

# **DANES CAMP AND RILLWOOD SURGERIES P.P.G.**

## **SUMMARY OF PATIENTS NHS 'FRIENDS & FAMILY' RESPONSES AND OTHER COMMENTS FROM IN-PERSON SURVEYS IN JANUARY AND MAY 2025 BY THE P.P.G.**

### **Introduction**

The first survey was conducted at Danes Camp Surgery in January 2025 and subsequently reported in chart-form to the PPG in February. A second survey was carried out at Rillwood in May 2025. 39 responses were recorded at Danes Camp and 21 at Rillwood.

Following a review of the nature of the information (predominantly narrative in the case of the opinions expressed and numerical in terms of the responses to the five-point answer scale for the Friends & Family question) a more thorough analysis was carried out in order to more fully convey the nature and character of the responses received and recorded.

### **Method**

#### **Friends & Family question**

The selected answers from the five-point scale were counted and expressed as a percentage against each option. This indexed data was then published as a pie chart.

#### **Comments and opinions**

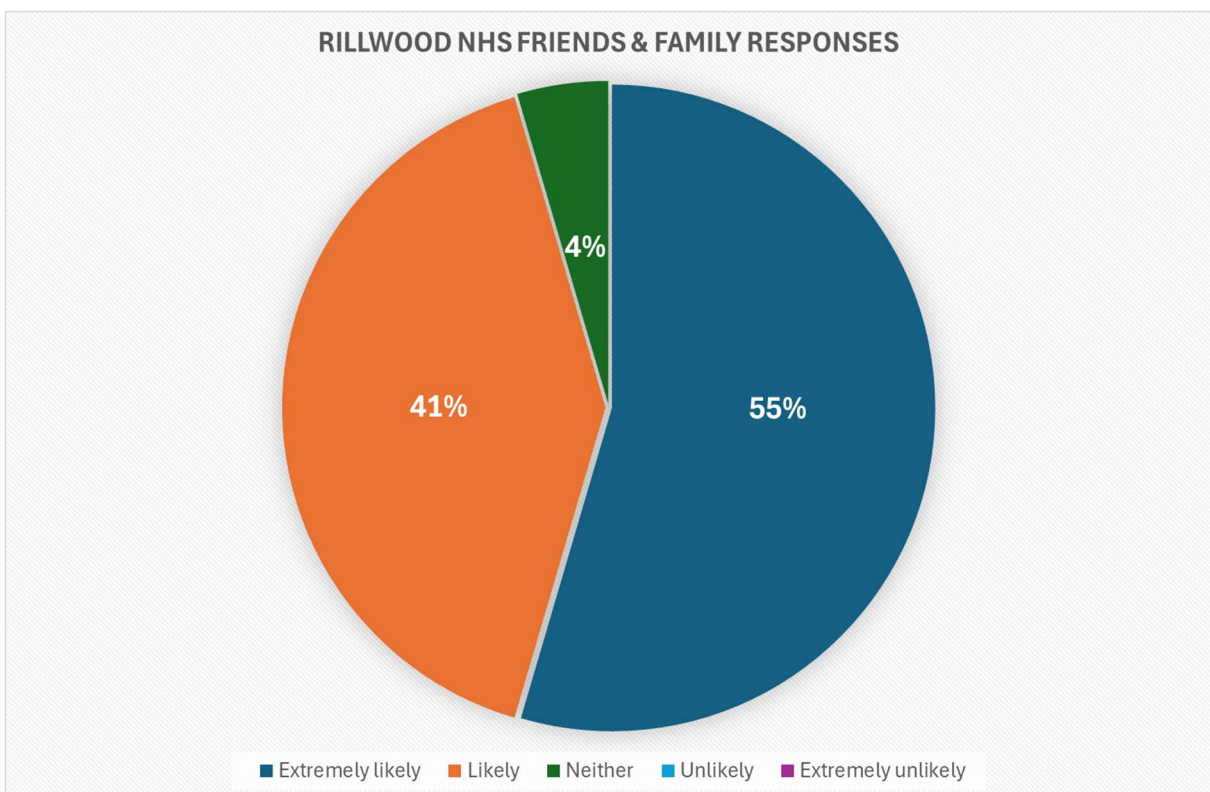
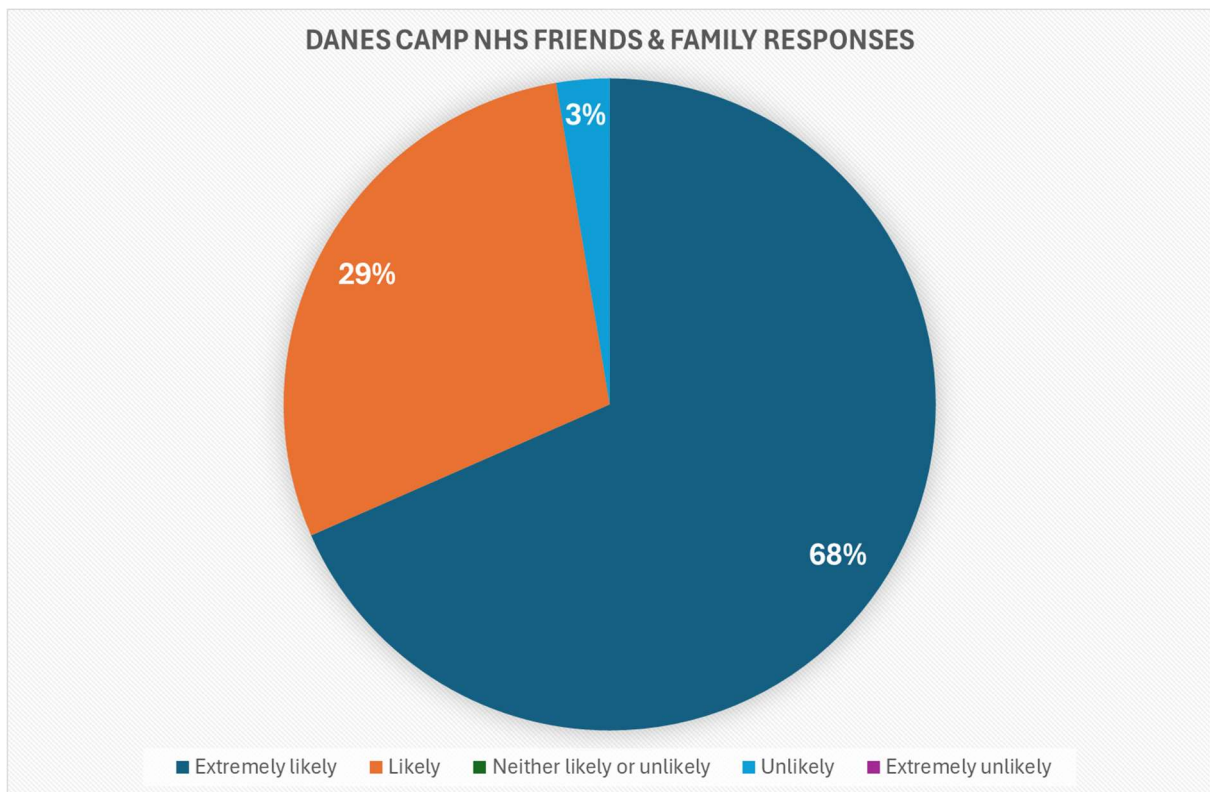
Each comment recorded by each participant was transcribed onto a spreadsheet for each of the two Sites surveyed. The individual comments for each Site were then combined into one long text string, which was then pasted into a Word® document. Each document was then checked and edited where necessary.

Each Word® document was then converted to a PDF and summarized using Google's NotebookLM®. Each summary was then re-edited to ensure logical consistency when compared to the original texts (and therefore opinions) upon which it was based.

### **Results**

The findings for each Site are shown over leaf.

## FRIENDS & FAMILY



## COMMENTS & OPINIONS

### DANES CAMP

Here is a summary of the key points from the January survey

- **OVERALL:**

Many patients express a positive view of the surgery. Comments include finding the Medical Centre "**fabulous**", having "**never had an issue with the Surgery**", receiving "**quick and nice treatment**", and always getting "**excellent treatment every time**". The locality of the surgery is also noted as an advantage for some patients. Patients also mention being **seen on time**.

- **STAFF:**

There is overwhelmingly positive feedback regarding the staff, particularly the Reception Team. They are described as **nice, respectful, pleasant, professional, helpful, most helpful, friendly**, and **very friendly and helpful**. The staff are consistently described as **always ready to help** with information.

- **DOCTORS:**

Doctors are described positively as **nice, respectful, pleasant, professional**, and **helpful**. The advice and care received are considered "**OK**", and patients mention receiving "**fantastic help and guidance**".

- **APPOINTMENTS:** Opinions on appointments are mixed.

- **Positive:** Many patients state that appointments are **quick**, they have **always been happy** with appointments (especially recently), and they have **never had an issue** or **never had a problem** getting one. Staff are seen as ready to help make appointments **timely**. Some find it **easy to get appointments**, noting it's **easy to make a same-day appointment by walking down at 8 am**. The **online triage is described as really good**.
- **Negative:** Difficulties include being **unable to get a routine appointment**, with the surgery being seen as **great for emergencies but not good for planned care**. **Difficulty getting through on the phone** is also mentioned, contrasting with one comment finding it "Fairly quick and easy to connect by phone".

- **PARKING:**

**Parking is frequently mentioned as a significant issue** and can be **a little difficult at busier times**. It is described as the **main reason some patients put off coming** unless necessary. Others note that parking is **not very good**, with **narrow spaces and always full**.

There is a positive comment about a "clamp-down on parking with the parents from the School".

- **OTHER DIFFICULTIES:**

One patient mentioned having **difficulty understanding what the Doctor was saying because of his accent.**

In summary, the feedback highlights strong positive views on the staff and doctors, and positive experiences with treatment and overall service, balanced by significant issues with parking and some difficulties specifically with obtaining routine appointments and getting through on the phone.

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## **RILLWOOD**

Here is a summary of the key points from the May survey

- **OVERALL POSITIVE EXPERIENCES:**

Staff are described as **great, brilliant, helpful, polite, kind, friendly, and professional.** **Maxine the Nurse** is specifically highlighted as **great, brilliant with her job, very lovely, and chatty.** Several individuals express long-term satisfaction, with one patient having been with the surgery for 30 years and another since childhood. There's a comment that the practice has improved a lot over time. The service is called **exemplary, excellent,** and **providing good support.**

- **DOCTORS:**

Doctors are generally praised as **very helpful, caring, thorough, competent, approachable, and efficient.** Most Patients felt listened to and understood by doctors. **Continuity of care** was mentioned as a negative in one instance, with a Patient unhappy about rarely seeing the same GP, leading to lost time catching up on notes. A **lack of eye-contact** from GPs while they are entering data was also mentioned as irritating.

- **APPOINTMENTS:**

Many Patients report **never having problems getting appointments** and **being able to get appointments very quickly,** often on the same day. However follow-up on appointments is still a concern for one reviewer.

- **PARKING:**

The parking is described as "OK". The practice is centrally located in a housing estate and the building is considered clean, friendly, and well-organised. **Access to the building could be better** as the slope to the entrance gets slippery during very cold weather.

- **OTHER DIFFICULTIES:**

One Patient commented that getting to DCMC for certain treatments is difficult if one is

not a car driver, requiring three bus changes or an expensive taxi. He also expressed the view that telephone consultations “do not to do the job properly”.

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## **CONCLUSIONS**

- 61 Patients participated and expressed a preference and opinions.
- The overall likelihood of Patients recommending the Practices to friends and family was 96 – 97% (sum of the top two options)
- Opinions about the Staff and Doctors were predominantly favourable.
- There a a few negative issues which should be addressed:
  - Parking at Danes Camp
  - The entrance slope at Rillwood
  - Some aspects of the appointment system

C S Leads

May 2025