



Healthwatch Derby

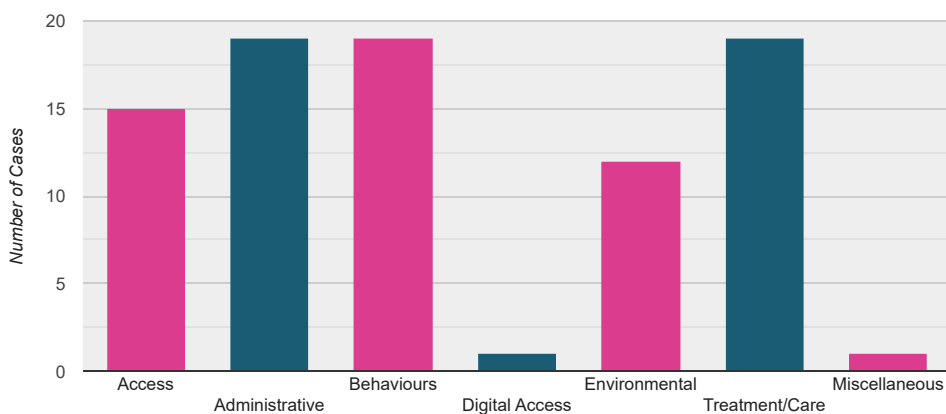
The Council House
Corporation Street
Derby
Derbyshire
DE1 2FS

Park Lane Surgery - October to December 2023

Statistics

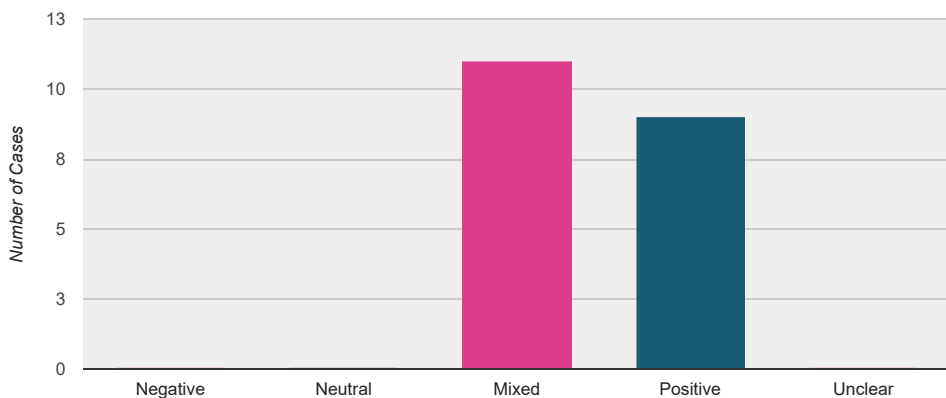
Total cases: 20

Theme Areas



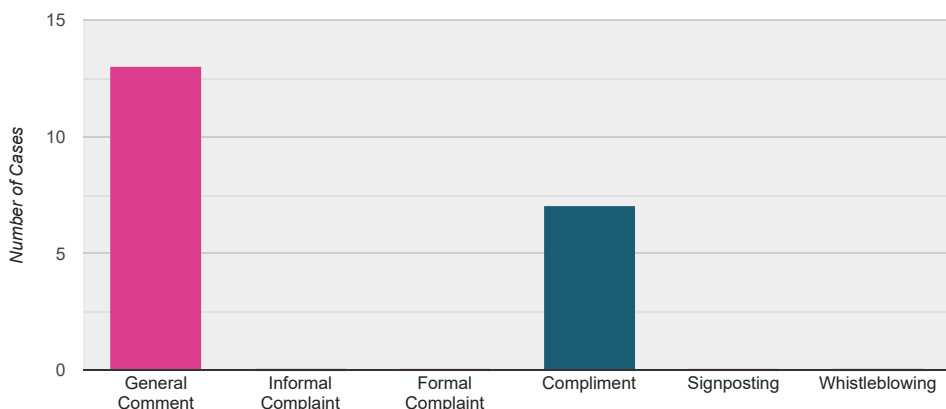
Theme Areas	Cases
Access	15
Administrative	19
Behaviours	19
Digital Access	1
Environmental	12
Treatment/Care	19
Miscellaneous	1

Sentiments



Sentiments	Cases
Negative	0
Neutral	0
Mixed	11
Positive	9
Unclear	0

Case Types



Case Types	Cases
General Comment	13
Informal Complaint	0
Formal Complaint	0
Compliment	7
Signposting	0
Whistleblowing	0

Cases

Primary Care services

CCG	Case Details
<p>Derbyshire CCG x 20</p> <ul style="list-style-type: none"> • 13 x General Comment • 7 x Compliment 	<p>General Comment</p> <ol style="list-style-type: none"> <p>Case 14412 (13-11-2023)</p> <p>PCN: Greater Derby</p> <p>Providers: Park Lane Surgery</p> <p>Overall - Good.</p> <p>Appointments - Tricky sometimes but not terrible.</p> <p>Waiting times - Depends, there's one doctor who's nice but i know if I've got him I'm going to be waiting an hour. He talks.</p> <p>Consultation - Good.</p> <p>Receptionist - Good.</p> <p>Case 14413 (13-11-2023)</p> <p>PCN: Greater Derby</p> <p>Providers: Park Lane Surgery</p> <p>Overall - Good.</p> <p>Appointments - It's ok.</p> <p>Waiting times - Sometimes quite long.</p> <p>Consultation - Good.</p> <p>Receptionist - Good.</p> <p>Case 14419 (13-11-2023)</p> <p>PCN: Greater Derby</p> <p>Providers: Park Lane Surgery</p> <p>Overall - The times I've come great but don't come often, can be difficult to get appointments but that's overall.</p> <p>Waiting times - Usually within the slot they give you, happy.</p> <p>Consultation - Fine, friendly. They ask what you want, don't come across intimidating.</p> <p>Receptionist - ~When you phone up they seem to be more official rather than accommodating.</p> <p>Case 14423 (13-11-2023)</p> <p>PCN: Greater Derby</p> <p>Providers: Park Lane Surgery</p> <p>Overall - It's alright about the same as every other I've been to.</p> <p>Have you noticed any improvements with phoning the surgery? No not at all. I've got a 5 year old, i don't know how children aren't a priority even when you call at 8am.</p> <p>Waiting times - Last time about a month ago it was about an hour i had to leave because of child care and they wasn't explaining why the doctor was so late. Then they couldn't get me another appointment for about a month, they are always busy though.</p> <p>Consultation - That's always ok, always been good. There's one doctor she's really good. My son suffers with ear infections and now i know to go to A&E, there was one time i brought him and the doctor (male) said i can see some red rings but it's not an actual ear infection. I thought it very much sounds like one but he told me to see how he goes and stupidly i listened to him. The next day he was a lot worse and that could have been prevented.</p>

5. Case 14426 (13-11-2023)

PCN: Greater Derby

Providers: Park Lane Surgery

Overall - Good.

Appointments - Quite good as long as you ring at 8am, if you ring at five past you won't get one.

Have you noticed any improvements on the phones - No always been the same, just get put in a queue.

Waiting times - Sometimes there on time, sometimes waiting long if it's towards the end of the day.

Consultation - Good.

Receptionist - Sometimes their nice, sometimes standoffish i think there's more than one. The main problem is communication through email for follow ups because you don't have always need an appointment. If they open up a general email for follow ups it would save appointments.

6. Case 14430 (13-11-2023)

PCN: Greater Derby

Providers: Park Lane Surgery

Didn't notice improvements on phonelines

Really good, have had testing times

some people have been less tolerant

things happen when you need to see the Doctor more urgently.

Luckily only had to use the nurse.

Staff - not everyone is perfect, one in particular doesn't like what you say, sends you to A+E. Need to show respect and dignity

7. Case 14431 (13-11-2023)

PCN: Greater Derby

Providers: Park Lane Surgery

Amazing GP never struggled to get an appointment.

Staff are good, friendly, efficient, ask right Qs

Doctors are amazing. Nothing to be improved

8. Case 14434 (13-11-2023)

PCN: Greater Derby

Providers: Park Lane Surgery

very good GP. always manage to get an appointment . normally pretty good. Not noticed any improvements with the phonelines. I know the people well, they are always nice. Doctors are all good. GP would be better if it wasn't so busy. Never been a problem when come in.

9. Case 14435 (13-11-2023)

PCN: Greater Derby

Providers: Park Lane Surgery

Overall - Good.

Has there been any improvements with the phones? Haven't phoned recently they call us but there's room for improvement but we know the ladies behind the desk are very busy. I know some services have the call back service so you don't have to wait in the queue.

Appointments - We've been doing alright.

Waiting times - The later in the day the longer, about half an hour bit long. Be nice with some coffee and biscuits.

Parking is annoying.

Consultation - Good.

Receptionist - Yeah no problem.

10. Case 14445 (13-11-2023)

PCN: Greater Derby

Providers: Park Lane Surgery

Overall - Great been here since i was born, the Dr who delivered me worked here.

Appointments - Fine, the only issue i have is i ring as it hits 8am and there's 10 in the queue and you get down to 3 or 4 and it cuts you off. It's not the receptionist it's the system.

Has there been any improvements with the phones lines? It's quicker and letting you know what number you are in the queue. Before you didn't know.

Waiting times - Depends which Dr your waiting for, can be an hour but doesn't bother me because they are always good and don't rush you. If a 10 minute appointment takes 30 minutes they don't mind, you always feel cared for.

Receptionist - Great, can be like rottweilers sometimes but i get it.

11. Case 14451 (13-11-2023)

PCN: Greater Derby

Providers: Park Lane Surgery

excellent. waiting times are very good. moved into GP - massive difference. see the same doctor, who is constantly great. fine face to face, re-opened quickly after covid. staff- all very helpful. proactive, able to see the physio as quickly as possible. have heard other surgeries are more difficult. phoned to sort prescription and all sorted over the phone. phonelines - never had issues getting in. expect waiting times in mornings. reasonable waiting times

12. Case 14452 (13-11-2023)

PCN: Greater Derby

Providers: Park Lane Surgery

Good GP, rang on the day, got an appointment. if know the system, can get in time. friendly and efficient staff. phone improvements - dont usually ring so not noticed. fairly long waits - 20 mins usually . have been referred to the walk-in centre once when couldnt be seen. was told to go to Ripley

13. Case 14692 (03-12-2023)

PCN: Greater Derby

Providers: Park Lane Surgery

(Feedback from October)

Q1. Select your GP - Park Lane Surgery

Q2. How easy was it to get an appointment? Neither difficult or easy

Q3. What types of appointments were you offered? Face to Face

Q4. Were you offered alternative appointment types? No

Q5. Which type of appointment did you use? Face to Face

Q6. Which appointment type do you prefer? Face to Face

Q7. What were the attitudes of the reception staff like? Good

Q8. Were you happy with the outcome of your consultation? Yes

Q9. Have you used any other services because you had difficulties getting an appointment at your GP? None

Q10. In your opinion, how is the service at your GP compared to pre-Covid? No Response

Q11. What would improve the service for you? No Response

Q12. Any other comments?

Unlike most GP practices I seem to only be able to get face to face appts but I would consider telephone but cannot get these offered. However, it is refreshing to have a GP practice who value face to face and time. My previous practice made things extremely difficult and that was why I moved.

Compliment1. **Case 14358 (26-10-2023)****PCN:** Derby City North**Providers:** Park Lane Surgery

Overall services are good at Park Lane Surgery I go to.

The staff and reception are well trained. They listen to me and I have Learning Difficulties. I have epilepsy and my Mum helps as my support and Carer for me.

Access to making any appointments my Mum makes my appointments for me. My Mum is happy to help me and make my appointments.

At my last appointment time and it is running late that is fine for me. But I had to wait a half hour. I was okay with this.

Consultation is okay for me with the Doctor. I had to have my Mum to help me at the appointment to explain my health problems and symptoms.

Quality of treatment for me I was happy the Doctor. He measured my feet and examined my feet well.

I was happy with the quality of care and treatment that I was given. My Mum supports me with my health and care appointments.

2. **Case 14418 (13-11-2023)****PCN:** Greater Derby**Providers:** Park Lane Surgery

Overall - Very good, to the extent it prevents us moving out of Allestree.

3. **Case 14420 (13-11-2023)****PCN:** Greater Derby**Providers:** Park Lane Surgery

Overall - Very good.

Appointments - I find it alright.

Waiting times - Usually on time, i get here early.

Consultation - Dr Kay is very good.

Receptionist - Very good.

4. **Case 14428 (13-11-2023)****PCN:** Greater Derby**Providers:** Park Lane Surgery

Good GP . got an emergency appointment.

Long waits sometimes, phones lines aren't too ad.

Called up, 10th in the queue, still got an appointment.

Phone lines - did not notice improvements.

Staff - reception staff helpful on the phones.

Doctors - take the time to listen to your concerns.

5. **Case 14441 (13-11-2023)****PCN:** Greater Derby**Providers:** Park Lane Surgery

Overall - Can't compare it anything but every time I've called up i get one same day.

Waiting time - Always been ok.

Consultation - Always good.

Receptionist - Very little interaction now with the machine, always helpful on the phone.

6. **Case 14450 (13-11-2023)****PCN:** Greater Derby**Providers:** Park Lane Surgery

Brilliant GP, no complaints. Not had to wait . telephone appt turned into face to face. phone lines - more staff, maybe more back-up staff. never had a reason to complain. can be long waits in waiting rooms.staff - lovely, helpful. receptionists . brilliant doctors. no improvements. feel well looked after. good attention to detail

7. Case 14645 (02-12-2023)

PCN: Greater Derby

Providers: Park Lane Surgery

(Feedback from October)

Q1. Select your GP - Park Lane Surgery

Q2. How easy was it to get an appointment? Easy

Q3. What types of appointments were you offered?

Telephone

Face to Face

Q4. Were you offered alternative appointment types? Yes

Q5. Which type of appointment did you use? Face to Face

Q6. Which appointment type do you prefer? Face to Face

Q7. What were the attitudes of the reception staff like? Good

Q8. Were you happy with the outcome of your consultation? Yes

Q9. Have you used any other services because you had difficulties getting an appointment at your GP? None

Q10. In your opinion, how is the service at your GP compared to pre-Covid? Unsure

Q11. What would improve the service for you? Excellent service

Q12. Any other comments - No Response