

F&F Improvements April - June 2025

Total number of responses:

April: 405 responses

May: 537 responses

June: 406 responses

Some lovely comments regarding the practice, the staff and the service we deliver from this quarter. The staff really appreciate the positive comments they receive and we share these on our 'Shout Out' board in the staff kitchen. The practice are always looking at ways to improve our service and our patient's experience and the feedback we receive is a really useful tool to use to achieve this. Thank you. Here are some examples of the comments received over the last three months:

- ✓ I have noticed that Doctor's have managed to book appointments for x-ray s or tests within 3 weeks. I waited over a year at my last surgery. I am extremely grateful for the exceptional service here at Gresleydale. Thank you
- ✓ I would recommend Georgia Hunt in a heartbeat - always feel supported and listened to when I have an appointment with her and she explains everything to me so I understand
- ✓ Dr Maciej Grzesiak was brilliant thank you so much for your help and kindness
- ✓ I would like to comment on your colleague that answers the phone. On Friday 4th April I needed to extend my course of antibiotics and if it had not been for Millie this would not have happened. I would like to make it known she is excellent at her job and puts confidence back into customers like me, thank you
- ✓ On time appointment professional and approachable reassurance attitude friendly manner Thank you
- ✓ Very friendly and plenty of appointments available
- ✓ When I need to see a doctor I always get an appointment
- ✓ Gresleydale is a very efficient Surgery with lovely staff I highly recommend Thankyou
- ✓ Dr Reynolds Khan has a lovely manner and listens well to your problems
- ✓ Nice and clean, staff very friendly and helpful
- ✓ My husband myself can testify to the brilliant attention we have always received in the 15 years we have been with them. We are 82 and 85 years old and have always been treated with dignity and compassion. We have great satisfaction in knowing we are always being listened to no matter the situation . All this in the midst of the Doctor shortage season !! So in view of the shortage situation let all of us patients treat OUR DOCTORS WITH THE DIGNITY THEY DESERVE .
- ✓ Credit to everyone who works here: excellent care.
- ✓ Very good Denise is always very efficient and pleasant
- ✓ Booking the appointment was easy and the service was very friendly. Thank you

- ✓ Dr Low treated me with dignity and respect during my appointment and I would not hesitate to recommend her.
- ✓ This is a very professional patient centred clinic. I have always been treated respectfully by all the staff I have encountered thus far.
- ✓ Lovely medical and admin staff, the admin staff have gone above and beyond to help find appropriate appointments or signpost elsewhere
- ✓ Very well managed surgery. Very supportive and understanding.
- ✓ Superb service today. Rang at 8am, called back by 8.15, saw GP at 9.30 and had medication by 10.30. Absolutely wonderful. Thank you so much.
- ✓ Razia was wonderful
- ✓ Very impressed with Dr.Baxi
- ✓ Dr Susan clover is an absolute angel, I came to her back in march with difficulty, she sat me down she talked, she listened and she's turned my life around, I now never want to see anyone else, i thank her massively.
- ✓ Dr Whitehouse is excellent and I have every confidence in her advice
- ✓ Rose is very capable and thorough
- ✓ Very professional, easy to book appointment on the app, GP on time for the appointment
- ✓ You have an efficient organisation and you communicate well. Thanks for everything.
- ✓ Dr COTTERILL was really thorough and helpful. He listened, asked lots of questions and really took the time to explain and help. Brilliant doctor!
- ✓ No long waits, The person who did the blood test, was kind and efficient. Prefer blood test here rather than trailing down to Burton Hospital
- ✓ I really appreciated Dr Kulkarni's support during my latest visit to the surgery. Thank you very much for listening and your time.
- ✓ Lisa was very professional and very lovely person
- ✓ I was offered a convenient appointment. I didn't have any wait at all in the waiting room. Nicky was very proficient and caring
- ✓ Friendly, efficient as always
- ✓ From the moment I entered the building to the time I left, the service was excellent.
- ✓ Only been a patient for a few months but my experience this far has been excellent especially my consultations with Rose a very professional medic
- ✓ Communication is fantastic and staff are so very friendly
- ✓ Primary care in Woodville were amazing and put me at ease from them straight away and throughout my appointment
- ✓ Whilst extremely busy, the team are always friendly, helpful and professional and do their utmost to help.
- ✓ Your telephone service call back system is fantastic. The only negative is the waiting time for an appointment.
- ✓ Surgery admin is excellent and the medical staff are thorough, kind and very supportive
- ✓ I am really impressed with Dr Thomson. She understood exactly how I was feeling and put me at ease.
- ✓ The best of the best of the best....

Improvements:

The areas where improvement is required falls into three categories:

1. Long waits in the waiting room
2. Access to GP appointments/cancellation of appointments
3. Blood Appointments
4. Prescription issues

1. Long waits in the waiting room – comment received:

- Normally, I have nothing but positive things to say about Gresleydale, but today was an awful experience. My appointment was scheduled for 10:50am, and by 11:20am, I still hadn't been seen. I went up to the reception desk, and they informed me that the doctor was running late, in with another patient and that I would be seen next. A few minutes later, the receptionist announced that the doctor had an emergency. At that point, having already waited for 40 minutes, I went back to the reception desk to request that my appointment be rescheduled, since I couldn't wait any longer. However, I was met with a "no-can-do" attitude. They told me there were no available appointments for the next two weeks, and that appointments are only released at 8 am. While I usually understand that policy, this situation was beyond anyone's control, and I honestly expected the receptionist to have a backup plan, such as helping me move my appointment to another time.

We appreciate your feedback and apologize for the inconvenience caused during your recent visit.

All clinicians endeavour to keep their clinics running to time; however, emergencies can occasionally cause delays. If a clinician is running late it is usually due to an emergency. For example an urgent admission to hospital, a life threatening condition like sepsis or a safeguarding issue. In these cases, reception will communicate this to everyone in the waiting room. If a patient has been waiting for more than 30min for their appointment the practice advice the patient to talk to the staff at the front desk.

2. Access to GP appointments /cancellation of appointments – comments received:

- Appointment availability is poor and waiting times are rubbish. Constantly running behind
- Cancelled 1 hour before due.
- I am finding it difficult to get an appointment...
- Nearly impossible to get an appointment in advance, telephone system also very poor in order to see a Doctor on the day. Understaffed in our opinion.
- Text me as I pulled into the car park to cancel my appointment, receptionist extremely rude told me take it up with them upstairs gave me an appointment 30 days later...

- Cant get appointments and when you finally do there cancelled
- Service is good for regular appointments but trying to get an urgent appointment is ridiculously difficult
- It's really hard to get an appointment but when you do the doctors are great
- Just need to work on improved access to appointments, particularly for people that work full time Monday-Friday. Called at 5:37pm (after work) to book routine nurse appointment, told surgery closed. Called again following week at 11:30am (during break) to be told queue at max and to call back later. Called the following day at 11:39 (during break), 20th in the queue and call back requested. Call back 2 hours later once, no message left (during my work hours so unable to answer). Eventually had to request relative to help me book whilst I am at work. Just feel like this could be made much simpler.
- My appointment was cancelled
- Blood test went well, but trying to make an appointment is completely different, I was told to ring 111 and ask them to make an appointment with my own doctor!!

The practice manages both emergency/on-the-day appointments and routine appointments, but we are not an Urgent Care centre. Additionally, appointments are available at the centralised hub at Ragsdale House. These include GP appointments, phlebotomy appointments, medication reviews, and same-day appointments.

The practice releases daily appointments, available online or by calling the surgery. Health Navigators ask patients about their issues to direct them to the appropriate service, including NHS 111. NHS 111 will triage and may refer patients to a Pharmacist, GP, walk-in centre, or A&E.

We strive to avoid cancelling appointments, but sometimes it is unavoidable and occurs at short notice. We understand this can be frustrating and disappointing.

If an appointment is cancelled patients should receive a text informing them so. If it is short notice due to staff sickness and you have an early appointment a staff member will endeavour to ring and leave a message to save a wasted journey. Depending on what appointment is being cancelled you will receive either an alternative appointment, a link to rebook the appointment or asked to ring to re-arrange.

We ask patients to update us with their mobile numbers.

Patients have the option to cancel their appointments online or by leaving a message on the voicemail system, which is monitored at least twice daily. Additionally, appointments can be cancelled up to 24 hours before the scheduled time via a link provided in the appointment reminder text message.

3. Blood Appointments – comments received:

- All doctors are the same though...I think having to wait one month for a blood test is unacceptable ...
- Would say 4weeks for a blood test is unacceptable
- Appointment was for a diabetic review - 25mins approx. Was given a 10 min appointment so could only get bloods done. Had to reappoint. Time wasted all round.
- My son had an appointment for a blood test today , so I took an hour off work to take him. Only when I got there the surgery was closed for training. It would have been courteous for someone to have sent a text/called to inform me of this.

We offer about 600 blood appointments a month, though this may not always meet demand. We have recently recruited a new Phlebotomist and blood test appointments are often available at Ragsdale in Woodville, and the receptionist will offer these first. Alternatively, patients can book blood appointments at either Queens Burton Hospital or Royal Derby Hospital through 'Swift Queue,' which usually has shorter waiting times – 2-3 days wait.

4. Prescription issues – comments received:

- Shame all systems do not link up. If ordering prescriptions on NHS and need a review it should say asap so a review can be booked in a timely manner. Also does not help that it is not obvious initially where to log in on link sent or explained the extra step. Didn't help that link was not sent out on first request yesterday and that it has taken till nearly 2 to get through for a call back. Wasting the surgery's time and mine. Difficult when working!
- Waiting for prescription 2days

There are three ways that patients can order their prescriptions:

1. Using MOLs – Medicines Order Line – 0115 855 0260 – www.derbyshiremol.nhs.uk
2. Using the GP online system: Systm Online – via our website – www.gresleydale.co.uk
3. Using the NHS App

The surgery recommend MOLS or the GP online system as the preferred route, this is because the NHS App have slightly more restrictions attached to it and patients are unable to write custom requests. If the patient is due a medication review or the medication is being ordered early then patients are unable to do this via the NHS App.

We do not accept prescription requests over the telephone this is due to patient safety. Prescriptions can take u to 48 hours for the Pharmacy to process.

Patients who are newly registered may find that their repeat medication is not automatically available on repeat at this surgery. This is because repeat medication does not

automatically move across to new surgeries. Equally, if patients are new to the area medications that have been available in one area may not be available in Derbyshire.

The surgery have recently set up a new process to capture these newly registered patients, ensuring they have their repeat items added and an invitation is sent out inviting these patients in for a new patient medication review.

