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Patient Comments

>> a very pleasant place to visit - light and airy <<

>> All in all we find our doctors, nurses and administrative staff very polite and helpful <<

>> Always feel cared for. <<

>> An excellent practice with caring nurses and doctors and efficient receptionists, all these things are very important to me being a nervous patient. Online booking system is marvellous and mean I can pick the right time and date without worrying about taking up too much of the receptionists time. <<

>> At all round - thank you! <<

>> Best GP practice that I have ever been involved with in my adult life both as a health practitioner working with the practice for 20 years plus, and as a patient. <<

>> Best I have ever been with <<

>> Car Parking is always very busy and difficult. People appear to leave their cars and go shopping. <<

>> caring, understanding and very competent <<

>> Clean, efficient, helpful, courteous, experienced, respectful <<

>> Compared to a previous practice this is more caring and patient orientated and makes better use of nursing and health care assistants <<

>> Could do with more phone lines <<

>> Dr Frankland was great at showing me how to use my inhaler. <<

>> Excellent practice with first class use of computers <<

>> Extremely happy <<

>> Fast, friendly and efficient We are so lucky to have such a good practice so close. <<

>> First Rate Services Pity the auto check in never works! <<

>> Having moved a few times with my late husband's job, this is by far the best G P practice I have ever had. When my husband was ill last year the care of all staff at Leatside was wonderful and much appreciated by myself and family. <<

>> I am entirely happy. <<

>> I am perfectly happy with my doctor and this practice <<

>> I am very glad I live in this GP practice area. It's one of the main reasons I do not move house further - afield (which are cheaper) <<

>> I don't think it's right that receptionists who aren't medically trained triage patients on the phone. Essentially deciding who gets an on the day appointment. If you need to do this a nurse should make this decision. It would help to have health visitors who are at the surgery so they could refer directly to doctors like they do at other GP surgeries. <<

>> I find that my consultant asks me to get my G.P. to do things for me or my nurses tell me to consult my G.P. but my G.p. doesn't understand my condition very well and the

differing ways that my condition affects everyone . I need to see the same doctor each time and had potentially life threatening treatments that the surgery did'nt treat as urgently as I was led to believe Should be treated. Overall I am happy but I think if a patient has a chronic condition it is important to be able to see the same G.P. everytime. <<

>> I find the practice excellent but rarely have to go there. I would not have known about this survey, which has apparently had a very poor response , if it had not been for the local paper. <<

>> I find the receptionists polite and helpful. I am very happy here. Sometimes I do find the Doctors don't have enough time to talk to you so I sometimes have to be quick and stright to the point but overall 10/10. <<

>> I find the treatment excellent but a particular receptionist very unhelpful. That is why I waited unnecessarily. It is a shame that in more than one occasion I have been let down by this. <<

>> I found the secretarial staff particularly helpful with my referral. <<

>> I have a complaint about Boots Pharmacy. I know the surgery is not responsible but they are in your premises. Boots has become slow and inefficient since the change in management a few month ago. <<

>> I have been a patient here for a number of years and it has greatly improved. Well done! <<

>> I like the taped birdsong. Have larger font type and use RHS of page for questionnaire. <<

>> I rate the Surgery excellent <<

>> I think it may be quicker to book an appointment with a specific doctor by contacting the surgery direct rather than using the internet booking system but I am not sure about this. I usually find it adequate to use the internet and choose another doctor if the one I last saw is not available for a week or more. I brought a very sick lady in one day and she was seen immediately and an ambulance called to transfer her to hospital. I have not needed a home appointment but I understand from friends that this can be s quite difficult out of hours. <<

>> I think the practice works well and seeks to improve. The electronic sign-in screen doesn't seem to work for me and I find that irritating. Other than that the only other recent problems have been with the Pharmacy which is outside the scope of this survey. I read about the survey in the local paper. This was the first I had heard of it and I was therefore not surprised to see the dearth of respondents so far. I wonder how proactive the organisers were in advertising the survey? <<

>> I think you are all wonderful <<

>> If you see a particular GP for a specific problem I would prefer to have a follow-up appointment with that GP. It can be difficult to book at convenient date and time <<

>> I'm very happy with the Surgery <<

>> In my opinion this survey was poorly publicised. The first we knew of it was via the Totnes Times article. Put up notice boards by each Doctor's door and highlight issues, like the Survey, that you want patients to complete. <<

>> It always has a welcoming atmosphere which gives me confidence in all aspects of the surgery. Wonderful! <<

>> Lovely Doctors <<

>> Lucky to have them - always caring <<

>> My wife and I are delighted to use the Leatside Surgery since we moved into the area 12 years ago. At all times the staff are considerate, caring and professional. <<

>> No complaints - always very helpful! <<

>> Not happy with Dr Frankland <<

>> Nurses helpful GP's difficult to contact and meet <<

>> Outstanding - This practice represents the gold standard - all surgeries should be like this <<

>> Phone a little long winded <<

>> Phoning the practice is an uncomfortable experience due to answering delays and off hand receptionists. <<

>> Questionnaire needs re-doing! Bird song in waiting area is NOT good! <<

>> see comments in box above. Also I only found out about this survey from reading an article in the Totnes Times that suggested hardly anyone had responded. My wife and I are both registered with Leatside but had not been informed about the survey. <<

>> Sessions are mushed. Nurses in particular just deal with the issues on their agenda and do not deal with any general health issues raised. Some time ago I was depressed and went to see a nurse. As part of the check I was health scared and I could see on her scale. I came out as depressed. She did not ask me and I could not tell her (because I was depressed). She was only interested in my physical health. Luckily I resolved this issue myself but not because of the health intervention which was meant to be screening me for this issue. <<

>> Should be more privacy at desk when booking appointments, as occasionally questions are asked <<

>> Takes care of all my needs <<

>> Testing <<

>> Thankyou all for work and experience and I hope that you are able to resist at least in part the present government's efforts to alter the nature of our NHS. <<

>> The main problem is continuity of care. Most of the doctors work part time - some only a few hours a week. If you want to see one of the three full time doctors you will have to wait 1 - 2 weeks.. The pharmacy is total chaos! <<

>> The one issue that I have with Leastside is that you work on the premise of having one'd own named GP rather than any GP at the practice, Getting an appointment with my named GP in a timely fashion I have found to be pretty much impossible, a wait of 1 month I have found to be the norm. Maybe each GP could keep a couple of slots each day free for their own patients, so that at least there is a chance of getting an appointment within a few days. I believe a 'personal' relationship with one's GP to be very important, not only in terms of continuity of care, but also in the feeling or reassurance that your GP knows you and your history somewhat better than the limitations of your medical notes Although I haven't seen any of the practice nurses in the last 6 months, when I did need regular appointments for blood tests a couple of years ago I found them to be excellent and caring. <<

>> The only adverse comment I have is that I rarely see Dr Frankland (my doctor) as appointments are typically more than two weeks away, so instead I see the first doctor offered. This gives me the impression of a lack of continuity in my overall health treatment.

<<

>> The practice is well run but unfortunately the chemist is not I frequently have to wait a long time for my prescription and then when it comes it is not all available and I have to go back, . <<

>> This is a very good surgery and all the doctors and nurses I have seen here have been excellent. The reception staff are helpful but they could try to be a bit more relaxed and friendly. <<

>> Very efficient bright atmosphere and good rooms. <<

>> very good <<

>> very good generally <<

>> Very grateful for an excellent professional service <<

>> Very happy with Leatside Surgery <<

>> Waiting time at pharmacy is totally unacceptable <<

>> We don't really mind which GP we see. The only thing annoys me when we ring up and someone says "all our receptionists are on the phone" when I am sure they are not <<

>> We really have a very good pleasant surgery <<

>> Well done, keep up the good work!! <<

>> Would like to be able to book appointments with nurses online <<

>> you need to sort out your phone system. I have tried many times to speak to a dr and when it gets to the end of their call time it just cuts out bearing in mind I have sat for 20 mins before this waiting. then you go through this the next day for the same thing to happen again. This needs sorting having spoke to others who come to leatside they all say it has happened to them. the last time I ended up making an appointment just so I could speak to a dr wasting their and my time as could have been sorted over the phone. Also not been able to have a blood test taken with the nurse after seeing the doctor and having to come back another day for it as having to take more time off work etc. <<
