

Note from Richard Bull, Primary Care, NHS NEL


Care Opinion is a way for patients to leave feedback about their GP practice. The majority of feedback left is positive with negative comments relating to the most prevalent issues of the day as well as individual examples of poor care. Below are the patient comments left via Care Opinion week ending 18th December.

All feedback is independently moderated by Care Opinion (something which doesn't happen via other online review platforms) and people leaving feedback can tag other providers as part of feedback on a whole episode.

" Trying to access online prescription service "

About: The Gadhvi Practice


Posted by *alphafs49* (as a service user), yesterday


Spent hours trying to set up pharmacy, NHS app and Patient Access app. No success. Rang surgery and certain issues were explained concerning the need for separate e-mail accounts. Had to ring back following new account creation. Most helpful and friendly, efficient young man who quickly did his best to assist. He also ordered prescriptions, as we have been unable to get out. 

If the online service now works, it should be a great help.

" A remote consultation "

About: Lower Clapton Group Practice

 Posted by *Shaqui* (as the patient), 2 days ago


Very hard to get face to face appointments these days. I am now getting used to telephone consultations and always feel that if anything a face to face consultation would be quicker and could be more thorough as a result. However, on this occasion Dr Smith really managed to reassure me despite the consultation being by phone. A very good manner and couldn't help but comment that the level of care and attention to detail felt top notch. 

I know that doctors are under heaps of pressure since the pandemic, but we need a whole army of Dr Smith's or training to get more doctors up to his standard of care.

" Ridiculously poor service. "

About: Queensbridge Group Practice

 Posted via *nhs.uk* 3 days ago

Doctors has failed to go back to normal since COVID. Whenever you call there's a message stating a doctor is sick. Impossible to get hold of them on the phone lines (I've been sat in position 1 for 50mins this morning) you have to be pushy about having a face to face appointment. Most ridiculous practice in the area! 

" Best practice "

About: The Allerton Road Surgery


 *Posted via nhs.uk 3 days ago*

I saw the physiotherapist on the 16/12 and she was extremely helpful, she explained everything to me and was very thorough. In my opinion Allerton Road is the best practice and I'm very grateful to be a patient there.



" Very good practice "

About: The Dalston Practice

 *Posted via nhs.uk 3 days ago*

very friendly staff and doctors. The receptionists are very helpful and polite. The doctors are very professional and competent. Would definitely recommend the practice.



" Fantastic Level of Care "

About: The Wick Health Centre

 Posted by *GrantShineRM* (as the patient), 3 days ago

I'm not one for reviews or feedback however the level of care I have received from the wick deserves to be recognized.



Dr Cheng has been utterly fantastic, He was very informative he made all processes clear and made sure I understood what was happening and why tests etc. were being ordered. Once the results were back he called and informed me again with great detail of what was going on. The treatment plan was clear and precise too.


I wish we had more understanding people such as The Wick Health Centre, staff, who treat everyone equally and make sure that they are more than satisfied with their service, and that patients are well looked after. I have had such support over the years, from all the staff there. Dr Cheng, Dr Osen and there are others whose names cannot remember, All Doctors and nurses make you feel so safe and positive after a consultation; it is truly remarkable.

The receptionists are so humble and caring goes without saying,

If you need a GP in this area I highly recommend the wick.

" They can't find my exam results for almost a month "

About: **Shoreditch Park Surgery**

 *Posted via nhs.uk 3 days ago*

I've visited the GP in 28/11/2022 due to a consistent bloated, gassy bowel, and with frequent diarrhea. The doctor asked for a poop sample to run tests as it could be a virus, bacteria or IBS. I've delivered the sample on the 30/11 and were asked to call next Monday (5/12) to hear the results and next steps.




Now it's the 16/12 and they haven't found any test results. Nor given my any updates. And only ask to call the day after. Finally, the only time available to discuss this to a doctor is the time I'm working (from 8am to 12pm), with no flexibility whatsoever or some different time in any day of the week.

Looks like they've lost my sample but, really, does it need two weeks to find this out?!

Not a friendly or helpful service.

" Good Doctors but not available "

About: **Stamford Hill Group Practice**

 *Posted via nhs.uk 4 days ago*

I have trying for a week already to get an appointment but did not have availability... The Doctors are good but they don't have enough time, it is very frustrating.



" My mother's GP care "

About: The Lea Surgery

 Posted by *orangebt83* (as a carer), 4 days ago

My mum has been under the care of The Lea Surgery for many years, during that time the surgery has provide excellent care, treatment and support. All the staff from the Administration team to the Doctors offer a most professional service. When calling for appointments I have been offered times that work well for my mother and myself especially when visiting the surgery. My mother has seen several Doctors who have all been most helpful and thorough with my mother. The practice offered home visits and the district nurse when she could not attend the surgery. 

My mother has mobility problems and other age related issues the Surgery referred my mother to the local hospital for home care from physiotherapist which was a great help.

Even during the covid lockdown the service offered was excellent.

I wish to thank all the staff for the five star care for my mother over all these years. My mother is moving out of the area, we will certainly miss the Lea Surgery!

Thank you very much - you are doing a great job.

" Extremely helpful experience "

About: The Neaman Practice

 Posted by [centaurusmc39](#) (as the patient), 4 days ago

Having been a patient at the Neaman Practice for almost 3 years, I can genuinely say it has been one of the most helpful and supportive Practices that I have ever experienced.



The practice have been consistently helpful but I'd like to especially thank Corrin who quite literally holds the place together. Having visited the practice a few times now, I have been met with nothing but a warm welcome and fantastic rapport.

I'd like to especially pass on my thanks for a recent story. I have just moved my ADHD prescription from my private psychiatrist to my NHS GP. The medication under the Shared Care agreement for ADHD is paramount to my daily functioning. Unfortunately my private psychiatrist had delayed in passing the info over and I was on the last day of my medication. I called the practice in a complete panic and rest assured, Corrin was able to work her magic. I had my medication within 18 hours (not even 24)! Honestly it may seem hyperbolic but the impact that these gestures of going out of your way to make someone's life significantly easier are life saving. Even

the reassurance from Corrin over the phone alone was enough to bring my sky-rocketing anxiety down to 0. The couple of minutes of conversation can be the difference between a good and a bad day for me, so the impact of this goodwill is a godsend!

The relief and safety of having such a helpful team does not go unappreciated. In fact, many a time it has been the reason I have been able to function or not have a bad mental health episode - with medication!

This is not the first time the team have supported me - it has been a consistent effort and unmatched level of support I am yet to see elsewhere. Even with the pressures GPs are under, I have never failed to be seen or to have gotten my medication in time even where I have delayed ordering thanks to the quick action by the team.


Professionals such as Corrin renew the glimmer of hope in a field which has constantly faced an uphill battle. I am certain that Corrin doesn't think twice before going the extra mile as it is second nature to her to obtain outcomes for patients. But I would at the very least like to convey that the impact on me as the the recipient has been invaluable.


I am indebted to the support, care and kindness with which I have been treated with. Human compassion goes a long way - particularly with those such as myself who have battled with their mental health.

Thank you so much to Corrin and the team for somehow managing to keep everything afloat. Community is so important at times like this and I hope my gratitude is passed on.

" Active listening: a very helpful GP "

About: Barton House Group Practice


 Posted by *matarjx55* (as a service user), 4 days ago

I went and had a face to face consultation with Doctor Katiya yesterday because I was having acute mental health problems. It was a complicated scenario to explain and Doctor Katiya understood the gravity of the situation. He was kind, incredibly patient and completely focused in on the issues in detail even though my obsessiveness must have been frustrating to endure. He made eye-contact throughout and I felt really seen. In the end he suggested very tactfully that rather than keep ramping up the situation he thought I should consider 'de-escalating' the situation for the sake of my mental health. 

As I was at the end of my tether when I left I decided to take his advice I picked up the phone spoke to the person who was upsetting me who also listened and suddenly all the heat was gone out of the situation. We came to an understanding that in fact this was down to a miscommunication and now the drama and hopelessness are gone. A very wise piece of advice given with humility saved my relationship and life. I have hope again.

" eConsult "

About: The Lawson Practice

 Posted by *agee* (as the patient), last week

The practice's way of dealing with eConsult needs fixing. My husband tried to make an appointment by telephone and I was sent a link to eConsult and told that was the only way to make an appointment. This app is designed to provide information to a GP prior to a telephone consultation by the next day.



As soon as you click yes to a symptom that indicates you might be in need of serious medical attention, you are thrown out of eConsult with a message that your case might be too urgent for this app, and please consult your GP today by other means. When I call the practice they say they can do nothing until I have managed to fill in the form at eConsult.

So after being tossed out of eConsult because I answer yes to being short of breath even while physically inactive, I change my response to a lie no. There are two more questions where my answer throws me out of the system.

I try once again at the practice by telephone, explaining I am refused by the eConsult algorithm, but am again told by reception I can only make an appointment via eConsult. I finally manage to submit a form by lying about all my symptoms.

Reception needs to deal better with patients whose symptoms suggest urgency.

" My Dads Medicine Increase "

About: The Neaman Practice

 Posted by *millimetryz49* (as a relative), last week

I had to call the hospital and the increase letter not received, but it was emailed to the GP Surgery and is all sorted out now.

