



The Chestnuts Surgery

Dr Jannette Robson MBChB DRCOG MRCGP FPC

Tel: 01482 847250 fax: 01482 848173
45 Thwaite Street, Cottingham, East Yorkshire, HU16 4QX

THE CHESTNUTS SURGERY PATIENT GROUP – PATIENT SURVEY – 2014 – 2015

Your General Comments

What We Did Well

- 1) I have every confidence in this practice and always find everyone “smiley” and helpful.
- 2) I don't visit regularly – I have no need to, but I would recommend it to everyone.
- 3) One word – “Outstanding”.
- 4) Never feel worried when visiting this GP surgery, they have always worked hard to see my children even if it has been after hours.
- 5) Very warm and welcoming.
- 6) Nothing wrong with this practice at all – Please leave well alone as, if it isn't broke don't mend it.
- 7) Great faith in Dr Robson.
- 8) Nurses have been very helpful when needed
- 9) Excellent surgery, more money is needed to back this practice.
- 10) Need more GP's like Dr Robson.
- 11) I am 100% happy with the treatment that both my wife and myself receive.
- 12) Excellent support and advice when needed.
- 13) Very personable and caring.
- 14) I can't fault this practice in anyway. I think it's a brilliant service.
- 15) I have found the Chestnuts to be a very good practice. All areas are good and show excellent practice. All my family have found good service.
- 16) This is the best doctors' surgery I have ever been to.
- 17) Overall the whole practice is outstanding.
- 18) Super surgery, what else can be said.
- 19) Fantastic surgery, love the open surgery.
- 20) Staff are always pleasant and helpful
- 21) The doctors and nurses at this practice are very caring and understanding
- 22) I find this surgery very personal, you're not just a number you are an individual.
- 23) The facilities of the practice are good, for example 'tests, minor surgery' etc etc.
- 24) Communications are good at this surgery, if anything is going on, the practice will contact me, rather than me having to chase it up.
- 25) Your surgery service relays well with all staff and they are all very good at their job.
- 26) I have been with this GP practice since 1971 and have always found the service excellent.

- 27) I really like the open surgery available each morning – When I am ill I am aware I can see a GP on that day.
- 28) This practice over many years has provided an excellent health service, not only to me but to my elderly parents, husband and children.
- 29) Receptionists, Nurses, Doctors – All very friendly and caring.
- 30) Since being registered with the chestnuts my family and myself have received nothing but the best service.
- 31) The girls at the desk are very helpful and professional.
- 32) A good caring practice providing a high standard of care.
- 33) I have to take time off work to attend surgery. This is unacceptable to me in my circumstances when I work full time.
- 34) The doctors and nurses I find very helpful, happy to give you time to discuss issues and well informed.
- 35) With the doctors and nursing staff I have had the best advice and empathy when seen and always been given the best of treatment when I have needed it.
- 36) The receptionists are extremely polite in person and over the phone.
- 37) The Chestnuts surgery provides an excellent service, and has done for all the years I've been a patient (since it first opened).
- 38) The staff are efficient and caring. They clearly take pride in providing a professional service.
- 39) The Chestnuts surgery should be rewarded for their excellent service. But cutting their funding feels like punishment for having worked so hard!

What We Could Do Better

- 40) Far too much paper covering the walls in the waiting room, I have never seen anyone reading it.
- 41) I think it would be nice for the waiting room to be open from 8:30 am and maybe have a ticket system in place for the queue.
- 42) The conditions for queuing in the morning are not ideal for children and the elderly. This I feel needs to be focused on in ensuring everyone's wellbeing.
- 43) I think it is terrible that to get a morning appointment before 11am patients have to wait outside in the cold from 8am. Seems better to either open up at 8, or at least let patients in on a number ticket basis. Or to book their appointments with doctors for after 9am.

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