

MARCH 2013.
FROM 322 SURVEY FORMS ONLY 28 PATIENTS CHOSE TO MAKE
ADDITIONAL COMMENTS, PLEASE SEE BELOW:

STAFF

Dr A Sabat is excellent.

Friendly, funny and nice.

Dr Igwe is a great doctor.

All receptionists are very helpful.

Very happy with staff and doctors.

I also think that there maybe, should be another nurse available.

I have always found the staff at both sites extremely helpful. Thank you.

My GP is very helpful and I never feel rushed. Also very good for triage calls and I feel very confident in the advice given.

I feel Dr Igwe is an outstanding doctor and treats you well. He is a credit to your team and he is a pleasure to be seen by.

Dr Sabat is professional, caring and very helpful. Reception seems to have improved a lot with being able to book appointments in advance and receptionists listening and being helpful.

Very happy with surgery and staff. Have been with this surgery for four months and have not had any problems. Dr Igwe and Nurse Cathie have been really helpful and pleasant, which brings back my confidence in the NHS.

APPOINTMENTS

It has become easy to make appointments.

The nurse appointment is always late – minimum of forty minutes to an hour.

I would like to be able to pre-book appointments and have later opening times.

As I work twelve hour shifts, it is not always easy to see the GP during surgery times.

Would be a lot better to be able to book an appointment for the evening prior to 4.30pm.

Wish appointments you could get anytime of day instead of 9.00am - 12.30pm and 4.30pm.

Having to ring for first come first serve appointments is madness! For appointments that day!

Sometimes I find it frustrating when I can't get an appointment, but apart from that I am happy ☺.

I work in a care home in which I work twelve hour shifts, so it's not always easy to see my GP in surgery hours.

APPOINTMENTS CONTINUED

Also morning receptionists must be able to give evening appointments and vice versa – should not be asked to call again at 4.30pm. Makes it much easier for the patient.

To give appointments easily if one is working in London, as travel takes one to two hours. To be flexible as time must be taken off work to come all the way to Plumstead.

GENERAL

Overall good.

Very satisfied on the whole.

I think the service I get is exceptional.

This is by far the best GP surgery I have been a patient of – by far the best.

Overall I would say St Nicholas Health Centre (PHC) is a good practice. I have been using it for over 30 years.

I think the overall service that our Health Centre doctors and nurses provide is very good. You can usually see a doctor the same day if urgent, the staff are very polite and helpful.

I think that the Garland Road practice could do with a noticeboard – the waiting area is good, but looks tatty with all the bits of paper stuck on the walls. It's hard to scan and look in one place.