

## **Q2 Would you like the surgery open at additional times?**

### **Under 17**

Yes, Saturday for if you feel sick.

2pm rather than 3pm weekdays because I would like to go to the surgery then.

Saturday mornings and later appointments in the evenings .

On Saturdays.

If you needed to see a doctor urgently it could prevent the need to drive to hospital Hathersage to be open in the afternoons.

### **17-24**

It would be more convenient for people working 9-5 if the surgery was open late like Monday on an additional day.

Earlier/later so it is easier to get before/after work.

At 1pm so people can come to the surgery during lunchtimes.

Short weekend services would be helpful.

### **25-34**

Sometime over the weekend.

More opening times outside of normal working hours and at the weekends.

All day opening - very difficult to get appointments currently at mutually suitable times.

None

### **35-44**

Saturday morning.

Extra hours in Hathersage eg Evening Surgery.

Saturday am would be helpful.

Saturday pm.

Saturday mornings 10-12.

A short weekend window would be helpful, but obviously, the doctors need a break too to recharge and to be able to keep looking after us as well as they do.

I am happy, but if I worked I would want one late evening per week.

Saturday am - due to work

Saturday (mornings) Family at work and school Monday - Friday

Usual working hours - many people don't use the car to attend-however it is necessary if you have to travel to Hope. (Hathersage)

Usually when one rings for an appointment around 8.10 am onwards the day is fully booked and you have to try again the next day.

Saturday.

Possibly more out of hours opening as it would be more convenient as both my girlfriend and I do not work locally.

### **45-54**

It would be nice to have a Saturday morning option. As some of colleges til late at night during weekdays.

Saturday mornings.

Saturday mornings.

Saturday morning – more flexibility.

More than one late night so people in full time work do not have to take time off work.

Possibly another late evening for people who work.

Earlier morning slots if possible during the week (before work) 8am ideally for myself.

Saturday morning for prescriptions.  
Saturday morning due to work and school comments.  
Doctor's surgeries to be open at 8am and later evening surgeries so patients could come before and after work.  
Due to work commitments, Saturday appointments could be use.  
Evening appointments for minor health issues that need a doctors advice, would not interfere with work commitments.  
Unable to attend some surgery times due to work commitments.  
Weekend.  
More evening availability please, for those who work outside the valley.  
More surgeries in Hathersage especially early & late.  
More evening surgeries please.

#### **55-64**

Longer opening at Hathersage as it is very difficult to get appointments there.  
Saturday morning – it's difficult for some people to get here during the week eg working away Mon-Fri  
Saturdays  
Working arrangements make it difficult to get appointments without losing a great deal of time at work.  
Another evening would be helpful to those who work full time.  
All appointments require time off work. Work at Hallamshire – parking is impossible when I go in late and I usually finish work about 6.30pm so no times are good.  
Weekend or some 7am starts.  
Either later surgery or Saturday am.  
Saturday/working through the week all hours.  
One additional evening until 6.30/7.00 to help with work arrangements.  
6pm – 8pm Monday to Friday  
9-12 Saturday  
Longer/evening hours – my wife and children all work or go to schools at a distance and cannot easily use day appointments.  
Please note that I am now retired so these times are not a problem. However, previously I found it difficult to get an appointment at times I could attend without losing time from work.

#### **65-74**

Some form of cover in the evening and at the weekend as we have found the out of hours service difficult.  
Being a pensioner I find it adequate, but thinking of people who work, Saturday mornings would be a good idea.  
Saturday morning for Mums who have a job Mon-Fri and look after a family.  
Weekend and evening cover.  
Saturdays.  
Saturday am.  
Saturday mornings would be good for most working people.  
Saturday morning for people who are unable to attend during the week.  
I wrote yes (to opening at additional times), but I did not give it enough thought. I think overall its not a bad system.  
Saturday.  
It would be helpful if there was a surgery on Saturdays.

## **Q4 Alternative Ways to book an appointment**

**Under 17** Online.

**17-24** Online - easier/more efficient way.

**25-34** Anything except the mad rush at 8am to call - this is terrible and very un-patient friendly system.

**45-54** I will try to use the online system (can't afford a mobile), but text might be an alternative.

Email - online

**55-64**

Internet if possible.

On-line appointments seem to be further in advance than telephone ones; if there were no disparity I would book appointments online.

## **Q18 Suggestions for making the waiting room better**

**Under 17**

Move chairs back against the wall again. Flat screen TV.

TV.

Better music.

Bit old fashioned (I'm 14).

Magazines for teenagers.

Quiet music in the background, wouldn't be able to hear the discussions of the receptionists.

It smells a bit.

Pop music.

Update the music.

A taller chalk board, music for young people.

Kids magazines.

Perhaps a wider range of magazines.

**17-24**

New Stuff.

More variety of magazines

**25-34**

Comfier Seating.

Not a big fan of magazines.

More boy car mags.

Better music x 2

No Music.

Radio would be better! with music that is not old-fashioned.

CD?

Its fine, just not keen on the magazines, find them boring, prefer things like National Geographic, which other people find boring!

It is great and when I came with my daughter she very much enjoys the toy selection.

**35-44**

More selection of magazines.

Seating for less able.

More comfortable seating, change radio as it can be irritating if waiting a long time or in pain. Information to take away.

Although the chairs aren't comfy, they are wipeable and I usually don't sit on them for too long.

**45-54**

Don't get television.

Local news and bulletin boards would be interesting.

Chairs slightly uncomfortable.

Drink machine.

Tune into 5 live

Too hot & stuffy – Newspapers?

Too many posters & blu tac

More varied info (not all hearts & kids. More mental health, community/local groups board, health & well-being.

More comfortable chairs – probably less of them.

TV with BBC new channel.

Too hot in reception area/waiting room

**55-64**

Varied magazine display. Hope better than Hathersage.

None – I bring my own reading material. I would not like loud music.

Kids books, more teenage books/adult books/magazines.

Magazines kept up to date.

Greater range of magazines/newspapers (even if old). Keep music/TV on low.

**65-74**

Daily papers maybe.

Don't care for background music.

Music not needed, would prefer none.

I really get uncomfortable when the loudspeakers are blaring out Radio High Peak, or some local radio station. I dislike the music and the distorted sound and it makes my ears throb. I also find the magazines boring.

Too many on display.

I do not like the music/noise from the reception area.

The TV would help not being heard at reception.

Up to date magazines! Could they be donated by patients?

**75-84**

Displays to focus on specific topics.

Bit Hot

**85-89 Females**

Music rather than radio station?

**Q 25. If you have a long-term condition that requires regular attendance at the practice and/or hospital, what do you feel could be done to improve the overall management of your care?**

- Freezing clinics should be more regular, maybe one month apart - had to wait more than three months. Under 17
- Being able to talk to the doctors throughout the day. Under 17
- I would like to be able to pre-book (more than two days in advance) to see .....25-34
- Quite happy with my care and treatment at the practice. 35-44
- Reduce waiting times, but understand how difficult that can be. 35-44
- I require occasional hospital attendance. Unfortunately, when I am least well I am least able to travel (can't drive). The CMHT are very difficult to access; the building is intimidating, no reception, quite 'hostile' staff. Really poor, so what do I do as an alternative 45-54.
- Needs to be generalized ie diabetes. 45-54
- Timing! 55-64
- Reminders by phone/email/letter when visits are due eg blood tests 55-64
- I think it would be advantageous if local surgeries could collaborate to establish self-help groups, and perhaps provide some facilities for them locally, ie in the Hope Valley.55-64
- Pretty good really 65-74
- Everything seems to be well managed and satisfactory. 65-74
- I have long term problems, but I think I am being very well looked after. 65-74
- I attend two clinics once a year and I find both good. 65-74
- I am very happy with my care, I am very well looked after. Thank you 65-74
- Satisfactory at present 75-84
- If possible, to make the booking of same day appointments easier, but I do appreciate doctors can only see a certain number of patients in one day. It is very difficult to book a same day appointment by phone during the first half an hour of the surgery opening times. 75-84
- I have no problems with the surgery, but find access to hospital consultations difficult despite being told by the consultant that he will see me at any time. 55-64
- Last attempt I was given an appointment in 8 weeks by which time my symptoms had settled again. 55-64
- Room for hospitals to improve returning notes to doctors after appointments ( not take so long).55-64
- I find facilities for my long term condition ok at the Evelyn Medical Centre.55-64
- Contact from doctors to remind me of my next appointment, rather than the other way round. 55-64
- I would like a copy of test results. 55-64

## **Q28. What do you think the surgery does best?**

### **Under 17**

Giving a good diagnosis in most cases, following up concerns, dealing with requests and repeat prescriptions.

Been kind and caring to me. Well done!

Helps people understand their illnesses.

Tells you if you are sick.

Advice.

Jabs.

The people are friendly.

Everything.

Everything is good apart from the music.

They know what they are talking about. they book me in as soon as possible. I trust them.

Doctor greeting patients - nice touch.

Comfy chairs and toys.

Friendly Service.

Helping people.

Understands everyone has different needs.

### **17-24**

Personable staff.

Personal care and understanding.

Running late, but at least doctors spend time to listen to you.

My GP always gives me plenty of time and never feel like I'm being rushed.

Giving information about medicine and explaining about it.

Personal, friendly service.

Easy to get an appointment quickly.

### **25-34**

Looks after its patients well.

Patient care.

Help in every way.

Does its best.

No complaints - appreciate the constant pressure you are under - think you are doing a brilliant job. Always good to be greeted by a smile - thank you.

Care.

Friendly & respectful.

Excellent with my daughter whenever I've needed to bring her.

### **35-44**

Patient centred - good care.

The doctors and nurses are fantastic, I never feel I shouldn't have come and they instill confidence.

All things.

Compared to my previous one it is brilliant on everything, no faults, friendly and helpful.

Provides a clean modern environment for patients. Accessibility to appointments and medical staff. Friendly service from receptionists. Pharmacy on site.

Respectful of patients/users. Dr Sykes a real asset, experienced, excellent practitioner. Friendly, helpful reception staff. accessible and positively-minded. Excellent midwife.

Tries its best to help on all occasions.

Experienced medical team. Helpful. accommodating when possible. Friendly. Good liaison with other health teams eg Buxton, Claremont, podiatry-Chapel. all my friends agree too. Very good local reputation.

Good all round 'end to end' service, from booking to prescription pick-up.

Serves the local community well and tries to give a welcoming and helpful atmosphere.

Providing a good service.

#### **45-54**

All the doctors listen. All take time and treat me as an individual and take me seriously. Receptionists friendly and helpful. They try to solve any problems I have caused them or their mistakes!

Good doctors. Friendly.

Very caring and provides a very good service.

Drs are very good and have time to listen.

Everything. I have absolutely no problems with this surgery.

With the aid of technology, they can book an appointment for hospital at the surgery on the day of your visit.

Contacts you.

Helpful and caring.

Responsiveness

Usually doctor prescribes treatment and I can take tablets etc home – don't have to go elsewhere.

Smiling faces.

With my limited contact so far –

Reception good attitude & friendly –

Doctor as above.

A friendly caring environment.

Care

#### **55-64**

Keeping an eye on blood pressure.

Good professional doctors who give confidence on diagnosis. Having a good range of in-situ testing, eg heart monitors.

I am happy with the service/services provided.

Listens, cares.

No preferences, everyone kind and understanding.

Friendly and welcoming atmosphere. Concerned doctors.

Fitting you in if necessary, quickly.

The doctors are wonderful at listening and are all up to date in modern tech's and sharing knowledge with oneself.

Take good care of you.

Pragmatic Care, not hectoring, clean.

Professional

Don't come often enough to comment.

Treats patients.

Medical Expertise. Doctor/patient time.  
It is best at its face to face clinical services, and its bread and butter administrative back-up appointments, repeat prescriptions.  
Treats me with care and consideration, and as an individual. Thank you!  
Provides you with confidence in your care.  
Treats you as a patient and not a No.  
Good in general.  
Courtesy, listening, explaining.

**65-74**

Care and confidence  
Care for patients.  
The doctors have all given me confidence and care.  
Treats patients with respect from reception through to having treatment.  
Everything  
Everything is exemplary as far as my husband and I are concerned.  
Takes good care of my health.  
Cares for its patients.  
Excellent.  
Helps me. You are doing very well.  
As far as I am concerned it could not be better. Everybody is friendly & helpful. Its brill!  
Listening.  
Cares for patients.  
Medical service.  
Provide excellent care and treatment.  
In general the surgery looks after its patients very well, physically, but is very good at making you feel special and safe.  
Makes you feel that somebody cares in all departments.  
Looks after its patients.

**75-84**

Arranging appointments.  
Making appointments and dealing with prescriptions.  
Warm & quiet. Magazines & music good.  
Listen, advice, relieve tension and worry.  
Personal contacts.  
Offers personal care.  
Excellent patient care.  
Pressure free ambiance.

**85-89**

Fulfils patients' needs.

## **Q29. Where do you think we can most improve?**

### **Under 17**

Seating - Chairs back against the wall.

Keeping to appointment times.

Less waiting.

Make the place look nicer.

"I find it difficult and frustrating to be on the phone at 8am on the dot to try and get an appointment when I could have easily arranged an advanced appointment. To get one with some doctors is almost impossible.

The links with Hathersage Pharmacy don't seem to very good. they are not the best service at getting prescriptions ready and I would prefer to be able to get them from the doctors"

Longer opening times in Hathersage.

Better (more polite service at Pharmacy) judging results based on each doctors feedback, giving a choice of doctors when available.

I am generally happy.

Booking appointments.

On timing.

Nowhere.

Talking to the patient.

Not make people wait so long.

### **17-24**

Waiting times and phone availability.

Waiting times when attending appointments BUT do recognise that this is probably because GPs so keen to give a good service.

Booking appointments.

### **25-34**

Pre-booking appointments. I am a teacher & find it difficult to book on the day & get time off.

I personally would like to be able to book ahead doctors appointments, rather than have to ring up on the day. This isn't however a major problem.

Waiting times & morning phone calls to get an appointment.

Not having to phone on the morning of an appointment.

Magazines, most interesting ones are heart, or diabetes, asthma. Very minor point.

"Barking appointment system. Change to a system convenient to your patients. Keep to appointments - I know doctors are the same everywhere, but I think in the NHS generally there is a lack of understanding that a patient's time is as valuable as a doctors"

Telephone manner can be abrupt and rude.

Only waiting times.

### **35-44**

More female doctors.

Can't think of anything significant; no. of people in 'queue' ahead of patients appointment.

Hathersage opening hours.

Bring back open surgery please.

Have open surgery or more appointment space to give us a better chance of being seen on the same day.

No areas really need improving other than maybe longer opening hours.

Length of wait! but realise situations arise that can't be accounted for.

"One late evening and Saturdays - for working people with non urgent appointments, plus I have had to spend 4 hours in the walk-in centre one Saturday when there was no surgery here and the chemist in Hathersage said we should see a doctor when I went to buy something for a skin infection which turned bad over a Friday night"

More flexible with appointments and a few more available.

Attempt to reduce appointment waiting times, but this is very difficult especially when maintaining high levels of patient care and consideration.

More availability and easier access for appointments same day, keeping more to appointment times.

By the very nature of things, getting through on the phone always takes about 20 minutes on the day.

#### **45-54**

Opening times.

The staff's respect is very variable, certain ones would do best learning from the others. Doctors should be aware how they are being represented.

My main concern is the results of tests, I think the interpretation of tests should be explained by a doctor.

Ringing up for results is not sufficient care in my view.

Being prompt for appointments would be a big improvement.

Music

Campaigning for better services locally – for more outreach (& quality control = feedback from patients in relation to 'bought-in' services.

Appointment booking system, able to book an appointment on the same day if you phone after 8am.

Just a struggle to get through at 8am for an appointment.

Waiting times. Very frustrating to make an appointment with a doctor 3 or 4 days in advance and to be told that you have to phone on the day. This means that you can't plan your day (childcare) and you don't know until the day what time your appointment will be.

I don't like to think that a doctor is 'counting the minutes' or that I am wasting a doctor's time. One doctor in particular was quite dismissive and seemed keen to get the consultation over with as soon as possible ( locum Dr)

Is there a well-woman clinic?

To be able to see a doctor more quickly.

Reception. I don't like to be referred to a 'sweetheart', love or flower in a professional environment, not my little words of endearment, too loud. Politeness and attitude should be given at all times. Good practice let down by the attitude of some staff.

I think there should be more lady doctors and they should work more hours.

Cut waiting times.

Longer surgery hours making it easier to get appointments. More clinics available eg family planning. Another female doctor.

Follow up on patient care. When you say you will contact a patient – do so.

## 55-64

Appointment times, surgery times.

Reminders by phone/email/letter when visits are due eg blood tests 55-64.

Telephone reception

Knowing/knowledge of patient

Professional, but friendly – often missing

Your IT service needs development & more investment. One should be confident of getting an appointment as quickly on-line as by phoning, including urgent ones. It should be possible to have email correspondence with Drs & nurses to resolve simple queries. The noticeboard and newsletter sections read like after thoughts.

In some countries doctors and nurses set aside a specific time per day, or per week, just to answer phone calls from patients, and treat it as much of a surgery as their face-to-face slots. Clearly there are limitations & problems, but I have found places where it works very well and avoids the need for a visit.

I think the current service is excellent.

Times that patients sometimes wait for an appointment – in my experience up to 30-40 minutes past the appointment time.

If the waiting time is longer than normal, not pre-warning the patient of keeping the patient informed of progress.

When I did work, much of the time was working away from home. On these occasions/at this time I found it very difficult to get an appointment to fit my availability. Extend opening hours at Hathersage.

Open for Saturday morning appointments

Nowhere.

I don't like having to ring at 8am to get an appointment – hard to get through at the time and this adds to the stress if you are already unwell.

Smarter appearance from reception people. Not so loud and giggly.

Should always put leaflet (or photocopy of) in with prescription, so side effects etc can be read about.

## 65-74

Weekend and evening cover.

You are doing fine.

Some more smiles.

Living 12 miles from Sheffield I wish out of hours care could be provided in emergencies. I know it is difficult, but it would be appreciated by 99.9% of local villagers.

At the moment I cannot think of any improvements that I can suggest.

I think it would be helpful if your late night opening was on a Friday, for people working a long way from home. I also think that the out of hours service is unsatisfactory (particularly in winter).

The Reception Area.

1) You are limited at the entrance, but some clear position to stand and give information should be established.

2) While waiting you should not hear the chat/banter of the staff.

3) When answering the phone. 'This is EMC etc you are speaking to A on reception'.

4) I have asked to speak to the Pharmacy and not managed this.

On the telephone system – 1-2-3-4, I think that number one should be for emergencies, not two.

Parking can be difficult at times. Waiting to see the doctor is also lengthy at times.

No way!  
8am calls – it is difficult to get through.

### **75-84 Males**

Can be difficult to make a GP appointment without several weeks delay.

### **75-84 Females**

People who live in Hathersage have a job getting appointments in Hathersage.  
Communication between doctors – looking back at previous treatment.  
Reminders about appointments for long term patients.  
Reception, some receptionists very good, some could be a little more helpful.

### **85-89 Males**

Music not good

## **Q33. Do you have a disability?**

Arthrogyrosis, surgery accessible. Improvements? – Reduce waiting time 5-16  
Arm cut off at elbow Appropriately accessible, no improvements. 5-16  
Part deaf, bad balance. Appropriately accessible, no improvements. 25-34  
Hypermobility Appropriately accessible, no improvements. 35-44  
Long term Mental Health Issues. 45-54  
The service is accessible as the GP would visit if necessary. 45-54  
Services could be improved by more joined up around transport issues! 45-54  
Outreach or bought in or mobile services 45-54  
Bad back – disc . Yes, accessible. No comment on improvements.  
Knee 40% - Yes, accessible. No comment on improvements. 55-64  
Yes – (no description) Yes, accessible. No comment on improvements. 55-64  
Yes, mental illness. Yes, accessible. No comment on improvements. 55-64  
Yes – (no description) Yes, accessible. No comment on improvements. 55-64  
Yes, primary lymphoedema. Accessible & satisfied with services. 55-64  
Arthritis. Yes, accessible. No comment on improvements. 65.74  
Opening of the door at Hathersage needs adjusting for wheelchair patients. 65.74  
Deafness, appropriately accessible, most of the time. Receptionists sometimes don't speak clearly enough. They need to look at me when speaking, rather than at the computer. 65.74  
Yes , no details or comments 65.74  
Balance. Yes, accessible. No comment on improvements. 65.74  
Mobility & balance problems – Ataxia. Yes, accessible. No comment on improvements. 85-89  
Yes – (no description) Yes, accessible. No comment on improvements. 85-89  
Hearing impairment. Yes, accessible. No comment on improvements. 85-89

21 people

### **Q35. Do you have any further comments you wish to make?**

#### **Under 17**

I think Dr Hutchinson and Dr Adler are the best doctors!

#### **25-34**

I think the reception should be manned all the time, I feel uneasy about using the bell. Very good surgery, has also improved over the past four years or so. Parking not good.

#### **35-44**

Overall, I think we are very lucky in the valley to have a medical practice as good as this one. I know many people from other areas who would love to have what we have here.

Really pleased with the surgery, staff etc can always get an appointment, staff are friendly, doctors are thorough - no complaints at all - keep it up! Thank you!

This is a good practice that serves the local community well. No issues at all.

I would like to thank staff for an excellent service.

Be able to get in touch with a doctor at weekends, or if you desperately need to speak to a doctor.

An excellent team whose efforts are all appreciated. Keep up the good work! Many thanks.

#### **45-54**

Overall I have never had a better surgery. Any issues are to do with rural services provision and rural transport issues.

It might be useful to give details of any viruses that are affecting the area and advice about self-treatment.

The centre offers excellent service. Thank you.

This is my first visit as a new person to the area and I am sure I will be happy at the practice.

Overall very happy and appreciate the service. Many thanks!

Thanks.

#### **55-64**

I am very satisfied with the care and with the people. Unfortunately I just don't think that the surgery times, and particularly nurse surgeries for blood tests, are designed for those with full time work. A 7am start two days a week, or a weekend surgery, would be great. Currently any engagement is always disruptive.

Waiting room at Hathersage is much more peaceful than ours at Weston Park Hospital.

#### **65-74**

I was really pleased that I was able to make an appointment for some time away, as in previous years I have not found this possible.

I wonder if you used more ecofriendly products, if the atmosphere would be less toxic.

No additional comments, we are very pleased with the service you offer, Thank you.

Thank you for all the care given.

I cannot fault the Evelyn Medical Centre in any way. Excellent.

If staff could stress which surgery to attend it would help because I have gone to the wrong place twice. My own fault, I know.  
We are very lucky in this area to have such good medical care.

**75-84**

Very good surgery – Doctors, Nurses & Pharmacy.

Doctors and Nurses calling the next patient from the waiting room makes the contact personal and welcoming.

Most appreciative of the practice and all it offers.

A very good surgery. Very helpful doctors and nurses. Helpful pharmacy and some receptionists. Patients sometimes need to co-operate more and grumble less. We are very lucky in this area.