

## DR H. D. NANDHA & PARTNERS

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### Comments that have been made on our Patient Satisfaction Questionnaire

#### COMMENTS FROM SURVEY ABOUT WHAT PATIENT LIKED ABOUT THE SERVICE WE PROVIDED:-

Helpful  
Everything OK  
Choice of doctors and quick appointments  
It was fast and precise  
Well looked after with quick advice  
Friendly reception staff. Good quality care of doctors  
Staff very good  
Telephone answering is good, staff are polite and the doctors are very helpful  
The staff  
I am happy  
The receptionists are always pleasant and helpful  
That the doctor sees you on time  
Receptionist  
Check thoroughly and explained (Dr Nandha)  
Friendly staff and doctors  
Good friendly staff, All doctors very thorough with their investigations and treatment  
Information was given about medicine  
I got enough information  
Answering all my questions  
Answering all my questions  
Good & excellent staff and doctors are well. Excellent services as well  
Quick  
Accurate  
Friendly staff and good Doctors  
Good  
Very good service  
Fantastic and excellent  
I was welcomed and I got enough information  
The lady doctor Dr Tayub is very good  
Very good  
Very good. Always polite and kind  
Everything  
None  
Quick and fast  
Almost everything  
Easy to register your arrival

prompt - met my needs and concerns  
very warm, welcoming reception. Saw Dr Raaj for the first time. Excellent rapport with me as a patient  
the fact I was seen on time by the doctor  
friendly staff  
Happy, polite, excellent gp Dr Thakor  
Very good  
Friendly Atmosphere  
Friendly  
efficient, friendly and practical to the point  
very quick and staff were understanding  
its quick & efficient and answer all question  
good straight forward advise  
welcoming service  
Staff very polite and friendly, also very professional in their attitude to patients and their needs  
Good doctors  
I managed to get the appointment for emergency. I was  
Friendly manager of the Dr Raaj, cleanness of surgery  
Doctors are good  
Good service  
Whenever I have been on the surgery, the doctors and receptionist have explained and given a good  
treatment  
Everything  
Very professional  
No complains  
Staff are very polite and response professionally  
Efficient and excellent staff, very friendly and welcoming  
Customer service, polite and pleasant. Atmosphere both for kids and adults  
N/A  
Friendly Staff  
Very good service today phone was answered quickly and no questions asked about making appointments  
Polite and nice people  
was seen quickly, didn't have to wait at all  
All ok  
Doctors helpfulness and co-operation  
on time and punctual  
Everything  
Very good  
explained everything  
politeness, professionalism. Very nice and approachable staff  
OK  
very good  
well explained  
Very polite and carig service  
good and fast service  
Excellent  
N/a  
Sufficient  
The staff are polite and try to help even in difficult situations  
Everything  
relatively on time, excellent reception staff  
all staff kind and welcoming

Efficient

Friendly Staff

Reception are always extremeley helpful and friendly. Dr Kumar is fantastic

Friendly Staff

seen on time

Everything

Honest Advice

Very good - I don't have anything

It was usuall

Good service

Friendly

OK

Good reception

Very goods

We were listened too

we like the way everybody treat us in surgery include reception staff and doctors and nurses. They are very welcoming

Friendly

I telephoned for reception today and I was seen within 2.5 hours

Very good

Staff are very friendly

Everything

Friendly, lots of information on how to take medicine & also on follow-up care also

Everything

Really good service

I like when doctor listens and advises me what to do, I like when staff are friendlty and polite

Because I got appointment quick and staff is very good

Good

N/A

everything about

reception are good

efficient

OK

committed staff

kind and understanding

receptionist staff are very helpful

I was satisfied with the service provided today

we get the doctor we like to see

quick, efficient

always smiling, nice environment. Very welcoming

the staff in the surgery are useful

usually quick and efficient

Normally promptness

Good service

your surgery staff and dictors are offering a great service always pleasant, professional and polite caring and informative

good service

they take you seriously

Good

reasonable

efficiency - knowageable staff

Very good

No Comments

More surgeries after time - consideration should be given to those who work. Especially appointment for nurses

## **COMMENTS FROM SURVEY ABOUT WHAT PATIENT DISLIKED ABOUT THE SERVICE WE PROVIDED:-**

None

N/A

Took a week to get an appointment rang Monday for Friday appointment

N/A

Cramp waiting room

Nothing

Nothing

N/A

The nurse Helen Collins very, very unprofessional & rude. Shouting not listening and answer my question not the first time it happened

not enough time, very difficult to book an appointment at any time of the year, receptionists not always helpful

Not really happy with the nurse upstairs. They get panic without any reason

Not enough appointments when needed

Doctor did not listen well

nothing to say

None

N/A

Phone Service

Good

Waiting for the appointment

N/A

Telephone service - delay and its costs should be a local number and answering should be faster

None

None

obtaining appointments

Nothing

nothing on this occasion but often we can't get an appointment for about 2 weeks

long time to wait to see dr

sometime

N/A

sometime in rush treatment

n/a

0844 tel no. and no one answers phone

If not fast, not very pleasant/happy people

Reception staff is not very friendly and co-operative

availability of appointments sometimes have to wait for appointment more than 30 minutes

Not getting the appointments when needed with doctor you sometimes have to go and see nurse

Nothing

N/a

None

None

None

N/A

Normally too many questions are asked on phone when making appointment specially about health issues

none

None

Takes a long time to get through on phone

Not get appointment easily

long waits on telephone. It is a bit difficult when ringing from work

No comment

Nothing

none

Telephone service

N/a

Not convenient appointment times

The opening times are confusing. The appointment system does not make sense. You can try to get an appointment with a particular doctor for weeks

nothing

Doctors should be understanding. Should be more time aware

0844 telephone service - should be a standard local rate number; should be able to make advance non-emergency appointments 1 week ahead

Had to wait from Monday to Thursday to get an appointment

Nothing

Couldn't get through to book an appointment until 9.50. Phone line is confusing as it mentions Evington

Surgery

none

None

N/A

nothing

was satisfactory

Not giving appointments early

nothing to dislike

N/a

Nothing

Sometimes it's difficult to get the appointment you want especially when you work full time. I find it difficult to get a repeat prescription. We have to come into surgery especially to re-order medication.

Again, this is an issue especially when working full-time

Not being able to get appointment when I wanted or being able to ring earlier

Expensive phone calls need to change the surgery number

N/a

not enough information

Nothing

Nothing special

N/A

N/A

sometime that 0844 number long

n/a

none

N/A

When doctor are free, don't all patients on time and don't listen to the patient

the WAITING!!!!

Nothing

sometimes the receptionist will ask too many personal questions, which would normally be discussed with a doctor

Waiting  
none  
waiting time of appointments  
Attitude of receptionist - not all - gatekeepers!  
Waiting  
N/A  
No comment

**COMMENTS FROM SURVEY FOR ANY OTHER COMMENTS, SUGGESTIONS OR ISSUES THAT PATIENTS WOULD LIKE TO RAISE WITH US:-**

No  
None  
N/A  
No  
Patient toilets to be kept clean very smelly  
Please keep-up with the good work, may allah bless you for everthing  
Please take less time on telephone 0844 number is expensive you nake us wait too long  
As fas as I am happy with the service  
Welldone with the service and Thank you  
The Nurse has been rude for a number of years. I think you need to access the suitation. I would like a response  
Everything perfect except nurse upstairs. They need to be calm and professional  
None  
No comments  
N/A  
Just the telephone service and opening hours and I have to take time off work, to come in.  
Very helpful. Always polite an always looked after me. Thankyou  
Nope very happy  
Take patients on time especially with nurse  
no  
Very Happy with service  
I would like the surgery to be opened longer hours and if you see a nurse for the nurse to see you on time  
n/a  
Keep it up  
Majority of times I am put on hold for longer than 20 minutes  
so far so good  
No  
take more time with patient and their problems  
I would like the surgery to open for longer hours so it will help me  
Change phone to local no. Easy access for appointment  
Get opening times longer, more doctor if possible so appointment are available earlier  
N/a  
I would appreciate if I was given the appointments when I an sick not a week later.  
No  
No  
None  
None  
Saturday and evening opening would be great  
n/A  
Making access number cheaper rather than 0844 and letting patients make appointments verbally also  
Surgery should be open 9am - 7pm

none

N/a

No

Thank you for being so amazing

No

Quicker appointments with pref Drs please without having to wait long (days)

Happy with everything

No comments

NO

open the surgery before appointment time so people are here early and ready to be seen by the doctor

Saturday opening

sometimes manner of which we are spoken too by reception. Some stadd are outstanding!

some of the nurses need to be offered training in basic hygiene

no

Train doctors on customers service

Longer opening hours will be welcomed

N/A

Fab, no comments to add#

no

Very good surgery - staff is very welcoming and polite

carry on the good work

no

no

Wish I had more time or was checked i.e temperture

No comments

None please keep up this way

No

Not always seen on time, usually around 10 mins over would do with improving this. Some Drs are more through and helpful and kinder than others

n/a

N/a

no

Please keep up with these excellent services

less delay in appointment times

no, thanks for everything

Thank the staff for being helpful and working hard to make things easier for patients

N/A

could be better evening opening are extended or shifted to open late evening

N/A

no, good everything

n/a

none

No

N/A

not at the moment

No

Don't like the 0844 number, would prefer a direct land line number to call

not complaint as such

none

Not really!

waiting time to get appointment

none

quite happy

None

No

services your surgery provides are exceptional- my only suggestion would be to look at availability of nurses.