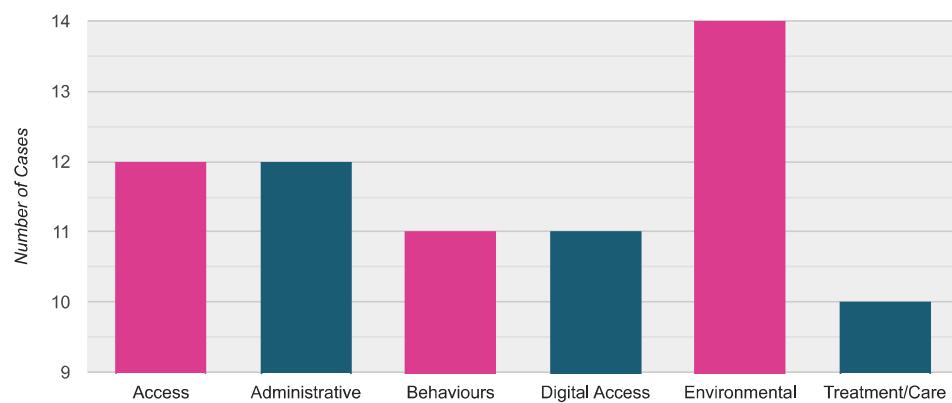


## Park Lane surgery - October to December 2025

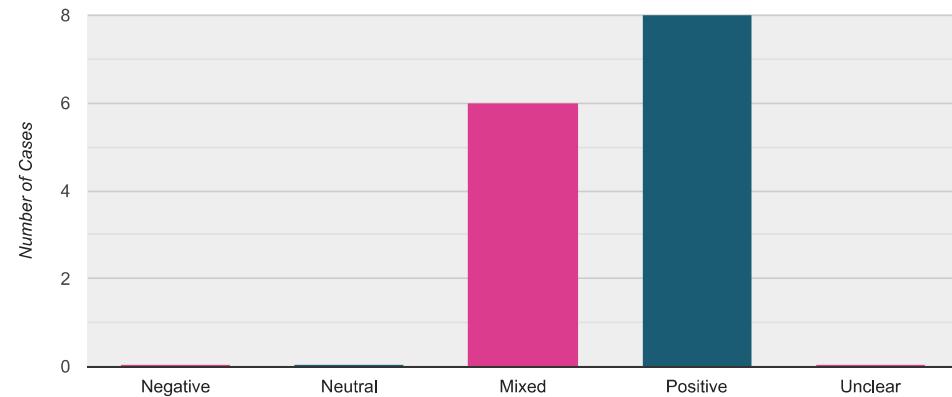
### Statistics

**Total cases: 14**

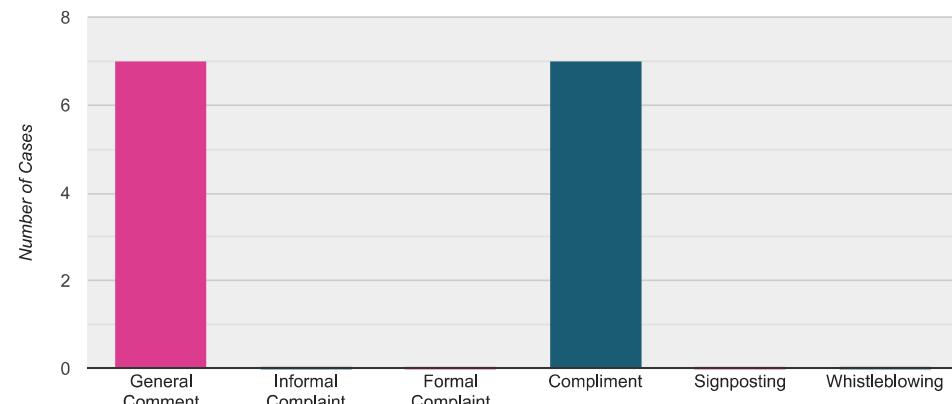
#### Theme Areas



#### Sentiments



#### Case Types



Theme Areas	Cases
Access	12
Administrative	12
Behaviours	11
Digital Access	11
Environmental	14
Treatment/Care	10

Sentiments	Cases
Negative	0
Neutral	0
Mixed	6
Positive	8
Unclear	0

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

## Cases

### Primary Care Services

CCG	Case Details
Derbyshire CCG x 14	<p><b>General Comment</b></p> <p>• 7 x General Comment • 7 x Compliment</p> <p>1. <b>Case 16925 (02-12-2025)</b> <b>PCN:</b> Greater Derby <b>Providers:</b> Park Lane Surgery Overall - Been here a long time, wouldn't fault it. Not the same as it used to be. Services seem to be more stretched than they used to be Appointments - Harder than it used to be, don't know if you can call up any more. I know they're trying to make it fair but I don't think it is for the elderly people. Waiting times - Can vary Consultation - You get 10 minutes but I'm very rarely in that long Receptionist - Not really had a lot to do with them. When I've rang up in the past they've always been helpful</p> <p>2. <b>Case 16937 (02-12-2025)</b> <b>PCN:</b> Greater Derby <b>Providers:</b> Park Lane Surgery Appointments - Alright</p> <p>3. <b>Case 16964 (02-12-2025)</b> <b>PCN:</b> Greater Derby <b>Providers:</b> Park Lane Surgery Overall - Absolutely fine, not changed in the last 25 years Appointments - Not easy, not really any improvements since the new system but I'm not a regular visitor but then that annoys me because I'm not here every week Waiting times - Not too bad Consultation - Always very good, never had a bad service Receptionist - Very nice, one of the better ones today Is there any improvements that could be made? The attitude on the phone sometimes, it's like they want to get you off the phone but once you're here it's fine Is there anything that works well? Once you're in the surgery the care is absolutely fine</p> <p>4. <b>Case 16969 (02-12-2025)</b> <b>PCN:</b> Greater Derby <b>Providers:</b> Park Lane Surgery Overall - Good, had positive experiences. Appointments - Can normally get an appointment when I need one. Think the new system is over the top, it's more like 111 questions. Less questions, I wanted an appointment because I kept feeling dizzy so don't really want to be on the laptop Waiting times - Generally ok, acceptable I'd say. Never wait more than half an hour. When you go in you don't feel like you're being rushed to catch up so it's fine</p> <p>5. <b>Case 16970 (02-12-2025)</b> <b>PCN:</b> Greater Derby <b>Providers:</b> Park Lane Surgery Overall - Adequate, fine. Not sure what psychiatrist they offer. It doesn't say on the website so it would be helpful if they were on the website Appointments - This one was quite straight forward with the new system but the system didn't have my email so had to call up first to complete the application</p>

6. Case 16971 (02-12-2025)

**PCN:** Greater Derby

**Providers:** Park Lane Surgery

Overall - Very good, excellent

Appointments - Alright if it's an emergency but for one that keeps cropping up is harder. Not used the new system yet

Waiting times - Depends which doctor you see, I like Dr Kay but so do a lot of people because he takes his time and you feel like you can talk to him about anything

Receptionist - Very helpful, very nice

Is there any improvements that could be made? Just getting appointments, I've got an ongoing ear problem but can only get in if I book it as an emergency but then it's taking away from an actual emergency

Is there anything that works well? Just happy overall

7. Case 16975 (02-12-2025)

**PCN:** Greater Derby

**Providers:** Park Lane Surgery

Overall - Not too bad, not sure they have the latest online booking system right. Call and told me to call 999 and then again told me to book with physio but I've already done that. Needs to be a question if there's an ongoing issue

Waiting times - Better recently but I have waited an hour. Better communication because they can get behind with emergencies and don't tell you

Consultation - Usually happy with that

Receptionist - Depends when you ring up, not very helpful sometimes and some are and some aren't

Is there any improvements that could be made? Things above and the check in could tell you how long your wait is, getting an appointment when it's suitable doesn't seem to be a corresponding

Is there anything that works well? Seeing the doctor

### Compliment

1. Case 16913 (19-11-2025)

**PCN:** Greater Derby

**Providers:** Park Lane Surgery

Overall - Always had good service

Appointments - I've been pretty lucky, not too bad

Waiting times - Depends which doctor, one is really lovely and one of the old fashioned doctors who go round houses and stuff

Consultation - Always very good

2. Case 16931 (02-12-2025)

**PCN:** Greater Derby

**Providers:** Park Lane Surgery

Overall - Very good

Appointments - Alright, this online system has improved it was difficult to get through on the phone but can get one online.

Waiting times - Depends can be quite a while but you expect that and they let you know if it's going to be longer

Consultation - Always very good

Receptionist - Very friendly

Is there any improvements that could be made? No

Is there anything that works well? The online forms is better

3. Case 16935 (02-12-2025)

**PCN:** Greater Derby

**Providers:** Park Lane Surgery

Overall - Very good

Appointments - Ok, very good. Hopefully improved with the new system, so far so good

Waiting times - Varies, depends who your waiting to see

Consultation - Fine

Receptionist - Very good

Is there any improvements that could be made? More disabled spaces in the car park and another room

Is there anything that works well? Repeat prescriptions, waiting area and seating

4. Case 16938 (02-12-2025)

**PCN:** Greater Derby

**Providers:** Park Lane Surgery

Overall - Really good, never had any problems

Appointments - Good, new system is a bit of a pain filling form but you do tend to get one. Better than calling and no appointments being left when you get through. So think it's a positive thing

Waiting times - Mostly within 15 minutes, occasionally can be half an hour but most of the time pretty quick

Consultation - Really good. Friendly, very compassionate and not trying to rush you out

5. Case 16939 (02-12-2025)

**PCN:** Greater Derby

**Providers:** Park Lane Surgery

Overall - Very good, only just joined

Appointments - Very good, very easy. The new online system works very well

Waiting times - Reasonable

Consultation - Ok

Receptionist - Very good

Is there any improvements that could be made? Not really, can't fault it

Is there anything that works well? I like the check in system

6. Case 16949 (02-12-2025)

**PCN:** Greater Derby

**Providers:** Park Lane Surgery

Overall - Brilliant, recently joined compared to our old one it's amazing

Appointments - Amazing until the new online system but once we worked it out it's ok. My worry is how my 80 year old mum will manage it, how will she receive appointments with no email

Waiting times - Amazing. Quite often that day, if not within a day or two

Consultation - Amazing. They listen and take time to get to the bottom of what's wrong

Receptionist - Always helpful

7. Case 16962 (02-12-2025)

**PCN:** Greater Derby

**Providers:** Park Lane Surgery

Overall - Good, not here very often

Appointments - I find it easy

Consultation - Seems good

Receptionist - Pleasant

Is there any improvements that could be made? No

Is there anything that works well? The appointment system is sufficient