

Question:	How many:	General Comments:
Overall Number	175	
Gender:		
Male:	41	
Female:	83	
Unknown:	51	
Age:		
Under 16:	3	
17-24:	16	
25-34:	13	
35-44:	24	
45-54:	25	
55-64:	22	
65-74:	35	
Over 75:	32	
Q1. Reception/Booking in		
How did you book in?		
Phone:	145	<ul style="list-style-type: none"> • When im ill, im ill and want to see a doctor not a phone call • Had to wait a week for a call back for a painful knee, not deemed to be important, and I asked for a male doctor call back but got a female • Nurse was fantastic • Don't feel happy with automated start on phone • Always had good response with doctor phoning back • I have just joined the practice and really pleased with all aspects so far thank you for being so friendly • Good system, never have to wait for appointments • Always here when you need them • It is much more satisfactory to speak to a human being than a machine • Hard to book advance appointments • It works well • Long wait time on phone line • The answer phone message is too protracted especially the comment referring to facebook • Thought I was signed up with text message system but didn't receive a text for a appointment • I feel uncomfortable when they ask over the phone reason for needing an appointment • I like the fact I can speak to a doctor the same day. • Mylor Bridge practice; have to wait a long time to be seen. My wife has lower immunity, waiting with other sick people not good for her. • Booking good if call back is quick. • I don't like the call back system. • I have only had one appointment here so far and the nurse was fantastic. • I like being able to talk to a doctor on the phone. Appointments are normally available quite quickly. • Love this surgery receptionist always helpful, doctor's are fab too. • Likes electronic booking in. • It's quite hard to book an appointment in advance but appreciate that this is the system.
Face to Face:	30	
Was it easy to book last time?		

Yes: 138 Fairly easy: 19 No: 12		
Q2. How do you rate the Reception service		
Excellent: 96 Good: 52 Satisfactory: 8 Poor: 11		<ul style="list-style-type: none"> • Call back within a couple of hours • Professional and helpful • Don't like phone arrangement • Some receptionist are lovely and other aren't • Polite and quick, always helpful • Hard to book appointment with ring backs when work full time • Reception needs to be more involved • Receptionists kind and gentle and give the right information very quickly • Understanding and efficient • Rude • Receptionists are awkward and want to know all your business • You can always get a call back same day and depending what time of day it is you can usually see a doctor • Hard to get an appointment with a doctor because I haven't always got my phone. • Although new air door installed, I saw the outer automated door was open. • Not keen on doctor booking appointments, it would be good if reception could if you fill if necessary, as time wasted on me sometimes. But do love this surgery and receptionist always very helpful and doctor are good too. • Not getting results of tests unless you phone. More communication needed. If there's something wrong they will phone you – patronising. • A cheerful jolly bunch • More communication needed if there is something wrong they will phone you, patronising • They are very calm and gentle and give the right information very quickly • Very understanding and efficient. • Call back system works well, receptionist polite and helpful. • Hard to get an appointment at an appropriate time. • On many occasions I have been spoken to with complete disrespect. Very arrogant staff. • I feel uncomfortable when they ask over phone reasons of attending or needing an appointment. • Very helpful with transfer from my old practice in Notts. • Lovely, efficient, human 😊 • The answer phone message is so protracted, especially the comment referring to facebook! • Whoever answers the phone is always helpful and polite (the long recorded message is rather trying beforehand) • Always there when you need them. • I am not happy telling receptionist reason for wanting a doctors appointment. This is a personal matter between doctor and patient. • Only seen doctor in the surgery once, it's always on the phone and I forget what I was on for. • They are always helpful to me. • Very efficient service and very quick to see doctors/nurses.

- Would prefer face-to-face appointments but at least there is some contact.
- Friendly, assertive, conscientious.
- I find the Triage process a little time consuming but understand the purpose.
- Don't like phone arrangement – have no answer phone so have to be free to receive call from doctor at their specified time.
- I patient is told to make an appointment in x number of weeks – why can't the receptionist do this instead of having to revert to phone arrangement.
- I don't like the receptionist.
- Very difficult to see the same doctor.
- Some receptionists are nice, others very rude or obstructive.
- 3 times cancelled, needs looking into.
- Used to go to Falmouth hospital for Flu jab, as couldn't have it at Mylor at all. Came to Fal hospital instead of surgery, all very complicated.
- Good, was very quick when I had asthma.
- Always trying to help.
- Quite a wait at times.
- Very polite, always manage to get appointment quickly.
- Have been here for 20 yrs and I have been well looked after.
- The only problem I have encountered is getting through to the surgery on the phone, this can take quite a long time and several calls.
- Not keen on doctor ring back service, it would be good if reception could book for you. A lot of time wasted
- It works well.
- Receptionists' kind helpful and sensitive. Always able to see a doctor of need to. Doctors don't rush your appointment. Always helpful.
- Everyone very helpful on the phone.
- Battle to get appointment on ring back. Comes in 8.30 or 9am when taking children to school.
- Nine times out of ten I get a call back within hours, usually friendly and helpful.
- Always polite and friendly on the phone and help to rearrange if can't meet the appointment. Sometimes it takes a while before my call is answered but I understand some calls may take longer to accommodate.
- Always helpful.
- Call back arranged ASAP always on time and respond to the need appropriately.
- Fairly new to Fal, good surgery, good system, never usually have to wait for appointments.
- Always had a quick response to calls
- Very friendly.
- Able to accommodate requirements as visitor to Falmouth needing blood tests.
- They are very punctual
- Quick response and friendly service.
- Welcoming and friendly although I would suggest one side to be lowered so it's equally approachable for wheelchair users.
- The reception needs to more involved.
- Sent to wrong place.

		<ul style="list-style-type: none"> I don't like the telephone arrangement, have no answer machine. Patient has to be free to receive call from doctor at their specified time.
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Q3. Prescription service

How do you order your prescriptions?

<p>Internet: 16 Phone: 57 Slip in Box: 71</p>	<ul style="list-style-type: none"> When leaving prescription list on telephone prescription ordering service there is no indication that the message has been received My husband has had to return several times because his prescription has not been made up despite having the monthly service Prescription often not ready at pharmacy – even like later. No problem with leaving request at surgery Boots pharmacy medication never ready, “lost” or not in stock Problem with pharmacy, very slow Chemist is awful – lose prescriptions and have to wait Mylor surgery excellent for repeat prescription The pharmacy next door is not very efficient. All good. Long waiting times when chemist busy Pharmacy often doesn't have meds ready even after 4days Often confusion where prescriptions will be for example at surgery front desk or boot chemist. Boots pharmacy excruciating slow Very long wait to collect and sometimes the prescription is wrong and incomplete. Boots is a bit slow. It's not the surgery it's the pharmacy – problems every time I go in there. I'm not the only one, everyone who queues there has a problem, they all moan. Because they are so many mistakes that have been made with prescriptions. Repeat prescription order left with pharmacy but regularly lost. Mylor surgery pharmacy can't be used by Flushing. Seems to work well for my repeat prescriptions Chemist is awful, always losing prescription and always having to wait. I found it slightly difficult to change or know which pharmacists will be processing my prescription otherwise fantastic. Can't climb steps to pharmacy as in wheelchair. If for any reason I have to contact prescription clerk at surgery, always excellent service. Very impatient Delay in sending prescription to pharmacy, some items doubled or missing. I have recently moved to the area, so I have had more of a need to have face to face. All my many questions were answered no problem. Can't always get them when you want them, sometimes they mess up. Excellent service except when it's my fault and I forget to put slip in in time, a bit short notice. Not usually ready for collection, incorrect medication from pharmacy, medication unavailable etc. Sometimes my prescription gets lost; I have to wait for the chemist
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assistant to find my prescription. The waiting times are often quite long – I feel sorry for the staff.

- Quick and easy
- No problem at the practice end but the service from boots pharmacy is appalling. They frequently deny having received a prescription but when the item is re- the original has mysteriously turned up so you get double the amount originally ordered. Items are often not ready 4 days after ordering so you have to wait. I have seen numerous other people having the same problem.
- They are slow to attend the counter, always queues though very polite. When your poorly you don't want to wait for up to 20 mins to get to counter.
- It would be nice if prescriptions were available quicker. It gets quite busy in Boots next to the surgery
- You can usually get a call back the same day and depending what time of day it is you can usually see the doctor the same day.
- I have previously needed to request a letter from my doctor re: my daughter who has special needs – this has always been actioned with the help of reception.
- An excellent service, which continually improves – re: text message service.
- I have not experienced any issues but my husband who has a repeat prescription has had a number of issues, not always the surgery but often communication issues and the pharmacy are to blame. This is in need of improvement.
- Very useful having the pharmacy next door to the surgery
- Always happy to help/advise.
- Have never had any problems getting medication.
- Items are often not ready for 4 days after ordering so you have to wait. I have seen numerous other people having the same problem

How do you rate prescription service?

Excellent: **58**
 Good: **55**
 Satisfactory: **21**
 Poor: **14**

- Never had any problems getting medication
- Rarely a problem but if it is – it is quickly and effectively resolved
- Need to speak to a person in an emergency if needing same day
- Sometimes a long wait.
- Occasionally prescription has been late to arrive.
- I usually have mine done by boots next door, I do not rate the service.
- Can't ring out of hours to get a prescription.
- Sometimes sent to wrong chemist
- Fantastic service, thank you!
- No Problem with the practice end but service from boots pharmacy is appalling. They frequently denying having received a prescription but when the items is recorded, the original has mysteriously turned up, so you get double the amount originally ordered

Q4. Waiting times for appointments: how do you rate the following waiting times?

Time taken to book appointment by phone:

Good: **63**
 Satisfactory: **26**
 Poor: **14**

Waiting time for a doctor's appointment:

Good: **131**
 Satisfactory: **28**
 Poor: **16**

Waiting time for a nurse:

Good:	111	
Satisfactory:	20	
Poor:	2	
Q5. Waiting room and access?		
Are there any improvements to the waiting room or access to the surgery?		
<ul style="list-style-type: none"> • Tea machine • Less female magazines • Music or TV • Donor cards • General reading material • No improvements needed • Excellent • Kids toys • Satisfactory and functional • Happy with access, music might be nice as very quiet • More parking • Toys for babies • Water to drink • Poor for disabled • Too hot • All facilities fine – it is a health service provider not a leisure facility • It's like a school room with chairs in rows- maybe put chairs in semicircles • Reception area needs brightening up • Check in machine could be higher • Good for healthy people poor for disabled. • Some pictures and colour • Books for children • I think the waiting room is excellent. • None, it is fine. • Could we have a water dispenser? • It's more than adequate. • Alcohol gel please. • The waiting room is far less crowded than it used to be which is healthier for all. • Easier access for disabled (wheelchair or scooter) • Satisfactory and functional. • Needs to be fresher, more vibrant. • Too warm in summer. • Make it lovely for kids, dingy, dark and boring. • Quicker. • Fine. • Better magazine range. My last surgery had one season out charity magazines. Nat Geo, BBC and a charity bookcase – 50p a book to hospice. • Remove carpets or provide shoe covers. • My son suggests music. • More ventilation in waiting room. • Fewer chairs, more open layout. 		
Q6. Which of the following have you heard of/read?		
Our newsletter:		
Yes:	46	
No:	95	
Also how do you rate the newsletter		
<ul style="list-style-type: none"> • Good • Only seen it if we have to visit surgery when there is an edition • Very informative 		
Our test messaging service		

Yes:	57	
No:	81	
Our partnership with The CORE		
Yes:	47	
No:	94	
Our Website		
Yes:	44	<ul style="list-style-type: none"> • Good but some pass only – such as booking not user friendly
No:	89	<ul style="list-style-type: none"> • Good • OK, a bit too busy.
Also How do you rate the Website? Improvements		
<ul style="list-style-type: none"> • Good • Great and helpful • Okay – bit too busy though • Heard of but not used 		
Our articles in TR11		
Yes:	53	
No:	77	
Our patient participation group – would you be interested in joining		
Yes:	13	<ul style="list-style-type: none"> • Do not have a computer
No:	63	<ul style="list-style-type: none"> • Not interested at the moment
Q7. Friends and Family Test		
How likely are you to recommend Trescobeas Surgery		
Extremely likely:	87	<ul style="list-style-type: none"> • Very friendly people • Good clean, efficient, helpful • The service offered is excellent, how do you get so much done in one day • Great , always happy • No faults easily pleased • It's really good, I get seen on time and always leave reassured 100% satisfactory • Recent experience of GP referral system at hospital excellent • Mylor needs more blood testing • It's a very good surgery • I'd recommend if they lived nearby but ensure to get an appointment in Penryn – no call back • No complaint • Hard to get an appointment at appropriate time • On many occasions I have been spoken to with complete disrespect very arrogant staff • Link between surgery and pharmacy is my main concern • Satisfied patient for 75 years • I have lived here for 18 months and never had such difficulty in getting an appointment • Fantastic and professional • You always get a good service • Great surgery, sorry to lose Dr P Burnett • I was booked in at 10:20 but on arrival it said 9:20. I did not receive a SMS confirmation • Heavy wooden doors from reception to waiting room. • Have not seen a doctor for 2 years – have had 2 hip replacements also a bit deaf on the phone • The phone to book and ring bell service is excellent, other surgery's should take note • Doctors have always been prompt and polite, as well as understanding
Likely:	39	
Neither likely or unlikely:	10	
Unlikely:	4	
Extremely unlikely:	7	

		<ul style="list-style-type: none"> • I am not happy with telling receptionists the reason for wanting a doctor's appointment. This is a personal matter between doctor and patient. • I am a student at Uni and am going to change to Penryn Surgery • Actually can depend on which GP they get to see, not all equal unfortunately. • Too many bad experiences with doctors and receptionists. • I'd recommend the surgery if they lived nearby but it's easier to get an appointment at Penryn (no call back) (but I appreciate why you do call back) • I feel Dr and the nurses do a good job • I find the booking in machine difficult and usually go to reception. • Not a great voice on answer phone message when reaching surgery. Very clean waiting room and toilets. Thank you. • I wouldn't wish to see Dr again as he didn't give me confidence that he could help with my medical problems. • Without hesitation would recommend Dr • Always really good getting children's appointments. • Very happy with the surgery. • All my requirements as a new patient have been met. • Friendly, approachable staff, very helpful. • Doctors always available and very helpful. • Professional and helpful staff • Doctors always phone back and usually see you that day. • Always nice doctors. • Lovely, always look after me. • I have always been extremely satisfied with all aspects of this surgery. • I think Dr is brilliant. • Thanks to everyone at Trescobeas surgery. • First time in the UK/the English medical system. • I feel that Trescobeas surgery is more helpful than my last surgery. • I am happy with Trescobeas surgery ☺ • I am always recommending this surgery. • The staff are friendly, the doctors or nurses are always kind and compassionate. It doesn't matter that I don't see the same doctor, I don't have on-going issues. • Easily pleased. • Always get a good service. • Genuinely a good caring group.
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