

What Patients Like	What Patients would like to change
Reception and Waiting	Reception and Waiting
<p>Warm and professional staff, very helpful, toys and books helpful.</p> <p>Never had to wait more than 5mins after arrival to see a Doctor.</p> <p>Friendly nurses and reception staff. Can nearly always get an appointment.</p> <p>Friendly service of reception.</p> <p>Friendly atmosphere, helpful reception.</p> <p>Open waiting areas.</p> <p>Clean spacious waiting area. Reception staff pleasant and helpful. Nurses very good when I have seen them in the past.</p> <p>Receptionists.</p> <p>Always helpful Receptionists.</p> <p>Pleasant to wait nice music very clean.</p> <p>Always seen within a short time in terms of getting an appointment, helpful friendly professional</p> <p>The surgery as a whole, reception were very friendly and it seems much cooler (good thing) in the waiting area.</p>	<p>Had very bad experiences of confidential area in reception they once announced I was pregnant to reception area.</p> <p>Doctors photos to be displayed.</p> <p>Waiting room outside Doctor's room is very small and cramped.</p> <p>Some receptionists are sometimes not friendly.</p> <p>Appointment times always run late.</p> <p>Cramped waiting area when crowded/busy</p> <p>The high counter at reception. Difficult to speak to receptionist.</p> <p>TV area, more up to date reading material.</p> <p>Sometimes we have to wait to be seen but not a bad thing as shows Doctors are taking time with their patients.</p> <p>Put in air conditioning.</p> <p>Waiting time.</p> <p>The waiting room and availability of reading material when you have to wait.</p> <p>A bigger waiting room.</p> <p>Waiting areas, feels a little awkward for families and buggies.</p> <p>Usually have to wait, not good if at work or have children with me. More books/toys (quiet ones) in waiting area.</p> <p>Don't particularly like choice of music.</p> <p>Waiting area, children's waiting facilities.</p> <p>Tea/coffee machine.</p> <p>Music in waiting room is bad.</p> <p>Brighter waiting room, not very young person friendly.</p> <p>More toys for children in waiting area.</p> <p>More childrens books/toys.</p> <p>An indicator of place in the queue when attending sit and wait surgery, approximate wait.</p> <p>Keep an eye on appointment times.</p> <p>More up to date books with wider choice</p> <p>More children's toys/games.</p> <p>To open at weekends.</p> <p>The way I am spoken to when I call for an appointment. I don't think whoever answers the phone shows the sensitivity or patience needed when speaking to people who may be feeling ill or worried about their health.</p> <p>Less busy, sometimes appointments are behind schedule so waiting time is long, which</p>

	can be hard with a young baby.
Doctors and Consultations	Doctors and Consultations
<p>I only ever really see Dr Jacklin and always find him very patient and considerate. We would never change our Doctor as they are fantastic and caring. Dr Jacklin is always lovely. Dr Jacklin. Doctors always provide an excellent service. I always feel they have time to listen to my concerns. They also always offer in depth explanations of any possible tests/treatments which I find comforting. The choice of Doctors and services. Same GP since birth. The Doctor was efficient and on time. The patience of Doctors. I particularly like Dr Guy Mansford as I always used to get him when I was little he was always patient, helpful an amazing Doctor. Good Doctors. Doctors all very helpful . Easy to talk to the doctor. Nurses. Dr Jacklin's explanation of symptoms. Doctors. Good Doctors great Staff.</p>	<p>Had a few blips with Dr Mansford in the past but always resolved them. It's GPs. Nothing in particular just I feel every time I'm ill the medicine given doesn't work and I have to return many times. Also when I had tonsillitis I must have gone to the Doctors every month before they finally booked me in to have them removed December last year but this was only done because I asked not from their own initiative.</p>
Getting an Appointment	Getting an Appointment
<p>Getting an appointment quickly. I asked for an appointment and got one first thing next the next day. Accessibility, hours they are available. Got to see Doctor urgently when I needed it. Easy to make appointment. Friendly staff. Clean. Can always get an appointment. I have been able to get an appointment every time I needed to. It is easy to see a Doctor or Nurse in emergency, staff are always helpful. Always get an appointment quickly, good staff. Responsive to request for appointments.</p>	<p>Open into evening or very early every day for people working 9 - 5 Open Thursdays. The 5min consultation is not long enough sometimes. 30mins per appointment so I could talk expansively about my health with GP. Let us choose the Doctor that we prefer. Having to book appointments too far in advance. GPs to get more time with patients e.g. more than 10mins so it doesn't feel rushed.</p>
What Patients Like	What Patients would like to change
Getting an Appointment	
<p>Appointments have generally been met within 5mins of time given. Ease of making/getting a prompt appointment. Always easy to make an appointment. Ease of getting an appointment. The system of making appointments. I can book appointments in advance. I have only been a couple of times, but has been good. Booking is easy and I didn't have to wait long Able to get emergency appointments on the day.</p>	

<p>Can get a fairly quick appointment, although it may not be with the Doctor of your choice. Can always get an appointment. Even if full always offered a sit and wait. Receptionists helpful.</p>	
<p>Nurses and Phlebotomist</p> <p>Nurses are very good. The efficiency of the service and the excellent nurses. Nurses very friendly.</p>	<p>Nurses and Phlebotomist</p> <p>Earlier appointment choices for phlebotomist.</p>
<p>Overall Satisfaction</p> <p>Friendly service. All of it. Always very good. Helpful courteous staff. Close to pharmacy, central location off main roads/streets. Good service . Very satisfied. Everything. All Staff are pleasant and helpful. Everything. Polite staff and efficient. Very lovely caring team altogether. The efficient service and friendly staff. Lovely. Clean. Great music. Staff very helpful and friendly. All of it. The Staff, Doctors and atmosphere. Music is a plus The care, patience, polite friendliness by all concerned. The Doctors, Nurses and Receptionists very kind. Cleanliness of surgery. Very friendly and have music playing to distract. The friendliness of all the staff. Wonderful staff. Always helpful. Friendly atmosphere. The staff are always friendly. Highly satisfied with everything at The Oaks. Friendly atmosphere, very helpful staff/doctors. Everyone helpful and friendly. All 100% super staff and medics. Location. Everybody is very pleasant and helpful. Well run and effective. Everybody's really friendly and approachable. Easy access and prompt appointments and great bedside manner from the Doctors. Warm friendly staff. Sensitivity and attention. Staff, attention to detail, ability to get an appointment. Always very helpful, know me very well and are good with my son.</p>	<p>General</p> <p>Would like a "shared care" idea for students i.e. those who have a permanent address in Beeston but are away term time rather than having to register/to be seen as temporary resident (this is permanent address).</p> <p>Nothing to change. To order prescription by phone or answer machine, seems unnecessary to come in to order and collect. Satisfied. Online booking service/ repeat prescription service. Car parking. The trip hazard at change of levels near the automatic doors.</p>

Location.
How pleasant the Staff are.
Convenient bookings, good availability, pleasant facilities, good location.
Always professional, great service.
The Oaks have saved my life twice. Thank you.

What Patients Like

Overall Satisfaction

All the Staff are very kind and understanding.
Very caring practice.
Location.
How clean and how polite reception staff are.
Happy with all the service provided.
The staff are all wonderful. They make you feel welcome and valued. Thank you.
Location, easy parking, chemist nearby.
Generally very good and professional. A caring practice.
All staff are very helpful and polite.
Good quick service.
Professional, polite caring Staff across the board.
Very kind, caring, supportive team. Feeling of trust when very low and poorly.
All Staff and Doctors are good. Dr Jacklin is very helpful.
Always happy with service
Everyone helpful and friendly.
Atmosphere good, staff friendly
Excellent atmosphere of genuine caring for patients.
Conveniently located.
A nice friendly practice
Receptionists, Doctors and Nurses all very efficient and friendly.
Overall satisfied with everything.
All of it.
Very friendly. Put you at ease and nothing is too much trouble.
Highly professional and very caring.
Doctors and Staff have always been very professional, I would recommend the surgery to anyone.
I really like the Staff, Doctors and overall organisation.
I am always happy to see you all.
Convenience, availability.
Location, speed of repeats.
Very Friendly and helpful.
Same day prescription.
No problems at all, all very nice.
Convenience.
Pleasant, very clean.
Convenient location.
Ease of parking with Sainsbury's car park.

It is near to my house and shopping area, so convenient to attend, which is why I recently moved here from Cripps Health Centre.
Friendliness of the staff.
It is near my house and at least there is someone who we can contact when we need consultation.
Very convenient situation.

What Patients Like

What Patients would like to change

Overall Satisfaction

Generally OK.
Friendly staff.
No problems at all all very nice.
Next to pharmacy, the people.
Friendly Doctors and Staff.
The personal touch, good service.
The care and attention I receive.
Receptionists, Nursing staff and Doctors very friendly and attentive.

General Comments - negative

It would be good to offer general check-ups (like the CVD ones) where you could mention any niggling cancer worries, rather than having to make separate appointments for any lump/bump.

Can we change the "Fairly Satisfied" category into "Satisfied" please. The jump from category "Highly Satisfied" to "Fairly Satisfied" is too big.

My morning appointments do sometimes run late, hopefully this does not carry through to other patients for the rest of the day.

Get into the 21st century i.e. email/text requests for prescriptions and appointment reminders.

There seems to be quite a high turnover of G.P.s which I don't like in terms of continuity. Current new G.P.s are excellent and I really hope they stay.

Slight movement/trend towards less care of getting treatment and personal service. How to get more expensive medication.

One or two receptionists can be a little terse on the phone when making an appointment.

1st Pregnancy appointment with locom was terrible.

Overall very satisfied. My appointment was late 5.20 went in 5.45 also Doctor could not get my notes. PC wasn't working.

Have sometimes wondered if saving money is a bit over prioritised.

To be able to ring and be sure we can be seen the same day.

I wasn't very satisfied with my first G.P. visit. The Doctor didn't seem well informed and didn't give me confidence that she could make the correct decision about treatment, so I left feeling confused. I haven't seen this Doctor again and since then have been satisfied. Put it down to an off day. Not sure of Doctor's name.

General Comments - Positive

Very good surgery.

The best G.P./ service I have ever had.

Very happy being a patient here for the last 15 years.

I think it's a wonderful service.

Keep up the good work.

Having experienced both good and bad surgeries in my life I believe The Oaks is one of the best if not the best I have been a patient of.

I feel confident and happy to be treated here when I feel unwell.

I have total confidence in this practice. Thankyou for all your hard work and dedication.

Well done all.

I was a mystery shopper of Health Services for 2years and have always been highly satisfied with The Oaks, Far better than many other places.

As you get older you need the help of Doctors and Nurses, which we have the best at The Oaks.

Very good surgery. Loads better than Adam House.

It's a pleasure to come here.

Compared to what other people say about their surgery- very happy. Also all the Doctors have been here a while so they know their patients.

Really good.

Very good.

A great medical centre.

A very pleasant surgery.

Keep up the good work.

Dr Jacklin is a superb Doctor who treats his patients extremely well and have no complaints.

Been a patient for years no problems.

From what I gather from other patients The Oaks compared to other medical centres is rated very highly.

Best Surgery I have ever been to.

When you hear how other practices operate you realise how good The Oaks is.

Overall very satisfied. My appointment was late 5.20 went in 5.45 also Doctor could not get my notes. PC wasn't working.

Never ill can't remember when last came to see a Doctor.

To be able to ring and be sure we can be seen the same day.