

The Vale Medical Centre Comments and Feedback – Quarter Ended February 2015

Patient Comment / Feedback	The Vale Medical Centre Response
<p><b>Feedback</b>                      Despite some negative pr recently courtesy of our local new shopper, I would like to say the surgery and all its staff are a truly dedicated team of people who are always willing to go the extra mile to deliver a first class service to the patients in the surgery. There are always two sides to a story! My family are going through a difficult time currently and the support from the entire team at the vale has been kind thoughtful and caring - from stuart in it, harry, jean and the entire team and not forgetting the gp's. So instead of knocking GP surgeries let's give praise where it's due! Merry Christmas team xx</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p><b>Comment</b>                      I am slightly concerned with what would appear to be a trend at the surgery regarding appointments. On my last two visits to the surgery on my arrival there has been a queue forming well before 8am and the door opened to allow the patients access. The appointments are allocated on a first come first serve basis but I feel this leaves those choosing to phone for an appointment at 8.30 when the phone lines open at a severe disadvantage. I was lucky enough to a) have arrived early enough to secure an appointment for that morning and b) been well enough to arrive at the surgery early and in person. What would have been the outcome were I to have been bed-ridden or elderly or in charge of small children and unable to leave the house? I feel that the only way to secure an appointment now is to queue up and wait until the doors open. I know the vale is not unique int his, if the reports in the press are anything to go by but this does not feel fair and does not feel right. That said the surgery is very very well run and I can't recall ever having more confidence in a team of clinicians as I do at the vale. I thank you for your kind assistance and support.</p>	<p>Thank you for your email and I apologise for your concerns. We are currently updating our leaflet "ways to access your GP". We will have this displayed on our web-site, in the surgery and we will email an attachment to all our patients that have currently supplied us with their email address. We trust this reassures you and will help you in making appointments in the future.</p> <p>On behalf of the Vale Medical Centre, thank you for your positive feedback. We will always endeavour to offer a good service to all our patients, this is why it is important for us to have your comments and suggestions.</p>

The Vale Medical Centre Comments and Feedback – Quarter Ended February 2015

<p>Feedback I am very satisfied with the service I get from the practice. I have not used the internet for obtaining my medical information or for applying for repeat prescriptions or making appointments so I cannot make any comment on these services</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.  If you require any assistance with our on-line access please contact a member of staff who will be happy to assist.</p>
<p>Feedback I have received a good treatment in perry vale surgery. I will recommend that surgery</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Feedback Dr clementine the best doctor me and my wife ever had. The process to book in advance could be improved and for those patients who don't turn up they should be charged. Why not taking the lead? Thank you all:))</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback. Your message will be passed onto dr. Clementine.</p>
<p>Comment An excellent practice. I have always been given an appointment with very little delay. Well organised appointment system. Nurses and doctors are excellent. Also, all the staff I have dealt with in reception and in administration, unfailingly try to be as helpful as possible. This is the best practice I have been registered with, and would recommend it to friends and family.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Comment Excellent service</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Feedback Very pleased with the service. Doctor I spoke to was very understanding and professional.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Comment I am very happy with the surgery, you can always get appointment with a doctor. The reception staff always very polite and happy to help you</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 February 2015

<p>Feedback My experience has always been first class with the practice I have always seen a doctor or the nurse when required. The reception staff are excellent. All staff I have dealt with are polite and helpful.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Comment Dear Vale Medical Centre I just want to say thank you for the excellent service you provide. I have just spoken to my sister who lives in greenwich and has just seen her GP and had to wait 3 weeks to do so. I am always singing the vale's praises with regard to the efficient appointment system. All your staff are courteous and professional in their attitude and behaviour. I think you provide an exemplary service. Well done! With regards.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Feedback I have been a patient at the Vale Medical Centre for over thirty years and have always found the medical staff, doctors and practice nurses, to be extremely professional and caring. The receptionists are always cheerful and go the extra mile to accommodate patient needs. They have an extremely helpful team of administrators and it advisor who although working behind the scenes, provide a very valued service. I and my wife would not hesitate to recommend this surgery to others.</p>	<p>On behalf of the Vale Medical Centre, thank you for your valued feedback.</p>
<p>Feedback Thanks for your follow up concerning my registration although I couldn't still log into my account after I made a call concerning it because I don't know my password. The receptionist are cooperative and polite. Thanks</p>	<p>We trust you have since had this problem resolved, there is always a member of staff to assist with Emis access, but on behalf of the Vale Medical Centre, thank you for your valued feedback.</p>

The Vale Medical Centre Comments and Feedback – Quarter Ended February 2015

<p>Feedback The nurse who recently did my blood test is fantastic - i've had many and both times i've seen her it has been virtually pain free. She has a great temperament too. Almost every time i've been in, the reception staff have been friendly and efficient, however, one time recently the lady at the desk was a bit miserable, which is quite off putting. Otherwise, very happy with the surgery!</p>	<p>Thank you for your feedback, we are sorry to hear about your experience with one of our receptionists and would apologise for this incident. It is of the utmost importance to us that receptionists greet people in an appropriate manner and trust this will be a one off incident.</p> <p>On behalf of the Vale Medical Centre, thank you for your valued feedback.</p> <p>Your feedback is very important to us as this will always enable us to provide our patients with the best possible service.</p>
<p>Question Why is that when the dr tells you that you need to book an appointment longer than the 5 mins slot you usually get the receptionist will not book it? I find this very frustrating and hope that it be sorted as a matter of urgency. May I suggest that the patient be given why don't you open at least 1 saturday a month?</p>	<p>All our doctors' appointments are all a 10 minute time slot. This is not something the surgery has put into place but are guidelines set out for us to follow. Unfortunately we do not have the resources or funding to open on a Saturday.</p>
<p>Feedback Great service, very good staff always polite and helpful. Always on time with pre booked appointments.</p>	<p>On behalf of the Vale Medical Centre, thank you for your valued feedback.</p>
<p>Feedback Really like the fact that I can book appointments on line. It's also great that repeat prescriptions can be requested on line. Great achievement, well done the vale.</p>	<p>On behalf of the Vale Medical Centre, thank you for your valued feedback.</p>
<p>Feedback I like the vale surgery, it's efficient and clean and everyone who i've met who works there from front desk to the doctors / nurses have been friendly with good advice and time to listen. Thanks!</p>	<p>On behalf of the Vale Medical Centre, thank you for your valued feedback.</p>

The Vale Medical Centre Comments and Feedback – Quarter Ended February 2015

<p>Complaint It is still hard to get an appointment and it is getting worst.</p>	<p>Thank you for your email and I apologise for your concerns. We are currently updating our leaflet “ways to access your GP”.</p> <p>We will have this displayed on our web-site, in the surgery and we will email an attachment to all our patients that have currently supplied us with their email address. We trust this reassures you and will help you in making appointments in the future.</p> <p>On behalf of the Vale Medical Centre, thank you for your positive feedback. We will always endeavour to offer a good service to all our patients, this is why it is important for us to have your comments and suggestions.</p>
<p>Feedback Good morning please can I have feedback form for on line sorry I missed it the last time.</p>	<p>You can leave comments at our secure website by using the following link. <a href="https://web226.secure-secure.co.uk/securegpform.co.uk/1/thevalemedicalcentre.co.uk">https://web226.secure-secure.co.uk/securegpform.co.uk/1/thevalemedicalcentre.co.uk</a></p>
<p>Feedback The Vale Medical Centre is an excellent and well organised practice. Appointments are easily available, often on the day of phoning up. If you can't make an appointment for that day and can't wait then you can visit the drop-in clinic, which often means waiting but you are seen that day. On 90% of the occasions I have visited the practice with a pre-booked appointment I have been seen on time and not had to wait (which I think is exceptional as the last two surgeries I was registered at I would wait half-an-hour minimum and sometimes up to 2 hours). The doctors i've had consultations with are knowledgeable, trustworthy and responsive.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>
<p>Feedback I must say I am happy with the very good service I have received from the surgery so far and I must also add that I am a new patient.</p>	<p>On behalf of the Vale Medical Centre, thank you for your positive feedback.</p>

<p>Waiting 40 minutes past appointment time is unacceptable. Why does it take so long. Had 15.50 appointment arrived early 15.35 was sent in at 16.12. Waited 22 minutes.</p>	<p>We very much apologise for your concerns over the waiting time you had for this appointment. The doctors will always endeavour to see patients on time, but on occasions this is unavoidable. Patients are allocated a 10 minute time slot, for most this is enough time, but on occasions and taking into consideration a patients individual circumstances it is not always possible to keep within the allocated time. I trust this is an acceptable explanation to your query.</p>
<p><b>Question</b> I had cause to visit the beacon at beckenham on christmas eve. It was a very efficient experience under the circumstances but my visit did throw up a problem. When asked for details of my g p I gave the Vale Medical Centre but when they checked the nhs data base I am still registered at the sydenham green surgery. I asked them to alter this information but they declined. I was then told that they would be contacting my doctor. (who on their records is dr israel at sydenham green) I am troubled that about three months after transferring to your surgery you are still not in possession on my notes.</p>	<p>We are sorry to hear your concerns and would like to apologise for any inconvenience this may have caused you. So as we may resolve this problem for you please contact the surgery and speak to our deputy manager who will be able to look into this matter for you.</p>

Hi

I like the first come first serve thing in the mornings.

This message you sent is too long. I can't cope with all the information.

There must be a better way of doing it. I like giving feedback but need to find the time to absorb everything you ask in this message.

Getting to grips with the prescription pick up at boots forest hill - they always get back to the doctor with repeats and ones that aren't on repeat to make them repeat which saves appointments even if I go to collect and it is not ready I feel the greater need is for the surgery to free up appointments rather than my prescriptions always being there.

I saves me calling the surgery and making an appointment and I am always passing anyhow the chemist so no worries.

More of the same - good work.

Blood test - fasting - should be blanket test. If I am gonna fast for cholestrol and then three weeks later need blood sugar there is no point in having two tests.

Anyone that fasts might just as well get tested for diabetes and everything else at the same time to be on the safe side.

I need thyroids and testosterone done next time I fast so I will tell in advance just to make sure.

Only thing is the specialist suggested it and the GP probably doesn't know about it so I just hope you trust me on this one save me asking the doctor for the form. That way I just go see him after the tests rather than before as well. Save time.

Kind regards

Thank you for taking the time to respond and for your positive feedback.

Regarding blood tests, unfortunately blanket testing is not possible. Please discuss your requirements with the doctor during your next visit.