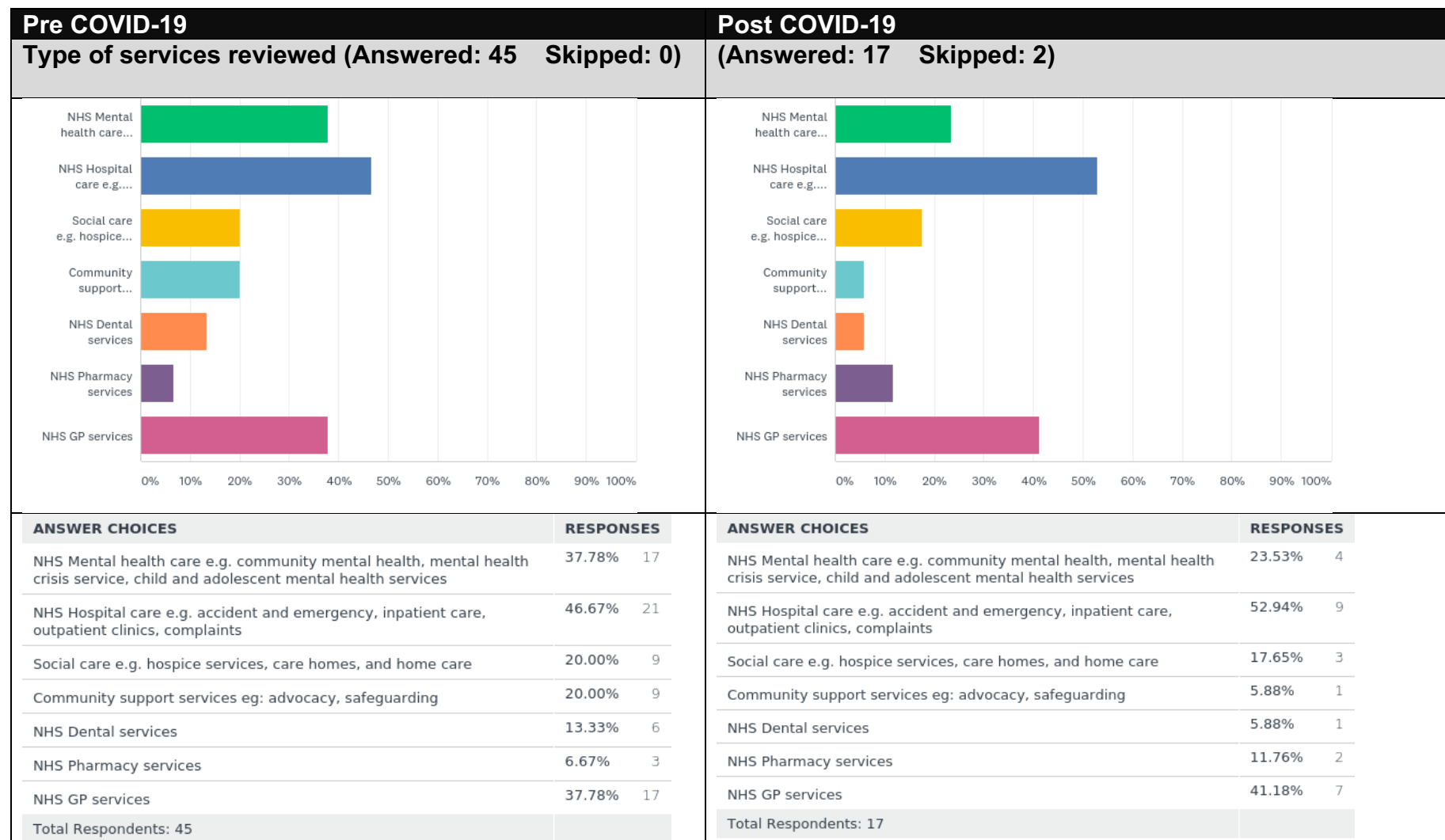
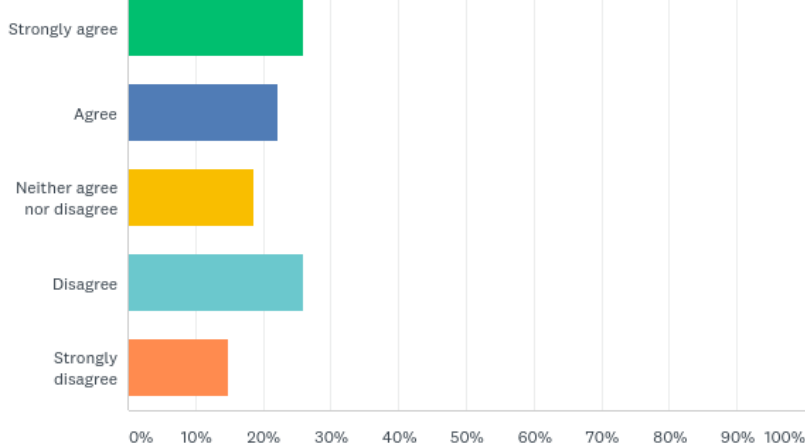
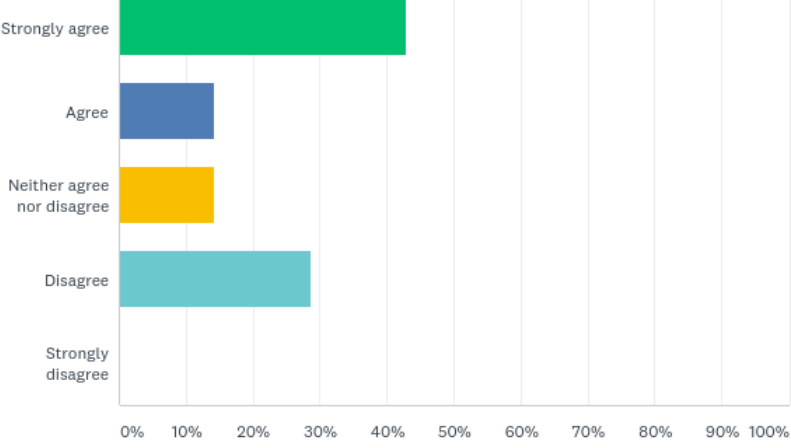


Have your say survey – data summary

This is a high-level overview of the data which has come back from our ‘Have your say’ survey – pre and post COVID-19



Have your say survey – data summary

It was easy to access the help and support I needed from this service (Answered: 27 Skipped: 18)	(Answered: 7 Skipped: 12)																												
																													
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<p>Adult Social Care: Social Workers exceptionally efficient Outpatients Services (Children): Regular appointments, we got sent the results from each appointment and the results were discussed at the appointments</p>	<p>A&E and briefly a ward: Waiting to be seen and rapid diagnosis Kingston health centre: Very accommodating, offering video calls, West PPE when appointments are needed. I had a baby on</p>																												

Have your say survey – data summary

	march 10th and have really appreciated ongoing support at the practice
Royal Eye Hospital: Contract Operation. I was given very clear instructions about what to do prior to my operation and who to contact if I had any questions. It was the same after the operation	Kingston Hospital: Smooth running, well organised in A&E for covid patients
Kingston A&E Maternity: Staff and midwives are friendly and helpful. All information is clear on leaflet and website	GP: Telephone appointment was easy to obtain, except once I got an answer phone and waited for a reply which I did not get. Later I was told not to expect a reply from an answer phone
Kingston Health Centre and Fairhill Medical Practice: The contrast between Fairhill and Kingston Health Centre is dramatic. Fairhill: impossible to get to see a named GP, KHC absolutely brilliant and being flexible to accommodate a disabled patient and make 20 min appointments available	A&E: I was very reassured as I managed to see a consultant in the ward
Outpatients plastic surgery Kingston Hospital: When I mentioned the word skin cancer I got an appointment immediately, followed up with an appointment with the skin cancer nurse at Kingston Hospital and then with the necessary surgery. All very smooth and punctual. Follow up problem (a BCC) was solved	
Canbury Medical Centre: With a new baby it has been very quick and easy to get an on-the-day appointment. However given the surgery is hugely busy I have at times felt rushed during appointments. Given the sleep deprivation and anxiety of being a new mum I found it difficult to ask all the questions I wanted to when being rushed. E.G Dr said she didn't have time to check for paternal Mastitis when I made an appointment for my son	
Social care: Care company are easy to contact	

Have your say survey – data summary

<p>Social Worker support at Tolworth hospital: I get appointments and blood test at Tolworth Hospital, but no social worker support. The social workers were all directed to elderly people support instead</p>	
<p>Negative Comments</p>	
<p>The Merritt Medical Centre - Chessington park: Its is almost impossible to get an appointment. You have to call at 8am and repeatedly redial in the hope you can get through. If you try and call after 8.15 there is no point as the appointments are already gone</p>	<p>CMHT: Taken a very long time to get assessment which due to current circumstances was a phone call</p>
<p>GP Services: It is not possible to make GP appointments. You have to telephone at 8am every morning to get a chance along with Hundreds of other people trying!</p>	<p>Berrylands Surgery: I couldn't get an appointment for my 1 year old who had a temperature without going through 111, despite being confident in this age group that it wasn't Covid-19</p>
<p>NHS In Patient Care and Care after Leaving hospital: Post hospital care started wonderfully but was abruptly and was not tailor-made to each individual patient. If you did not tick the right box, you didn't have the care you needed</p>	<p>GP surgery: When phoning the GP surgery, there was a long gap between the virus message and the usual message. So much so that my brother did not wait long enough and told me that he could not get through to a doctor.</p>
<p>CMHT: My son was under the care of the CMHT until 3 years ago. He was promised referral to psychology and for help with employment. This never happened. It took over 2 years and a lot of effort on my part to get a discharge summary. He has had virtually no care since, despite being on medication the GP does not have a lot of experience with. The most useful part of his care was attending Recovery College, but this is no longer available to him</p>	
<p>Central Surgery Surbiton: Obstructive receptionists and not possible to book an appointment with a GP for over one month</p>	

Have your say survey – data summary

<p>Merritt Gardens - Hook Surgery: When I call the surgery they have no appointments and we have to call on the day at 8am and they will try to find us an appointment. Getting an appointment is very difficult. When you do get an appointment to see a doctor they tell you they only have time to talk about one thing, and I always leave the surgery feeling like I have wasted their time and they have not helped me with my problems</p>	
<p>CMHT: I was discharged 5 years ago and have no professional support I am left to fend for myself I feel let down</p>	
<p>Assessment Teams, Primary Care, Secondary Care, Springfield complaints service, CMHTs, RST: I can't even get access to a GP, let alone secondary care</p>	
<p>CMHT: Not feeling good. Went to GP at Claremont medical centre. She made a referral 3 months ago. I still haven't been contacted</p>	

Have your say survey – data summary

How satisfied were you with the care you received? (Answered: 25 Skipped: 20)		(Answered: 7 Skipped: 12)																													
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<p>Outpatients plastic surgery Kingston Hospital: The promptness of the service was impressive and the outcome good</p>		<p>A&E and briefly a ward: Everybody was very friendly and explained the procedures to me</p>																													

Have your say survey – data summary

<p>Outpatients Services (Children): The tests were comprehensive - the Clinicians were friendly - we had regular appointments</p>	<p>Berrylands Surgery: When I finally managed to get an appointment, the phone call we had with a doctor was brilliant and very helpful, and I appreciated the offer of a follow up video call</p>
<p>Royal Eye Hospital Kingston: I felt very cared for right from the decision to after by the optometrist, through the preoperative test and right through the operation. All staff were professional and knowledgeable. I felt very safe</p>	<p>Kingston Hospital: Amazing staff</p>
<p>Kingston A&E Maternity: In my opinion my birth plan was taken in to consideration.</p>	
<p>Kingston Health Centre and Fairhill Medical Practice: Wonderful holistic approach at KHC, absolutely the opposite at Fairhill, where there was a total lack of sympathy or interest expressed in a disabled young adult patient with a variety of complex problems</p>	
<p>Canbury Medical Centre: Most of the time they are thorough</p>	
<p>Social care: Personal care is excellent but do have a language problem</p>	
<p>Social Worker support at Tolworth hospital: The support I presently get is very good. However I would like a social worker/similar to talk to and get benefits advice from. At present I have a psychiatrist I see her twice a year at Tolworth Hospital</p>	
<p>Central Surgery Surbiton: When I did see a clinician they listened carefully to me and gave me, what I think, was the best treatment possible</p>	
<p>CMHT: Mixed picture, as he had an excellent support worker until he was discharged</p>	

Have your say survey – data summary

Negative comments	
<p>The Merritt Medical Centre - Chessington park: When you do manage to get an appointment you can be made to feel like an inconvenience if you try and talk about more than one thing. One condition can affect many aspect of your health. If you try and discuss more than on condition you are told you will have to make another appointment. As I've already explained trying to get an appointment in the first place is so difficult</p>	<p>CHMT: I have just been left with no support whatsoever</p>
<p>GP and Kingston Maternity Birth Relfection Service: I was referred to my GP from my Health Visitor as my baby had reflux, and was struggling to gain weight. Every GP visit we had about the reflux, the advice was poor, and the case not taken seriously enough a “try this and see if it works approach" to possible allergies instead of just referring us to Paediatrics. Yet during routine checks at the GP her weight was flagged as an issue. When she was 3 month’s old I was advice to start waking her every three hours to feed her. This was utterly exhausting and stressful for both myself and my baby. Our GPs are lovely, but I don't think the advice and care we received with this issue only was poor. I requested a referral to KH paediatrics myself. Here we finally, at nearly five months old, got the advice we needed. KH Maternity Birth Reflection service. I was recommend this service by the midwife, after a traumatic birth, and complications with my epidural. I thought it was would help me understand the finer details and order of the events, and help me move on - low level emotional support. I discovered my notes were wrong, and was told by the</p>	

Have your say survey – data summary

<p>person delivering the reflection service. I must therefore be wrong about what happened with my epidural</p>	
<p>NHS In Patient Care and Care after Leaving hospital: Confusion over origin of one medical problem. Bad care as already outlined</p>	
<p>Merritt Gardens - Hook Surgery: When I do go to the doctors they tell me I can only talk about one thing and as I don't often go to the doctors, i always have more than one thing to talk about. I always leave the surgery feeling unsatisfied because they never have time to answer my question</p>	
<p>Assessment Teams, Primary Care, Secondary Care, Springfield complaints service, CMHTs, RST: I received no care</p>	
<p>CHMT: I'm still waiting for help</p>	

Have your say survey – data summary

Were you satisfied with any further treatment/care/support that you were offered? (Answered: 24 Skipped: 21)		(Answered: 7 Skipped: 12)																											
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<p>Outpatients Services (Children): We had letters after each appointment with the main results so we could track changes</p>		<p>Kingston Health Centre: Very supportive</p>																											

Have your say survey – data summary

<p>Royal Eye Hospital Kingston: I just want to say that I did not have to wait long for my operation. 4 weeks</p>	<p>Kingston Hospital: Admitted to Derwent ward and level of care was very good whilst staffing levels were stretched</p>
<p>Kingston A&E Maternity: Yoga pregnancy class, after birth home unit. Staff were well informed and knowledgeable of my situation</p>	
<p>Kingston Health Centre and Fairhill Medical Practice: KHC - suggested following up with 20 minute appointments with the same partner GP, and making use of physio and other services available at the practice</p>	
<p>Central Surgery: I was recently referred for counselling and did not have to wait too long</p>	
<p>Negative comments</p>	
<p>The Merritt Medical Centre - Chessington park: I have been referred to for an appointment for anxiety and stress locally. I had an assessment over the phone and was told that even though I was experiencing severe anxiety I would be put on a waiting list for 6 months. Again the doctor has tried to prescribed me anti-depressants. These have not worked for my anxiety in the past and the doctors do not seem to have an alternative to antidepressants or a six month waiting list?</p>	
<p>Mental Health, Suicide Awareness: The service received by one of my forum member was of very poor quality</p>	
<p>CMHT: Reasons already described. GP support would have been available if he could have managed to comply with the difficult system for getting appointments. Like many people with Bipolar illness he is disorganised and nocturnal</p>	
<p>Merritt Gardens - Hook Surgery: Most of the time they just say that anything wrong with me is down to my age or a</p>	

Have your say survey – data summary

virus and never take my conditions seriously. Feel like they are just brushing me off	
Central Surgery Surbiton: It took over six months to get a referral to counselling. I was in urgent need	