



**ALBANY HOUSE MEDICAL
CENTRE**

Patient Survey Results 2024

AHMC

Introduction

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

Albany House Medical Centre offered over 80,000 appointments across the practice between 1 April 2023 and 31 March 2024 with 11,789 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.

To help patients alleviate some of the “8 o’clock” rush and need to phone the practice we introduced a “total triage” model approach to appointment booking in line with the NHS model for modern general practice. This encourages patients to submit a triage form using an online service, or by speaking to one of our care navigation team. This allows our clinicians to prioritise patients based on need and reducing the wait times on our telephones and at the reception desk.

Even with the introduction of the triage system, 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 1,656 patients did not arrive (DNA) for one or more appointments following it being booked, accounting for 2,281 appointments and totalling over 400 hours of wasted time.

The following findings were compiled from a total of 470 submissions of our patient survey. Invites were sent out in two batches – one in August 2024 and the second in November 2024. Posters advertising the survey were also placed in the reception area.

We would like to thank the 470 patients who replied and gave their feedback.

Findings

Booking an appointment

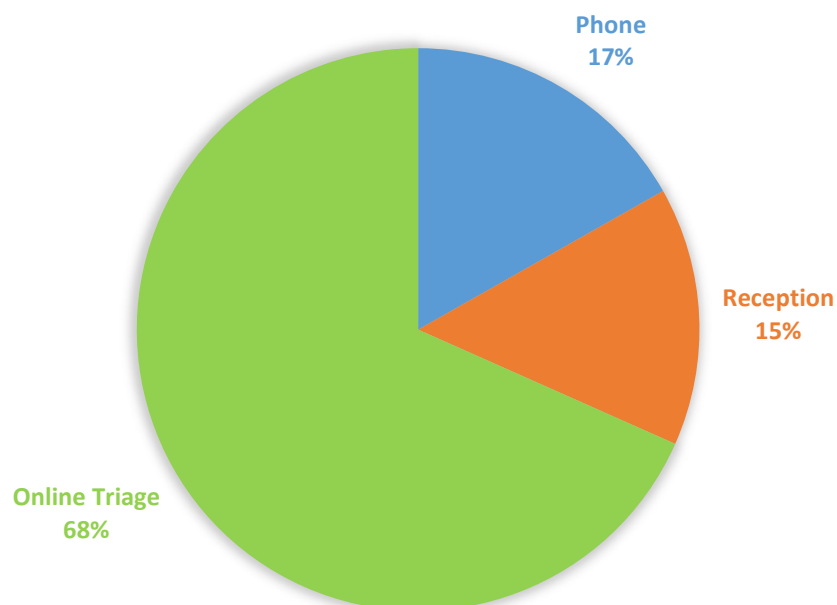
76% of patients who submitted a survey had booked an appointment at Albany House Medical Centre in the previous month. 15% of those patients spoke to reception, 17% contacted the practice via a phone call and 68% via the Anima Health Triage platform.

This is a massive change to the 2023/2024 survey results which showed a majority of patients were either calling or visiting the practice to request an appointment.

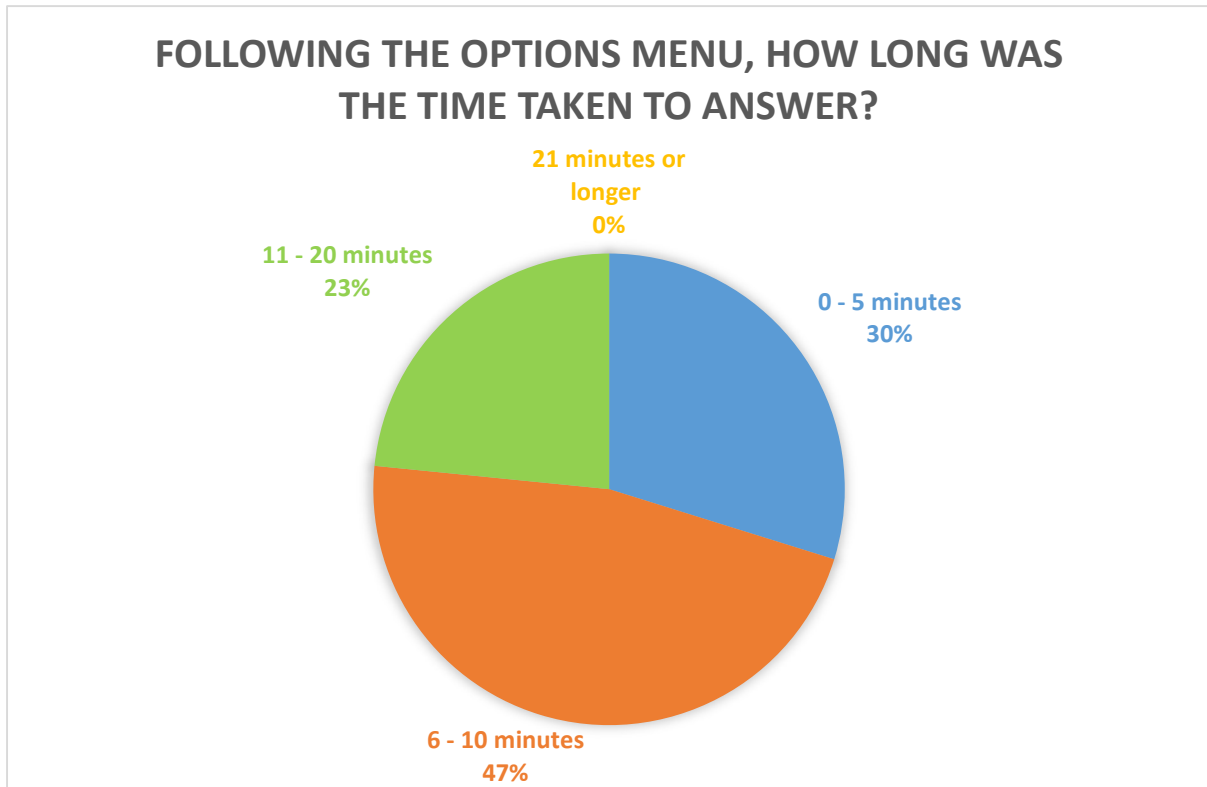
HAVE YOU BOOKED AN APPOINTMENT AT ALBANY HOUSE IN THE PAST MONTH?



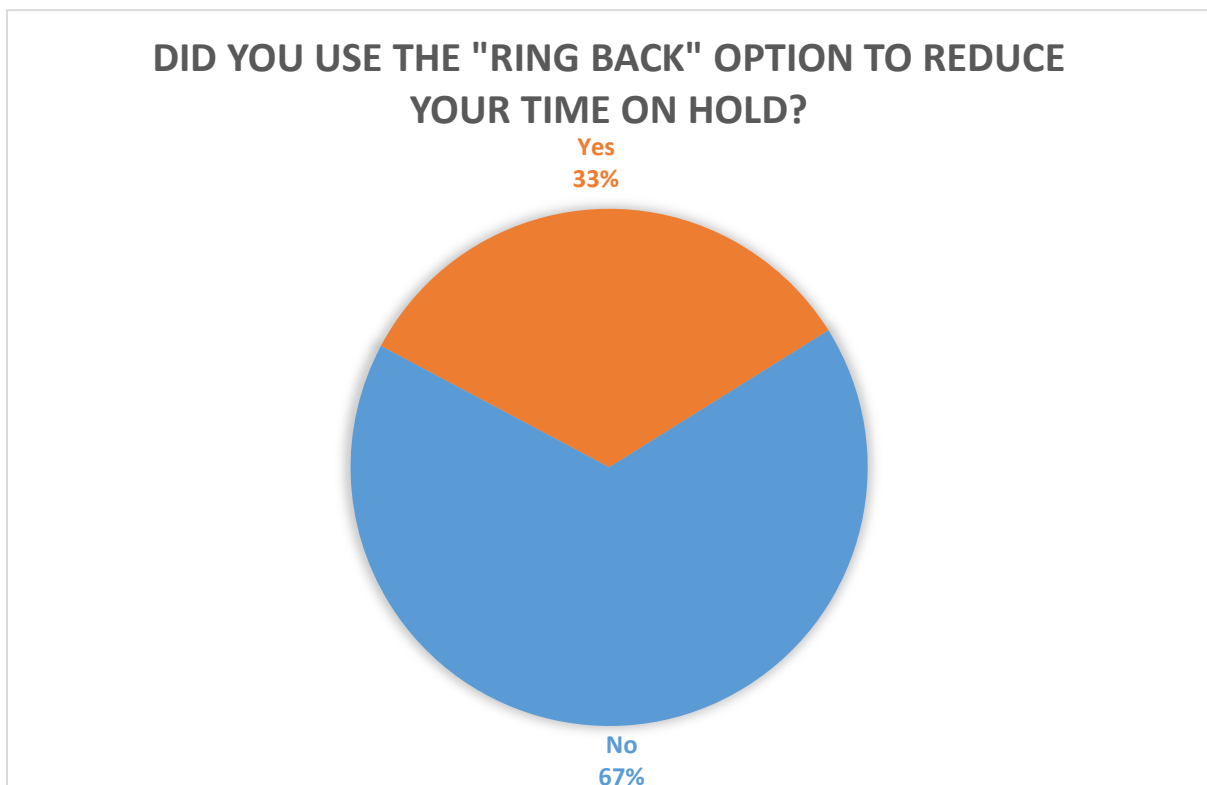
HOW DID YOU MAKE YOUR APPOINTMENT?



100% of patients who booked their appointment via the telephone had their call answered within 20 minutes of calling, an improvement on the 62% in 2023/2024. This shows that the introduction of Anima Health, which allows patients to submit a triage form online, has reduced the waiting times on the phone allowing those who do not have the ability to access the online service directly to speak to a care navigator directly quicker.



Where patients were on hold for 10 or more minutes, 33% chose to use the ring back option to receive a call back from a member of the appointments team.

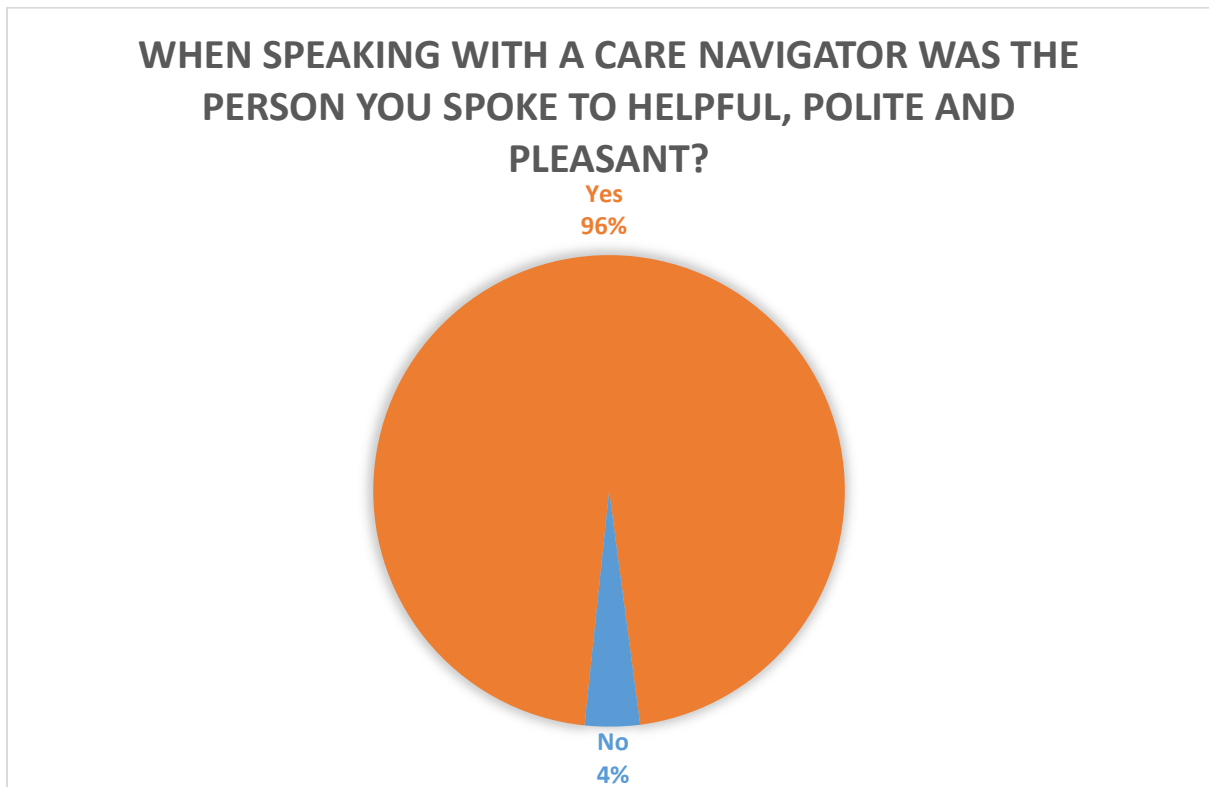


Patients who chose not to use the call back feature gave a number of reasons as to why they chose not to utilise this feature:

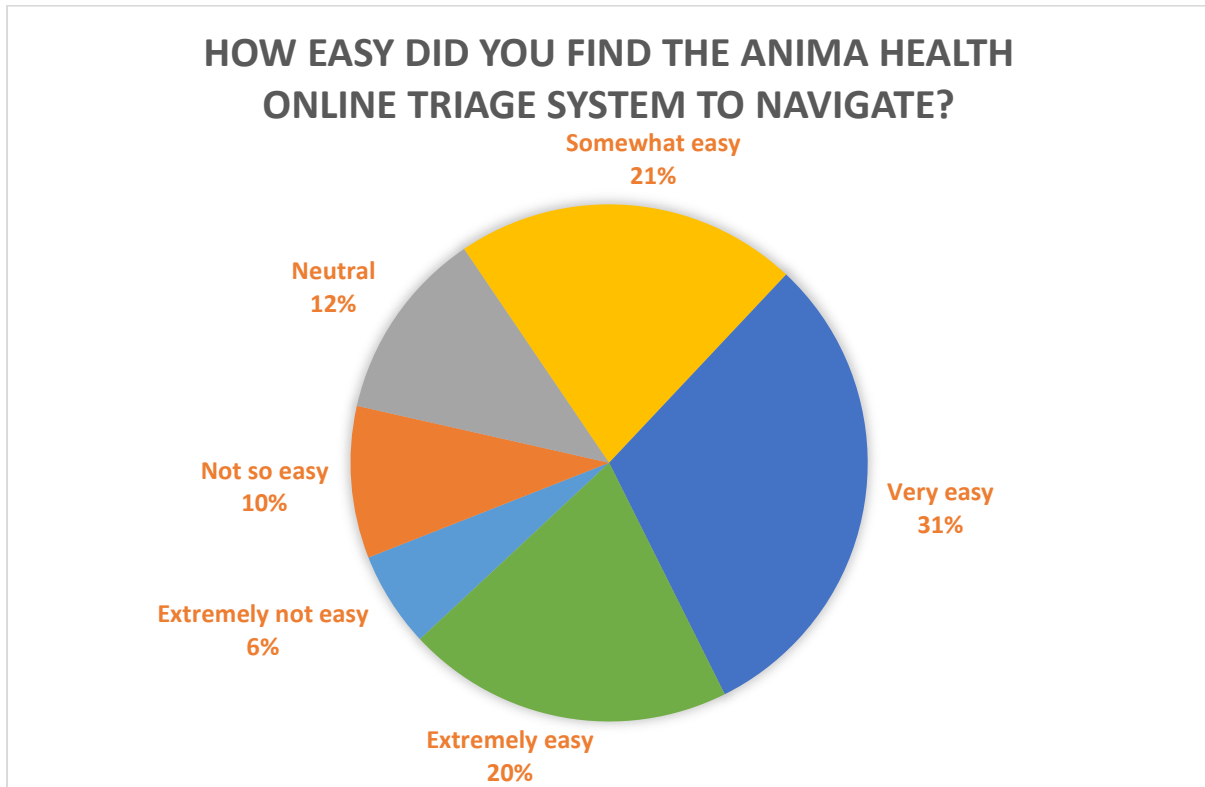
- “Because I was number 3 in the queue.”
- “Couldn't see the point“
- “I was afraid it would ring off”
- “Incase I get cut off”
- “Not sure how it works”
- “Sooner speak straight away rather than wait for phone back”

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.

96% of patients who booked an appointment stated they found the person they spoke to was helpful, polite and pleasant.

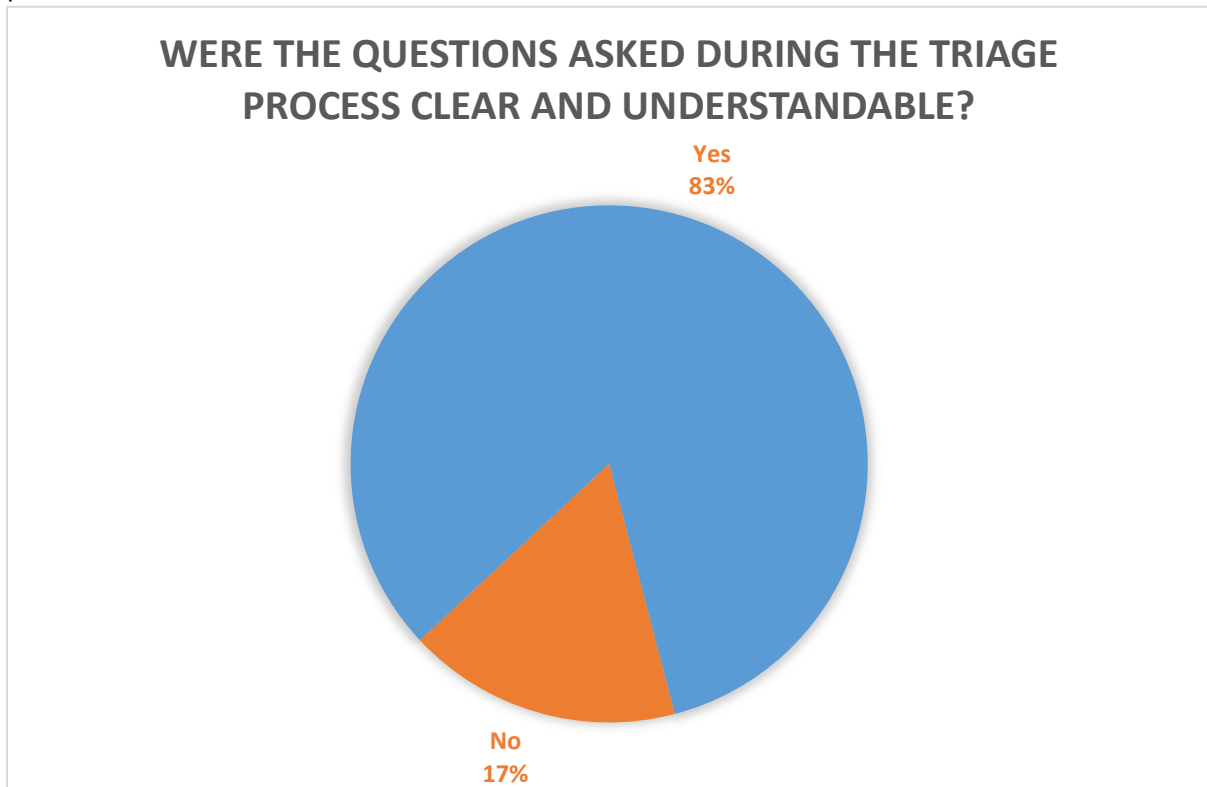


Following the introduction of the Anima Health online triage platform, we felt it of benefit to ask how easy patients were finding the system to use and navigate. 72% of respondents felt the system was “easy” to navigate, with 16% of respondents feeling the system was not easy.



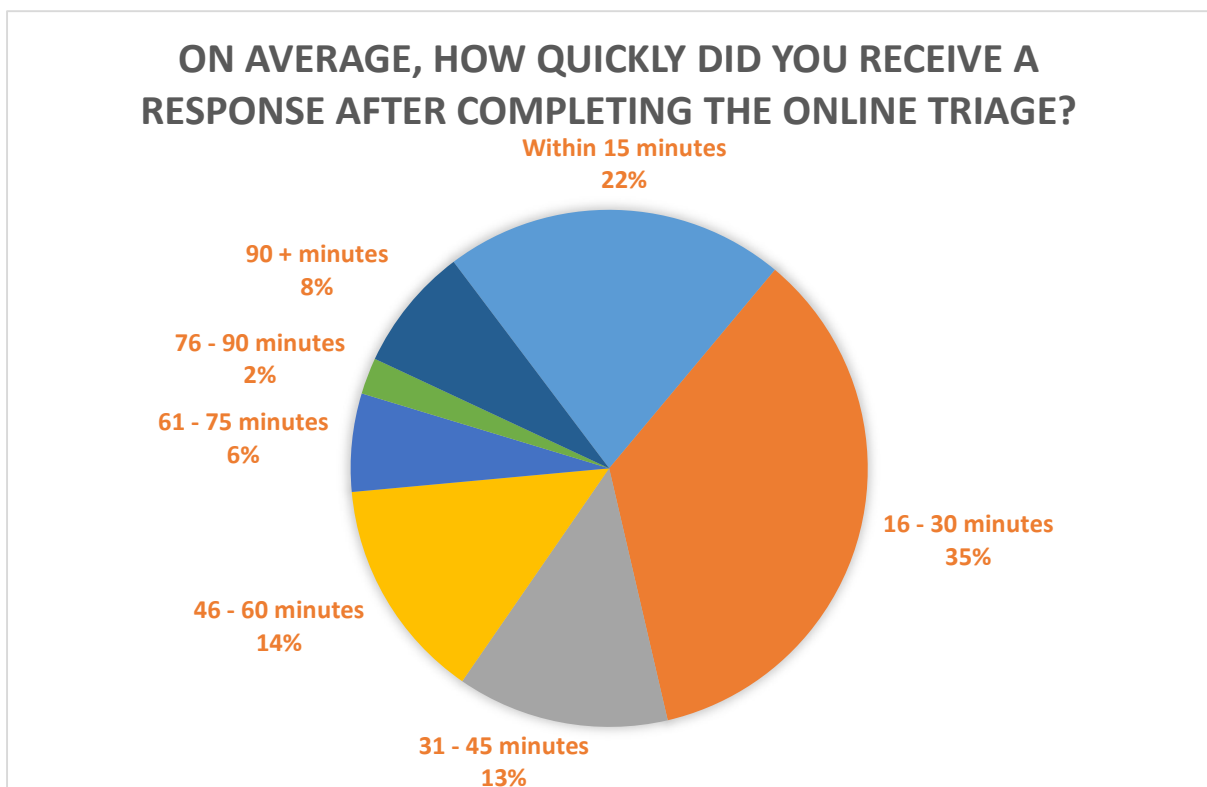
For patients who have difficulties accessing the Anima Health website directly or are not “tech savvy” our care navigators are available to complete the triage forms on patients behalf. We also have a tablet device in the reception area for patients who may not have the ability to access the internet but are happy to complete the triage questions by themselves.

83% of patients who submitted an Anima Health triage form felt that the questions asked during the process were clear and understandable.



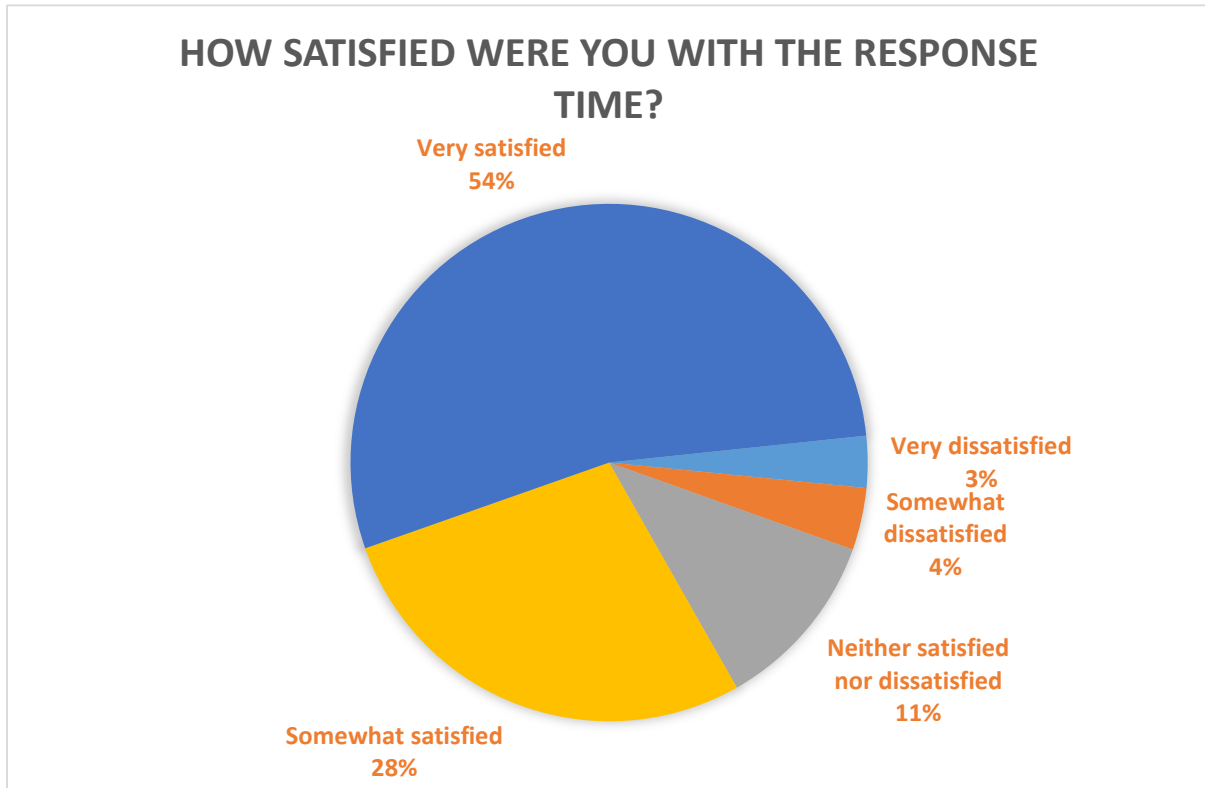
Though we do not have a direct influence on the questions which are asked by the Anima Health tools, we have provided the team some feedback and asked them to review how questions are asked.

Following submission of the triage form, 22 % of patients received a response within 15 minutes, 57% within 30 minutes and 84% within 1 hour.



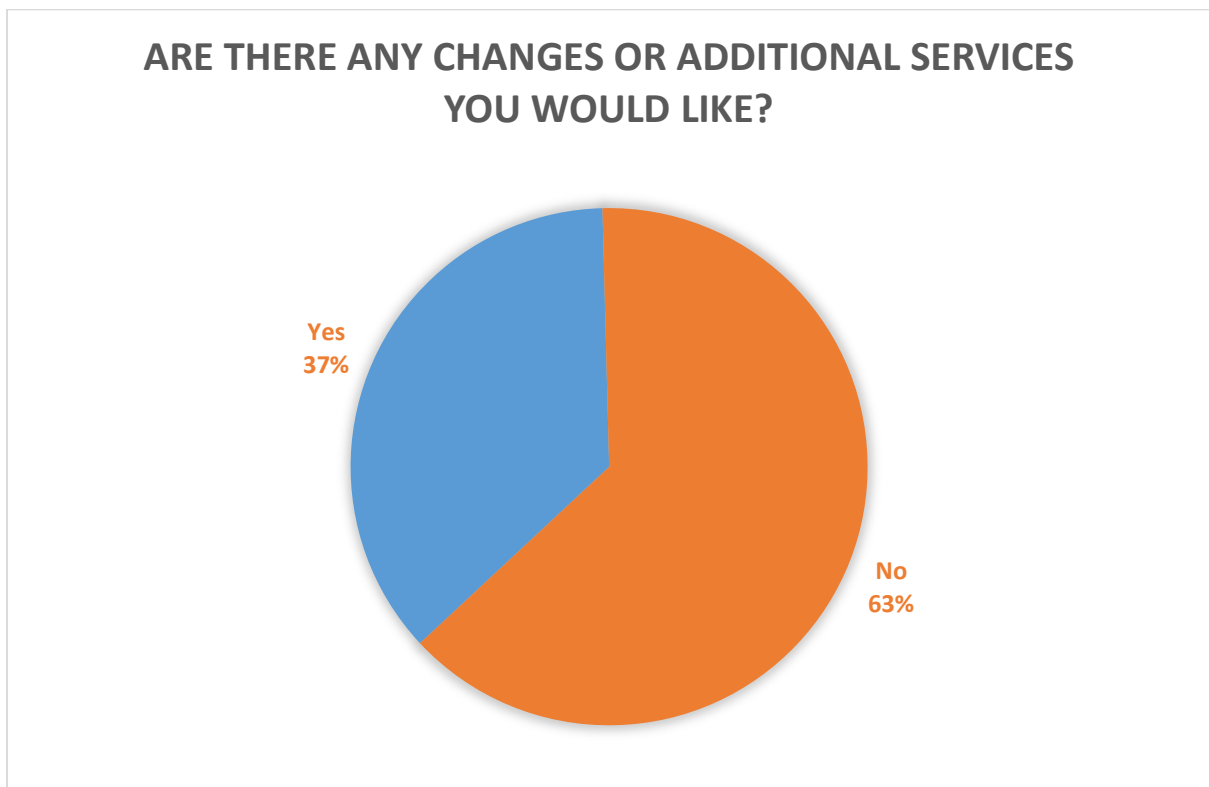
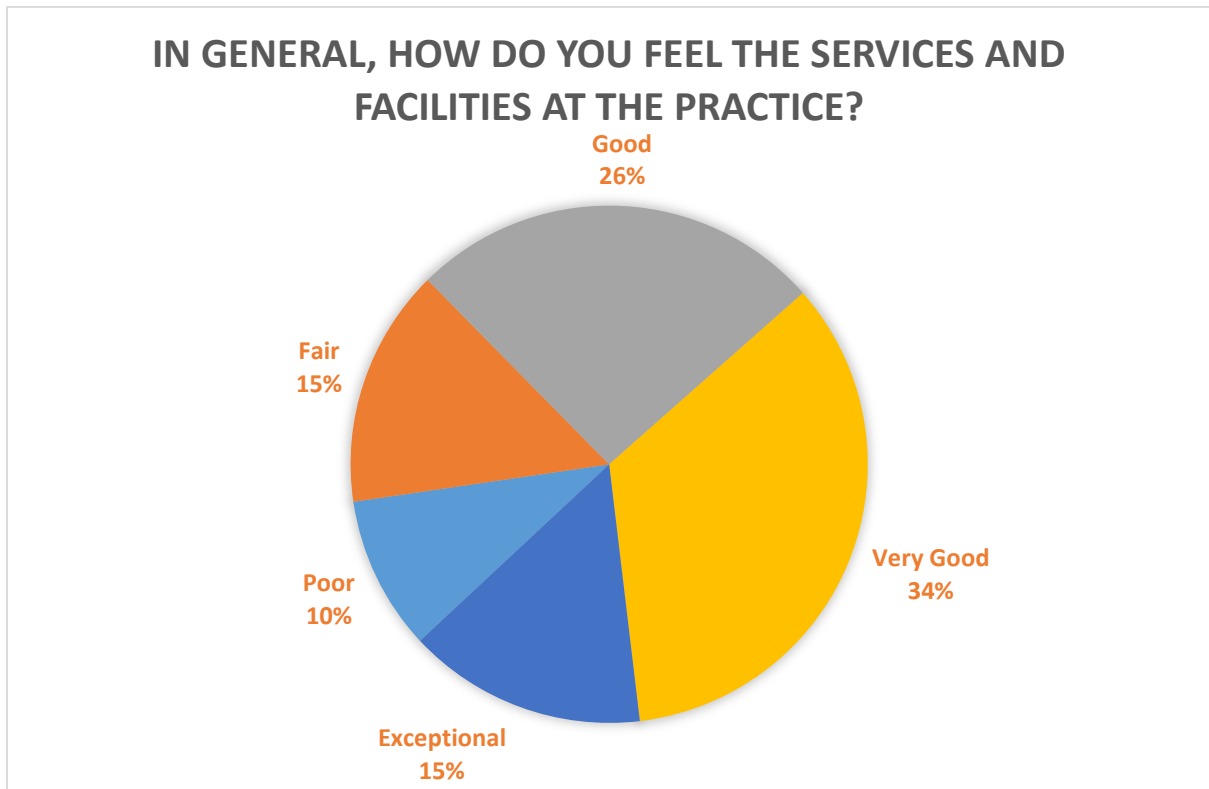
As a practice we aim to deal with “medical” requests within 1 hour of receipt, however this may take up to 1 working day and “admin” requests within 3 working days.

82% of respondents were satisfied with the response time following the submission of their Anima Request.



All requests received by the Anima Health platform are reviewed, with the most urgent being prioritised. This allows the triaging doctor to review the medical request and arrange consultations for patients based on need, not on want. This may lead to patients being directed to alternate care services which would be more appropriate – including local pharmacies, the local urgent care services and, on occasion, Accident & Emergency

75% of patients felt the services offered and the facilities at the practice were good, though 37% of respondents replied they would like to see changes or additional services being offered.



Comments received regarding the changes or additional services included:

- "Blood Tests"
- "Bring back the old system elderly or disabled are being denied access to Dr's because they cannot use Anima"

- “Historically the practice had a minor skin surgery for removal of moles, warts etc. This would be a welcome return.”
- “Make appointment by calling in to surgery”
- “see a GP in person”
- “The usual ones: more appointments”
- “Would like easier Access to an appointment on the phone”
- “The service was very good and fast. Now I'm feeling betterng better”
- “The service should be faster”
- “Would like to be confident I can see a doctor under general normal circumstances”

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 services 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.

A majority of our appointments are offered as face to face, including with doctors. 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.

The availability of some services are dependent on the funding made available to practices by the ICB. This funding is not always made available to primary care services, or by offering these services an impact would be made on other currently available services.

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.

Anima health is open for patient submissions from 07:30AM daily, with requests being released across three times 07:30AM, 08:15AM and 09:00AM to allow patients who may not be able to call or go online at a specific time still have a chance to book an appointment.

For patients who are unable to access the internet directly our care navigators are available to help either via telephone or in person at the reception desk. **We have not stopped patients from speaking to our care navigators to request an appointment, however, the questions they now ask are the same as patients can complete directly via the Anima Health platform.** Anima Health has increased the number of clinical contacts possible on a daily basis and reduced the waiting times both at reception and on the phones.

The use of a triage system allows patients be prioritised based on need, not on want, as GPs are not always the most appropriate people to speak to regarding an illness, condition or query no mater what the patient may believe.

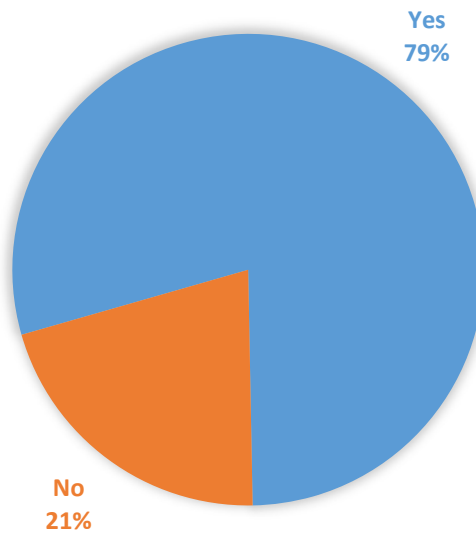
Triage reviews are undertaken by a GP and they make an informed decision based on the information provided by the patient as to who the most appropriate clinician is to provide care, including services which may be external to the practice.

Patients are also able to attend the practice to speak to our reception team or speak to our call handlers who can handle many 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.

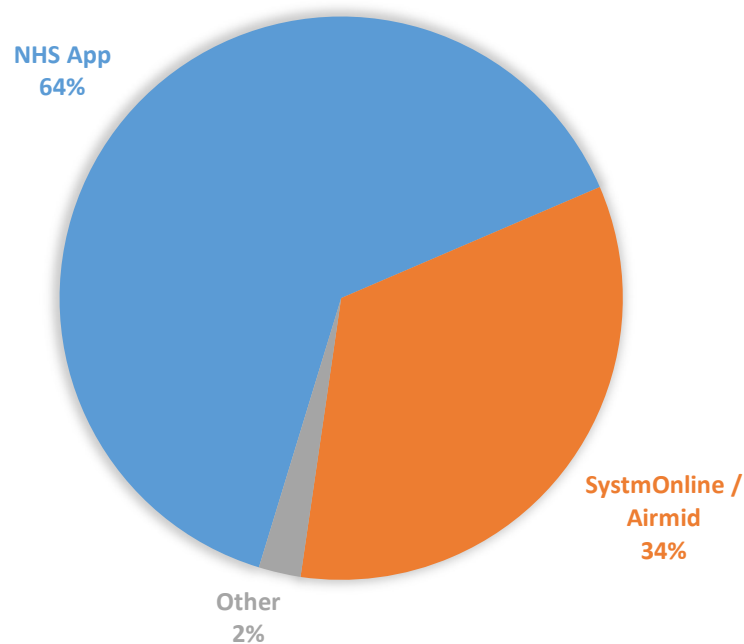
Online Services

79% of patients stated they were registered for online services, with 64% using the NHS App, an increase since 2023-2024 where 59% of patients stated they were registered for online services, with 34% using the NHS App.

ARE YOU REGISTERED FOR ONLINE SERVICES TO ACCESS YOUR PERSONAL HEALTH RECORD? (NHS APP, SYSTMONLINE, AIRMID, ETC)



WHICH ONLINE SERVICE DO YOU USE?



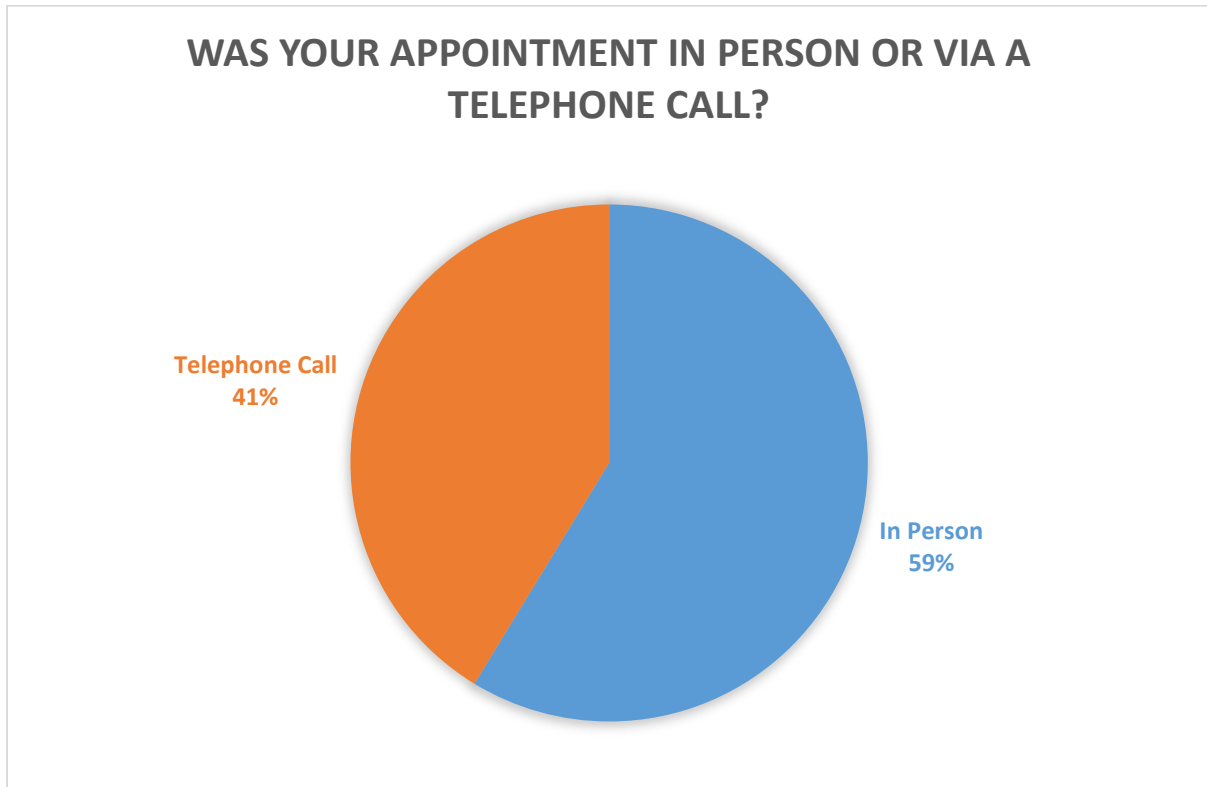
Online services allow patients to view their clinical record, hospital letters, blood results, book appointments, request medications as well as complete health questionnaires. Some smartphone applications (including Airmid) can also integrate with your smartwatch to create a personal health record which 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/>

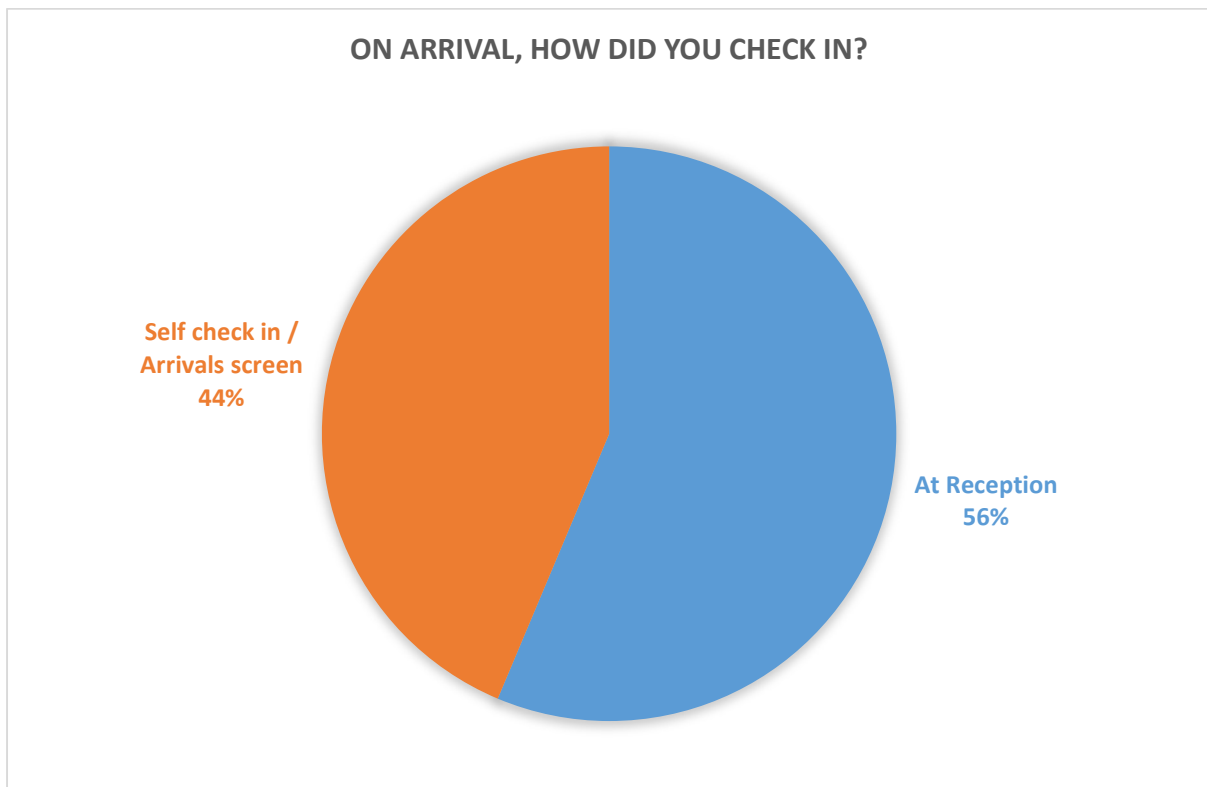
If you require support with using the Anima Health system, online help and support for patients is available at <https://anima.crisp.help/en/category/patients-1ebxhu3/> or the Anima Health team can be emailed directly via support@animahealth.com

About your appointment

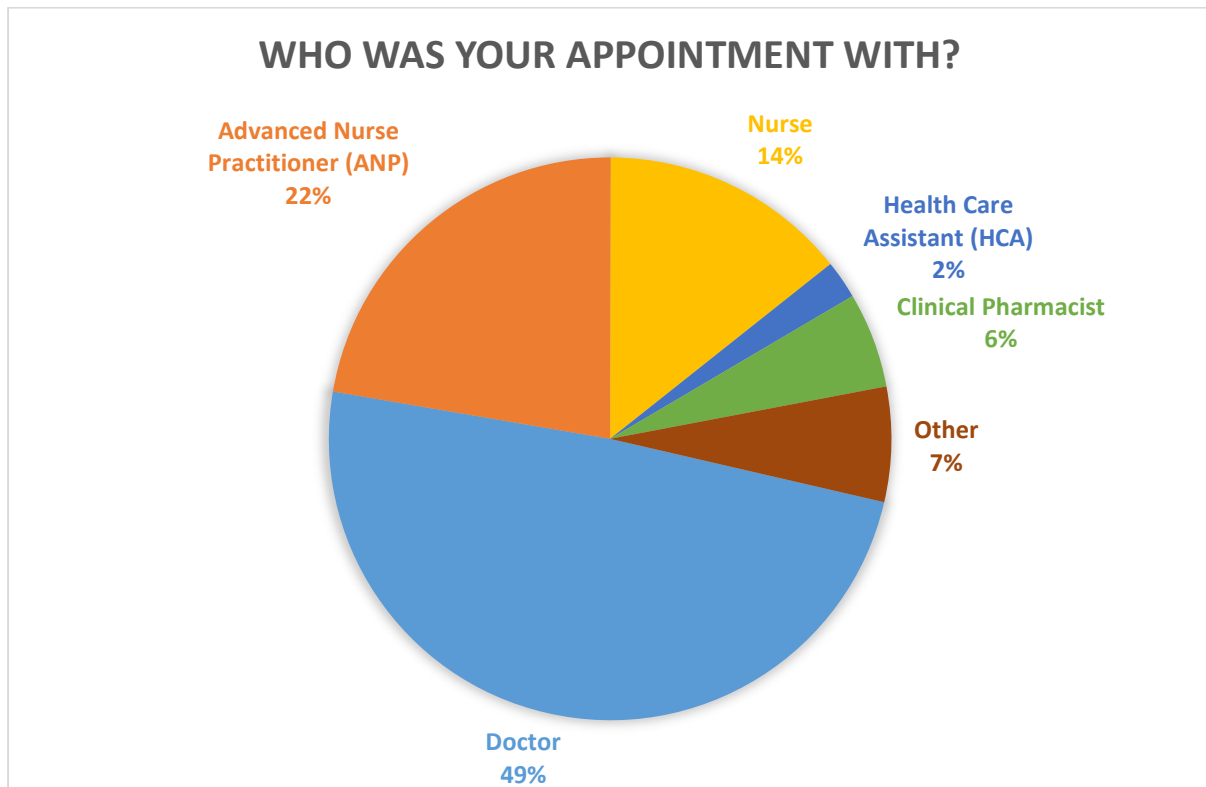
Patients were asked about their most recent appointment. 59% of patients stated they were seen “face to face” and 41% received their consultation via a telephone call.



Patients who were seen face to face were asked how they checked in on arrival with 67% using the self-check-in screen and 33% speaking to a member of the reception team.



49% of the total face to face appointments were with a GP and 22% with an Advance Nurse Practitioner (ANP). 16% saw a Nurse or an HCA. 6% of patients stated they were seen by a Clinical Pharmacist. "Other" staff would include other allied health professionals such as MSK specialists.

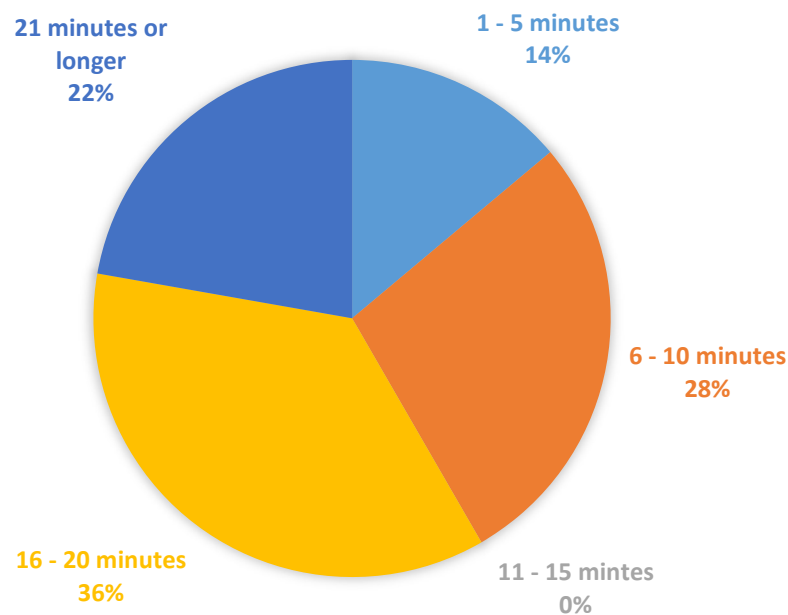


Compared to the stated appointment time, 84% of patients reported they were seen by the clinician by the stated start time, with 42% of patients whose consultation was delayed stating they were seen within 15 minutes of the stated appointment start time.

WERE YOU SEEN BY THE CLINICIAN BY THE STATED APPOINTMENT START TIME?



HOW LONG DID YOU HAVE TO WAIT TO BE SEEN AFTER 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.

87% of patients felt they had sufficient time with the clinician during their appointment, with 89% stating they felt listened to during the consultation.

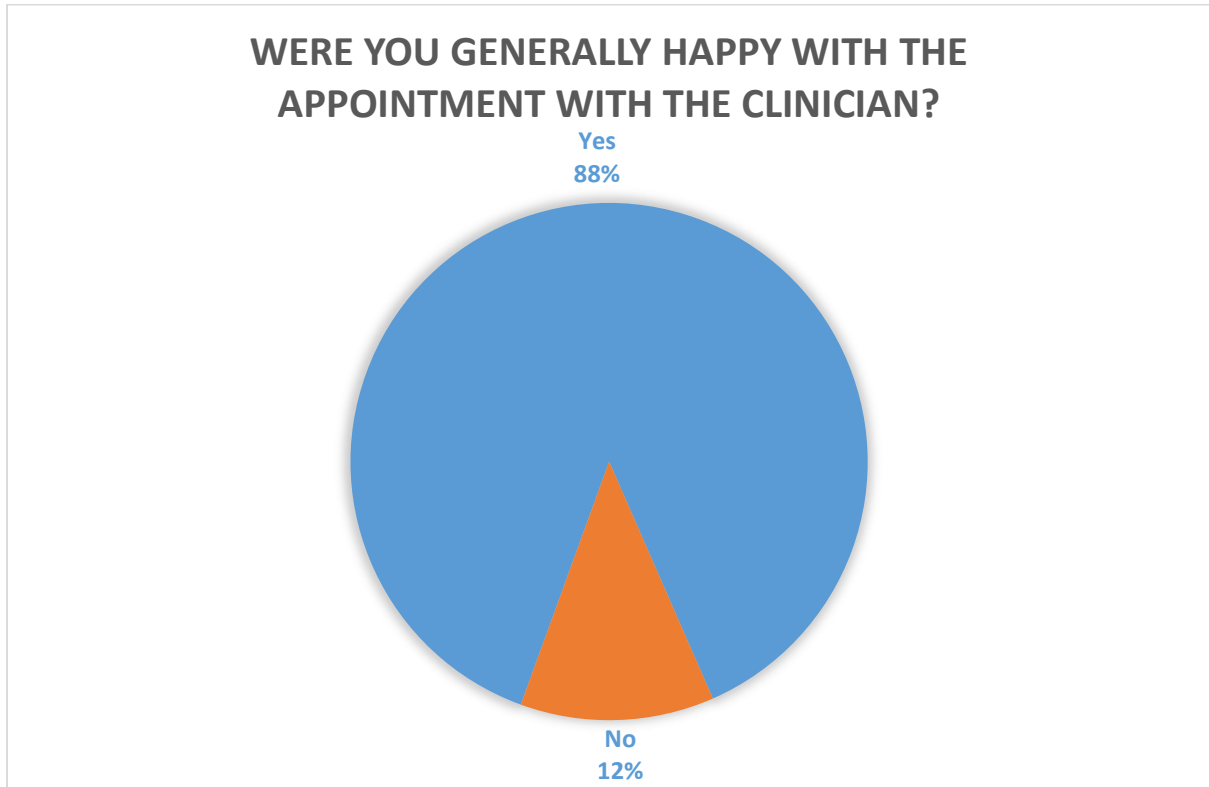
DID YOU FEEL YOU HAD SUFFICIENT TIME WITH THE CLINICIAN?



DO YOU FEEL THE CLINICIAN LISTENED TO WHAT YOU SAID?



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

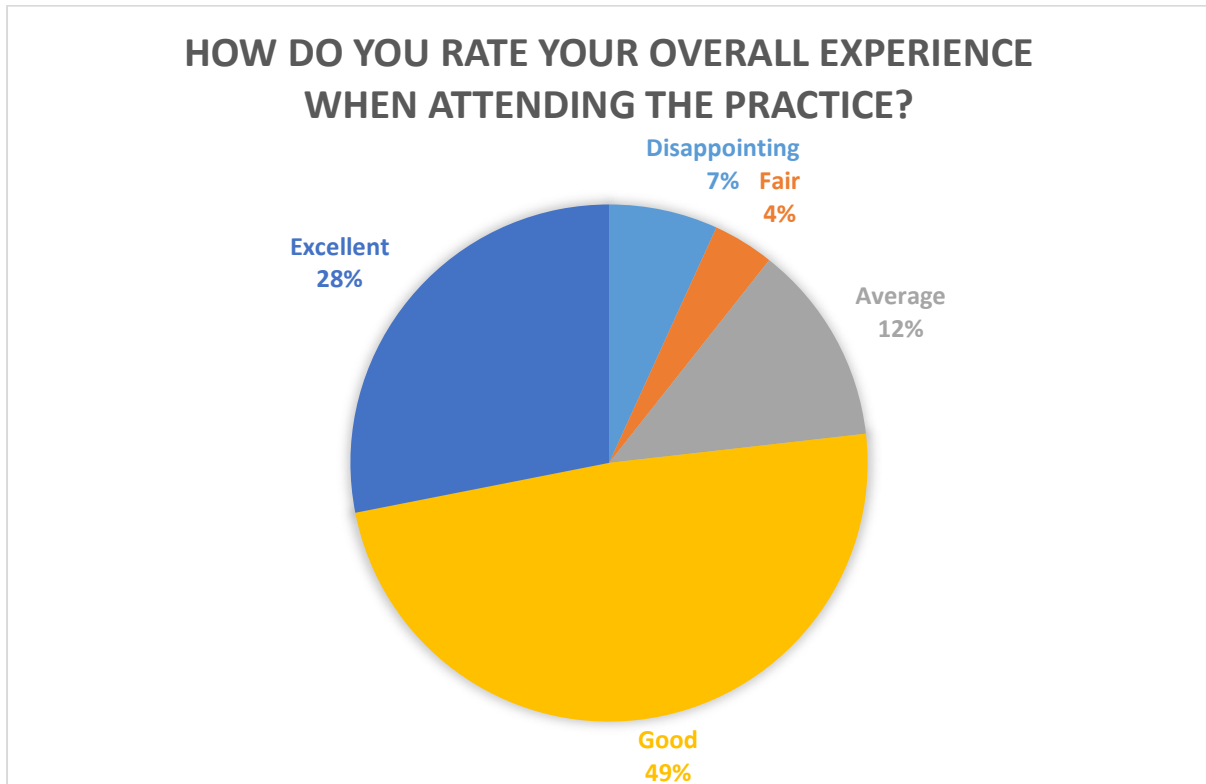


Patients were also asked for any comments they wished to make regarding their most recent consultation, these included:

- "After the telephone conversation I got an appointment within the hour "
- "Anima has made things much better"
- "I had the pleasure of having Sharon Coles for this appointment who I have had in the past for other health concerns"
- "Job well done"
- "My GP went over and above during my appointment"
- "Not nice"
- "The clinician I saw was NOT the one I was supposed to see, but I was happy with the one I did see and he was on time."
- "Very friendly and helpful staff"
- "Was told it was urgent blood test but when we got Isebrook it wasn't sent through as urgent"
- "Why was the waiting room completely empty, but then there's no appointments when you ring up?"

Other Feedback

Patients were asked to rate their overall experience when attending the practice with 93% stating it was “fair” to “excellent”

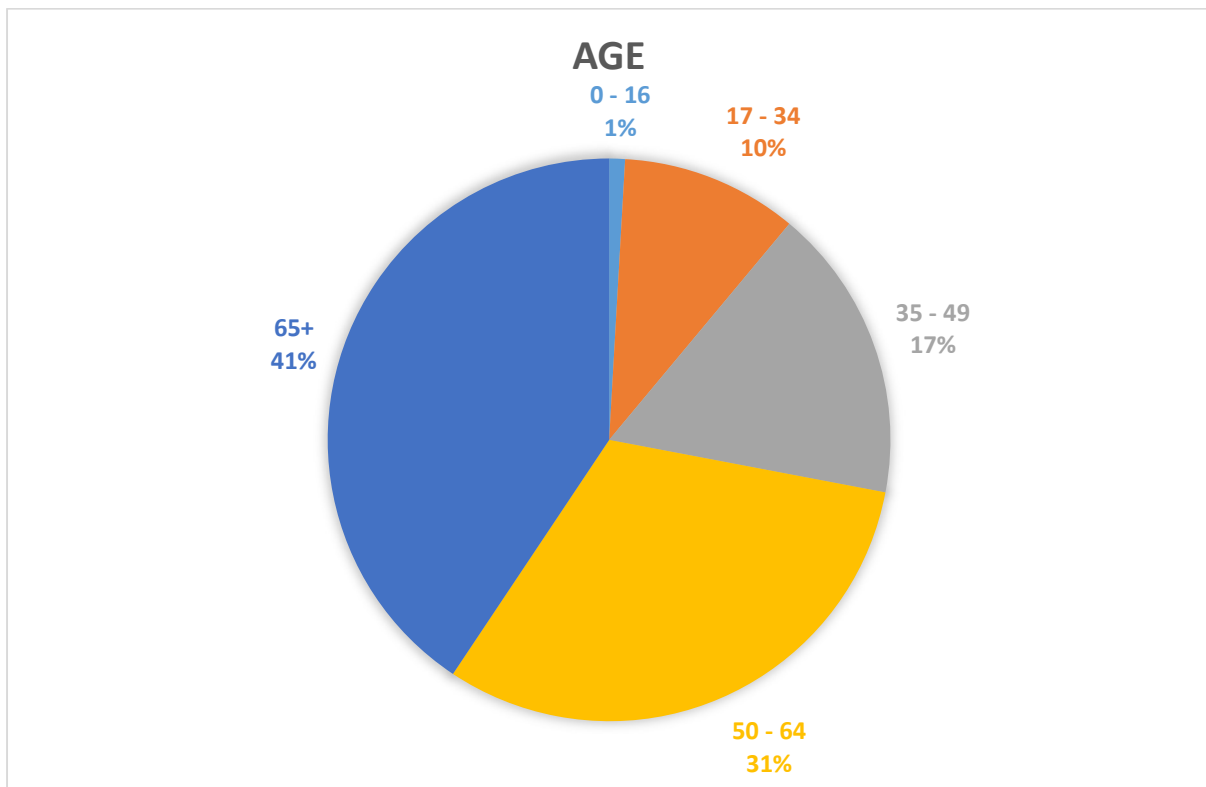


Comments received included:

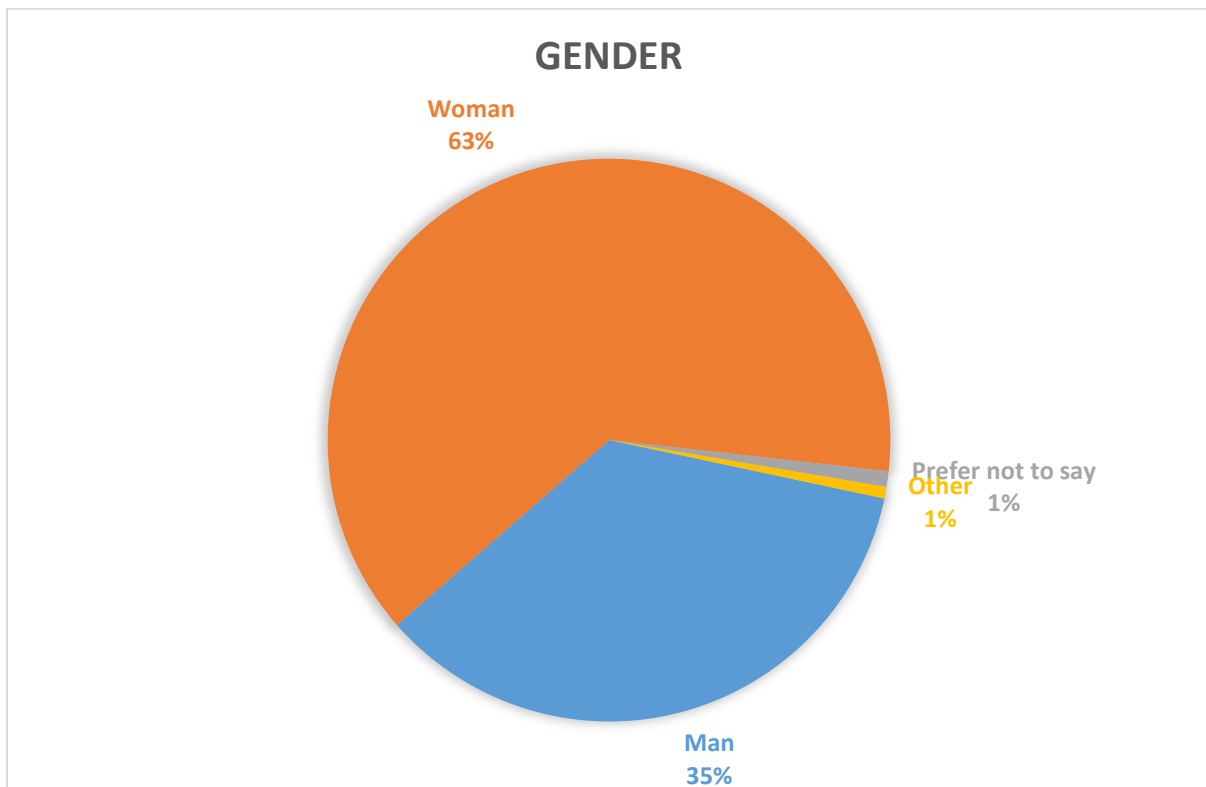
- “All staff pleasant and helpful”
- “Generally excellent as it was today”
- “Doctor was so efficient and thorough and very easy to talk to. “
- “Dr Ali was very helpful”
- “I still prefer ringing up for an appointment and not on the internet.”
- “much improved since Anima”
- “Re-decoration of the practice. Lick of paint.”
- “Very friendly and caring staff. very clean too”
- “Your reception team are fantastic”

About the responders

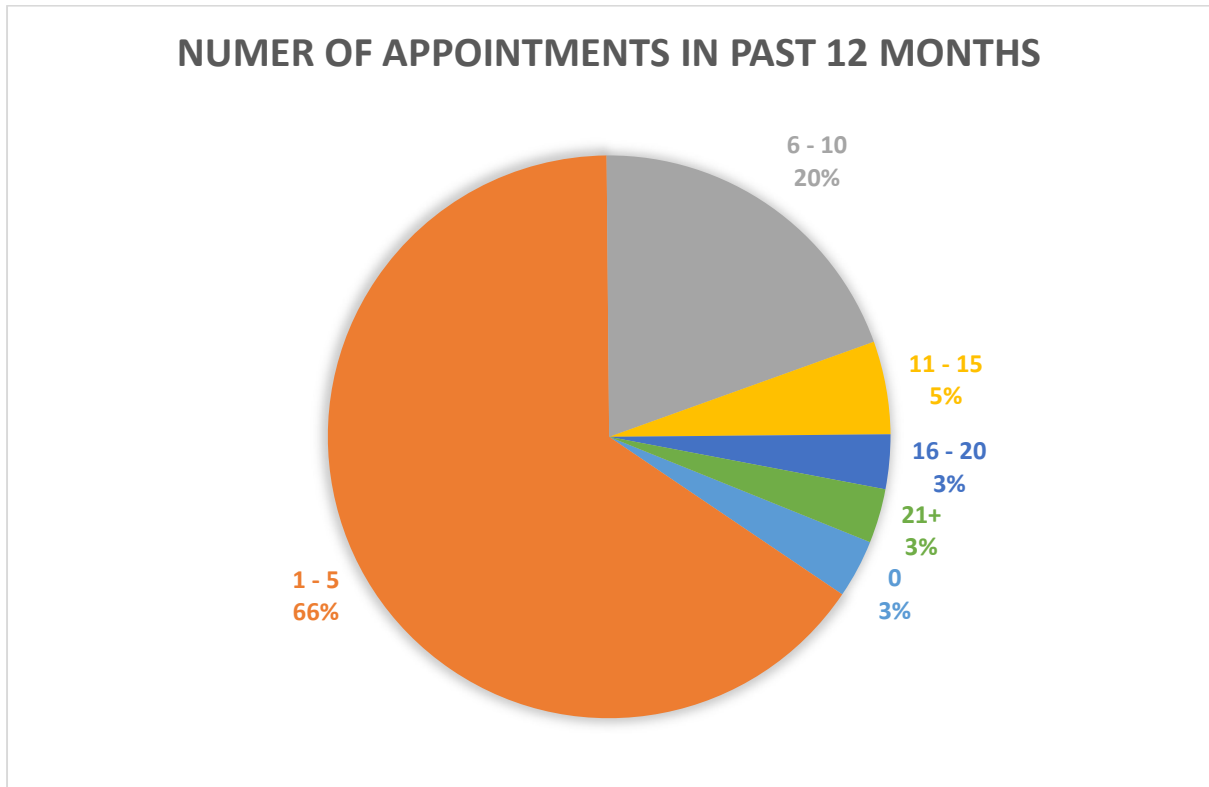
41% of patients who completed the questionnaire were in the 65years + age group, with 1% of responders being 16 or under.



35% of responders state their gender as Man, 63% as Woman, 1% stated their gender as Other and 1% preferred not to say.



Of those who completed the questionnaire, 3% of responders did not have an appointment in the 12 months prior to completing the survey, 66% had 1 – 5 appointments and 3% state they had 21 or more appointments in the previous 12 months.



What we have learnt

Our patients

- have experienced a reduction in the time they wait to speak to a care navigator when calling the practice.
 - do not believe they are able to speak to a care navigator to request an appointment.
 - feel that additional services, such as phlebotomy, should be available at the practice.
 - generally, use the NHS App to access online patient records.
 - feel that continuity in care provider (seeing the same doctor/ANP/etc) should be available.
 - feel the triage forms on Anima Health can take a prolonged period to complete.
 - feel the clinician they speak to listens 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.
 - feel more face to face contact would be appropriate.
-

The Future

As a practice we continue to monitor the availability of appointments and how consultations are undertaken 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 who are able to offer advice with prescribed medications and conduct medication reviews, Advanced Nurse Practitioners 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 introduced a “total triage” model utilising Anima Health in March 2024, which has allowed us to increase the daily number of clinical contacts, prioritising patients based on clinical need, not on want. Due to this patients may be navigated to non-practice health providers to receive appropriate care for their needs which may involve local pharmacies, walk in clinics, an online service, NHS 111, Accident & Emergency or NHS 999. Allied health professionals based in the practice will also continue to be utilised such as Clinical Pharmacists and First contact MSK specialists.

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 care provider.

We continue to review the use of tools such as Anima Health to provide the highest level of care possible, doing so that no solution is perfect for every patient and try to negate any barriers for patients prior to introduction – however we have found that no matter how we provide information to patients misconception is quickly spread and is difficult to overcome.

As a practice we will continue to be an active part of Wellingborough and district PCN, hosting the Extended Access Hub along with other ICB commissioned services such as the Acute Respiratory Infection hub and the Care, Assessment and Treatment of Children at Home (“Catch”) team, granting additional access to health care opportunities for patients across Wellingborough.

This year, sadly, the chair of the Albany House Patient Participation Group stepped down after many years of helping and supporting both the practice and the wider patient population, and meeting attendance, whether held online or in person, was poor with the last two meetings of 2024 being cancelled due to poor attendance (only 1 or 2 people attended each meeting), therefore a renewed drive to rebuild the group is being undertaken. We have a newly appointed PPG liaison in the practice who is spearheading the advertising and organising of meetings and will be supporting the group in establishing a new chairperson, as well as supporting them in helping to support the wider patient population.

Our team grew this year with the introduction of Care Co-ordinators who follow up with patients who have recently been discharged from hospital wards and undertake Mental Health reviews.

At the time of writing, we are currently reviewing our clinical capacity, with a view to potentially increase the number of clinicians who make up our 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 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

I was number 3 in the queue at that point

I have done that before and nobody got back to me

Because I thought I would never get a call back as the surgery never has no appointments after 8:45am!

Incase I get cut off

Couldn't see the point

I rang at 7 am and they rang me back a couple of hours later

Decided to hold

Wanted to keep my place in the queue and don't always hear my phone ring.

Because it never came up until I was told I was two in the queue.

don't ring back

I was only no 8 I do when 32 in queue

I was afraid it would ring off

Because I was number 3 in the queue.

Not sure how it works

Sooner speak straight away rather than wait for phone back

I was second to be picked up

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

More options on illness

Blood test

To see a doctor not talking on phone

Make appointment by calling in to surgery

The ability to pre-book appointments

The options offered on your condition to book online don't always apply

Unless the wording is exact, anima will pass you over

Results of tests passed to patients.

Anima does not work on my phone a I phone 7 so I always have to go down an see someone.

Following results of my X-rays would have liked some follow up as to what the problems might be.

Hard to get appointment for me and my partner

I would prefer to see a doctor or other practitioner face to face.i have been fortunate enough not to of needed to contact a doctor as I have been unable to register an the app.

we find the triage system very difficult

Be able to contact the surgery by phone

Don't invalidate patients illnesses and actually help them with the problem, don't just leave them in pain.

Someone more knowledgeable about past history ,ie there is no connection between GP and patient we're basically just a number,

Male reception staff member can be rude and patronising

Feel people don't listen to what you have to say

Answer the phone

Not made for the elderly. My daughter booked the appointment through the app as I can't use it. I do not have much technology knowledge.

Would be nice to be able to speak to a Dr sometimes.

Make it easier to book and have evening and weekend opportunities

Sometimes hard to get an appointment

To old to use a computer so not bothering to make an appointment to see a doctor

Since covid no contact with Albany house

Ability to book non-urgent appointments in advance, and not same day

Ideally to have continuity with the same doctor if possible.The use of nurse practitioners is acceptable for non complex cases, but should not be offered for more complex cases.

Blood tests at the my local practice would be great. Wait times at isebrook are nearly a month to wait.

You should still be allowed to book a specific appointment also sometimes it's hard to complete based on what is wrong

It's a joke how we have to get an appointment I am on depression tablets had new tablets and can't get se a doctor as always fully booked and now you don't have a mental health nurse on site a joke this is

I would like to have more face to face contact with a GP

blood tests

Anima service is not right for everyone, I prefer the old style. It's really hard to get an appointment

More staff to answer, I have been 1hr 40 before.

Easier to navigate for teens and elderly

I would like to be able to make phone appointments has I can't handle tech!!

I feel the questions asked are not always relevant to the medical problem. Also I found the practitioner had to ask why I needed the appointment despite me answering numerous questions so the application obviously hadn't been thoroughly read.

To get the doctor to call when they say they will.

Book by phone

People working at reception should be more kind and patient. Some simple services takes weeks to complete. Like referral to private healthcare. Blood test results or any results need to chased up by myself. No one cares to inform about results. Can not find results on the app. When asking at reception was getting attitude and in the very angry way read them out. I was told to give medication to my 4 year old. And when I asked how should I give it was told that pharmacy will explain. Then pharmacy did not know. Ended up googling it by my husband. It just feels like people working there are not very happy, especially the ones who answer the phone.

We like to make appointments by telephone. Online is very difficult for us.

Less time is asking same questions over & over again.

We have not been able to request or given choice about the doctor who we want to see

The usual ones: more appointments

I can't book appointment on phone as I have to come surgery to book one and than have to come back to see doctor again.i am not well and disabled too

To receive follow up as stated following initial consultation.

Being called in for regular health checks (don't think I've had one since I turned 40 ...

The ability to book advance appointments which would help so many patients, who can just leave on the day for an appointment, due to their work.

I would like to be able to phone and make an advanced appointment when I need to not keep phoning or trying to contact you on the same morning or afternoon to me about this ridiculous

I often wonder how difficult it must be for an elderly patient to organise a doctors appointment??.

Better communication

There could have been better communication and better service. I cannot find a cure for my illness. My psychology is now damaged, thanks to you.

add interpreter

On certain conditions as suspected cancer the patient should be rang as they may have concerns, do not understand the message or the process for referral

Able to walk in and see a doctor or nurse because I work in Brackmills by the time you receive your answer,I cannot always get the time off from work

They didn't read my additinal notes about time between my appointment cannot be made than I couldn't cancel online and tried to call to Albany sevetal times

I preferred talking to an actual person, especially once they brought in the callback system

Enable pensioners easier opportunities to make appointments as the system is awkward and complex for elderly with little technology experience

It would be useful to have a section on the triage related to contraception. This must be a common topic to request.

The way you have to make a appointment I feel it's I find very difficult could be a better option

Message/email to the surgery/doctor (to send documents required to make the referral)

Easier access to doctors' appointments

I think reception has to improve. Blood results has to discuss with dr rather than tex. sometimes it's very confusing due to English language

The service was very good and fast. Now I'm feeling betterng better

Prebookable appointments are needed

Should be easier to see a doctor

Not such a long and lengthy form

Smear test being able to be booked via Anima

Get rid of Anima. Last time I tried to book by phone, receptionist told me they no longer booked appointments

Need blood tests available again. Plus nog easy getting appointments changed goo.long between appointments available

It seems a waste of appts to be put in with an ANP for suspected skin cancer. Although very pleasant, thr ANP just gave me antibiotics cream, which the Doctor at the latest appt said it wouldn't have done anything. Then the Doctor gave me a 2WW referral. Previously I have always been booked in to see a Doctor. It is a shame a valuable appt for ANP was wasted.

Patients should have appointment with their chosen doctor. Also reception staff should be helpful regarding appointments

It has become impossible to get appointments for a consultation for more than one issue which is not an emergency ! It feels wrong to take an appointment which might be needed for someone more in need on that day.

It would be helpful if blood testing could be brought back.

Would be so much easier if blood tests could be done at the surgery again

Would like to carry on seeing same doctor as I felt he was listening to me. Also get going to get me help with stopping smoking and my blood pressure

The service should be faster

I feel that if really ill, the brick wall to see a healthcare professional is much too high

When trying to make an appointment with a doctor I wish to see why do we have to tell your reception all our problems and every one can hear what you say, which can be rather embarrassing ,and in the end you land up with a doctor you dont know on the telephone

to go back to be able to speak to a human being to book an appointment as when I put in about my ankles it's saying to go to A&E so I still had to call the practice To see what I should do! They told me to not fill out what was wrong but going into the box to message then when an appointment time came up, I Make the appointment time! Or as if you were speaking to a human being, I could've got the correct advice right from the beginning and if I couldn't have made the appointment time explained and they would've offered me another time instead it all had to be cancelled and started again and it was all becoming a nightmare

I would prefer being able to call and speak to a receptionist. Also, the x-ray came up as no further action so I now need to find out what is the further action to get in my ankle sorted??????

Historically the practice had a minor skin surgery for removal of moles, warts etc. This would be a welcome return.

Online appointments are stressful, impersonal and hard to get. A more personal phone system is better for everyone. A human being is always better

You should be able to book advance appointments with preferred GP

More mental health help and sleeping help iv contact twice about my sleep and not getting help

Make it easier to make a appointment and be seen

Easier way to suggest a time that you are available for an appointment

Receptionist staff should be ready to help with smile. They are in that position to help.

I think it should be possible for people to still be able to make appointments over the phone in certain circumstances. Also, I find the GP is very keen to delegate patients elsewhere when sometimes we really need to actually see a GP.

Would like to be confident I can see a doctor under general normal circumstances

Would like to be able to get through to make a appointment a lot quicker.

Anima can be frustrating when it's only available at certain times. Because of this I was without my medication for a few days. It would be better to allow patients to use it all the time and then the practice picks up the requests when staff are available to triage.

Patients should be able to make telephone appointments

Hdjsjosk

I got phone appointment with doctor, however I think it should be appointment in person .

I have complex health issues and sometimes it would be helpful to have some support with managing this. Also although the service is good, I find that I have to chase things up in terms of a treatment pathway. I seem to see a doctor or Nurse, have relevant tests done and then hear nothing back, so have to follow up myself. This can become frustrating at times. Example would be. Swelling in my abdomen 7nkn9wn cause, blood test done to rule out Ovarian Cancer. Test said that the blood test is

not definitive to rule this out but since then I have had no follow up or contact. Still have the same problem.

Having bloods done.

The doctors or health professionals should listen to the patients more and understand what they have to say before jumping to a conclusion. A bit more listening and understanding would be nice.

I would like to go back to having more face to face doctor appointments, I think you can feel more reassured after speaking 1 on 1

took away blood service communication poor sometimes rude don't understand how disabled people can't do what able bodied people are able to do & are not helpful in that respect

I am not happy service

Maybe need more staff. And better communication between reception and doctor. From July waiting when someone will contact from reception about ultrasound for legs. Doctor told that they will be contacted, but no one contacted with me. And it's not first time issue like that.

Please bring back online booking, even if triaged as I'm limited due to being on oxygen...

I would be more satisfied when would be the face to face contact. Not only by phone.

Doing it online is not as easy as calling and talking to a person. Also when calling for appointment you are able to know straight away and then working until you need to come to surgery or time for a telephone call. I had to tell my work place that I am waiting for outcome and until then I can't work as due to the nature of my work and the location. Also having to type info to answer questions particularly if the patient is neurodivergent it's not easy and you can run out of space to complete your answer.

Blood tests back. Needed an urgent blood test. Taken a month to get in. Not great

No access at home to reorder certain meds ??

It would be lovely to be able to book an appointment on the phone. I have no internet access

It was so much easier when blood tests could be done at the surgery. Having to make an appt at a blood clinic usually means waiting for a few weeks unless urgent and then there is the problem of travel. Never easy if you are elderly.

Hard to get through on phone never any appointments available

There is no opportunity to notify multiple, apparently unrelated concerns. If you choose the most important, you are unable to open another request until the first one is closed. This may take some time and doesn't seem to be particularly efficient!

Human communication. I prefer to speak to people not a computer

blood tests, pre-bookable appointment for non-urgent conditions, see same GP more than once!

Go back to booking an Appointment over the phone and not with anima health.

The appointment system only allows for Smear test and doesn't allow for other types of appointments

Your appointment system could do with improvement.

Venepuncture clinics

Reception staff to be more understanding and not rude! I work in pharmacy and the way your staff speak to patients who can't access Anima is disgusting. A bit of politeness goes a long way, I've recently been on hospital, wasn't able to order my meds, spoke to a doctor who forgot to put them through for me and was met by rude staff... I have a heart condition, 3 strokes, FND and I'm 38. A bit of courtesy wouldn't go a miss!!

Make the communication between the practice and the pharmacy below more clear because whenever I contact the pharmacy they are always unaware of the situation, for example I was referred to the pharmacy and THEY needed to call me but passed the whole day with no call and when I called to ask what's happening they were unaware that they had to call me

More support and action for drug users and addiction for young adults. Especially early stage drug users before it's too late.

see a GP in person

Form takes too long. Too many questions and not being too good on computers I found myself running out of time. Also can only raise one health problem at a time. When asking for a follow up on same problem still had to provide full request again. Much too impersonal.

More face to face appointments instead of phone appointments as dr can't see u when ur poorly over the phone

While the triage service is great and I understand that only so many 'appointments' can be supported at any given time, rather than require patients to 'try again' the following day, why not allow the completion of the triage questionnaire and carry the request over to the next open triage session? Additionally, sometimes it's not clear (to me anyway) whether my need is a new request or a medication request or an admin request. Examples of different types of request to help the patient navigate through the options would be useful.

Heights

Provide blood tests

I didn't feel as if the reception was very polite. I understand that they are dealing with a lot of people each day. The people in front of me seemed surprised when they were told to go (away) and apply online. Traditionally us customer go up to reception and book an appointment. This new system or way of doing things is not conventional.

Would like easier Access to an appointment on the phone

There were too many questions to answer on Anima & took far too long- about half an hour, especially as people only do it when they are unwell already & don't feel like doing it

More face to face appointments with a Dr.

Not so keen on the text service as questions (in this case) went back and forth a conversation, would for me have been easier and quicker

Be able to book routine appointments in advance.

GREATER understanding that you are here to help and not obstruct which only happens occasionally. Not to make snap judgements based on brief observation and not to patronise patients who may have had extensive University education. Not a major problem but I can think of several occasions when I have been spoken to as if I was rather simple. This may not come out as intended. As the text was frequently interrupted by gremlins/people as if objects on a conveyor belt. Also to avoid obstruct. This happens only occasionally and snap judgements on minimal observation do not help. As overworked as you are, it is important that everyone at Albany House treats patients as human beings and not objects on a conveyor belt. Not to patronise as there will undoubtedly be patients who will have been extensively University educated and feel uncomfortable if spoken to as if they have been. Bring back the old system elderly or disabled are being denied access to Dr's because they cannot use Anima

To come and see a doctor on arrival

Continuity with same doctor like old times

I find the Anima unnecessarily arduous to go through and it puts me off trying to get treatment at times or delays it which isn't at all good.

I wanted a medication review urgently and was given an appointment 2 weeks away which was not good enough. I need the dosage of the meds increased immediately and this was really bad to be given a review date 2 weeks away whilst I'm in chronic pain.

I was rung and although I said I had had severe pain due to what I requested was a kidney stone I was told my records showed I was prone to them and to get in touch if I experienced blood in my urine. I haven't but I am still in pain and taking pain killers. I think a bit more sympathy and how I could manage the pain would have helped. I'm now quite scared with the ongoing pain

Would be nice to have some late afternoon appointments available few days per week.... in general good

Phone appointments would really be less frustrating and stressful !

More proactive when dealing with medication reviews and ordering blood tests etc. I am always the one starting the process after the surgery has locked my repeat medication orders.

Should stay with phone appointments

Should be more options for disabled people to say they can't just come to an appt at short notice. Instead you have to start a whole new request on the app. Need to make it easier for pensioners to be able to use the app when they don't have photo ID in date

A shortcut through the triage system when is something specific and nothing matches what I want. Also more accessible phone lines. Staff could be more polite at times,

Spoken to a nurse or doctor on phones. The queue is always so long and some times only need advice.

Mire available appointments and the online triage booking service needs tweaking as it doesn't cover appropriate symptoms

Patient name removed

Need to have a walk in surgery. Fed up with being told to go to A & E OR Corby Urgent Care.

As a old patent of 84 and not familiar with technology and i speak for bothers to I don't like and find it difficult to navigate making opointments on line as do my daughter I prefer to ring up for appointment as many like me do not techno minded but I am fortunate to have home visits because of my mobility issues I like

You should have the option to be able to book appts on the phone rather than having a receptionist trying to spend 10 mins to you explaining how to use the app ! The appt could have been made in less then 1 minute if they had booked it in and then had a designated person when I attended my appt to show me ho to use the app !!

Allocation of a time slot for receipt of telephone consultations

Easier contact for your elderly patients ,my I am 82 my husband 86.I have been with the practice since the original founder doctor who delivered me in 1942. Have always had exceptional care for my children as they grew up in the 1960's and always care and attention in recent years. I just feel that with all the new technology it makes it so difficult to arrange an appointment.my life

More compassion. It has been a struggle for me to access the app on line. Appts has been difficult to make. Still trying to arrange an face to face appointment with my Doctor.

If someone choose the wrong option surgery shouldn't cancel and ask to request correct one next day, it should be dealt the same day

Phone calls are sometimes difficult to understand because of the doctors accent. They need to speak clearly

To be able to request an appointment prior to the surgery opening.

Get rid of the Triage as old people don't know how to use the app or Internet & they will die because of it! I totally hate the idea of triage! Get real doctors back in the surgery so we can have a face to face appointment with a human. I don't like my deatales being sent to a call centre so other so other people can see them as their private & confidential. So stop the stupid triageTriage

Accurate text messages

All too impersonal. Only allowed one illness. Takes too long to complete for anyone with limited keyboard skills.Have to complete form all over again if follow up visit required.

Shorter time when answering the em questions on Anima

There are no menopause/HRT specialists, lack of female GP's

I have registered with Anima and used the system with success twice.Recently although I have a saved password etc. I could not log even 7.30 onward and eventually went to reception to get an appointment .It made me very anxious and do not know how to fix it.ss

Perhaps, for people such as myself, an opportunity annually with a named GP to discuss my help would be preferred.

Prefer old system to book appointments if I need one

I don't think it's for everyone especially the elderly who's first language isn't English speaking.

When you go through triage questions there should be a "other ". Sometimes no symptoms are on the questions

The questions need to stop taking you straight to go to A and E if you haven't discussed the issue before

You should know

Nò

Comments re: your most recent appointment

No

No other comments

The appointment is in about 4 weeks

Still have no idea what is wrong with me.

Received on the spot blood test excellent service

Phone up appointment can't get one

following call I was offered an appt - doctor was very nice

Not nice

It seems that I'm just a burden because of being an OAP.

The physio was not very happy with my issues and he gave me introduction over the phone and was disappointed as I felt it would have liked to have been seen in person, so that I could see actually how to preform the exercises.

I was left with a stiff neck after telling the staff of my multitude of pains. Only to be left with more added pains. Not happy at all at this has not further spiked my anxiety levels

He was very good

None

Dr Krezminski is an outstanding GP who is both thorough and compassionate.

Feel sometimes you have more than one thing wrong so hard to discuss also some illnesses need to be seen even if the doctor doesn't feel it is

As above

Nurses I have dealt with very professional, personable and made me feel important

option of Face to face - not all problems can be done via phone

The last time I made an appointment was using the old style..I went into the Surgery to make an appointment, this was around 6_7 months ago. I am not happy with the new Anima appointment service.

DR Andre is awesome... extremely hard to get calls back though

Was told it was urgent blood test but when we got Isebrook it wasn't sent through as urgent

Nothing further

Once I saw the nurse she was very helpful but wouldn't it be more helpful to leave a space on the application for the patient to explain the problem rather than tick numerous often irrelevant questions.

I did not have an appointment I made a request for information

Never received the appointment phone call

The Nurses are always extremely helpful

I just wished I did not need to chase the results afterwards and would have a follow up appointment, phone call or letter stating what have been found and what is the further action

Just the on line service ..have to go through numerous questions that are repetitive.

With regards to the appointment I tried to make it on phone have had problems where after waiting for about an hour i was cut off n then i had to dial again n was told to ring in the afternoon in the afternoon i was told to call the next morning I was upset n asked to speak to the manager unfortunately had to do that but then instead of talking to the manager I was given a appointment for the next morning at least i got the appointment but it is distressing when you are not feeling well

Very impressed. Changed doctors and happy I have.

My appointment was booked for 4 weeks time

It was many days before I could actually get an appointment. I had taken to trying to access different health services. I'm still awaiting a follow up

They said there was no wifi system and couldnt show me anything ans had to do on my phone but there is jothinf there

I had a text asking me to take my own blood pressure, which I did. I have had no response to the results I texted back

Brilliant

Why was the waiting room completely empty, but then there's no appointments when you ring up?

Started at telephone and was invited in for in person appointment.

I see a nurse every week and pleased with how the nurses are, very pleasant and they listen to what I say Thank you .

Very impressed. Within 1 hour of the call i had been seen and recieved medication

Just wanted to get me off the phone and stop asking questions

I think you don't want to do treatment

I had the pleasure of having Sharon Coles for this appointment who I have had in the past for other health concerns. Every time she has taken the time to listen to me whereas previous encounters with GPs have not had the same experience. Her personable nature put me at ease especially as one of the first concerns was quite personal and required examination. Given the time allowed for the appointment, she also helped with an ongoing issue which the previous GP just fobbed me off with a months worth of medication without putting me forward to related tests to give more of an insight into issue. Whereas Sharon was very thorough, referred me for tests to try and identify the underlying reason which the first GP should've done. As mentioned Sharon has helped me numerous times in the past and had a sense of a relief that I was in capable hands! So thank you!

No option as not called or in person all dealt with via text

She listened got me an xray on my knees referred me to orthopaedics regarding my hips and knees so I can get the ball rolling for the operations to get walking properly and have a life back with family, friends etc

The doctor I seen, was brilliant, listened to everything I said checked me over thoroughly, Was very polite and done the job that needed to be done hundred out of hundred.

The clinician I saw was NOT the one I was supposed to see, but I was happy with the one I did see and he was on time. The question asked does not reflect this situation as it is two questions in one

Very helpful and understanding, thank you

I had to repeat everything I had written in my original application for an appointment. It was like the doctor hadn't read anything at all about my issue

Amy Strudwick was absolutely amazing.

At the end of the appointment I would of thought that they would let me know if I needed to come back to check if alls okay

When you need Doctors Reception give appointment. They don't ask to patients what happene and why need Doctors. They job Reception not Doctors.

Specifically it was clinician who phoned me about my diabetes, so was unable to discuss any other issues about my health, hence negative response above. I want to be able to ring surgery, spk to someone to book my appointments

Says not persson.but was seen by amy lovely lady well.impressed

Appointments made by letter should arrive before the day of appointment

I still have to go for the appointment

Doctor was very thorough, professional and referred me for further tests which I really appreciate.

I was happy with what was said, but I would like to have someone check my shoulder movements

Always amazingly kind and professional staff for smear tests.

I've been coming up to the every week for the last 3 yes, sometimes 3 times a week to have my leg dressed the nurses are excellent and caring, can't fault them ,and the times I've had to see the doctor, the have been very understanding to my needs, I will say an excellent service

My GP went over and above during my appointment

It would have been nice if I could seen the doctor I wanted to see.

he was very good and listened to my issues and said that he would put me forward for an x-ray and if that didn't work we would go further to find out what was wrong but still no appointment for an x-ray yet but the appointment was only Friday

I need to find out where I go from here to finding out what is wrong with my ankles. I think the person I said so if the x-rays didn't show anything I would need a scan?

The Dr was very kind, helpful & understanding but also very informative. Offered a return visit if I needed it. He is an asset to your team.

Appointments should be face to face and with normal GP

The diabetic nurse refused to repeat my medication knowing that I only have one week supply left and put the phone down on me

In my most recent experience, the GP just messaged me back on the Health app. Instead of calling me when I've been suffering with a UTI.

Telephone appointments are impersonal and can be hard to understand

I could barely talk due to my current condition

I saw Carolina for a Doppler test. She is really an asset to the surgery. Very kind, approachable and professional. The Nursing Team in general are very good.

Anima has made things much better

When seeing the Dr he was so understanding, caring and I felt at ease. I never felt pressured at any point that I was being rushed. I was seen earlier than my appointment time. Couldn't have asked for a better Dr.

I felt rushed out the door and ignored. No care or understanding or compassion, just rude and couldn't be bothered, just wanted to say what she thought and rush me away.

This was a HOME VISIT to my husband who has dementia. I have POA.

GP was lazy. Did the bare minimum. No experience with young children. I had to ask all the questions because there was such poor communication. Awful GP. Been with this practice for 32 years and on the whole, it's good all round. However, the last few GP's I have seen recently have been very poor. Lazy, disinterested etc. The last 2 GP's have read off Google/ NHS website in front of me symptoms. I can access this at home and expect far more professional opinion and advice. GP's are not what they used to be and sadly, have misdiagnosed a couple of issues with my children's health. Nurses and other staff I haven't had issues with.

feel like the NHS is not about patients more about money & making things harder for people

I don't understand

The doctors does they job, reception need work with communication between reception and doctors.

Took 3 calls to sort out one medication, reception were not aware of complex needs I have. Dr who phoned Monday was stellar and fixed it, but meds were taken off of me with no text or telling me. I did get given some for current woe, huge thanks for that. Unable to log into nhs app, there seems nobody technical. Anima Web wouldn't accept GPS surgery, staff couldn't help. Just argh. I'm not tecky.. ta for Dr's who did give me meds I needed. Cheers.

I had a pain in my back and ribs. And was struggling to breath. Doctor never tested my breathing at all. Just my muscle pain.. and I'm still struggling with my breathing

Dr Andre listens to what I have to say and helps

I have FND, chronic pain and I need someone to listen to me rather than just say, try this try that....I'll end up in a wheelchair soon. Your doctors don't listen! Oramorph is the only thing that helps my chronic leg pain but they don't give me enough...I want to be heard not talked at like some baby

Quite happy, with clear understood comments.

Anima health system too impersonal

I also wanted to get the Mpox vaccination but am unable to find anywhere which administers it. Additionally, I'd like to get the Shingles vaccination but cannot get that until I'm older (currently 68) though my wife who is 4 years younger than me can get it when she reaches 65! Bit bizarre!

Everyone seems mostly lovely but can the reception staff please be a little more patient with someone who doesn't know the systems because they've never had an appointment before!

My apt was with the pharmacist she was excellent.

The doctor was very respectful.

Difficult to have a clear conversation over the phone. I've had sciatica since January and not once been seen by a Dr. I feel they would have understood my symptoms better face to face.

Question 15 was N/a because it was a text conversation only, so unable to answer fully. However I did get a resolution for which I am very grateful.

Very helpful and professional and sought advice from GP regarding pain relief medication.

The only reason I answered yes to the last few questions was because the Dr who telephoned me knew my medical history as I had seen him in the past

Was asked to monitor my blood pressure for 4 days (twice a day) and assumed I would get a monitor at reception but was told by receptionist they hadn't any for some time and would be best to go and buy one.

After the telephone conversation I got an appointment within the hour

My last doctors appointment was very good and thorough

If would be possible not to wait 2 weeks for appointment.... That's help a lot

Job well done

The clinician was very helpful and compassionate and understanding of my very important doctor appointment. I was so grateful for her help.

Need to have more than yes or no answers

Excellent clinician....easy to talk to and a great listener. Very knowledgeable.

Very friendly and helpful staff

Dr talks over you and doesn't let you explain the issue. Often hangs up before you can ask question.

All the workers in the alban house deserved to have a nice surprise they are work from heart all of them is kind and sweet person. Thank you for your work **patient name removed**

Please look into how you word your text messages as I received a message for my medication review and was asked to call to make an appointment yet find out after calling you have no appointments call back in 2 weeks you should really take a look at your appointment slots and then message that way the patient has a better chance of getting an appointment

Was unhappy as I was told that a nurse would book me this appointment and she didn't so I had to book at an inconvenient time as that was the only appointment available

I did feel doctor was in a bit of a hurry to get off the phone so I lost my train of thoughts to finish telling them things

Bardzo mily personel. Nie było problemu z porozumieniem się pomimo innego języka. Pozdrawiam serdecznie.

(Translation via Google Translate: Very nice staff. There was no problem communicating despite the different language. Kind regards.)

Because I had been before re this complaint , I should have seen a gp the problem has not gone away so now have to visit again and have an appt with a gp ! Total waste of appts when you struggle to get one in the first instance !

I left without a definite diagnosis. I still have foot pain and do not know what it is.

Did have a call back but I missed the call tried calling to no avail.

Sometimes I've notice bad attitude from the staff, patient is calling for help not to listen raised voice and anger from the staff

Please see other written answer

The consultation is good, but we still looking for one more appointment for more clarification

Stop the triage system as it's killing old people as they don't have Internet or know how to use it! My details are private & between myself & my GP if I can get to see a real doctor these days. What are they doing if they exist nowadays.

It is no good getting a text message for a 9.00 appointment at the surgery and being told at reception that it is a phone appointment! Going home waiting 2 hrs with no call, so I had to contact the surgery to find out what was going on then the clinician phoned up. Not a happy bunny with the service. it needs sorting out!

Linda the diabetes nurse is a nice lady and extremely supportive and helpful.

The Dr was friendly but didn't seem to know what it was

When you are given a time for a telephone appointment it should be near that time. I had an afternoon appointment and the GP called at 10am which was difficult as I was in the hairdressers

My COPD level was not assessed by tests as previously performed

I was very pleased the clinician kindness and thorough check. The clinician also called upon a Doctor still on the premises to check my symptoms who requested it a referral with hospital whilst was present. This was very reassuring for me. I was treated extremely well thank you.

Injectiouns only

She was wonderful and made me feel so much less alone.

No

Nò

Comments re: any other feedback

Getting a appointment is a joke

Prescription was requested via Anima - never received a response. Only knew it had been issued when pharmacy contacted. The fact that we can't prebook appointments causes stress and pressure for patients and your staff.

No other feedback

Sometimes you need to speak to reception due to the questions on anima

Just because I am elderly doesn't mean I'm stupid.

Staff is pleasant but hard to get appointment

Patient home address removed

much improved since Anima

Not sure but not nice

No comment.

After 5years of having severe pains seeing a physician Left with more added injury than actually fixing the injury. Not pleased at all.

Need to know how I can make an appointment for my wife as we both share the same e mail.

The services was good

I can never get an appointment. Tell me to ring bk at 130 or no spaces left

Feel it now seems an inconvenience if you wish to see a doctor they get paid a lot of money to speak to patients over the phone rather than actually see you in person

Really appreciate the advanced nurse practitioners, do not have to see a GP most of the time as they are so competent and professional

Dr Ali was very helpful

Wanted a home visit, palmed off with a maybe tomorrow

The whole email thing in mornings confuses me totally

Nothing to add.

Some of the reception staff male member was rude and not v helpfull

I find when booking by phone my place in the queu seems to move in reverse and then when I eventually get through all appointments are taken!

It was good to be able to ask a question via the Anima health route and get an answer.

I still prefer ringing up for an appointment and not on the internet.

The reception needs to improve their attitude towards being more positive, kind and patient.

The person I saw was thorough.

The doctors are very helpful n I hope that the practice could improve the telephone service Thank you

Some reception staff are not helpfull and rude .male

Very friendly and caring staff.very clean too

When I received the text I thought I might be being called for some kind of check to monitor my health. It turned out to be a DIY blood pressure request.

Would like a phone line to the nurse ,to inform them if am running late or cannot make the appointment.

I couldn't fault it. Thank you for taking so much trouble over me.

Most receptionists at the clinic seem very helpful but there is a couple who seem to let there job get in the way of there customer service duties

It used to be better

In general, you are not a good GB. I think you are not focused on treatment and solution.

everything is good

I love anim health it is less wait on the phone and reaponse is amazing

The staff have been very helpful, but my experience has been marred by have to use online booking

On crutches with a boot and appointment was on first floor very painful to try to navigate crutches without causing more pain to foot

Was asked to book for an ECG and was given a later date yet the doctor needed it urgently

Need more staff for NHS. Quick responses

As per my comments above

Patients can book their appointment via telephone

I still have to do my first appointment

great understanding, immediate help

Your reception team are fantastic. Dot is exceptional - patient understanding and efficient. Even when dealing with people ahead of me in the queue

I felt my appointment today was very helpful. The doctor listened to me and he is going to help me with things.

To see the GP in desperation I cried at reception, it shouldn't have to be that hard to actually get an appointment

I'm always happy once I managed to get to see someone. It's just the nightmare of getting an appointment in the first place.

please could someone let me know what I need to do next with regards to getting my ankle sorted as I'm in so much pain and it's impairing on my life with Work and personal life

I don't have the new medication prescribed as the nurse put the phone down

Good staff and very nice nature and doctor also very very very very nice

All the staff are lovely and helpful and I always feel I'm in safe hands

No further comment

Medical practice should be for patients...not for avoiding patients

I never feel like my business there is private, and I always feel like a burden and unwanted instead of a valued and cared for patient.

I find the service from all staff, whether for my husband or myself to be exemplary. I have a life threatening bone marrow illness, he has Dementia with Lewy Bodies. Whenever I need to get in touch, the Reception staff are helpful and supportive. The Health professionals are always responsive and give the best of care. I feel we are very fortunate to be with the Practice.

Some GP's are slacking at the surgery and are not meeting patient expectations at the very least.

I don't understand

Not bad

Trying to register with anima, a nightmare, wouldn't accept gp surgery, I'm locked out of NHS app now... nobody can help. Some of us aren't technical. Dr on Monday was stellar, plus head Dr lady. Very supportive to me. Taa muchly

I can't visit the practice because I can't even get an appointment

Needs are usually responded to but it is hard not to be aware that one is dwelling with a system under stress. This can lead to reticence which is not good if in doubt.

No comment

new online service very good - reduced need to visit the practice at 8AM to get an appointment

No follow up following appointment and tests

Just rubbish system, no one listens...I work in a pharmacy and we give more advice than the doctors do!

Everything is fine, but I have used Anima since it first was installed ok. But this week I have spent a long time trying to book an appointment via Anima, my initial attempt was successful but I unfortunately had to cancel it online. When I attempted to make another appointment I was. Sent appointments with Nurse clinician. I in error didn't accept, and now I have changed my log in details because my password etc. Was not accepted. I've now given up trying to get an appointment at all online, I did call into reception for help yesterday, but was told to try again, which I did from 7.30am today, but still won't accept. I've and am feeling anxious about it. to

Would be nice to have more face to face support than given new medication to take.

Staff are great! Very helpful, friendly and supportive. Return calls when they say they will. Very satisfied overall. Great job!

I'm not sure please about the anemia, log in please. I can't seem to log in with my password. I find it very difficult please. I'm not sure if I am connected up anymore. It emailed me back very quick, with my details etc. But cannot seem to use it, after that please. When I try please, it will send me a email right away. Saying someone tried to use your email address to log in. If this wasn't you, then please don't worry. So I don't know how to use it please. So I will come to the surgery to get a telephone call back etc.

Once at the surgery everyone has always been good. The difficulty is getting an appointment.

I asked reception how I could get travel vaccines and they didn't really know. The first person told me to go online (NHS and Anima). After logging in on my phone I went back to reception hoping they would then be able to direct me but the other person said honestly they don't know and said I can go to the pharmacy.checking on my phone

Nurse practitioners are great but I don't feel that you are given enough information. Not seeing the same Dr or even speaking to the same Dr makes it difficult to build up a clear picture of the problem.

Everyone at the surgery are very helpful and listen

Generally excellent as it was today

Sorry to say the practice has gone downhill it has some good doctors only trouble you can not get to see anyone

Very polite and helpful lovely staff

Doctor was so efficient and thorough and very easy to talk to.

I understand the doctors and nurses are under immense pressure at the moment than ever before but I sometimes feel like not everything gets listened to correctly and the outcome leaves me more confused than confident

All staff pleasant and helpful

Job well done

Dr Taymoor Khan was truly helpful and understanding in my request for a doctors fit note certificate. This was very important for me and my financial needs as a matter of urgency and importance. It was dealt with quickly which helped me with my application.

Reception area not very GDPR friendly. Phone discussions and in person discussions can be heard from the treatment waiting area.

Staff very kindly helped us access other services

Drs speak over you and don't listen, hang up on you. Referral letters not send out. referral not even done and I don't know until 3 months later

Some of the reception staff are amazing to the point of going above and beyond and there are a couple that could do with training in how to deal, interact properly and reassure people and also have witnessed a reception staff member stating to an elderly patient that the only way you can make an appointment is through the online booking system unfortunately a lot of elderly do not have family or friends let alone know how to go online to do this process this system should be universal in the understanding that they need help booking an appointment

Generally very disappointed in alban house. Can never get an appointment despite having complex medical issues. Given the excuse that Dr's are on holiday is unacceptable. Constantly being told to go to out of hours despite Dr's being open is not acceptable. Rude reception staff. When your patients don't like contacting you for help, You have a problem. Unable to use the online system.

I much prefer the old system not impressed with the change

Don't understand the online system.

I do not understand why it's difficult to get appt when you attend the surgery it's always empty in the waiting rooms !!

Not impressed with employment of Physician Associates

I have always had exceptional service from Dr. Kreminski, particularly over last few years with my husband being unwell. Now I feel totally detached from the practice should my husband need advice from doctor again.

Still trying to access app for a face to face with my Doctor. Struggling with the app.

Feel really comfortable when visiting the surgery.

I cannot see a referral line or notes

Get rid of the Triage system as it's killing old people who don't have or know how to use the Internet or apps! Get real doctors back & walk in appointments at the desk again.

Get it sorted!

Re-decoration of the practice. Lick of paint.

I personally felt it had been a long time since having any tests on my lung function

None

Some of the staff at reception could be more patient and not talk down to you like a child

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