

NHS Friends and Family Test

May 2020

Q: Comments:

Free text question. There were 58 responses:

2020-05-06 08:50:02

Dr gardener is marvellous

2020-05-06 08:50:03

I don't believe there is any option in Saltash. That is no reflection on the care provided it is just a fact.

2020-05-06 08:58:05

The above recommendation was for a call I had with the surgery. Recent help to get onto the remote site was excellent as it was not very intuitive. On another matter at the beginning of March before Covid, I tried to make an appointment at the reception desk with Dr Hamilton and was advised that he had no appointments left in March I replied that's fine I'll see him in April and was advised that he had no more appointments available in March. From this I deduced that no bookings were made beyond March (one month) and therefore I was unable to see my doctor. If you needed to see patients to get paid you would not run a company like this.

2020-05-06 09:03:52

Eventually received call but no sound received another call and was told I need to make an appointment to see someone this does not appear to possible can someone please call me to arrange appointment

2020-05-06 09:03:56

Efficient helpful friendly service

2020-05-06 09:06:05

I didn't have an appointment

2020-05-06 09:17:46

Very good service from my GP surgery . Was contacted my email on my symptoms I was having within the hour .

2020-05-06 09:18:17

Doesn't come up very often never been asked before

2020-05-06 09:31:17

My appointment was cancelled I had a phone call instead.

2020-05-06 09:54:38

I've been using this surgery for 30years. It has always been run very well. I have nothing but praise for the way it has been run during this present crisis. Well done to them all, and good luck.

2020-05-06 10:10:03

My appointment was very thorough and friendly staff, explained well .

2020-05-06 10:20:11

In the current circumstances the services provided were essential and ideal.

2020-05-06 10:20:49

Fast, friendly help via telephone call to the receptionist

2020-05-06 10:21:11

I haven't had a recent appt at the SHC.

2020-05-06 10:37:59

I am commenting regarding the telephone call I received from the receptionist, 4/4/20. She relayed to me what the Doctor had said. I was following orders from Derriford by contacting you and basically I was told that I'm not ill enough and to call again if no better in 4 weeks. No one cares.

2020-05-06 11:48:59

Very professional

2020-05-06 11:59:26

I haven't had a recent appt. My husband was due a telephone call and not for the first time never received it. However your files show it happened. Attitude of receptionists when taking calls is poor. Have a way of making you feel like it's too much trouble. Some are very rude and unhelpful. Also had issues with appts a few times. Book an appt turn up at the correct time and they tell you that you missed it as was earlier. My husband who is 39 spent 10 days in hospital last March with double pneumonia. Had I not stuck to my guns and insisted he was seen when they messed up the appt he could have died as we ended up at A & E.

2020-05-06 12:59:45

It was simple and efficient and the doctor responded very quickly.

2020-05-06 13:45:51

I found it difficult to access the health centre web site I managed ok last time so I went to 111 and they passed my details to health centre

2020-05-06 14:13:35

Excellent service

2020-05-06 17:37:07

Have always received the best care and attention, as my condition can mean within a couple of hours I am in severe pain. Can't fault my care and attention, my health centre are absolutely the best.

2020-05-06 17:52:27

Had blood test they forgot to send it off so had to have done again and had to spend a week sick waiting for results

2020-05-07 08:25:46

I was a little nervous due to the person administering the injection having a cough but otherwise everything fine

2020-05-07 08:31:42

Always receive very good care

2020-05-07 08:52:10

It does feel like there are barriers to accessing health care at present, when you can talk to someone it's excellent. Staff need to be aware that the intercom at the door seems to turn itself off and you can see staff talking but have no way of hearing them and they can't hear you telling them you can't hear.

2020-05-07 09:06:26

Excellent service

2020-05-07 16:11:02

The appointment was cancelled by surgery due to covid19

2020-05-07 17:20:03

left in a cold car park for an hour really bad if it rains

2020-05-07 17:38:22

Yesterday I sat in my car for an hour waiting for a five minute blood test. I would have appreciated a call to say there was a delay after about 30 minutes

2020-05-08 08:07:53

Have not had any care or treatment

2020-05-08 10:31:48

Was really pleased with the steps taken during the current crisis. Was made to feel very safe throughout.

2020-05-10 08:36:08

felt safe, as I was taken through the side entrance and not into the main part of the surgery.

2020-05-15 08:47:04

I have been under the Health Centres care since 1990, they looked after my boys too from babies to adulthood. I now have complex illness and have felt 100% support from the whole team! Special thanks to Lisa Taylor and Dr Morris

2020-05-15 08:56:44

ALWAYS VERY HELPFUL COULDN'T WISH FOR A BETTER SERVICE

2020-05-20 14:09:03

Most of the time nothing is too much trouble and under the current circumstances the surgery and staff are doing their very best to keep everyone safe.

2020-05-20 14:11:06

It works

2020-05-20 14:15:10

Very well organised & hygienic during the Coronavirus outbreak.

2020-05-20 14:19:06

Very difficult to get through to make the appointment. The nurse was an absolute delight and very professional.

2020-05-20 14:26:18

For standard appointments with the nurse absolutely! Not sure on appointments with the doctors! Im sure there is an issue somewhere with the system my newborn son has been overlooked with his 8 week appointment, having his appointment 4 weeks late as we were told to 'wait for a letter' by the receptionist! The nurse seeing me yesterday is a credit to the surgery and should be rightly praised I cannot thank her enough for her understanding and her help! I wish the same could be said for the doctor the attitude I felt was not professional. As we had to book the appointment and it was not stated that my partner had to be there she was not present. And I was met with the comment by the doctor 'what I find frustrating is that not only is his immunisations are late but now we cannot check your partner' which I offered 3 times in the space of 5 minutes to go and get her! I am also partially to blame as I snapped and explained the situation, but to be met with the attitude that was before me was totally unprofessional in the current climate! Where as a fellow keyworker we should be empathetic not pointing the finger making people feel small. If my partner was met with that I am 100% sure she would have broken down! Which I must say was disappointing especially when so much good is coming from our NHS. I to apologise for my behaviour however I felt the need to defend myself. The nurse once again is amazing and would reccomended her to anyone! I just wish I knew her name because I would send some flowers! Thankyou if it wasn't for her we would probably change our surgery.

2020-05-20 17:15:18

We have to go for my husband's Inr regularly and fin that the system is working well. Well done to you all. Thankyou

2020-05-22 08:54:32

As usual, very professional, prompt and friendly service

2020-05-22 08:57:22

Very organised and I felt safe

2020-05-22 09:07:10

Home blood test as shielded. Some confusion between SHC and Community nurse activity, re who does what via central hub. Clarity for shielded patients needed on SHC website in addition to form filling.

2020-05-22 09:11:28

Very polite and helpful, no complaints.

2020-05-22 09:11:52

Always a friendly welcome.

2020-05-22 09:15:34

Can't fault Saltash Health Centre, everyone doing a great job under the circumstances. THANK YOU ALL.

2020-05-22 10:12:48

Very well organised in these difficult times

2020-05-22 14:49:04

10 out of 10 for service and care thank you

2020-05-22 14:51:42

Wonderful nurse, wonderful attitude during a very challenging time - BIG thank you to her and the surgery and the NHS.

2020-05-22 16:52:03

Extremely helpful and efficient

2020-05-24 18:44:58

I have received excellent service and care. The staff are really helpful and friendly.

2020-05-27 07:33:27

I'm very impressed with the efficiency of the staff also I find them very helpful.

2020-05-27 07:36:18

I have received outstanding treatment from S.H.C. without which I would no longer be here.

2020-05-27 07:40:05

Every precaution was taken to make sure you didn't come into contact with other people. Plus did everything that was needed to keep up with everything for my records for future reference. Also with being a at risk patient that things could be done without having to enter the surgery.

2020-05-27 09:13:18

We felt very safe coming for bloods yesterday, the system worked and we did t feel worried at all. Thank you

2020-05-27 17:33:31

Timely very good service from friendly staff

2020-05-28 07:36:27

Staff are always friendly...felt safe at all rimes

2020-05-29 09:17:34

Very safe and pleasant nurses