Stokewood August Feedback



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Extremely likely | Likely | Neither likely or unlikely | Unlikely | Extremely unlikely | Don't know |
| 101 | 29 | 17 | 6 | 1 | 2 |

|  |  |
| --- | --- |
| Likely | E consult worked well to get issue escalated  |
| Extremely likely | Very helpful nurse and re occurring issue has been resolved  |
| Likely | Only downside is waiting list time.  |
| Extremely likely | Quick professional service, with sound advice. Thank you |
| Extremely likely | Seen very quickly, thorough, efficient & referral letter ready in less than an hour for collection.  |
| Extremely likely | Amazing service!! Super quick response from econsult with a F2F appointment and was seen early by the GP who checked my son and was very thorough. Thank you.  |
| Extremely likely | Quick and efficient, treated with care |
| Extremely likely | Very prompt response to my econsult and appropriate appointment arranged  |
| Extremely likely | Doctor was very kind  |
| Extremely likely | My visit was very helpful. I wish the econsult was a little easier to navigate. If you have more than one issue too much has to be repeated.  |
| Extremely likely | I had a constant ear infection which I tried to manage using over the counter treatments. I raised an e-consult and within half an hour was asked to visit the surgery. Was given antibiotics and had a swab taken. Service was brilliant and professional from start to finish. Thank you |
| Extremely likely | I had an appointment with Dr Mendoza and it was the best appointment I’ve had at Stokewood. She explained my problem to me clearly and tried to teach me about it so that I understand for my self what is wrong. I feel like every GP needs to do this with patients because previously I have left appointments feeling like I’m missing something because I didn’t fully understand the problem, e.g what causes it, what I can do about it. These appointments had felt rushed and like I was just another patient to the GP and they are just trying to keep the conveyor belt moving. This was the complete opposite for my Dr Mendoza appointment and the way it should be  |
| Extremely likely | Very positive experience, thank you |
| Extremely likely | My problem was listened to thoroughly and I was examined. I was given plenty of time to discuss my issues and suggestions were made. My referral to physio was immediate and I didn’t have to wait. I was given exercises and advice. A really good service.  |
| Neither likely nor unlikely | I was surprised at having to wait 30 minutes before being called in to my appointment. |
| Neither likely nor unlikely | 1 wanted to discuss my repeat prescriptions I am not sure if that happened. |
| Extremely likely | Very helpful and quick response . |
| Extremely likely | Couldnt of done more fantastic |
| Extremely likely | Amazing, couldn’t ask for better - thank you so much! |
| Likely | Appointment arranged quickly and advice was clear |
| Extremely likely | After e-consult I had phone call ten minutes later, then had appointment twenty minutes later, superb service, paramedic was very friendly and polite. |
| Extremely likely | Quick to follow up with appointments after blood tests etc.  |
| Likely | I have been a patient of the practice for many years the Doctors and receptionist very helpful. Especially in recent years with help looking after my husband. |
| Likely | . |
| Extremely likely | Efficient |
| Likely | Very happy with Stonewood surgery on the whole but would prefer to see a regular GP rather than have to go through ones medical history with different GPS at each appointment.  |
| Extremely likely | Very prompt attention at short notice thanks |
| Extremely likely | Received excellent service  |
| Extremely likely | The service was excellent on this occasion  |
| Extremely likely | Appointment was on time. Friendly and helpful staff |
| Extremely likely | Happy |
| Extremely likely | Excellent as always |
| Extremely likely | Always helpful and fantastic when my children are poorly  |
| Likely | Meet with Dr Romanwski. Very considerate. Listened to my problems. Clearly explained the actions proposed.  |
| Unlikely | Up until recently I have had a good experience at this GP surgery. However, at a recent appointment I have found the service to be less than adequate. My appt was booked for 11:15 so I arrived and checked in at 11:10. I wasn’t seen until gone 12pm. Given my NHS background, I understand that appts can overrun and be slightly late, but 45 minutes is unacceptable. I was 3 weeks postpartum and had my newborn baby with me so to be seen 45 minutes late was not OK.  |
| Extremely likely | I had a quick and.useful meating and the doctor said sorry for the time it takes for the scan |
| Extremely likely | The staff are professional, polite and friendly. Econsult gets a quick reply and an appointment follows |
| Don't know | yes |
| Neither likely nor unlikely | It’s difficult to get an appointment, why can’t we do an Econsult out of hours ? |
| Neither likely nor unlikely | I had an appt with nurse practitioner.very professional. However due to the failure of the Dr to do the referral for an NHS audiology appt in April I had to chase after 3 months waiting. I understand I have now been referred so will await contact from said department. Hopefully will not have to chase again. I also acknowledge that the Dr who picked up my enquiry in July, about the referral did apologise, which was appreciated.  |
| Don't know | The Dr I saw on my visit to the surgery was very helpful and very professional and she listened to me which is important  |
| Neither likely nor unlikely | Was this visit about my repeat prescription.I was hoping this was. |
| Extremely likely | Excellent caring GP for Meds Review thankyou |
| Extremely likely | Excellent prompt service from start to finish  |
| Extremely likely | Very efficient and quick service  |
| Likely | Receptionist very helpful |
| Unlikely | Completed e consult. Phoned for an appointment. Given an appt a month away. Two days before: appt cancelled via text. Phoned again. Offered an appt 5 weeks away. When I complained, an appt was found. I completely understand that sickness happens. But the idea that anyone should wait over 9 weeks and go back to the back of the queue is very poor.  |
| Likely | I was very pleased that I was able to receive an appointment so quickly when the e consult system was unable to help me. |
| Likely | The nurse I saw was very friendly and informative. She was able to prescribe antibiotics which I needed. I’ve always found the nurses to more friendly and helpful. They doesn’t rush you like some of the doctors  |
| Likely | Good staff  |
| Unlikely | Dr straughn very helpful & Clare- blood test very kind. |
| Extremely likely | Good experience at my appointment didn’t have to wait in fact went in early. |
| Extremely likely | An appointment for me was found with just 30 minutes to wait. Very impressed. |
| Extremely likely | Had an apppointment same day after e consult, exremely quick |
| Likely | We saw a very competent and friendly ACP, thank you for your care  |
| Extremely likely | The Dr I saw was very thorough. She was friendly and kind also. I appreciated the service she gave. |
| Likely | New Doctor to me but very thorough and helpful |
| Neither likely nor unlikely | Although my appointment with Dr Garland was excellent I had to chase my E/consult! After a week of zero communication I phoned the surgery to be told a message should have been sent to me asking me to book appointment. I was apologised to and then offered an appointment.. I felt this was really slack on the surgeries part.  |
| Extremely likely | very likely |
| Extremely likely | I happily recommend Stokewood surgery to anyone asking me what i think about it.ln the 53 years I have been a patient there.The whole of the staff are always trying to do their best for every patient and I have never felt let down when I have needed help.At present as we know, our lovely NHS is struggling, hospitals,doctor's Surgeries ,clinics and pharmacies are all under immense pressure,andall are trying hard to deliver the best possible service to patients. No complaints whatsoever about Stokewood, and I am sure that in the unlikely event of a complaint, it would be dealt with fairly and swiftly.  |
| Extremely likely | Staff are always very helpful and will try their best to fit you in for an appointment  |
| Extremely likely | Easy sign in and on time appt |
| Extremely likely | Treated very quickly and effectively  |
| Likely | Very quick to respond to my Econsult and provides the appropriate help  |
| Extremely likely | I had what I considered a serious problem telephoned the surgery and was given an appt.within 7 days. Saw one of the doctors and had good attention and am now awaiting correspondence from Winchester Hospital |
| Neither likely nor unlikely | To be given only 40 minutes of change of venue when having to walk is not normally feasible first thing in the morning.  |
| Extremely likely | I was seen on time. The doctor was very clear and thorough in his examination and the prescription was ready on time  |
| Likely | Dr Romanowski was really listening to me and hopefully help me get a solution/outcome |
| Extremely likely | Very pleased at my recent GP & Nurse appointnents, everything was explained clearly & felt I was listened to with any concerns & my health issues I had, all caarefully explained, very kind, understanding. Thank you for great care given to me  |
| Extremely likely | Appointment was same day and on time  |
| Extremely likely | My was very good and helpful with my concerns. |
| Extremely likely | The phlebotomist was extremely helpful and kind. |
| Extremely likely | Having left a e-consult l was impressed to get a call within 20 mins and be seen the same day. |
| Neither likely nor unlikely | The medical professionals at the surgery are second to none but they are let down somewhat by the administrative systems and processes which are not joined up, ill thought through, and difficult to manage. I’m still confused with the idea of having an online consult service that is only open in office hours… Surely that defeats the object? |
| Extremely likely | More than happy with my visit. Thankyou. |
| Extremely likely | Kind and friendly service  |
| Extremely likely | Really pleased with the help I have been given  |
| Extremely likely | Prompt reply and subsequent appointment after using consult  |
| Extremely likely | Excellent service  |
| Extremely likely | Very quick to be seen  |
| Extremely likely | The Dr I saw was so very kind and she explained everything well and in an understanding way.  |
| Neither likely nor unlikely | Should not have to do e consult. |
| Likely | None |
| Extremely likely | Very good service  |
| Neither likely nor unlikely | Doctor great . Time it takes to get an appointment is worrying and the internet system is terrible. |
| Extremely likely | Friendly,professional and helpful Yes you may have to wait a while to get your prefered doctor but worth it,just have a little paintence.  |
| Extremely likely | Very helpful receptionist with clear understanding of the situation and importance. Was able to discuss and direct appropriate action with a Doctor on duty.  |
| Extremely likely | Gave me answers i needed to know  |
| Neither likely nor unlikely | After consultation, I was unclear as to what to do regarding a follow up appointment. With who and when, still am |
| Likely | Still a little long to wait for a non urgent appointment but good all round attention once in for the appointment  |
| Extremely likely | Great service, thank you |
| Extremely likely | Responsive, friendly and helpful staff |
| Extremely likely | We have used Stokewood surgery for many years and have always found the staff and doctors very accommodating helpful and they care about you as a person. |
| Extremely likely | She was very nice  |
| Extremely likely | Great service friendly staff  |
| Extremely likely | Sent consult and someone got back to me straight away and saw me that same morning, very pleased with the care and support  |
| Likely | Positive experience from initial contact made with the surgery to consultation with a GP who was very caring and professional. |
| Neither likely nor unlikely | If someone lives in the area I may let them know, but heard quite a few negatives from others recently so would reserve judgement for now. Would depend on persons need. |
| Likely | Dr Romanski was great during my visit - she was empathetic and explored a range of options to help me. |
| Extremely likely | Efficient and pleasant- but very busy |
| Extremely likely | Very efficient, and friendly  |
| Likely | Very good thanks |
| Extremely likely | Great service  |
| Extremely likely | Excellent service. Thanks. |
| Extremely likely | Seen very quickly x Dr very knowledgeable and helpful x |
| Extremely likely | I have been with this surgery for the last 5 years and never let me down. The best service I ever had. |
| Likely | Relatively quick to respond and obtain consultation  |
| Neither likely nor unlikely | Can't see own Dr and blood tests not possible same day |
| Extremely likely | As usual a lovely friendly welcome and very supportive help from nurse we saw |
| Extremely likely | Stokewood have always been brilliant at booking an appointment for Iris on the same day following an econsult submission. I can’t fault the care we have received to date, thank you! |
| Extremely likely | Response following my e consult was fantastic, given an appointment that day. I saw your paramedic, 2nd time Ive seen him. He has been amazing both times and is very re-assuring and knowledgable  |
| Extremely likely | Very good - very thorough and a good start in the referral program  |
| Extremely likely | I was happy with the professional service I experienced. |
| Extremely likely | The Doctor was very good, listened to my concerns and diagnosed the problem. |
| Likely | Dr Mendoza is excellent and I would recommend her to anyone. |
| Likely | Doctor garland explained everything to me and i was very happy about it all |
| Extremely likely | Dr Garland is great.  |
| Extremely likely | The practice has improved so much amazing service thanks so much  |
| Neither likely nor unlikely | It's hit and miss, the practice are excellent with urgent problems, routine problems often fall off the radar and have to be chased to the point I no longer bother. |
| Extremely likely | Saw Dr Straughan for medication review, he was very kind and took time to address my concerns, I would recommend him and the practice in general to friends and family  |
| Extremely likely | Appointment was booked very quickly and went well with a fast referral for treatment |
| Extremely likely | I was treated very kindly and was very satisfied with the way my problem was dealt with and could not fault it. |
| Extremely likely | My appointment was nearly on time and good treatment form Jane  |
| Extremely likely | I felt listened to and understood, and things have been followed up for me.  |
| Extremely likely | Excellent caring service  |
| Likely | Econsult is complicated and repetitive  |
| Likely | Long wait for appointments  |
| Extremely unlikely | I have over many appointments with Dr noticed she always spends most of her 10 minutes with myself typing on her computer and I come away feeling she hasn’t shown any interest or understanding in my problem and replaces with haste and a hurried appointment, I commented on my problem of being so many years on Tramadol and that some sources on line I found easily were showing concerns for changes to brain functions for some patients (not just addictions), Dr response with criticism of my findings saying “don’t start blaming your medications “ and after a few minutes said to me “ you know your hallucinations could be caused by dementia “ I began to think is she implying I have the start of this illness as well now, but talking to family and thinking about my career in electrical engineering which I still continue to do has proven to me that this wasn’t the cause of my current situation and I am fully aware of what is causing it, so I’m not in favour of Doctors with attitudes such as Dr exhibit’s. |
| Likely | I'm being looked after very well thank you  |
| Extremely likely | My personal experience is that Stokewood-care is always excellent.. professional, efficient, enthusiastic, and friendly.  |
| Extremely likely | Always good. |
| Unlikely | I had a breast lump, I was sent to see a nurse when I wanted to see a doctor. I was sent away with ibuprofen, I still have Lino so seeking advise elsewhere now. |
| Extremely likely | Dr Mendoza is a fantastic practitioner. She really seems to care and takes the time she needs. Not a rushed appointment!  |
| Extremely likely | I have been see twice now by the new paramedic service. The appointment has been given quickly, and service effetient. Myself and two other locals and have all commented on what a good addition to the surgery it is,  |
| Extremely likely | Dr Koshy was very kind, patient and knowledgeable and took the time that was needed, I really appreciate her help. Thank you |
| Neither likely nor unlikely | The GP was empathetic and I didn’t feel rushed, but waiting to be seen is too long.  |
| Unlikely | I attended the surgery due to an ear problem subsequently this got worse and I couldn’t get through to the surgery so I had to go to the walk in centre in Southampton.  |
| Extremely likely | Very professional and friendly team |
| Extremely likely | Got seen quickly after E consult and referred to A&E straight away.  |
| Extremely likely | I genuinely came away thinking that was one of the best GP interactions ever had. DR Garland was brilliant. He really listened to me, summarised back really well and explained my options moving forward. He is a credit to your surgery and the profession. |
| Extremely likely | Really helpful member of staff |
| Likely | GP was helpful and took my problem seriously and I left with something to help  |
| Unlikely | Stokewood has some clear communication issues  |
| Neither likely nor unlikely | The practise is very busy , however I was able to see someone for advise and help. Thank you. |
| Extremely likely | The surgery have always done their to accommodate and I have been able to get timely appointments. The nurse we saw Friday was very nice however I felt having a large board of personal photos in their office was not appropriate for an nhs setting. For example pictures of him posing with Jeremy Clarkson and treating patients overseas who no doubt find not give consent.  |
| Neither likely nor unlikely | Zzz |
| Extremely likely | The doctor was interested in my problem, and moved it along, explaining her observations to me.  |
| Likely | I felt I was heard |
| Extremely likely | So many new estates being built expect delays in seeing a doctor.  |
| Extremely likely | Got timely appointments and was warmly attended to. The entire process was smooth and pleasant.  |
| Extremely likely | The Dr I saw was superb a Canadian doctor  |
| Extremely likely | GP Dr Jacobs was extremely friendly and informative. His assistant, who was about to qualify, was equally helpful and I was quite relaxed with the way they treated and investigated my case.  |
| Extremely likely | Very good service  |
| Extremely likely | Stokewood Surgery, and the excellent GP I saw, dealt with my health concern promptly, efficiently and reassuringly. Stokewood is an example of how a NHS doctors practice should be run  |
| Extremely likely | Very good service  |
| Likely | Lovley staff and very patience |