

TOTAL NUMBER OF SURVEYS RETURNED:	Fowey:	97	+ 4 Incomplete
	Par:	105	+ 14 Incomplete
	Polruan:	33	+ 1 Incomplete

BREAKDOWN OF AGE/SEX:	Fowey:	36 Male	60 Female	1Undisclosed
	Par:	47 Male	56 Female	2 Undisclosed
	Polruan:	11 Male	21 Female	1 Undisclosed

	Fowey	Par	Polruan
Age: Under 20	5	2	2
20-29	7	3	2
30-39	11	7	3
40-49	13	21	3
50-59	17	14	5
60-69	19	24	10
70 -79	17	21	4
Over 80	5	8	2
Undisclosed	3	5	2

COMMENTS

FOWEY:

Question 3: What improvements if any would you like to see to the waiting room?

Up to date magazines (Male aged 58)

More toys for children (Female aged 38)

Sometimes a little warm in the summer (Male aged 14)

Better magazines for younger adults (Female aged 28)

A little more to keep children occupied (Female aged 33)

More high seated chairs (Female aged 65)

Improve the damp ceiling. Make it bigger (Male aged 12)

More recent magazines. More relaxing music (Female aged 60)

More brightly coloured pictures (Female aged 70)

Water cooler (Female aged 23)

Ladies magazines – not housekeeping, boats and garden. (Female aged 77)

Less leaflets. (Female aged 77)

Drinking water (Male aged 61)

Water dispenser (Male aged 42)

Forget the waiting room – get rid of premium rate number used to make appointments (Male aged 42)

More seats with arms to ease getting out of them (Female aged 72)

New carpets, new chairs, ceiling stains removed (Female aged 48)

A TV would be nice. Open a window! (Female aged 15)

I feel it should be air-conditioned (Male aged 79)

Wider selection of reading materials (Male aged 60)

A clock. Water for drinking, especially if waiting for an extended period of time (Female aged 37)

GENERAL:

More advance bookable appointments with specific doctor. Improve on waiting times or at least advise correct length of time running late. (Female aged 47)

We choose to deal with Fowey Practice as we feel the welcome is lovely. Easier to get an appointment with a doctor. Overall atmosphere – excellent. (Female aged 33)

Moved here from Bristol Nov. 09. Signed on mid 2011 after recurrence of colitis. Care taken is far, far better than that I received in Bristol. I think the practice is excellent. (Female aged 56)

I think this practice should be used as an example to other practices. (Male aged 82)

The only way to get an appointment is to phone at 8.30 on the morning. Appointment will not be made in advance, making it difficult for any working people. (Male 64)

Local phone number needed (these are no charge to many people). 0844 numbers cost and especially when you are on hold. Better website and prescription order – needs memory or function to avoid having to type a long list over and over again. (Male aged 61)

Irritating phone system (Male aged 83)

Some but not all receptionists very unhelpful – think they know your problems and will not give appointment on day required. Need better appointment system – cannot ever get appointment for next few days only if phoned at 8.30 on day – sorry but I find this to be ridiculous (Male aged 69)

The telephone routing system seems to be an unnecessary complication (Male aged 66)

I do sometimes have problems obtaining my repeat prescription – they take longer than the 48 hours anticipated – sometimes the actual script has got lost, involving repeat trips to chemist and GP surgery. It is always quicker to hand deliver them to the surgery. (Female aged 67)

I do not like the phone regime before I speak to the surgery. (Male aged 79)

I always feel under pressure to end consultation quickly, whereupon I come out without stating all my worries. I feel a thorough ‘chat’ with a doctor of 20 min+ (payable if needed) would be beneficial (Female aged 65)

Less of a ‘ticking the boxes’ approach please. More of an integrated response, e.g. not a bullet point meeting re. diabetes but more gentle inclusive response, taking into account who I am and how I’m doing. (Female aged 50-60)

Doctors must make it clear which surgery they will be in when booking the following appointment (Booking an appt for Par when patient lives in Fowey.) (Female aged 37)

Had an appointment at Par surgery – waited 1.5 hours to see the nurse – waste of time (Male aged 75)

PAR:

Question 3: What improvements if any would you like to see to the waiting room?

Doctor appts coming up on a screen with room no. of doctor. (Male aged 71)

Brighten it up (Female aged 67)

What happened to the play area in the corner? (Female aged 70+)

Brighten it up a bit (Female aged 41)

More general magazines (Male aged 79)

Updating. Unused TV bracket/cables removed or tidied up. Drinks machine for when doctors are running late (Male aged 70+)

Clock and clearer calls. (Female aged 77)

Reading material. Sometimes the intercom system is not too clear (Male aged 86)

Perhaps some novels would be nice as I tend to arrive for appointments rather early (Female aged 16)

Coffee machine (Female aged 68)

It's a small area so hard to see how you could alter it. Like the new seating arrangement. Posters everywhere make it look scruffy – proper notice board would tidy them up. (Female aged 62)

More taller chairs (Female aged 58)

Magazines are old. It is all a bit worn out. (Female aged 59)

Sometimes noisy with children or people talking, so you have some difficulty hearing when your name is called. (Female aged 74)

The colour scheme and more comfortable chairs. Perhaps gentle background music. (Female no age given)

Perhaps a radio (Male aged 48)

Music – Radio 2. More privacy when at the reception desk. Waiting room needs painting. (Female aged 52)

None required – it's a doctor's waiting room not a health spa! (Male aged 74)

Bit small – although it is the only space available (Female aged 36)

Clearer call system (Female aged 78)

Better seats (Female aged 53)

Clock (Male aged 48)

Carpet needs a shampoo (Male aged 44)

Could do with being modernised. Not so warm. (Female aged 43)

Public call by the doctor sometimes not loud enough. Doctor needs to repeat call (Male aged 92)

More comfortable seating (Female aged 42)

Light music. Seating (Female aged 77)

None – don't waste the money (Male aged 64)

Coffee machine (Sex and age undisclosed)

Quiet radio? (Male aged 58)

Better sound quality to tannoy – sometimes hear just a blur and everyone looks around, puzzled (Female aged 43)

Fully licenced bar!!! (Male aged 29)

More information. My E Cornwall surgery had large manuals with vast amounts of information relating to self help, conditions. Shouldn't there be a small area aware from the public if someone is infectious or distraught? (Female aged 63)

GENERAL:

Dr. Cockshott is a wonderful doctor (Female aged 48)

Dr. Cockshott is a very kind and understanding doctor and puts you at ease. (Female aged 67)

The receptionist didn't know what the women's health clinic did, when asked. (Female aged 62)

Have been greatly helped by surgery in the past and am most grateful. (Male aged 40)

There have been times when there was no doctor available on a Wednesday. There should be one available every day (for appts.in the surgery) (Male aged 70+)

Perhaps somehow to make it more private when having to talk to the receptionist on booking in. (Male aged 64)

Difficulty in making follow-on appointments. e.g. doctor says make an appointment next week – reception say 'phone on the day – you may be lucky!' (Female aged 63)

The business of having to phone up the following day for an appointment, not knowing whether or not you will get one is ridiculous. After all if you are feeling poorly and need to see a doctor, preferably your own doctor, you should be able to. Added stress is the last thing you need (Female aged 73)

To ring for this appointment took 12 minutes to answer. Prior to this another day managed to get through 10 .10 and no appointments available! (Male aged 56)

Have had problems in the past phoning in, getting cut off, resulting in not getting an appointment. Been OK recently. (Female aged 58)

More information about times of appts. etc., as this seems to change from time to time – on the whole quite satisfied with today's appointment. (Female aged 74)

I find it massively frustrating that I need to see a specific doctor for continuity of my condition yet am unable to book in advance. I have waited up to 4 months for an appointment, during which time my condition deteriorated and lead to a collapse at work. Only now am I able to get an appointment when I phone. (Female aged 36)

For continuity of care I feel its important to choose the doctor you feel helps the most and understands your medical condition and then be able to see that doctor each time. Patients with long term health conditions should have priority to see doctor of choice. (Female aged 53)

Why is it that I need to book at least 3 weeks in advance to see a particular doctor? (Female aged 45)

You need to light a rocket under the Boots Chemist down the road as they are useless, complacent and dangerously incompetent. (They recently gave me meds for female hormone replacement instead of my Aripiprazole) The signatures showed that it had been checked twice – it wasn't until I had walked the 4 miles home that I became aware. (Male aged 44)

Telephone number used for calling the surgery is a top level rate. A lower level rate would help. (Male aged 92)

Top rate for phone calls (why?) (Female aged 77)

It is helpful if a doctor is running late because of an emergency to say – it might stop people complaining. I realise it is impossible to keep exactly to appointment times, obviously some consultations take extra time and everyone gets their time eventually (Female aged 66)

If I had to go to hospital for any reason, a bit better information between surgery and hospital. (Male aged 58)

0844 numbers mean I pay money and surgery still uses local, non-prefix numbers. An underhand way of making money out of the sick. Surgery? Provider? Both? No female associate GP means women are disadvantaged – both patient and professional. Cultural issues arise. It took three letters before the Head of Practice would deign to reply to this and my other concerns. I said I would bypass him if he failed to respond to my third letter, which produced a response, albeit a dismissive, splenetic, arrogant and contemptuous one. He said he han'gt seen any immigrant types around this area, so the female doctor issue didn't arise. He suggested that if I didn't like the way he runs this practice, I should seek an alternative one. My husband hadn' t yet registered and I wanted answers that were not frivolous before he did. The H.P. therefore suggested my husband register elsewhere if I didn't like things here. In my opinion the HP runs this practice as if its his personal fiefdom. My former surgery had 2 loci – it didn' prevent the HP from employing dedicated staff to both sites. he could do this at the very least at Fowey and Par with perhaps shared staff in Polruan, as I understand that is very much smaller. I could see my GP in East Cornwall any day of the week. The HP also told me that a mole, which had doubled in size and changed colour from black to white, was a cyst. I asked him if it could be excised and he said it was unnecessary. When it hadn't improved I saw my own GP. He said it was my choice. Ultimately, when the surgeon removed it he told me it was a mole – so I was right and the Head of Practice was very dismissive and peremptory. I could go on ... however, I do like my GP for whom I have great respect, despite my dislike of this surgery. So I'm stuck. I sincerely hope this practice makes the leap into the 21st century. A big jump, as it seems to have completely been bypassed by the 20th. (Female aged 63 - name given)

POLRUAN

Question 3: What improvements if any would you like to see to the waiting room?

Music in background (Female aged 51)

Could do with some magazines to read if we have to wait (Female aged 76)

More natural light (although I know that it is impossible – so improve the lighting). Drinking water. Comfy chairs (Male – no age given)

Calming music. Water. Improved seating. Wall side lighting. Update décor. Wooden flooring. (Female aged 53)

Needs new paint! Maybe some magazines/papers (Female aged 56)

New posters! (Male aged 61)

Needs decorating (Female aged 48)

More reading material (Female aged 43)

More colour and magazines (Female aged 11)

Repainted (Female aged 22)

Paint the walls and brighten the waiting area up (Male aged 12)

Higher seated chairs for older people (Male aged 60)

Needs redecorating, brightening up and the information leaflets easier to sort through. Too many doors to get through and doctors room needs a good clean! Otherwise its always warm and friendly. (Female aged 51)

GENERAL

My first year in Polruan with the doctors has been a really helpful experience. Thank you so much. (Female aged 56)

Please do not close Polruan surgery (Male aged 63)

I have always been treated very well at this practice by especially the receptionist and also doctors. Thank you. (Female aged 56)

Good service all round! (Female aged 78)

If you are ill on Thursday evening the Saturday surgery is no good to you, as you have to book in advance – which means you have to go to St. Austell for treatment (Male aged 64)

The Fowey River Practice provides a helpful and efficient life line to our small village of Polruan (Female aged 68)

The receptionists are very bossy and have a lot of responsibility. Occasionally there are blips but on the whole they do a very good job. I think two is better than one though, which would help with the pressure and the patients' view of them (Female aged 51)

We need more surgery time in Polruan to stop patients having to go to Fowey. Very important to young mothers and the elderly (Female aged 75)

Finally: Two people expressed an interest in joining the practice Patient Participation Group (both from Par). Their names will be passed on to the Committee.