



The Chestnuts Surgery

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THE CHESTNUTS SURGERY PATIENT GROUP – PATIENT SURVEY – 2015 – 2016

Your General Comments

What We Did Well / Positive

- Nothing but positive comments for the Chestnuts. A lot of people complain about waiting outside for an appointment before the surgery opens and want the doors opening earlier. However if this happened people would just get here earlier and the complaints about standing in the cold waiting would keep on coming in. Keep up the good work!!
- The nurses I have seen have been brilliant.
- I have found this practice really good. The whole team provide excellent service.
- Great toy area!
- Dr Robson and Dr Sibley are both amazing.
- Always polite and very helpful. They do all they can to facilitate your every need.
- Always refer you on if you need further treatment (e.g. Hospital) without delay. Excellent.
- Fully satisfied
- I appreciate the balance the surgery offers in terms of being able to turn up on the day and get appointments for people like me who find it hard to go see the doctor being able to get up and get a slot on the day is what I need, it is brilliant... I would hate to have to phone up and make an appointment on the day – this sounds oh-so-stressful!
- The staff are always polite and understanding. They never express or show any prejudice. Best practice I've ever been with.
- I feel this is a great practice, I found my GP to always be helpful and caring. She gives me the time I need to discuss any problems.
- Nice people doing a very good job. Thank You
- The Chestnuts Surgery lead by Dr Robson is exemplary. The open surgery every day is a service that is excellent. You can always see a GP if you need one.
- I like that I can just go to the surgery and get an appointment any weekday as part of the open surgery. Beforehand you had to wait, but now you're given an approximate appointment time, so you can come back rather than wait if it's quite a while.
- The doctors are always very helpful and even though I am only 18 treat me as an adult and explain any treatments I need to me thoroughly. I have even had some minor surgeries at the Chestnuts Surgery in the past and the treatment was better than in hospital!
- Lovely to have a young male receptionist, very friendly and polite.
- Always excellent service.
- My wife and I never imagined experiencing a practice as excellent as the Chestnuts.
- Both myself and partner and 2 children come here, Dr Sibley was excellent last time I had concerns with a rash on both my children. He had lots of time for me and reassured my

worries. Dr Robson is also excellent, I have always been happy with service and very professional.

- Very sad to hear that Dr Sibley-Calder is leaving he is the best male doctor the surgery has had in years.
- You can safely assume I am totally satisfied with how I am being looked after. Thank You
- Great surgery. All staff are extremely friendly and helpful. Much better all-around care than my last surgery within the area.
- By far the best surgery I have been a part of.
- Can't fault this practice. Always satisfied with care and customer service.
- Love open surgery as most other surgeries do not offer this service.
- I have recommended this surgery to a number of family members and friends, as in my opinion this surgery is head and shoulders above the rest, as I always receive the best care possible and am involved in all decisions regarding my health and health condition.
- I am unable to find any negative comments. Excellent, Thank You.
- I have been a patient of this practice since 1983 when it was Dr Whitehead and have nothing but utmost confidence in the GPs in this practice.
- As a family we have had many problems with family deaths etc. and have always found the nurses and GPs ready to listen and to give all the practical help they can.
- I am well amazed at how well organised this practice is compared with the "doom and gloom" appointments of friends in other parts of the country.
- Even though I may only visit once a year sometimes longer, I have always thought each member of staff gives a high professional service. I have only lived in Cottingham for 4 years and was apprehensive about joining a new practice but I have not been disappointed. Thank You

What We Could Do Better / Negative

- I find the reception area – 2 window system a bit weird
- I don't like the TV at all
- I would prefer a louder 'beep' when next patient name is flashed up as I'm deaf and usually reading when waiting.
- When I started with a long term problem some years ago I was made to feel bothersome for repeat attendance although I had previously always been healthy and rarely visited a doctor and this has affected my view of the practice somewhat.
- Extend the shelter in the outside waiting area (for early patients) to help keep dry during wet weather.
- I work full-time Monday-Friday so find the hours inconvenient if I need to be seen urgently.
- I sometimes wish when waiting outside you could either take a ticket or register somewhere when it's raining outside as although the shelter is good, sometimes you get very wet. Other than that small whinge best practice in the county!
- Could improve queuing in bad weather especially if feeling poorly.
- Communication occasionally fails
- At times I have been unable to have an appointment with my preferred Dr.
- Opening times often are difficult to fit into my work patterns.
- It can be cold / wet waiting outside for an appointment.
- Improve opening waiting room pre 0900 appointment queue. Especially during inclement weather.

- The only problem is having to arrive at open surgery hoping you are able to see your own doctor. Usually people are queuing around 8.15 to 8.30 so this is a task for me as I have two young children to take to school, so this means I have to pay to put them in breakfast club with the hope I will be there early enough to get booked in. Its sometimes very stressful to do this... I do understand this is old news to you but putting pen to paper and letting you know has made me feel better.
- The main concerns are insufficient funding to cope with demand and the availability of future GPs when retirement comes. "The work is plenty... The labourers are few!"

**THANK YOU FOR YOUR COMMENTS YOUR FEEDBACK IS
IMPORTANT TO US**

**PLEASE KEEP AN EYE ON OUR "YOU SAID – WE DID" &
"COMPLAINTS / COMMENTS AND SUGGESTIONS BOARD"
FOR OUR RESPONSES AND ACTIONS**