

The Vale Medical Centre Comments and Feedback – Quarter Ended 31 August 2014

<b>Patient Comment / Feedback</b>	<b>The Vale Medical Centre Response</b>
<p>We have had fantastic service from everyone at the surgery, the reception staff, the nurses and the doctors that we have seen. I will drop in to say thank you.</p> <p>Kind regards</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Feedback Hello, I am always positively impressed by the GPs and support staff at The Vale Medical Centre. Everyone is helpful, very responsive and courteous. The practice is run at a very high standard. I also really appreciate being able to have blood tests taken at the surgery. Because I am dealing with several health issues, I am a regular at surgery. I am always made to feel very welcome. Thank you,</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Hi I have just completed the introductory forum questionnaire. It seems to me that the Ethnic Origin question does not cover all possibilities. I am Asian, born in the Philippines. I am now a British Citizen. My ethnic origin for your purposes, I suggest, should be "Asian-Other" but I do not see this on the list. I am not Indian, Pakistani or Bangladeshi or Chinese.</p> <p>Regards</p>	<p>Although you are able to select options that would be applicable to yourself, your valued comment has been taken into consideration and we shall be incorporating the heading "Asian – Other" into our list of ethnic groups on our next print run of the form.</p>
<p>Feedback I am happy with the service I have been receiving. Thanks</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>

The Vale Medical Centre Comments and Feedback – Quarter Ended 31 August 2014

<p>Comment I'm very happy with the service from The Vale, and particularly like the online appointment bookings service. Have you thought of making an app for this? Thanks</p>	<p>Once you have registered for online access and you have an Android or IOS smartphone, you can go to the "App Store" and download "Patient Access". You can then book or cancel appointments, order medication or view your medical records. If you have any problems please contact the surgery and ask to speak to Stuart Hall, IT Manager.</p>
<p>Feedback Hi! my name is BLANK and am one of the the vale medical patient for almost a year now,i just want to appreciate the work that you are doing for all the patients.From the reception to the doctors everithing is ok. i am happy to be one of your patient Kind regard.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Feedback Thanks for asking for my comment. When I walked into the practice the other day I was shocked at the number of notices. They cover several notice boards as well as doors and windows so most people would find it hard to decide which are relevant to them and would probably just ignore them all. Separate boards for seniors, children and important signs etc might help or colour-coding pages. I'm a volunteer tutor in adult literacy and I know many people have problems scanning information. Good news: Nurse Sheila took my stitches out beautifully.</p>	<p>We get numerous requests from organisations asking us to display notices and leaflets, we do try to choose helpful information for patients and discard a great deal, but we thank you for your valued comment which we will take on board.</p>
<p>I have no issues with the service I have been receiving so far.</p>	<p>Please continue to give us regular feedback. Thank you.</p>

The Vale Medical Centre Comments and Feedback – Quarter Ended 31 August 2014

<p>Feedback I don't have any comments to make but would be willing to assist with completion of a survey if you sent one.</p>	<p>With a survey we would usually raise a select few questions which we would ask you to answer. With our feedback form, our patients are able to raise absolutely any issues they may have with regards to the service we offer. Please continue to give us your valued feedback. Thank you.</p>
<p>Feedback Hi I meant to feedback after my appointment in June but didn't quite get around to it before your email prompt about your new system. I just wanted to say that the nurse who did my smear test was really brilliant and completely put me at ease after I had a really horrible experience when I had my first one done (elsewhere) a few years ago. Please can you pass on my thanks to her as I will be much more confident about going for them in future. Thanks.</p>	<p>On behalf of the Vale Medical Centre thank you for your kind compliment. Your message has been passed onto the relevant Nurse.</p>
<p>BLANK and myself have always found the staff at the Vale Medical Centre very pleasant and extremely helpful. We always try to see Dr Jai if at all possible and feel very comfortable with him as we did with his father before him. We very very rarely fail to get an appointment on the day and we would like to take this opportunity to thank all the staff at the Vale for their help.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Feedback Since moving to Forest Hill over a year ago and joining the surgery a few months back I have found it to be the most cooperative, user friendly GP I have ever had. I got slightly told off by the female receptionist the first time I had an appointment with the asthma nurse for not understanding the queuing system and expecting someone to call out my name out but apart from that it has been straightforward. Sorting out my repeat prescription via email was very easy. Well done on a great service.</p>	<p>Sorry to hear that you had a bit of a bad experience on your first visit. We are extremely sorry and apologise on behalf of the Vale Medical Centre. If you are unsure and require assistance in any matter, please do not hesitate to contact us.</p>

The Vale Medical Centre Comments and Feedback – Quarter Ended 31 August 2014

<p>Feedback It's a great NHS so let us cherish and help it GROW.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Feedback I have been with this surgery for 17 years and have had a good experience of it. I have usually found the doctors to be helpful especially when I needed it most. I can same the same of the other staff too. I have also found that if I need an appointment the same day I have usually managed to get one and also that the surgery was very flexible with telephone consultations when my children were very small. No complaints from me!</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Question I am getting excellent services from the Reception to Doctors and Nurses You are all doing wonderful jobs. The only problem I face is getting through the telephone appointment not fast enough, otherwise OK</p>	<p>Our telephone lines are extremely busy between 8:30 am to 9:00 am. Although we are always trying new ideas and ways to decrease the amount of incoming calls it can still be very frustrating. Are you aware that you can book appointments in advance and on-line the evening before and up to two weeks in advance? Please see our website for ways in which you can access your GP. Alternatively, call us where somebody will be pleased to assist you with this information.</p>

The Vale Medical Centre Comments and Feedback – Quarter Ended 31 August 2014

<p>Feedback I think patients should be able to book an appointment in advance. The surgery does not have enough of them. I ALWAYS have a problem booking an appointment as I have to take my children to school I have to leave the house at 8.30am and am not back until 9.15am and as I do not have a mobile phone I always miss the appointments that are given for the same day.</p>	<p>Our telephone lines are extremely busy between 8:30 am to 9:00 am. Although we are always trying new ideas and ways to decrease the amount of incoming calls it can still be very frustrating. Are you aware that you can book appointments in advance and on-line the evening before and up to two weeks in advance? Please see our website for ways in which you can access your GP. Alternatively, call us where somebody will be pleased to assist you with this information.</p>
<p>Why are all appointments booked out before 9am and most times you hardly get through when trying to call in? Last year December, there was lack of travel vaccine and I wanted to bring this to your attention to make adequate provisions this year.</p>	<p>Are you aware that you can book appointments in advance and on-line the evening before and up to two weeks in advance? Please see our website for ways in which you can access your GP. Alternatively, call us where somebody will be pleased to assist you with this information. With regards to travel vaccinations; unfortunately sometimes we do experience supply issues from the manufacturer. This is totally out of our hands, but we would like to apologise for any inconvenience this may have caused you.</p>
<p>Feedback Good idea that appointments can be made via the internet now.</p>	<p>We are pleased that you are satisfied with this service.</p>

The Vale Medical Centre Comments and Feedback – Quarter Ended 31 August 2014

<p>Feedback</p> <p>I think I've said this before the previous feedback and my opinion hasn't changed. I always hear friends and family complaining about the local GP surgery with regards to difficulty in booking appointment at short notice or for the same week. However, with regards to the vale medical Centre I have always found the surgery staff to be absolutely brilliant in terms of cooperation, helpfulness and friendly attitude. Nothing seems to be a problem and providing you phone or arrive early enough, I have always been able to get an appointment. My wife, BLANK and I, have always been extremely satisfied with the service you offer and given the choice, would change absolutely nothing about the surgery. Please keep doing what you do and don't change anything and finally, thank you for being a fantastic surgery with brilliant staff.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Comment</p> <p>I have been attending your surgery for more years than I care to remember. I have always been treated with kindness and efficiency by the reception staff, the nurses, by the lovely Dr J and, before that, his equally lovely father. Of course, like everyone else, I get frustrated at the difficulty occasionally when trying to make an appointment. However, I also understand the difficulty all surgeries in major cities are encountering with the increased population and more of us oldies who probably need to attend more often than most.</p>	<p>On behalf of the Vale Medical Centre thank you for your kind compliment. Are you aware that you can book appointments up to two weeks in advance? We have considerably increased the amount of pre-bookable appointments to enable you to book days in advance as well as up to two weeks and on-line the evening before from 7:45pm. Please see our website for ways in which you can access your GP. Alternatively, call us where somebody will be pleased to assist you with this information.</p>

The Vale Medical Centre Comments and Feedback – Quarter Ended 31 August 2014

<p>Comment The Vale Medical Centre is excellent in all respects. The Reception area is comfortable; all the staff are courteous, cheerful and deal as efficiently and kindly as possible with all comers. This same attitude extends to all the clinical staff. It appears to me that a great deal of careful thought has also gone into making the patient experience problem-free e.g. on-line prescription renewal, text reminders of appointments and much more. The website is informative and if I am not clear about anything, I have no hesitation in asking for clarification. The team at the Vale Medical Centre provide a very valuable service for the local community and we are fortunate in having such a service available.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Comment Just in your regards to requests for feedback, I get continually high service from your surgery and actually talk about it often when friends and family are complaining about their own surgeries and not being to get appointments etc. I never have a problem getting a suitable appointment, feel I can ask questions and think the walk in service is a great idea. All in all your staff are fantastic and I am really pleased with the service I get at this surgery especially when I see some of the rude patrons you have to deal with.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Comment First class treatment from reception,blood testing,nursing through to the doctor.Brilliant.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>

The Vale Medical Centre Comments and Feedback – Quarter Ended 31 August 2014

<p>Comment</p> <p>I am finding it quite a challenge to secure GP appointments. Front office/telephone staff need to be a lot more welcoming than they currently are. A couple of the doctors also need training in being friendly to patients, I think,</p>	<p>I am deeply sorry that you are finding it difficult to secure an appointment and that you feel the doctors are unfriendly. Are you aware that you can book appointments up to two weeks in advance? We have considerably increased the amount of pre-bookable appointments to enable you to book days in advance as well as up to two weeks and on-line the evening before from 7:45pm. Please see our website for ways in which you can access your GP. Alternatively, call us where somebody will be pleased to assist you with this information. You can also contact the Practice Manager who would be happy to discuss any issues you may have with any of the Doctors.</p>
<p>Comment</p> <p>Very happy with the vale surgery, I feel they care and Harry on reception is brilliant and makes people smile. I've had a few problems getting an appointment but this quite normal and not a problem. Any health concerns I have had have been thoroughly listened to and appropriate action taken.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Feedback</p> <p>I just wanted to take the opportunity to say how wonderful I think the Vale practice is. I moved to the area at the beginning of the year &amp; have only had appointments associated with my pregnancy, however all my experiences have been so positive. The practice seems to be excellently run &amp; having the late night opening hours is really excellent. Fingers crossed I won't need to make many visits to you! However I am very reassured that when my baby does arrive, we have such a great GP just a short walk away. Keepy up the good work!</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>