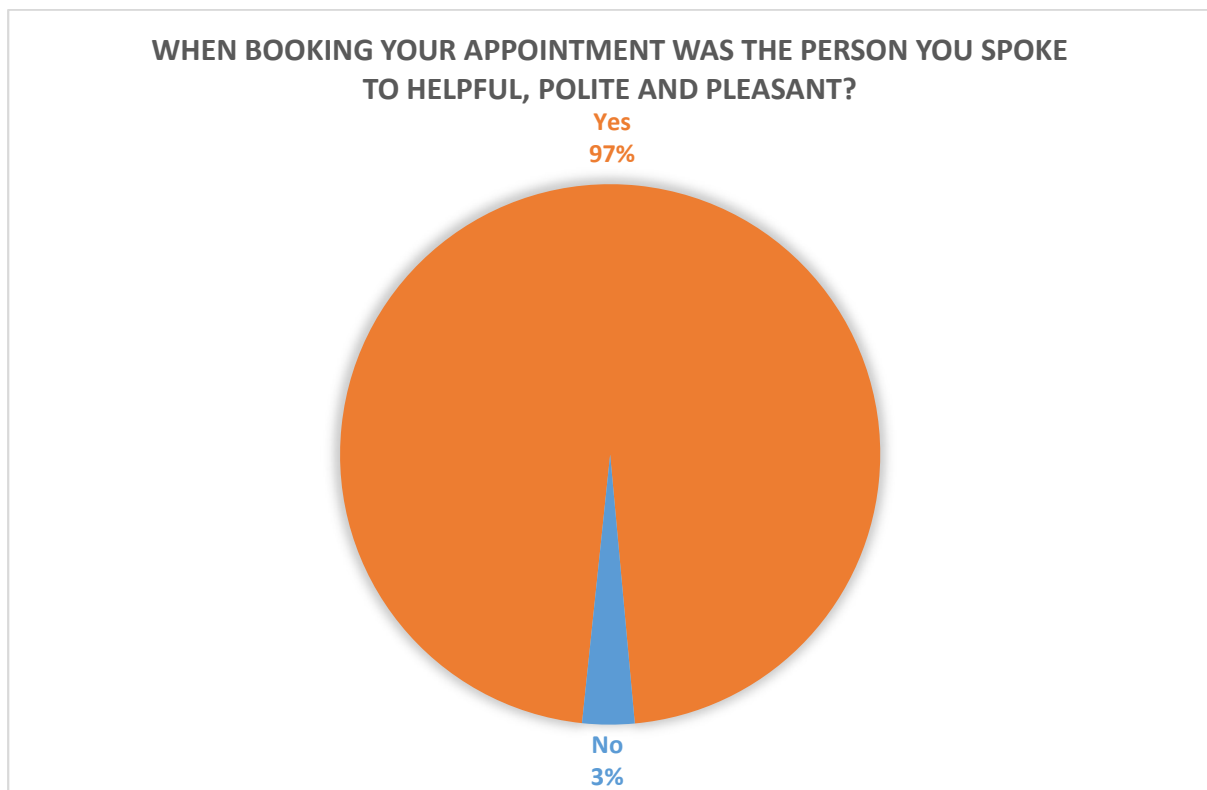
- "I had time to wait"
- "I decided to just hold"
- "Sometime does not work"
- "Don't trust it"
- "I didn't wanna miss the call"
- "Because I had to go out and didn't have access to my house phone"
- "Because I have used ring back before and was never called back..not at this surgery tho."

Our call back system offers the ability to maintain your position in the queue, with the call back occurring on a number of your choice once the caller reaches queue position 1. This enables the caller to receive a call back in the same time as staying on hold. We are aware that there has been a few occasions where this feature has not worked as planned thanks to feedback from patients. When this occurs we pass this information onto our telecoms partners who investigate the reasons and implement fixes, which has vastly reduced the number of "dropped" calls when selecting the call back option.

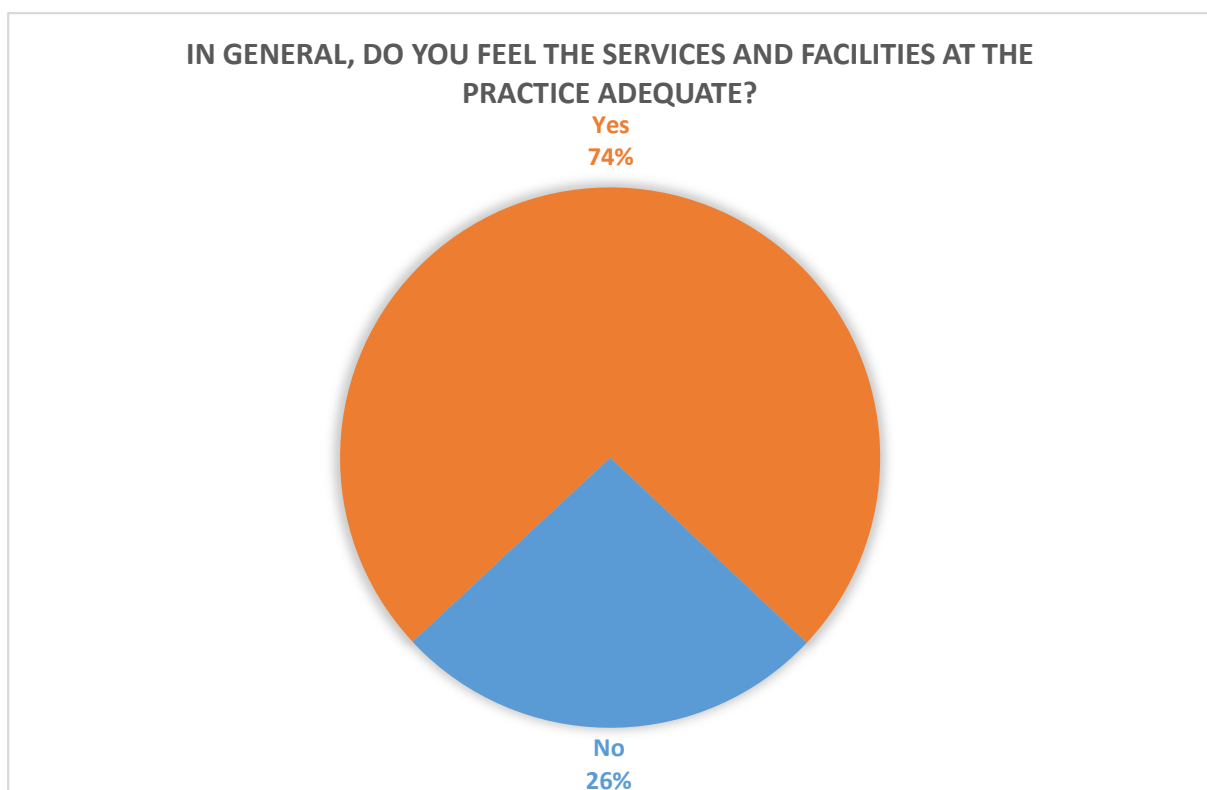
Of the patients who booked an appointment via the phone, 63% state they did not have to call multiple times and booked their appointment on their first request.



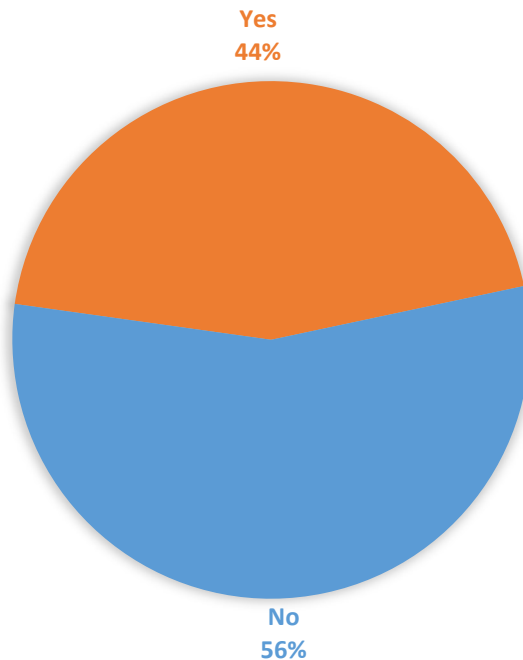
97% of patients who booked an appointment stated they found the person they spoke to was helpful, polite and pleasant.



74% of patients felt the services offered and the facilities at the practice were adequate, though 44% of respondents replied they would like to see changes or additional services being offered.



## ARE THERE ANY CHANGES OR ADDITIONAL SERVICES YOU WOULD LIKE?



Comments received regarding the changes or additional services included:

- "Make ordering repeat prescription easier"
- "Ease of making an appointment"
- "Assess to my records & more cohesion with the hospital that's dealing with my diagnosis"
- "Face to face appointments"
- "Blood tests"
- "Mental health Nurse"
- "Just easier to get an appointment"

We review our appointments, processes and services offered at the practice on a regular basis, including how we can support services run by the local Primary Care Network. In some case being able to offer a particular service is not financially viable, or is offered by another community based team allowing us to offer additional service that we may otherwise not be able to provide. Getting the balance of appointments right is a difficult task, with patients asking for both telephone and face to face appointments.

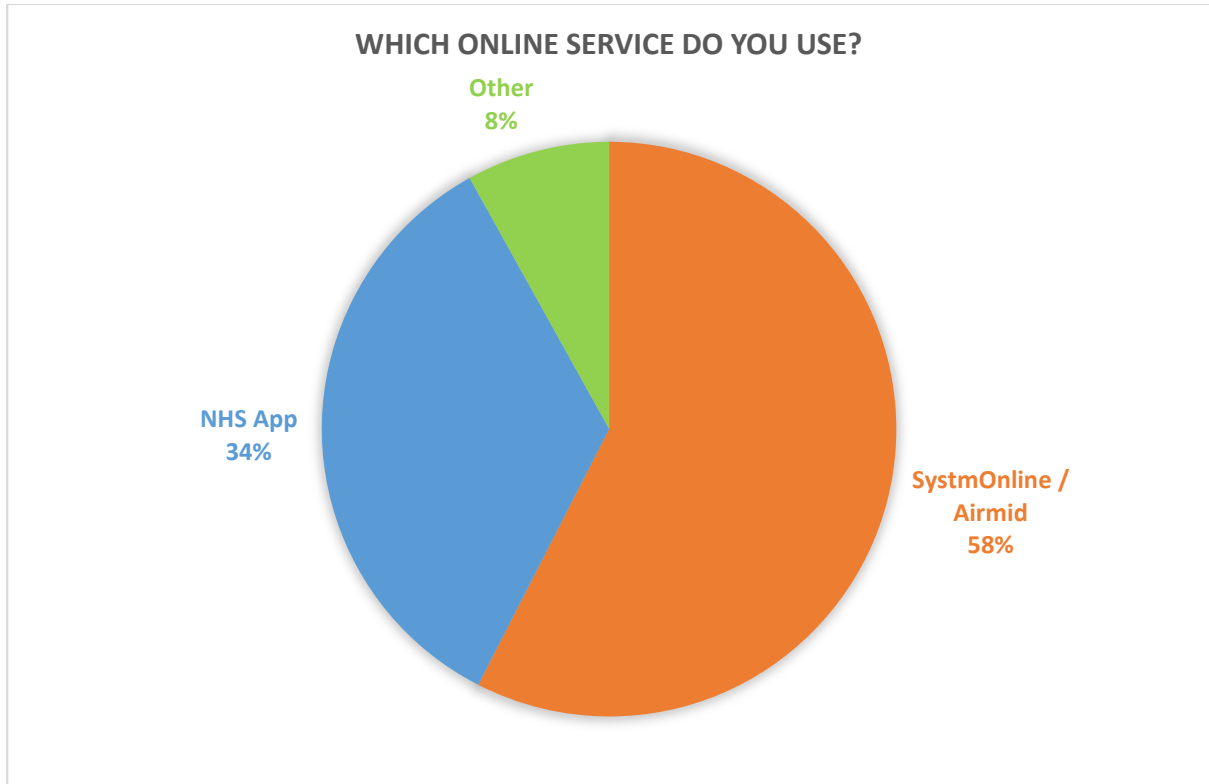
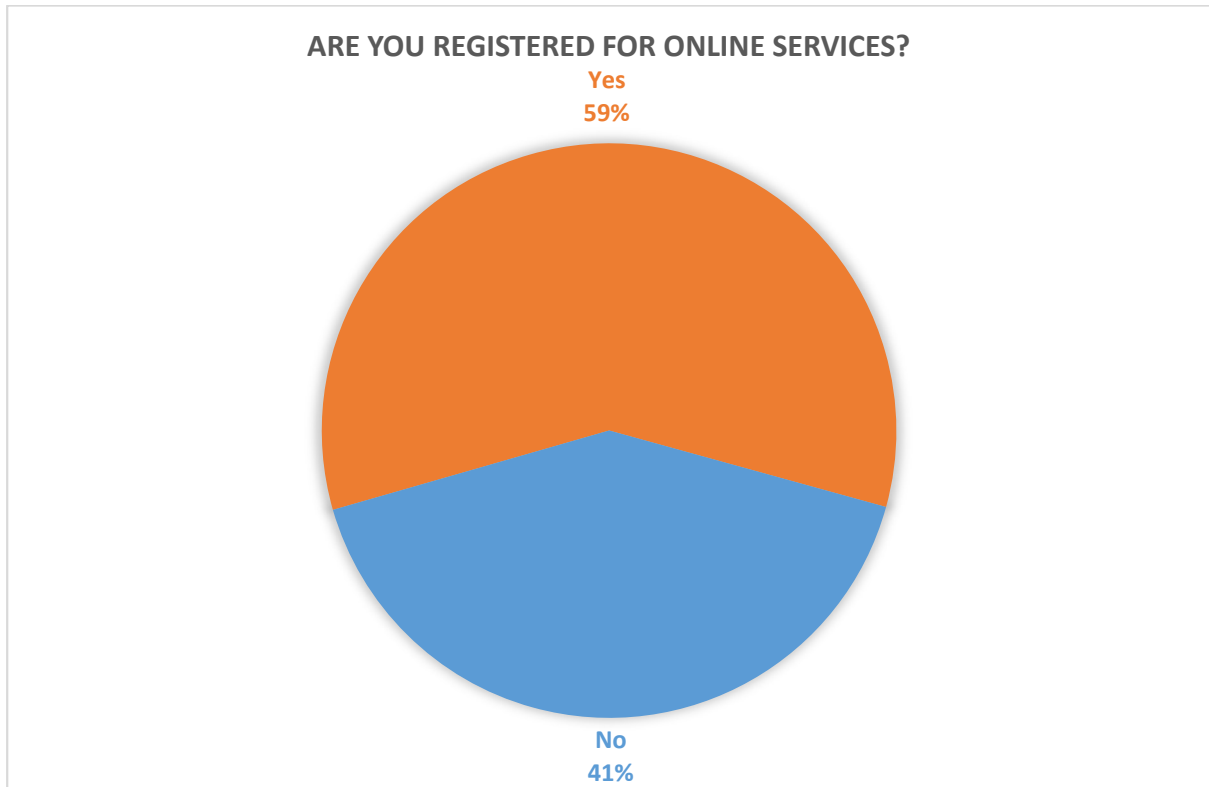
If a patient receives a telephone appointment, they are able to request to see the clinician as part of the call, though a majority of patients do not feel the need to request this.

We offer a wide range of online options for patients to communicate with us which includes options to order medications, book appointments, request "fit notes" amongst other services. Patients can also access medical records held by the practice via the NHS App, SystmOnline, Airmid or other healthcare related apps.

Patients are also able to attend the practice to speak to our reception team or speak to our call handlers who can handle a majority of patient queries directly. We do request medication requests are made in a written format to ensure that the correct items are issued due to the possible confusion which can occur with some drug names.

## Online Services

59% of patients stated they were registered for online services, with 34% using the NHS App, 58% using SystemOnline or Airmid and 8% using an alternative application.

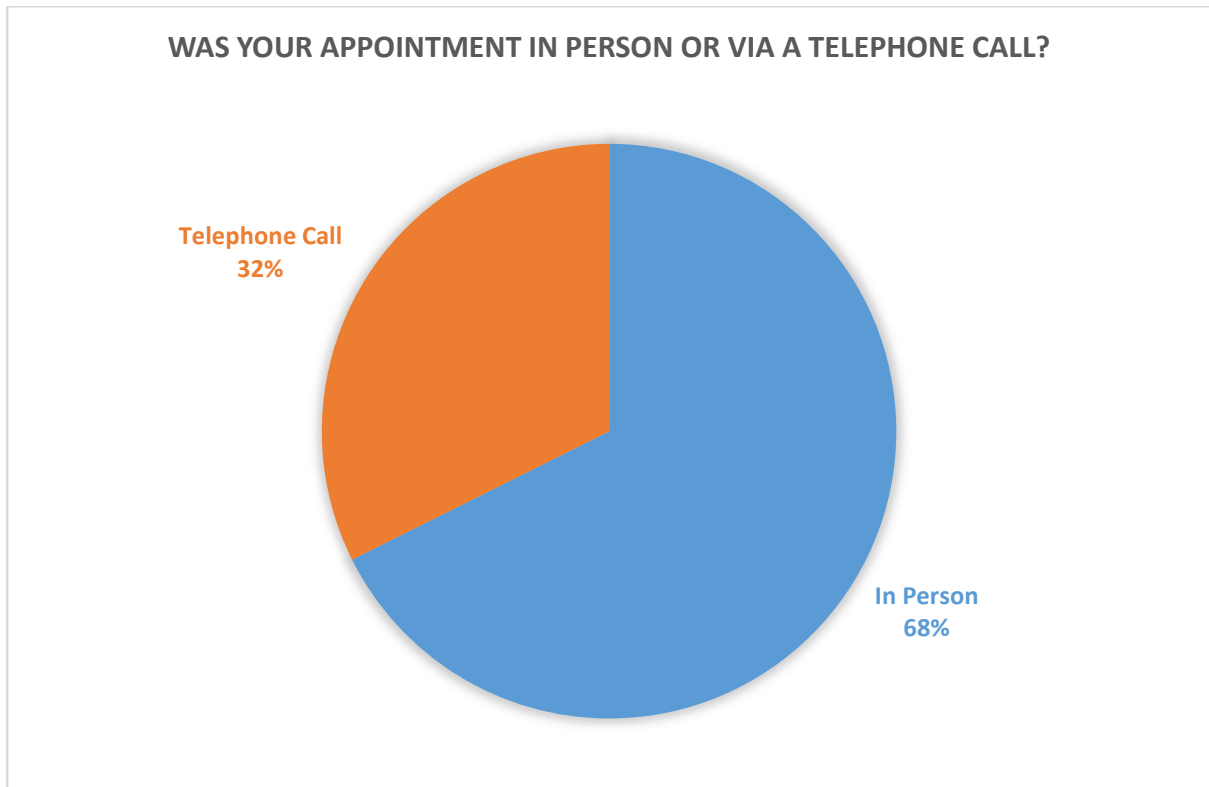




Online services allow patients to view their clinical record, hospital letters, blood results, book appointments, request medications as well as complete health questionnaires. Some smartphone applications (including Airmid) can also integrate with your smartwatch to create a personal health record which can be shared with the practice. If you have not signed up to access online services please speak to our reception team or visit <https://www.nhs.uk/nhs-app/>

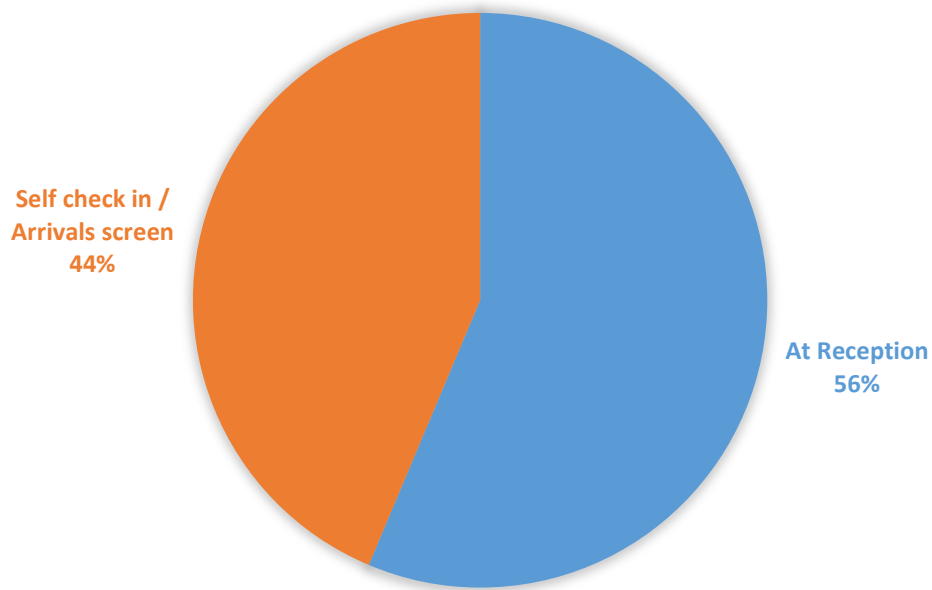
### About your appointment

Patients were asked about their most recent appointment, 68% of patients stated they were seen “face to face” and 32% received their consultation via a telephone call.



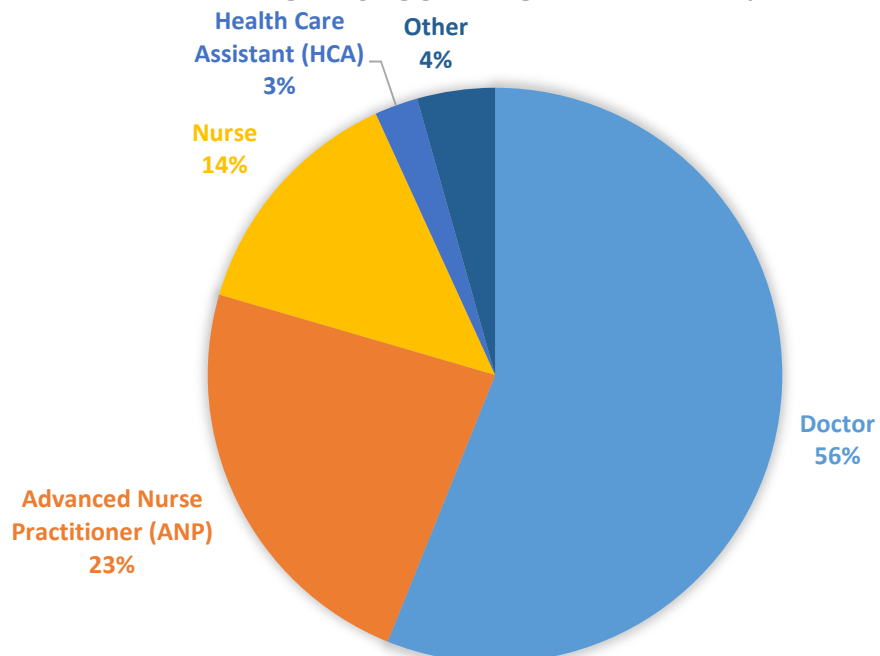
Patients who were seen face to face were asked how they checked in on arrival with 44% using the self-check-in screen and 56% speaking to a member of the reception team.

### ON ARRIVAL, HOW DID YOU CHECK IN?

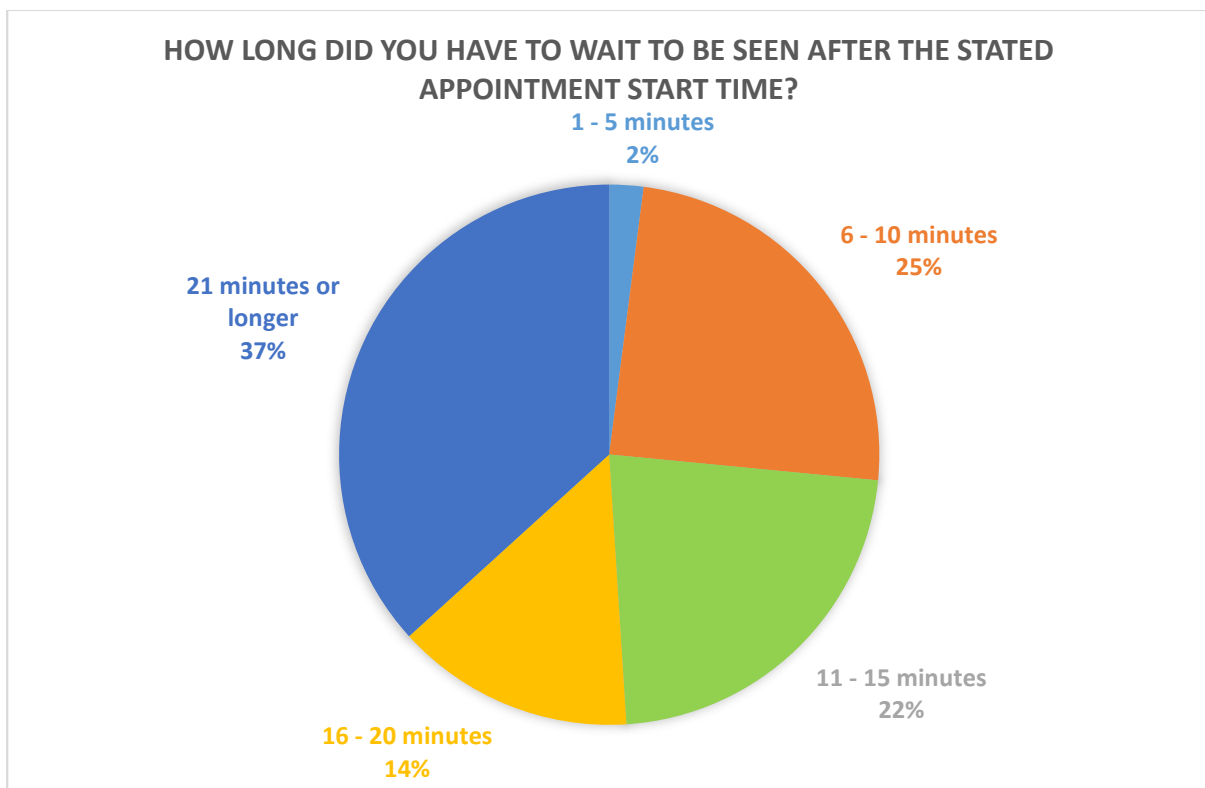
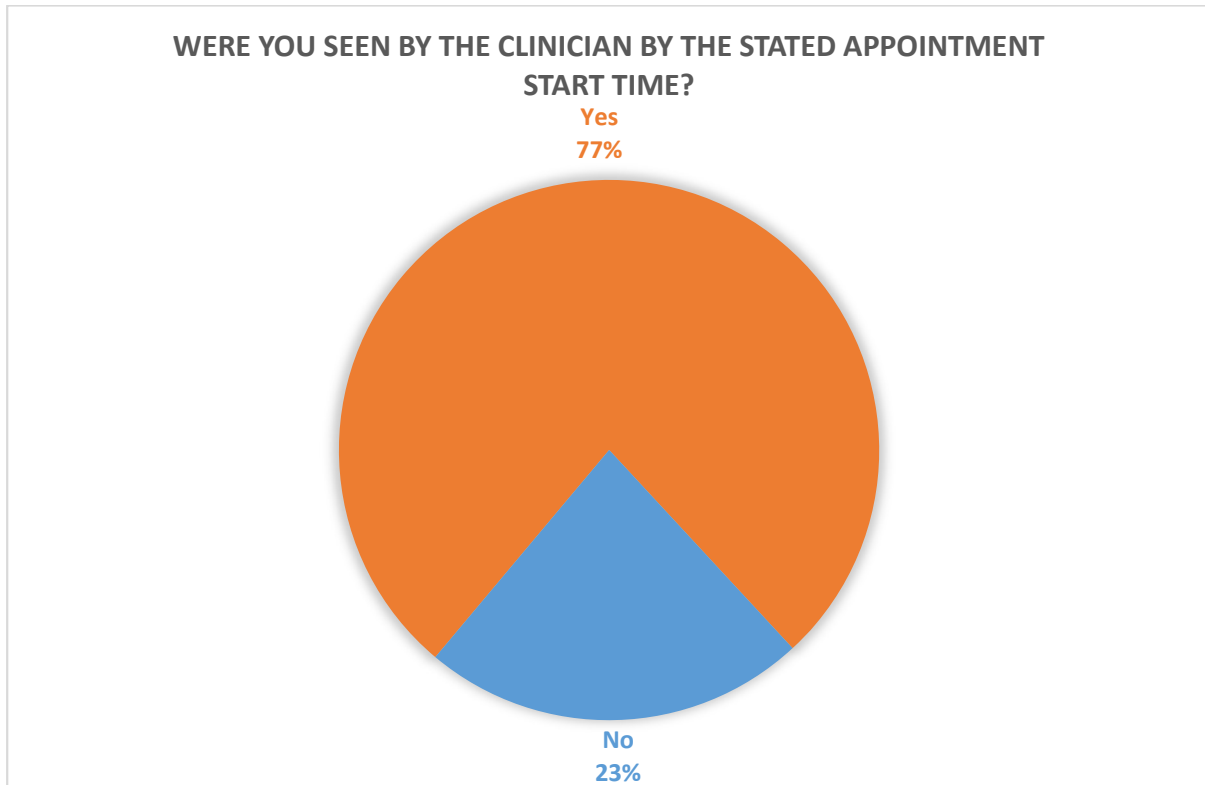


56% of the total face to face appointments were with a GP and 23% with an Advance Nurse Practitioner (ANP). 17% saw a Nurse or a HCA and 0% of patients stated they were seen by a Physicians Associate or a Clinical Pharmacist (PA).

### WHO WAS YOUR APPOINTMENT WITH?

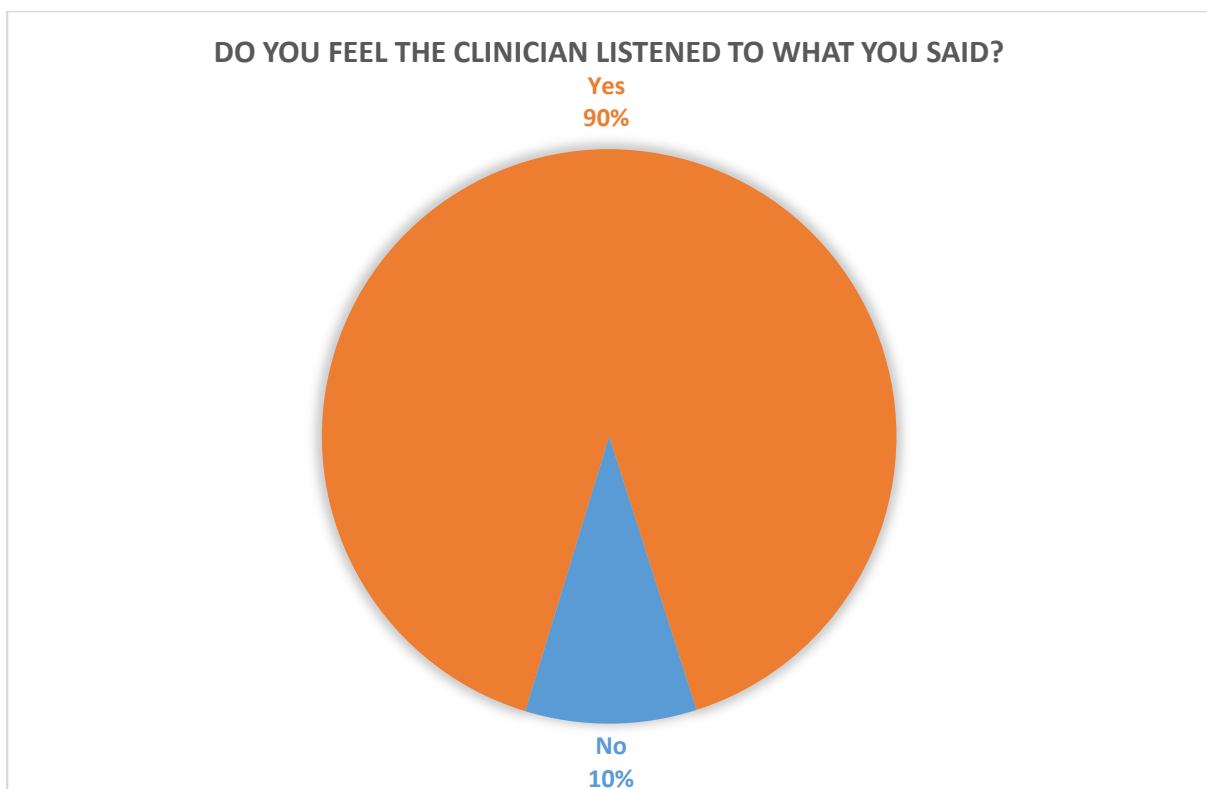
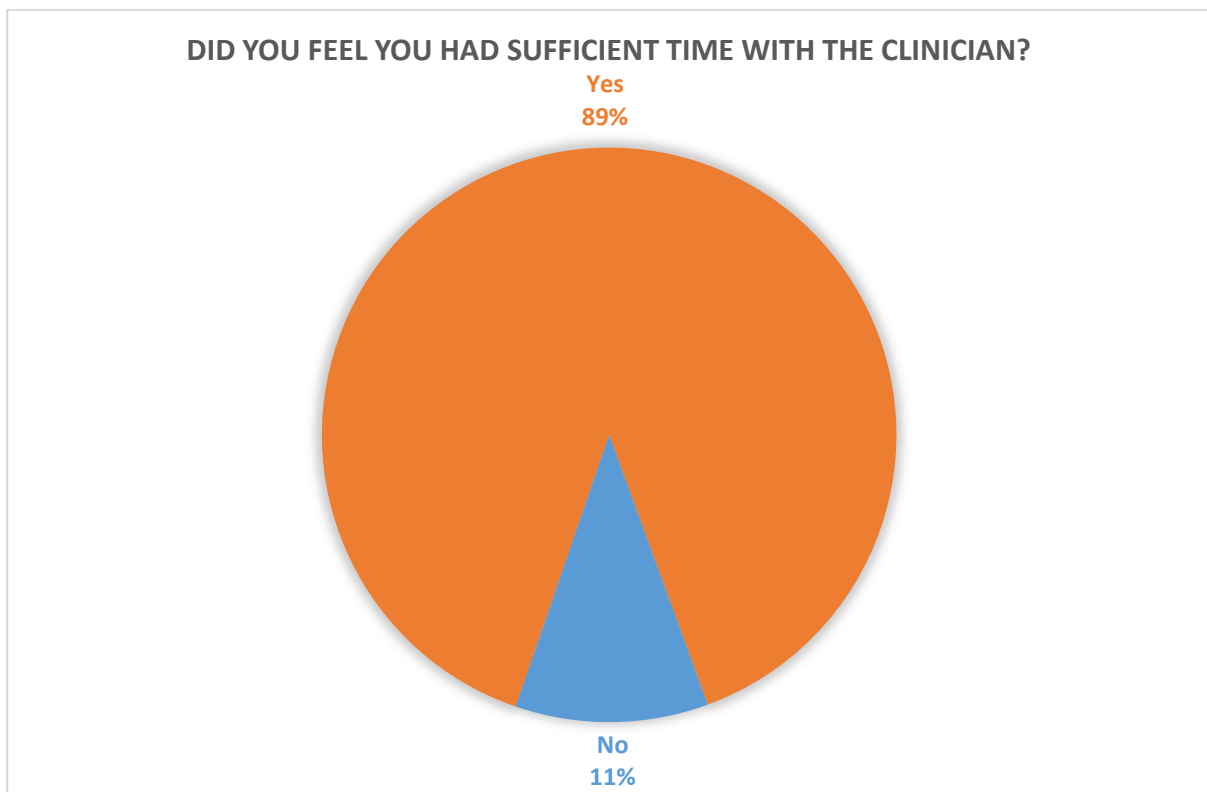


Compared to the stated appointment time, 77% of patients reported they were seen on time, with 49% of patients whose consultation was delayed stating they were seen within 15 minutes of the stated appointment start time.

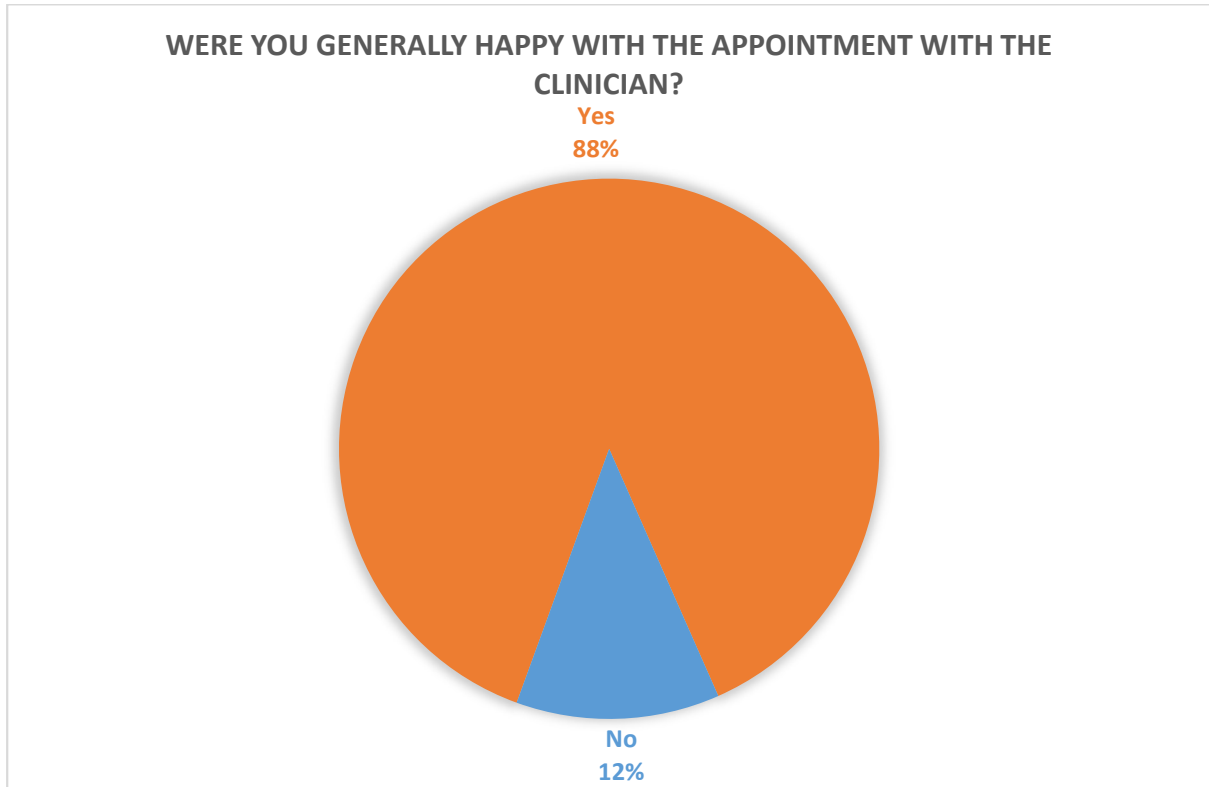


Delays can occur for a number of reasons, such as a clinical emergency, a prior consultation taking longer than the allotted appointment time, a patient running late delaying the start of their consultation and other unforeseen reasons. Where we are aware of a clinician running longer than 15 minutes late our reception team endeavour to alert patients on arrival.

89% of patients felt they had sufficient time with the clinician during their appointment, with 90% stating they felt listened to during the consultation.



Overall 88% of patients stated they were happy following their consultation.

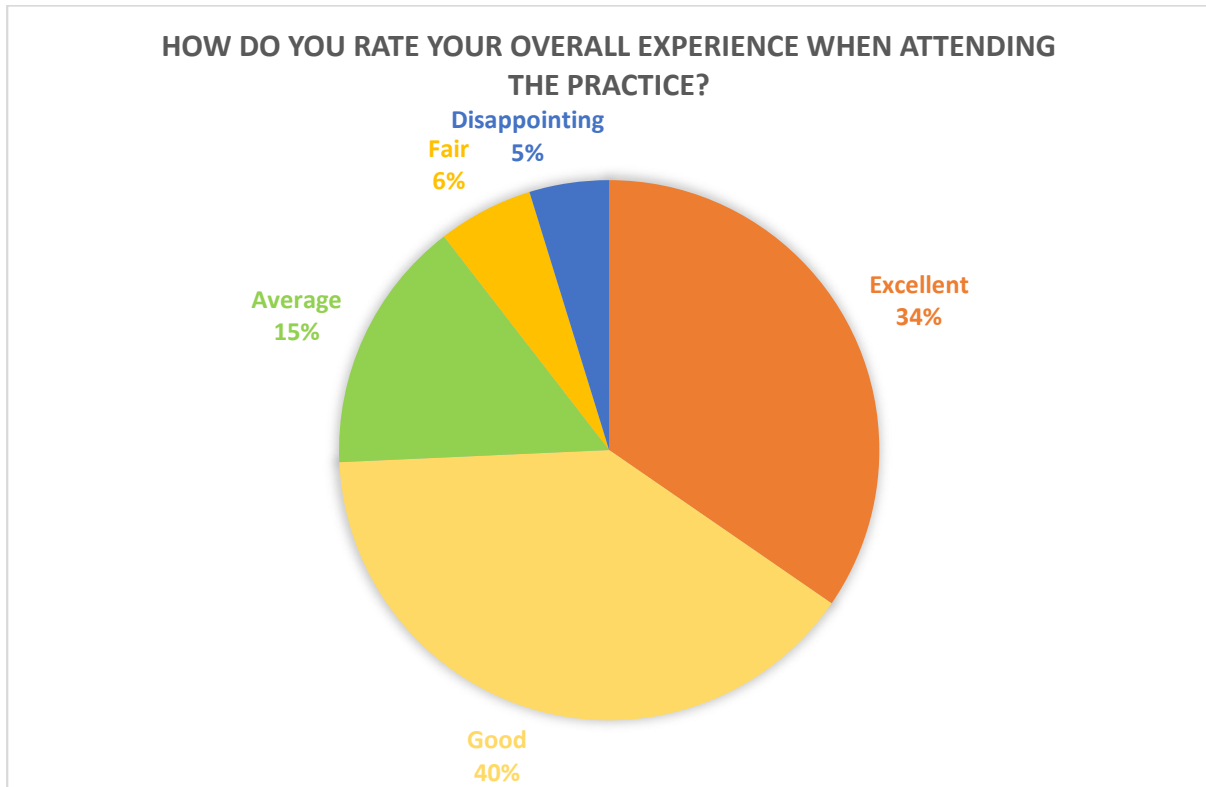


Patients were also asked for any comments they wished to make regarding their most recent consultation, these included:

- "All staff was very polite and helpful"
- "Sometimes you require advice and I did this time and it was answered"
- "Disregarded weight problems just weighed and told to exercise not really helpful"
- "The Doctor I spoke with knew me, understood my problem and was able to solve my problem instantly"
- "It is sometimes difficult to be free all morning or afternoon waiting for a call back"
- "Felt I was given time to explain how I felt and was listened to. Thank you"
- "The telephone call was efficient & the clinician seemed to listen & suggest a very reasonable/logical solution, which is not always the case with women's health :)"

## Other Feedback

Patients were asked to rate their overall experience when attending the practice with 89% stating it was “Excellent” to “Average”

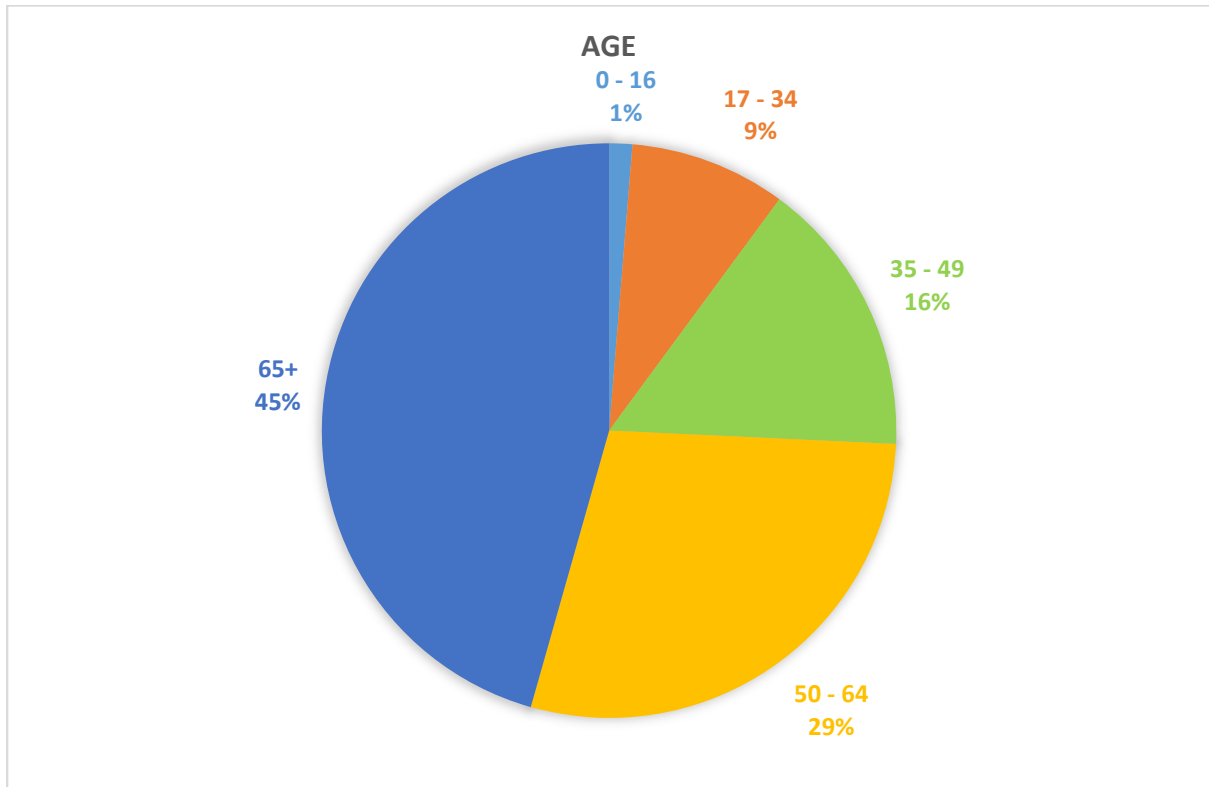


Comments received included:

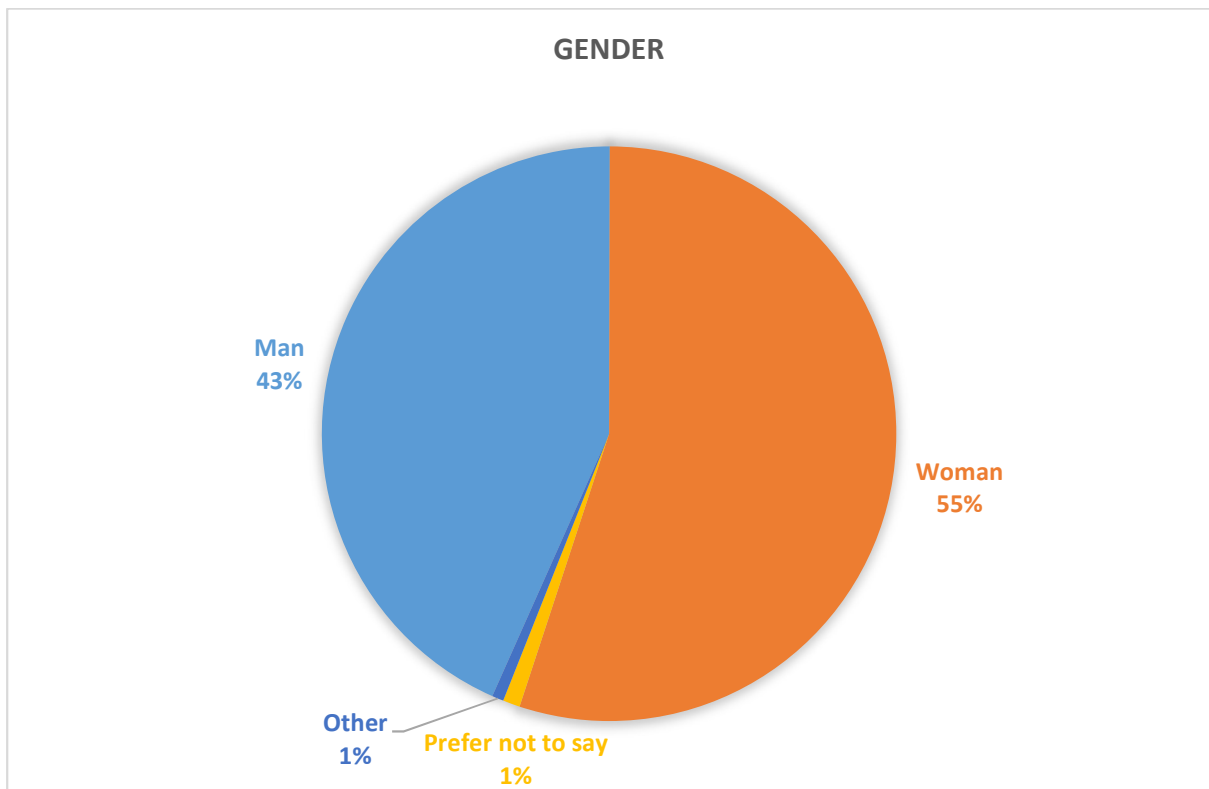
- “Happy with my Drs and Staff”
- “asked to see a doctor but was offered Sharon - she was really helpful and would be happy to see again”
- “It can always be better”
- “Would have liked a bit more time with the doctor”
- “I have never had a bad experience, all staff are caring in my experience”
- “It’s a shame I never see the same clinician twice. I miss the days of having a family doctor who knew us and our medical history.”
- “Very happy with the service”

### About the responders

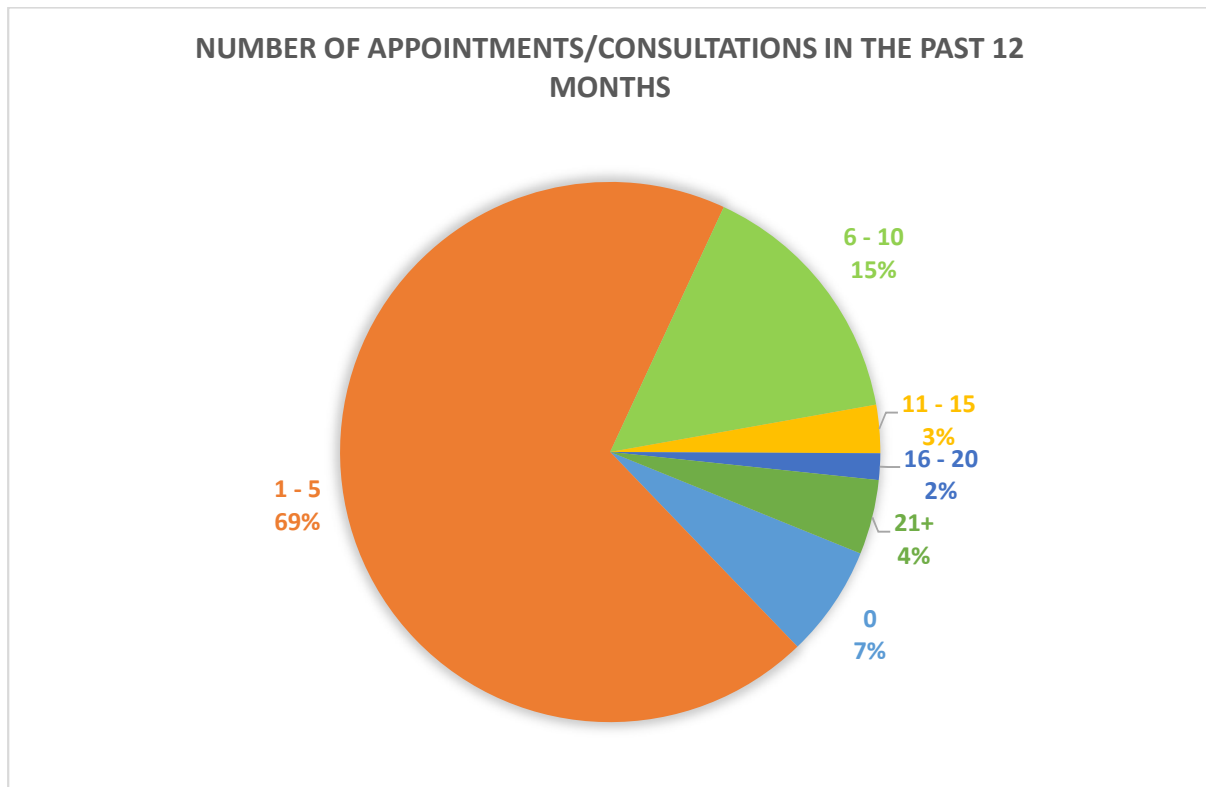
45% of patients who completed the questionnaire were in the 65years + age group, with 1% of responders being 16 or under.



43% of responders stated their gender as Man, 55% as Woman, 1% stated their gender as Other and 1% preferred not to say.



Of those who completed the questionnaire, 7% of responders have not had an appointment in the past 12 months, 69% had 1 – 5 appointments in the past 12 months and 4% stating they had 21 or more appointments in the past 12 months.





## What we have learnt

### Our patients

- feel that they are not able to pre-book appointments
  - feel that face to face appointments with a GP should be an option
  - feel that more appointments should be made available to book via online services
  - feel that more appointments should be available overall
  - feel that continuity in care provider (seeing the same doctor/ANP/etc) should be available
  - feel that waiting times on the phones could be less
  - feel the clinician they speak to listen to what is being said
  - feel that service provided by the staff overall is excellent
  - feel that their experience with the practice overall is good
  - are weary of using the call back option when phoning the practice
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## The Future

As a practice we monitor the availability of appointments and try to offer a number of specialist staff who can help and offer advice which may not be a traditional “doctor’s appointment”; clinical pharmacists able who are able to offer advice with prescribed medications and conduct medication reviews, Advanced Nurse Practitioners and Physicians Associates who offer “on the day” appointments for minor illnesses, Social Prescribers who can offer help and support for social issues and offer signposting to local support groups and charities amongst other additional roles which may not be the “traditional family GP” but offer a high quality service of care. We also utilise care navigation to help patients receive appropriate care for their needs which may involve referring patients to a local pharmacy, a walk in clinic, an online service, NHS 111, Accident & Emergency or NHS 999

As part of the future, patients will continue to be directed to these alternate services when appropriate or asked to submit their query via an online service or to “self-refer” to a community based service.

At the time of writing, a recruitment drive is ongoing to add more staff to the practice team.

As an Albany House Patient you may wish to become a member of our patient participation group, which meets one every three months to discuss a variety of subjects and to reflect the views of our patients. For more details please email AHMCPPG@gmail.com (please note this email address is not monitored by the practice and is maintained by the current PPG chairperson), visit <https://www.albanyhousemedicalcentre.co.uk/practice-information/patient-participation-group/> or speak to reception.

## Patient Comments

All the comments received as part of our patient survey are published below with no edits or changes and no submissions have been omitted, unless they contained personal details or unsuitable language.

### Comments re: why call back option was not used

Because before they've not rung back

It didn't work when I used it previously

Didn't know it was a thing

Used it before never ever get a call back

Took long time ...

Have used it before and nobody phoned me back, pressed one and it went dead and not able to give my number to let anyone ring me back.

Sometime does not work

Because we loose our place in the queue and are not called back

Used it once before and it took hours so not convinced it's accurate

I did try once but it didn't work. Never tried again as didn't want to hang out.

Never got a call back

I have used this service before and didn't get the call back till 4pm

I had time to wait

It wasn't offered to me, so could t use it

Was happy to hold on the line

Rather wait

Don't know

I think I had already been on hold quite a while when the automatic message explained the option so I just held on

Wanted to know where in the queue I was.

The last time I did use it I had a call back and when I answered it the phone went dead so by the time I had to go through ringing again all the appointments had gone !

No problem to be a patient patient.

Not given an option

Just didn't

I dint know

I decided to just hold

This option does not work all the time, would rather wait .

Because I have used ring back before and was never called back. not at this surgery tho.

I didn't want to use the call back option as I was going out and didn't want to miss the call

Because I had to go out and didn't have access to my house phone

It was important

Doing another job so had it on loud speaker

Sometimes do

Wanted an answer quickly

I don't like to

Was on a break from work

I don t trust

Incase I missed my position in the que

I was just happy to wait I do feel your all doing a very good job under these trying times.

Don't trust it

The auto voice said I was 10th in the line.

I have done in the past only to be told that I have call again because it's fully booked for that morning. It was rather disappointing.

I didn't wanna miss the call

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## Comments re: Are there any changes or additional services you would like?

More appointments

Able to book b12 and depo online. Have a phlebotomist back for those on DMARDS

Make ordering repeat prescription easier

Not easy to make a appointments

Improved telephony system, routine appointment availability and more emergency ones also

I would like to be assured that I could see a doctor when I felt that I needed to.

Assess to my records & more cohesion with the hospital that's dealing with my diagnosis.

I feel totally disconnected from the practice and the GPs. There are a couple of ailments I would like advice on but can't get to speak to anyone who seems willing to help. There are a number of efficient online booking systems available and I would highly recommend the practice research this as it would be a massive benefit.

You should be able to make an appointment with a doctor even if you have to wait a a week to see them

Easier appointment booking..

Restore online booking system as the telephone system just isn't working as well as it should/could. To save some appointments to send basic questions to a doctor or nurse would also help people who don't actually need an appointment and also from a personal point of view the same goes for some of my personal medication that you have to speak or physically see or speak to a doctor. All of these things would relieve the system so much in my opinion. Must say thank you to all staff for doing a wonderful job in trying times.

You can even book with a doctor you phone up in the morning and it say the que is full, phone later but when you do you can't even book with a doctor the NHS web site is useless what's the point! The only one doctor I get one with is the doctor with the Star Wars office he is the only doctor I get on with

The main problem is booking appointments over the phone. There seems to be insufficient resources to meet demand. I'm lucky to not need too many consultations but when I do need to see a doctor I have to visit the surgery and discuss my needs with the excellent reception staff. Since my referral earlier this year, no report has appeared on my record and no follow up phone call.

Blood testing

More appointments available. More receptionists to take calls

The ring back service needs to work. More people need to answer phones to keep queues down People should be asked to wear masks signs on walls are ignored. Isebrook. Kettering and nene park do it smoking at bottom of ramp needs to be stopped you have no choice but to walk by them . Parking is awful especially for blue badge and all are full. Not sure how you could improve this one though

Easier to get appointments without 30minute + wait on phone

Face to face appointments.

More staff to answer phones - have to use call back option every time. Facility to pre book appointments online.

Pick up the cal quickly

More out of hour care available.

Could be better access to see a doctor and not to have to ring as a emergency and if you do get to book you have to wait weeks

A separate option for queries and appointments that are not urgent , you can queue for 30 mins with just a query and holding somebody up with an emergency.

Easier to get a appointment and Face to Face consultation

I know you are under great pressure, but I do feel that people like myself who have complicated and multiple medical problems, should be able to see the same Doctor as often as possible. Most of the consultation tends to be taken up correcting the Doctor/Nurse, because they are unaware of added complications. That is not their fault.

To be able to see a gp easier. Never any appointments left after you've waited in the call queue.

To be able to book an appointment for a specific date not run the lottery of ring n the morning and hope

It would be nice if we could have more face to face with doctors. And we need it to be easier to make appointments on the telephone

Blood tests back at Albany House for elderly who have no transport.

More doctors more appointments and to much red tape

The ability to book non same day appointment which will not block urgent needs for routine advice/ treatment

It's ridiculous that you can't pre-book routine appointments. Same day appointments should be for emergencies.

Please go back to booking appointments on the website. Trying to book on the 'phone can entail call waiting for over an hour

Time spent on the phone for appointment

Different booking system. Impossible to get an appointment.

Would like to have time (over the phone would be fine) to discuss some of the potential health that appear to be cropping up as I am getting older This would/could help me and others be pointed in the right direction to a solution.

When I have the same thing / illness would like to see the same doctor

Online booking of appointments. Non urgent appointments to be pre booked

Easier way to book a appointment

It is so difficult to get a face to face appointment. By the time you get through all appointments have gone.

When you work full time it is extremely difficult to call first thing in the morning and afternoon to get appointment. Is there anything that can be done to help people in this position please?

Would like more appointments available with surgery drs not locuum. And better telephone system

Seeing the same Dr, less invasive questions from reception staff and some more compassion towards their patients. Reception can be very dismissive, understandably under pressure, however patients wellbeing is paramount. This is not always the case and you are often treated as a burden. Dr's themselves are good, some better than others but overall no concerns.

Online appointments

Would like more face to face appointment with doctor if possible ?

A better appointment booking system. The one at present is so poor it puts you off trying to book an appointment even if should. Would be great to see the same doctor consistently. Having blood tests done on site again!!

Time wait on phone for appointment

Waiting usually about 40mins to speak with someone. That is quite long time.

I believe that the present appointment very inadequate . Feels like a lottery. Pot luck.

On line booking of appointments and being able to book for a date other than "same day"

To be able to make appointments a bit easier especially when no good with computers ect also ordering prescriptions other than by computer

The cost of phoning is extortionate - £10 on average.

Text messaging

More appointment times and a good Service.

Options on phone for asthma nurses

You need to do something about your phone lines - booking an appointment takes wayyy too long and if you call 8.31am for example all the appointments are gone by the time you are spoken to. I have been prescribed antibio for my legs without doctor seeing my legs or requesting for photos and I have been seen by a nurse who had no idea why so was there - even though it would have been on my notes on the system - and the check up she did was far from thorough. How are you avoiding repeat visits if you do not diagnose problems properly or follow up if diagnosis is inconclusive?

You're difficult to get to a doctor the telephone system is in inadequate ie you ring at 8 30 to find your in a queue so why the long queue

Appointments next day following emergency treatment by paramedics with out having to visit Albany House to make it

Trying to get a appointment to see a regular doctor you see different person each time

A better phone system fir booking appointments would be greatly appreciated. I have given up on trying in the past as it a waste of time. It's far easier to just walk in and book.

Not a single phone call from practice in regards to my health and wellbeing.

Walk in for appointments

I feel that there should be more accessible appointments especially for patients with long term disabilities/illnesses. More Nurses to be able to do a health/weightless program and also diabetes.

The oppportunity to book advanced telephone appointments- particularly for repeat prescriptions reviews (HRT) I know when I need more medication and don't like having to take an emergency appointment on the day I ring to organise my review. I particularly find telephone appointments very helpful - although sometimes it's difficult to be a si le all morning or all afternoon when someone needs to call me back - rather than having a specific time to be available

I'd like to be able to book an appointment

Ease of making an appointment

Getting an appointment should be a lot easier, the scramble in the mornings when you're open to get an appointment is not a good system, it really is pot luck. Fortunately the last time I used yourselves the doctor I was in contact with was very helpful over the phone

It would be great to be able to actually get an appointment with a doctor also blood tests and holiday jabs like you used to be able to get,

To be listened to and feel like I have some chance of help

Trying to book an appointment is very difficult. Is there a way to improve the booking system

Making appointments more easier to make like turn up and wait a few hours to been seen instead of making a phone call at 08.00 in the morning and hoping you get a appointment

Better telephone system/service

More pre bookable

Live 5 miles from practice.Over 80 years. Can never get through on telephone 8.30. ie. no 34 in queue. To get appointment have to drive into Wellingborough at 7.15 to wait outside. Not good enough for elderly patients.

It's ridiculous patients are unable to book appointments ahead. Even when your GP asks you to come back to see them in 7/14/28 days yet you can't book until the day(

Ear syringing

To be able to get an appointment with ur preferred GP and soon rather then a long long long wait.

I was expecting doctor but nurse saw me over there

To be able to see ur GP and get an appointment when needed.

Takes so long to get through to reception when rin

To much time spent on phone making appointments,needs addressing

Blood tests

To be able to book appointments on line again, as a lot of people just go down and get appointments but people who are not well enough to go down and wait miss out.

Be more careful to booking appointment with nurse. I was waiting 3 weeks to see diabetic nurse in the end I was booked to asthma nurse by mistake and I have to wait again to see my nurse

I have always managed to get an appointment but when you have spent over 30mins waiting only to be told nothing available ring back later it's a bit disappointing. Not sure what you can do but it would help if more appointments where available

I phoned 111 for help, nobody rang. Bring back online booking, phone system for one plus hours is a joke. Face to face bring back. Some reception staff wonderful, not all. I've growths that not been SEEN. It's endless battle. I am on oxygen 1pm... but 831 all are gone. Please bring back online face to face. Reception staff are not mental health experts..... I worked for Mind. They need training. I feel invisible and worthless.. nobody wants to help persay. Dr Annamalai, A, K, are great, locums not so. I beg you, future online appts. Soul destroying being on hold twice a day. Other surgeries you can prebook. I've issues I don't wanna talk to triage about, thanks

I would like more face to face appointments

Ability to book a doctor appointment online as well as just a nurse appointment

More appointments for workers

I have been offered an appointment with a nurse practitioner the last twice I have had an appointment. If what seems to be a recurring problem persists I would like to think I could see a doctor. I am doubtful this will be easily available. Hopefully I'm wrong.

Mental health nurse

I just think that it is preferable to have face to face. Interaction with your doctor. I think they gain more from you on this type of appointment.

Ability to book an appointment in advance for minor problems would be a great help.

Online bookings should be allowed again. Online chat or a text service could help mental health appointments not being cancelled all the time.

Online booking advanced appointments and being able to request telephone call backs online.

I think that doing a blood test would be more beneficial than having to wait a fortnight to get an appointment, one could be dead before anything is diagnosed.

Proper face to face appointments instead of these waste of time phone appointments and to be able to actually get an appointment instead of being over 40 in a que every time to be told no appointments left call back to experience the same day after day

More support for patients aged 65+ with mental health issues. The mental health nurse only sees patients under age 65. Also, many more appt slots to book in advance.

Help with referrals for treatment

More GP contact

More GP contact

Phoned at 8.30 by 8.36 all appointments were gone

When booking an appointment on phone it's something very difficult to get through and phone call booking are always busy or no appointments.

I need a doctor with qualifications

Mental health Nurse

A review of your medication should be seeing a practitioner at the medical centre and not by phone. We are told by our government that this should be a usual check up by our doctors after moving in from Covid and not still using it as an excuse not to see patients.

When you ring for an appointment you wait at number whatever and when you do get through they say that all the appointments are took for today yet if you go to reception you sometime can get an appointment I wish somehow they could work together



Future appointments no need to q

Proper appointments and if you have a preference you should be able to see which doctor you choose

To be able to make an appointment by being able to book one in advance instead of on the day .

The government told doctor surgeries to get back to normal months ago! Yet here we are struggling to get an appointment to see a doctor. Albany house is a joke really.

More appointments need to be available.

Easier to get appointments by telephone

The appointment to be taken even if you don't have a place in that day for next day because the time that we spend on phone is too long

To have the opportunity to book a double appointment because sometimes people have two things wrong with them. I'm quite sure you used to be able to ask for double appointment pre Covid but not 100% sure

You should be able to pre-book non-urgent appointments

Meeting with practice manager as keep being refused by reception

It would be good to be able to book appointments online

Make it easier to get to actually see a doctor.

It's very hard to get appointments in the morning

Not very satisfied with your doctors, I felt they are not listening.

Making appointments to see the doctor

More appointments should be made available. Advance appointments be made available

The option to make appointments by text or email, especially when same day appointment is not necessary.

Ability to get appointment by telephone, whenever I call all appointments gone. I am 84 and live 5 miles away in Earls Barton

The GP should allow the patient to present more than one of his or her troubles and not only one as usually the GP would restrict and wish not to hear. Is it not logical and helpful for GP to perhaps diagnose correctly the problem or problems. Therefore letting the client's speak over the limited time of 3-8 minutes could save the NHS many problems including financial needs. Logically, if my health diagnosis has been solved I might not need to see the GP so often. The GP usually would say let us deal with one issue first and book another appointment again. Perhaps NHS should consider to change the time limit of consultation with our family GP, Surprisingly, I do not know who is my family GP as I am seeing different GPs every time I book appointments. It would be so wonderful to talk to your own GP who knows me and my History without re-reading it. In general UK NHS possible is the best in the world or would be if it improves the familiarity between the clients.  
regenera

Would be nice to have a longer appointment available to discuss more than one problem

The doctor couldn't be more welcoming and less cold I felt a bit awkward

Made easier to book an appointment by phone.

I do find it frustrating trying to contact reception by phone. I am still able to come in to book an appointment but at 87 years old now that may cease to be an option. When I received an email asking me to make an appointment in March I was surprised that I couldn't get a future appointment without contacting reception on the day.

I would like to be able to make a future appointment for oversight of long-standing medical problem with the same Doctor, to ensure continuity of treatment.

Better and quicker telephone response times

I would like to have quicker access to rehabilitation and specialist docs.

More on the phones and have more for home visit and also perhaps more on triage may help.

I wanted appointment due to severe cramping in toes and feet at night leg thigh pain and inability to walk far without stopping. And growth on side of my small toe. Total treatment and advice .A ponge to put in between my toe. Drink water, see a pediatrist..sponge does nothing to ease pain. Spoke to staff at front counter for advice on what I should do. Your two male staff on front counter are excellent . Very helpful and worth their weight in gold. I then went to Isebrook hospital without appointment and spoke to brilliant staff there. I filled in a form in which I outlined my problems and and now have an appointment with a podiatrist critical foot care. Not sure what to do about other problems I have but the plaster did nothing for me. Would appreciate your advice on walking problems shoulder pain leg pain thigh pain. Any advice is welcome. The following day the clinical pharmacist called me to discuss my medication review. I outlined what happened at my Dr visit and he recommended I return with a for another appointment. And do not accept what happened in previous one.

in any chest infection cases make spit tests a must before any antibiotics prescribed

Ehlers-danlos specialist services/training for staff

Just easier to get an appointment

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## Comments re: your most recent appointment

All staff was very polite and helpful

Booked online it didn't say it was f2f so dr had to ring me then see me in his lunch hour so systmonline app isn't clear

I found my previous appointment . Doctor was rude

Because it was telephone appointment regarding HRT there was no offer of a face to face health check... prevention is better than cure!

Appointment was just for a B12 injection, so was straight forward.

When ever I come to make an appointment I always have to see a nurse. If you want to see one it's by phone which is not good enough.

Having taken time off work & having a meeting I was late so had to make excuses

Feel like they always palm me off with antibiotics and no solution

Diagnosis was wrong every time I mentioned what it could be they agreed but gave no thoughts of their own it felt a waste of time

Sometimes you require advice and I did this time and it was answered

I was very pleased with the clinician

When the Doctor did a referral for me, the letter consisted of a few lines with no mention of the many medications I am on, or my medical history.

I feel that general health checks are not being done. I've had medication given and no after check up. Been given antibiotics over the phone which would never happen before. I just feel things are going to be missed without people physically seeing a doctor. I know a lot of people don't even bother to call now as they feel it's a waste of time because you can never get in.

To be provided with better information as to whom can be contacted at the surgery so as not to use up GP's time if not required

We saw Dr. CULLEN and he listened to all we said and was amazing.

Must do better 👉

As in Q1 I have not had a recent appointment

Disregarded weight problems just weighed and told to exercise not really helpful

You have always been accommodating when we've needed to be seen due to very bad breathing

There was a confusion about whether it was going ahead or not which meant I had to leave a virtual work meeting.

Train more staff

Still in pain medication not suitable Just putting up with it.

Doctor said if these antibiotics don't work we will look at ( I think he said ) have them hoovered out. But next time different doctor different antibiotics

Dr Cullen was amazing. Really listened and gave great advice and support.

My medication review was handled very professionally.

I have in the past 4 years had very few occasions when I have needed a doctor but have found it hard to get an appointment by phone due to the fact it is always engaged and when free all appointments for that day are taken.

Need more time with dr and not be for one issue should have time to discuss other problems time was taken to listen to what I was saying, advice was helpful and explained in a caring way

Appointment was fine but there was no follow up!!

Not sure what you want

Anp Amanda Kerr was the lady i was appointed to. She was really great and professional. Sorted me out really quick too.

I was very surprised that the doctor gave me the time to expressed myself. I felt the doctor showed empathy .

As question I haven't had an appointment in the last month just routine blood test

I was called in almost immediately

Why do the receptionist Get frustrated ?

The Doctor I spoke with knew me, understood my problem and was able to solve my problem instantly

When tried to ring for appointment at 0830 you are way down the list although you ring at 0830

More face to face appointments should be offered, there are certain things that cannot be discussed over the phone

As I mentioned in my previous message - it is sometimes difficult to be free all morning or afternoon waiting for a call back

I was very pleased with the telephone call for my wellbeing update.

Unhelpful

Very little point in going to this practice, been very ill for years and have a terrible life. Disconnect

I felt the clinician listened and supported me. He was very knowledgeable and provided clear advice, as well as explaining any adverse medication symptoms to be aware of.

Doctor listened, offered some helpful advice whilst I wait for my referral.

None

Dr. Kreminski was excellent, he listened, he understands my husbands recent health problems and has referred him promptly for further investigation. We have nothing but thanks for the treatment received from him.

All went very well, wonderful copd/asthma nurse and arranged my pneumonia jab as well, Thankyou all Very Much

Good

As mentioned previously.

As mentioned previously

Doctor was really polite, friendly and helpful

Very happy with the whole experience

Everyone is so happy and smiling always so Polite and helpful

I didn't have an appointment. It was online request for fit note. So I'm assuming that Dr reviewed my case from consultant letters

Excellent Service. Nurses are all very knowledgeable- extremely happy with all the treatment.

Yes

Happy to get a call to confirm results

N/a

I ONLY got the call back as 111 failed to log my call or AH didn't ring me previous Friday

None

The gentleman at the reception very kind and helpful, as well as the doctor

Doctor said that I need surgery on my hip. I would like to be kept updated when applicable.

I'm satisfied with the services

Linda Diabetic Nurse Was very useful

Very happy with the call, the dr had the time to listen to me. Also he gave me options concerning the medication and will be following up results.

Already commented above

My appointment was very valuable to me and the Doctor I saw was very very patient with me. How he didn't roll his eyes at me I will never know. I came out feeling very positive

Had minor surgery. Awaiting another appointment date

Sharon was great. Really listened to me, organised some tests and sorted my referral

I feel that due to the condition i have i should be closely monitored

Felt I was given time to explain how I felt and was listened to. Thankyou

He was very understanding and listened and prescribed the medication

Excellent service from a very caring doctor- thankyou

When seeing a doctor it is often a different Doctor each time

No

The doctor on the end of the phone was bloody rude as i suffer with cronic knee pain as i'm waiting for a full knee replacment! I asked him for some ms morphien tablets as i have been given them in the past to help me get some sleep, he made me feel like a junkie if you want the honest truth.

She had to find an alternative jab to shingles for me as I'm immune suppressed

I couldn't fault the service I got from the surgery.

Dr olekunde is an amazing doctor and so kind and helpful and listened to all my concerns with my daughter. The receptionists are so polite and kind, I truly feel it is the best doctors in Wellingborough

Very professional

Today,tuesday they said that I have to receive the response for the analyse,but I don t receive nothing

Albany House staff always give 100% whether reception, clerical, nurses or doctors

I think I have put my answer to this question in question 5

The telephone call was efficient & the clinician seemed to listen & suggest a very reasonable/logical solution, which is not always the case with women's health :)

Very pleased with whole process

Very good,helpful advice

No complaints at all staff very good

In my case I had appointments with both, doctors& nurses.The questions do not cover complex situations but a unique appointment.As I received care from different hospitals , from different counties I received too late an antibiotic. The focus was on cancer and not an infection.

Service was fine for me.

Access to a doctor is being limited. I do not understand how a dr can make a diagnosis by telephone.

It is most important to see doctor face to face. Dr. Kreminski has been exceptional and has made all necessary referrals for me.

The doctor was excellent, he listened to all my problems and ordered tests for me

I did write my comments in the above section but it looks to be rejected. Previously I stated that GP should listen to all the health problems of the patients and not only one item. I would love to see my own GP whom I know he knows my history rather always someone knew. I do not know who is my GP?

The nurse was professional and welcoming

All was good thank you

The seats could be faced less awkwardly and the tv could be on

I didn't have appointment, my doctor send me check my stitches. I was quick and professional. Thank you so much

The appointment was very thorough Doctor was very professional

It was ok

Dr. Alia was most helpful and sorted an ECG out for me immediately.

The telephone conversation was with the Doctor who had seen me previously and was able to recall significant detail.

The service from my diabetes nurse is excellent. I share the concerns of other about getting a gp appointment. Getting a prescription review took far too long

I really need an appointment with a Dr about my issues . But am unsure what to do after this last appointment.

Doctor was kind and cautious very understanding!5 stars

Appointment felt rushed and although no treat was required there was no other advice to treat symptoms

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## Comments re: any other feedback

Very happy with the service

Can hardly ever get an appt since covid so family and I are just leaning things and not getting them seen to

Receptionist is under pressure with the system you have going. We have been with this surgery for years and never has it been like this.

It's a shame I never see the same clinician twice. I miss the days of having a family doctor who knew us and our medical history.

Need to be more rapid pick the phone takes half hour at least to make bookings

The practice appears to be going downhill since Dr Coulston left Doctors I have seen in last mo th have wrongly diagnosed me and I had to go private to get an mri which has brought up a diagnosis which is life changing . Had I kept going to the practise I would have still gu

Still waiting for a cardiology referral

When in the queue some people can make appointments on line (SMS). Is it not possible for people to be able to book in advance like before. I have on 2 occasions been cut off when it said you are next in the queue after waiting 30 mins.

It seems the only way to get a appointment is to go in half a hour before 1pm

Trying to get an appointment is very difficult. The Healthcare workers do their best, and the Nurses are always very pleasant and helpful, but they just do not have the time to be thorough, and can easily miss things.

Very accommodating

Very rarely can you get to see a doctor! And if phone call should be on zoom or FaceTime many surgeries are doing this you are very behind

More room for improvement

What I'm told will happen if i don't get better happens

Receptionist are always helpful and pleasent

I have never had a bad experience, all staff are caring in my experience

None

Some clinicians trying to finish appointment as soon as they can. Word "Ignored" may be too strong but sometimes I do feel like that by some clinicians.

I believe that it would save much time for the surgery, if the patient could explain related symptoms. This would prevent repeated appointment both for both patients and the surgery.

Would have liked a bit more time with the doctor

Apart from difficulty getting an appointment no problems

Make the phone Service for good for patience.

I'm a wheelchair user and reaching to sign in is difficult

With the opening of the Wollaston Branch we now have a service close to as good as it was pre Covid.

I would like to bypass the receptionist when marking an appointment

RE; first comments, phone appointments.

I would be very concerned should I be poorly and urgently need to see a doctor that I would struggle to get an appointment the same day - sometimes I call in the morning and there are no appointments available so are asked to call back at 2 rather than being given an spoon on the afternoon - I very rarely use the doctor and when I do call I really need help as I am poorly.

Reception staff are very helpful and understanding . I find all doctors and nurses are very polite and understanding

It has become impossible to book an appointment. Not everyone needs an emergency.

Appointments are never on time, probably due to pre allotted times per patient are too short? Not enough doctors on duty

Lost all hope of ever getting well a long long time ago. It's all over now, system is broken and so am I. Hopeless.

All staff are friendly and supportive. I am happy with the service. It is sometimes stressful waiting in a telephone queue when not feeling well, however I understand this is due to the high number of calls and I can use alternative options when for booking an appointment such as visiting the surgery in person or using the nhs app.

All staff are lovely and go out of their way to help

Procedure with Dr Ali, explained everything very kind and considerate

None

Only recently have required more appointments and the biggest problem is not being able to do this by telephone, when I get through none available. At 80 & 84 yrs. we should not have to drive from Earls Barton at 7.30am and stand outside in the cold.

Thank you all Again.

Good

As mentioned previously

The booking appointment system is failing it took 3 weeks to get the appointment and I had to take a day off to get into reception and wait at 1 for possible appointment

As mentioned previously

Phoncall to book appointment was frustrating. Had been on hold for 30 mins to then get through and be told that they couldn't hear me. Felt they were a bit patronising. I expect delays etc so not overly bothered by that.

Always been extremely helpful even when busy

Just hard to get an appointment

Website is a very poor and overcomplicated design. My profession is E-commerce and I'm sorry to say this site could have been constructed better by a 13 year old

Last few times I have been in I have witnessed angry patients demanding to see someone in authority, this is somewhat intimidating also the amount of unruly children running around shouting and screaming is really not good.

Still need to sort appointment system as not helpful

It can always be better

N/a

On oxygen 2 hrs p.m. I can't phone at 1pm, being back online future dates. I've major health issues that are unaddressed, sometimes you need a Dr, not a chemist.

None

Keep it up

Very confusing as to how to book Medication reviews and blood tests

Very helpful

More online appointments

Was relieved to get a same day appointment as had a bacterial chest infection and was quite unwell and in need of antibiotics so most grateful getting seen

It's nice to see a doctor in an emergency but it is not helpful to see a different doctor each visit

Excellent service at reception and appointment.

asked to see a doctor but was offered Sharon - she was really helpful and would be happy to see again

Speaking to the afternoon receptionist a nightmare - always feels like she is shouting down the phone at me

The TV screen in the Treatment Area was switched off when I attended at about 8:40am. Patients waiting should still be offered service and health information via the TV system.



Well done keep it up. All people are not same.

I believe that there are people who should not use the title of dr because they can hurt someone  
N/A

Get the surgery back to walk in appointments ASAP

I have been to the surgery 4 times in about 6 weeks and I was able to get an appointment for that day. The receptionists were brilliant and helpful. I couldn't fault the service. The clinician was excellent. He gave me a full check over and understood my problem.

Albany House are always helpful and polite with just appointments but with all services or information required

Very happy with my dealings I have had.

Happy with my Drs and Staff

Things are improving, but still along way to go

I think that all nurses, doctors are doing the best they can to solve the people's health.

In general no complaints

AHMC service has been better before covid

Biggest problem is trying to get through by telephone, not having to drive into Wellingborough at 7.30am and queue outside. Not at my or my wife's age. It has only been in last two years that we have needed more medical care and advice.

No further comment

The service was excellent & I felt listened to & treated with respect with the advice taken on board to aid my situation & recovery

Positive and light mood

It was ok

I can cope with modern technology but still find it challenging which means that I don't always follow up on invitations to take part in various research opportunities

The chances of being able to follow on with the same Doctor are slim. Phoning in for an appointment on the day has become a nightmare. The surgery is clearly overstretched at the moment.

Care is generally good once you have achieved an appointment. The appointment booking process at Queen St needs improvement though our local satellite at Wollaston now reopened is easier

Would like to see more of the doctors on home visits and with doctors that know me.

Albany house is a superb surgery. I never had a reason to say anything but good about Albany house. But this visit was a waste of everybody's time. I put it down as a one off but as I say am now unsure how to proceed.