

Primary Care Survey Dataset volume 3  
Part Survey Responses and Maps  
OAKHAM MEDICAL PRACTICE

9 December 2021 to 10 January 2022

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RUTLAND

Responses: 902 Date: 09/12 to 10/01/2022

Rutland Surgeries have 41624 registered patients, which includes 3529 patients outside the combined commissioning CCG

Who were you making an appointment for?	<b>Self</b>		<b>A child</b>		<b>Neighbour or friend</b>		<b>Some one with additional needs</b>		<b>Elderly Relative</b>	
	782	88%	59	7%	1	0%	8	1%	35	4%
How did you last make an appointment?	<b>In Person</b>		<b>Phone</b>		<b>App</b>		<b>Website</b>			
	20	2%	693	77%	28	3%	161	18%		
When you called, did you get an engaged tone?	<b>Yes</b>		<b>No</b>							
	345	50%	345	50%						
How many times did you call before you got an answer?	<b>First Attempt</b>		<b>2nd Attempt</b>		<b>&gt;2</b>					
	232	40%	35	6%	320	55%				
How long until your call was answered?	<b>&lt;5 mins</b>		<b>5 to 15</b>		<b>15 to 30</b>		<b>&gt;30</b>			
	164	24%	260	38%	145	21%	119	17%		
Were you triaged ?	<b>Yes</b>		<b>No</b>							
	562	81%	131	19%						
Did you find the receptionist helpful?	<b>Yes</b>		<b>No</b>							
	582	84%	131	19%						
How long did you wait for an appointment?	<b>Same day</b>		<b>&lt;48 hours</b>		<b>&lt;72 hours</b>		<b>Within a week</b>		<b>Over a week</b>	
			< 3 days		46%		A week or more		54%	
	181	20%	163	18%	71	8%	150	17%	337	37%
Who was your appointment with? (Other (please specify))	<b>GP</b>		<b>Nurse</b>		<b>Nurse P</b>		<b>Pharmacist</b>		<b>Other</b>	
	450	50%	119	13%	229	25%	11	1%	87	10%
Did you see the person you wanted to?	<b>Yes</b>		<b>No</b>							
	465	52%	437	48%						
Was your appointment face to face, or remote?	<b>F2F</b>		<b>Telephone</b>		<b>Home Visit</b>		<b>Virtual</b>			
	358	40%	528	59%	15	2%	6	1%		
Were you happy with your level of care?	<b>Yes</b>		<b>No</b>							
	559	63%	333	37%						
Overall, how easy was it make an appointment? 1 = not at all easy, 5 = very easy:	<b>5</b>		<b>4</b>		<b>3</b>		<b>2</b>		<b>1</b>	
			Easy		43%		Not Easy		57%	
	141	16%	91	10%	158	18%	129	14%	383	42%
How satisfied were you with the appointment time offered? 1 = not at all satisfied, 5 = very satisfied	<b>5</b>		<b>4</b>		<b>3</b>		<b>2</b>		<b>1</b>	
			Satisfied		59%		Not Satisfied		41%	
	224	25%	107	12%	200	22%	100	11%	271	30%
Overall, how satisfied were you with your level of care? 1 = not at all satisfied, 5 = very satisfied:	<b>5</b>		<b>4</b>		<b>3</b>		<b>2</b>		<b>1</b>	
			Satisfied		62%		Not Satisfied		38%	
	225	25%	147	16%	189	21%	119	13%	222	25%

OAKHAM MEDICAL PRACTICE

Responses 536

Date: 09/12 to 10/01/2022

OMP has 15,507 registered patients, which includes 9 patients outside outside the commissioning CCG

Who were you making an appointment for?	<b>Self</b>		<b>A child</b>		<b>Neighbour or friend</b>		<b>Some one with additional needs</b>		<b>Elderly Relative</b>	
	449	86%	42	8%	1	0%	3	1%	30	6%
How did you last make an appointment?	<b>In Person</b>		<b>Phone</b>		<b>App</b>		<b>Website</b>			
	13	2%	391	73%	22	4%	110	21%		
When you called, did you get an engaged tone?	<b>Yes</b>		<b>No</b>							
	298	77%	91	23%						
How many times did you call before you got an answer?	<b>First Attempt</b>		<b>2nd Attempt</b>		<b>&gt;2</b>					
	61	17%	21	6%	286	78%				
How long until your call was answered?	<b>&lt;5 mins</b>		<b>5 to 15</b>		<b>15 to 30</b>		<b>&gt;30</b>			
	26	7%	145	37%	119	31%	100	26%		
Were you triaged ?	<b>Yes</b>		<b>No</b>							
	313	80%	78	20%						
Did you find the receptionist helpful?	<b>Yes</b>		<b>No</b>							
	230	59%	161	41%						
How long did you wait for an appointment?	<b>Same day</b>		<b>&lt;48 hours</b>		<b>&lt;72 hours</b>		<b>Within a week</b>		<b>Over a week</b>	
			< 3 days		43%		A week or more		56%	
	114	21%	81	15%	38	7%	86	16%	215	40%
Who was your appointment with? (Other (please specify))	<b>GP</b>		<b>Nurse</b>		<b>Nurse P</b>		<b>Pharmacist</b>		<b>Other</b>	
	259	48%	79	15%	133	25%	4	1%	61	11%
Did you see the person you wanted to?	<b>Yes</b>		<b>No</b>							
	234	44%	302	56%						
Was your appointment face to face, or remote?	<b>F2F</b>		<b>Telephone</b>		<b>Home Visit</b>		<b>Virtual</b>			
	185	35%	337	63%	2	0%	12	2%		
Were you happy with your level of care?	<b>Yes</b>		<b>No</b>							
	286	54%	244	46%						
Overall, how easy was it make an appointment? 1 = not at all easy, 5 = very easy:	<b>5</b>		<b>4</b>		<b>3</b>		<b>2</b>		<b>1</b>	
			Easy		28%		Not Easy		72%	
	30	6%	35	7%	83	15%	87	16%	301	56%
How satisfied were you with the appointment time offered? 1 = not at all satisfied, 5 = very satisfied	<b>5</b>		<b>4</b>		<b>3</b>		<b>2</b>		<b>1</b>	
			Satisfied		52%		Not Satisfied		48%	
	98	18%	61	11%	121	23%	66	12%	190	35%
Overall, how satisfied were you with your level of care? 1 = not at all satisfied, 5 = very satisfied:	<b>5</b>		<b>4</b>		<b>3</b>		<b>2</b>		<b>1</b>	
			Satisfied		53%		Not Satisfied		47%	
	80	15%	87	16%	116	22%	80	15%	173	32%

OAKHAM MEDICAL PRACTICE essay responses	Responses: 433 Date: 09/12 to 10/01/2022
Detail your experience when engaging with your medical practice or surgery: (479 Responses)	Why were you unhappy with your level of care (243 Responses)
You can not get an appointment with a GP.	Yes, did not see a doctor
Overall the service now is very poor and there needs to be real changes within the service and for elderly people to be able to see a doctor when possible. It feels as if you have to go through so many procedures now just to speak to someone or have someone phone you back when they have time . This was never the case and we should of invested more in the health care a long time ago and made sure it is a proper health care service not run by phone calls or computer systems . I believe that a lot of doctors would prefer consultation over the phone without the need to go into the medical centers and face to face meetings. It is a poor reflection on the time and money spent on having good doctors and services.	I think overall there should be more face to face appointment availability
All my friends say they have not seen a doctor face to face for more than 18 month	Uncaring and u nhelpful
Take forever to answer the phone and then when GP calls to discuss doesn't even see your child to diagnose just does it over the phone. Not the best service with how sore her ears were. Most places are open to walk in and see their GP why are we any different in Rutland we pat enough taxes to at least see a GP.	Finally spoken to someone but they were unaware of my medical condition
It feels sometimes very difficult to access services	Delayed. Almost impossible to access. Staff rude and obstructive. This practice is not patient oriented at all
Difficult to triage a rash by phone but better than nothing	The time to answer is ridiculous. Then you almost have to argue that you need an appointment

<p>Overall very poor. Have called many times to be told have to try again the next day or make an appointment on line but NEVER any appointments available</p>	<p>I have called numerous times in the last 12 Months and haven't seen a gp face to face</p>
<p>Trying to get an appointment - Over an hour to get through on several occasions to be told no appointments. Tried online various routes, told to ring, rang, told no appointments, told to go online, filed out form, waited 3 days to be told to ring surgery, over an hour to get through, no appointments, told to book online.... eventually waited until midnight to go online for the new appointments... There was ONE (only phone consultation) left at 00.01am. Nightmare!!</p>	<p>I needed to speak to a doctor and although the person I had the telephone appointment with was trying their best they also agreed that I needed to speak to a doctor - the first appointment they could make for me a telephone appointment with a doctor 2 weeks down the line.</p>
<p>I find that the people who work there try to do their best but it seems that the surgery has far too many patients to care for</p>	<p>Telephone interview diagnosing a bacterial infection and antibiotics didn't cure it, was viral but you could only see that to know.</p>
<p>It is almost impossible to engage, let alone have a satisfactory engagement</p>	<p>Disgusting you can't get to see anyone let alone a DR .</p>

<p>GP and referral process were faultless but making an appointment is a nightmare.</p>	<p>I tried to speak to my GP when I was feeling that i may have been having side effects from my prescription. I didn't actually get an appointment with GP. I was told there were none available and id have to call back and try again another day if I wanted to speak to my GP. So in order to speak to someone I had to declare it was an emergency. When I did speak to a GP they were determined to just fob me off by saying it was probably Covid despite not displaying any of the main symptoms and I had to take a PCR test and go into isolation before they would do anything else. I basically felt my concerns were being ignored and that the GP was taking the easy way out by just making her mind up it was Covid to get me off the phone as fast as possible. To confirm, it wasn't Covid.</p>
<p>Denying access to a GP, I have tried to access a Gp several times and haven't spoken to one. Even when I was having heart palpitations. It seems like the GP are all taken up with their regular elderly patients and little time for other patients. The vast majority of NHS services are offering face to face care, it's time the GP and nurses did Too</p>	<p>I've had spinal surgery, I have just had a catheter fitted , I've never spoken to nurse/go or anyone. If I'd seen my go prior to surgery I may not have ended up with Cauda Equina Syndrome.</p>
<p>The staff were friendly and helpful, &amp; the Dr saw me later on that day in person. So I was pleased with the outcome</p>	<p>My daughter was very unwell with an all over body rash. A telephone appointment was not appropriate.</p>

<p>It takes a very long time to get through on the phone, one morning I phoned - 57 times before I was able to get in the phone queue - I then waited another 23 minutes to speak to a receptionist. Staff are very polite and helpful when you do get to speak to them.</p>	<p>Wanted to speak to a doctor about a couple of issues but although the nurse was lovely I feel it should have been a doctor</p>
<p>Shocking that you still have to sit in a tent whilst waiting for an appointment. Having just had a hip replacement could have been better served.</p>	<p>I couldn't get through on the phone to book an appointment nor the app or website. Even 111 couldn't book an appointment for me. In the end I had to register at my family members doctors surgery where I was visiting as I needed to be seen on the day. This doctors was out of County and they were shocked that Oakham don't see patients. My family members doctor were able to see me and did a full check. I then needed a follow up appointment at Oakham</p>
<p>My son had to wait two weeks to see a GP... this means his chest infection got to a point that he's now had 4 weeks off school. Practice refused to send an email for the school and now I'm being threatened with prosecution</p>	<p>Any type follow up request is simply too complicated. You almost have to start at the beginning each time to try to contact your gp</p>
<p>The nurse practitioner was amazing however I never got to see a GP.</p>	<p>Because the dr didn't phone and keep the appointment</p>
<p>Never been able to see a Doctor</p>	<p>Still waiting for something promised me since 2018</p>
<p>Would be better if someone says it's urgent, to be seen even if an appointment needs to be tomorrow.</p>	<p>I believe for certain conditions, such as skin lesions, it would be important for the GP to examine the patient in person</p>
<p>Quick Friendly Helpful</p>	<p>My telephone appointment was cancelled and a text was sent referring me to a physio contact number.</p>
<p>Awful you can't get to see a Dr let alone speak to one says appointments online but that's not true . Spend hours on phone .</p>	<p>Didn't seem to have much knowledge of the problem</p>



<p>See answer to 17</p>	<p>Despite information re the case being on the system the nurses .and there were many of them...did not refer to the notes and the needs of the patient! We were passed from pillar to post and NEVER got to see a doctor..only a different nurse each time! 2 months was lost in being able to diagnose tumours because no one took responsibility.</p>
<p>Never get to speak to anyone other than receptionist/carer but that's not good enough when you also have long term disease . I'm left with no faith. I do not call often, only when I have a problem</p>	<p>Because I couldn't speak to a GP, the referral letter I requested never got sent and no-one seemed to know why. I don't contact the surgery for anything now as you can't get through to them anyway.</p>
<p>Took ages to get through to the surgery. Waited for someone to ring back</p>	<p>I am in severe pain with a frozen shoulder. I was told I could not have a steroid/cortisone injection as they weren't being given due to covid. I was told I would be put on a waiting list but that it was a 'very long' waiting list.</p>

Booking an online appointment is difficult due to lack of availability for certain clinics, first telephone appointment missed as late calling even though 20 minutes waiting. When I tried telephoning the first time line just kept going dead. When I did finally manage to speak to someone every thing went well including my telephone appointment and face to face.

After a few failed phone calls at 8.30.am when the surgery opens, I was asked to book one using the website.

After 37 failed attempts to secure an appointment , trying on different days and at different times, I sent a letter to my MP. Astonishingly, she rang me 3 days later and asked if I'd managed to get an appointment on my 39th attempt. I said that I hadn't.

After SIXTY ONE attempts, I was offered a phone call three days hence. I am appalled. I haven't managed to SEE a GP for almost two years, despite the fact that I could have been diagnosed four times with cancer this year alone. I have ended up paying to see four different consultants at The Spire. I have actually been seen face to face by two nurses during this year, both of whom said that more than likely, I had two different cancers. Both the consultants involved were fuming that I had been erroneously told that.

Also, when Planning Permission was granted for the new houses in East Barleythorpe (Larkfleet etc) a new doctor's surgery had to be built in order to secure Planning Permission.

Where is it???

Very pleased with the support.

It was very hard to access advice,I wasn't listened to & it took too long

<p>Unable to phone and make appointments as phone is always busy whatever time of day it is. Had to email for appointment with medical details for everyone at surgery to see. Lost all confidence with the surgery very worrying for my family.</p>	<p>The doctor made me feel I was wasting her time</p>
<p>The doctor needs to see a sick child, not talk over the phone.</p>	<p>Because it took over 6 hours for a call back (they did not call when they say they would) only to repeat what I said to the receptionist. The school nurse had said my son with special needs, nonverbal autism had an infection on his hand. I then had to repeat to a nurse who in the end asked for pictures only to the. Be told we should go to AnE because they don't have the facilities to treat the infection. AnE we're upset that the gp/local hospital claimed they couldn't deal with this and were unhappy it took all day to come back to a vulnerable child who has no concept of not to touch his infection etc. Care navigation were tied by policy, the nurse had red tape as end of day and couldn't do much. It is ridiculous. AnE we're amazing even if we did have have to wait 2 hours. It was far less stressful. Had I of known to go there first I would of but we were only there because our local gp n hospital stated they couldn't Lance a thumb. When that was a lie. All because he would assistance with restraint</p>
<p>There is no continuity of care and I had to have a phone consultation before seeing the nurse which when you are at work is not easy to organise</p>	<p>Not receiving annual checkups for my critical illness</p>
<p>Difficult to get to through on phone. But feel you are seen when necessary.</p>	<p>The Doctor was just rude - arrogant in the extreme and spent more time moaning about how little she was valued than helping me</p>

<p>The reception staff are rude and shout at patients. Can never get an appointment. I'm considering registering with a doctors out of county as its no use being a patient at Oakham. They never have appointments and never answer the phone.</p>	<p>Wanted a face to face appointment to be examined for ongoing illness. Needed to see the same Doctor for each appointment which, although requested does not happen.</p>
<p>Managed to book an appointment after days of trying, and only at 4.30am via the website having checked through the night waiting for the release of appointments</p>	<p>Incorrect diagnosis . No scan offered (which was necessary) . Complete lack of after care. Rude receptionist who threatened to cut me off as I was in tears with pain.</p>
<p>Far too difficult and not a customer focused experience.</p>	<p>Call came about 3 hours earlier than it had been booked for so I was not ready with all the details of my medication etc. And I didn't feel that the GP really listened to what I was saying. I was, however, reasonably happy with the outcome, which was to advise referring myself to a physiotherapist</p>
<p>Have found you need to go online very early in the morning well before 8am to find an appointment. Dr rang as per appointment but running a little late which is no different than going to the surgery. As of late seems to be more drs available</p>	<p>Telephone appointments are a nightmare to fit in to working life if you miss the call</p>
<p>Can't get through- can't see a Doctor- lots of people aren't even trying anymore- it's a future nightmare waiting to happen because of lack of care now</p>	<p>I wanted a blood test to find out what level of inflammation was in my system to allow me to know what to do about medication for my Poly Myalgia Rheumatica and some pain help for IBS/Diverticular Disease. I got the blood test arranged but the treatment for the second problem I was given was an anti depressant and this made me so sleepy I could not function and made me cry. I still had no help for the pain! I said I did not do will on this type of medication.</p>
<p>Worked for me but slow in terms of time to see someone</p>	<p>Can't speak to a doctor</p>

<p>Absolute joke of a service. I have more chance of meeting the pope than getting my condition sorted at Oakham.</p>	<p>Did not resolve the issue</p>
<p>Difficult to engage, had to sit up until after midnight to book an appointment after unsuccessful contact via the website. Have also had bad infection recently and resorted to NHS111</p>	<p>I have had no care - I am unable to get an appointment to see anyone - I have given up trying.</p>
<p>My issue could have sorted with a 2 minute face to face with a doctor; however it took 4 (long waiting) phone calls and a physio visit in Uppingham to get to a solution. Not a good experience at all.</p>	<p>Haven't been able to see a doctor for nearly 2 years- haven't been able to receive the care or advice I've needed for health conditions (partly due to LPT also)</p> <p>Trying to get a doctors appt and be seen in person is like trying to get blood put of a stone</p>
<p>When it really matters the response and referral times are excellent.</p>	<p>It took 3 days to get a response to my online query then another 2 weeks before my appointment. I ended up paying for a private appointment and have since been referred for treatment and tests.</p>
<p>It is almost impossible now to see a GP getting through on the phones is very difficult with all appointments gone early in the morning . Trying to use the website is just as bad with no appointments being given. Once you get to the surgery you are expected to wait outside in the makeshift facilities. I know we have had the Covid 19 pandemic but this service is terrible. Before Covid things were satisfactory and face to face appointments happened but now it is appalling. I strongly believe the pressure on A&amp;E departments is due to the absence of GP service. As an older person I find this lack of GP care really worrying.</p>	<p>My appointment was a routine gynaecologist appointment , was told it would be at Rutland memorial but when redirected to another number to call my appointment was in The Haymarket Leicester Sexual Health clinic , went to the appointment , anxious and then told the procedure was not required for another 2 years , not their fault , they were lovely and professional, unlike my surgery!</p>

<p>See above</p>	<p>I had suspected broken ankle and X-ray was closed at hospital so was referred to Oakham Medical Centre to book one elsewhere - instead went to Corby Day Centre and got it done the next day then two weeks later Oakham Medical Practice sent me a letter saying I have an X-ray at Melton Hospital 2 weeks later that's 4 weeks in total to get an X-ray done via Oakham Medical centre who are absolutely embarrassing so will use Corby Day Centre for the foreseeable future not OMC or RMH</p>
<p>Hit and miss re both availability of appointments and attitude of receptionist.</p>	<p>I had been pretty sick over two weeks and tried two days calling surgery and in end had to self assess what was wrong with me. Took me almost four weeks to recover . Should have been able to see gp or nurse in person</p>
<p>The GPs and staff are all lovely. This isn't their fault, there simply aren't enough of them to cope with the number of patients in Oakham. They have been let down and so have we the community. It's impossible to see your own GP these days, let alone get through on the phone, there never seem to be any appointments available via phone or the website. Rutland County Council has, over the years, promised to do something about the healthcare provisions in county but have never done anything about it. Despite allowing new houses to be built, there has been no additional infrastructure and hence we're in this sorry state. Don't build any more new houses until you've sorted out healthcare, education and leisure facilities.</p>	<p>Not able to see doctor Not empathetic No attempt to find a solution</p>
<p>I don't wish to discuss it with some one who picks up the phone thank you it's no business of theirs</p>	<p>Had a back problem was in severe pain was told to lay on the floor. I live on my own</p>
<p>I could not get to see my own doctor.</p>	<p>They assume a level of IT that I do not have</p>

<p>Booked a 9.00 am telephone appointment on the web site but no one called. Around 12.00 I phoned the surgery and after a long wait someone answered and told me to go the hospital and see the nurse.</p>	<p>The appointment time was missed - I was called but not at the agreed time : subsequent calls were not as agreed and on both occasions occurred when I was unable to take the call.</p>
<p>Things have improved of late. I have actually had a CDM 1. Tue receptionists are very pleasant. I have no complaints about the GPS themselves. The whole situation is ludicrous.</p>	<p>too hard to get an appointment and never the same GP, they don't have time to fully understand and diagnose</p>
<p>Trying to get an appointment was extremely difficult. No appointments available on multiple occasions despite trying the website hourly. Eventually got a telephone appointment but felt it was more by luck than judgement. Thank goodness I didn't have a problem which required immediate treatment as the consequences don't bear thinking about.</p>	<p>Took far too long to talk to a GP</p>
<p>The Doctors are stretched, there are too many people to look after &amp; getting through to the surgery is awful. I try online through System Online &amp; complete lots of details &amp; then wait... &amp; wait... took 4 months to get my menopause meds reviewed &amp; I ended up having to pay for a private consultation &amp; private prescription. Expensive. Then when the prescription was issued by the OMP, I wasn't given sufficient patches... I couldn't re-order &amp; got locked into a loop of messaging</p> <p>Some things can be purely transactional &amp; others are not. The process for triaging these looks to be inefficient. For vulnerable people, the process is unworkable. I know it's the same in other places as I have a nightmare trying to get help for my 89 yr old Mother who lives in Peterborough.</p> <p>NHS has been starved of funds for years &amp; we are now paying the price for that. Covid is blamed for so many things but the issue was always there &amp; trending downwards. There's a push to go private for all services which those who can afford it use. But that will continue the demise of our NHS services. It is very sad.</p>	<p>My father has bowel cancer there has been very little follow up by the practice. He is also full time carer to my mum.</p>

<p>Appalling. Can't get thru on telephone; no appointments. Staff insist appointments available online. They are not. In 10 months I have been unable to get an appointment. Several things I need discussion or looking at, but receptionist, with less medical training than I have insists it's not urgent.</p>	<p>No</p>
<p>Previous difficulties even getting through on phone to make appointments, when unable to get Appt via app or website.</p>	<p>I had shoulder pain and I was not happy with the diagnosis or the recommended treatment</p>
<p>Unable to get through on phone. On line request for consultation - took ages for a response which included a fixed date for this to happen. Text message from receptionist badly worded and ambiguous in meaning. Whole experience seemed 'couldn't care less'.</p>	<p>Incorrect treatment led to need for hospital stay</p>
<p>We are often told by the media to refer to our GP if we have a medical problem, but the chance of being able to do that within a couple of days, as we used to, is now most unlikely. It will get worse as Oakham grows.</p>	<p>Just can't get through I havnt seen a doctor since I've been here only on one occasion at the hospital in oakham and they were lovely</p>
<p>It is really difficult to get an appointment. You spend ages queuing at 830. Have often had to do this while trying to navigate a school run in car or risk all appointments being gone. I really feel for the staff as the system is broken. I'm able to speak up for myself but feel sorry for the vulnerable who don't have the strength or know how to navigate the system.</p>	<p>Still waiting to speak to Dr XX appt should have been made November 2020 still can't get appt absolutely furious</p>
<p>Getting a regular blood test is relatively simple once through the long wait on the 'phone. But speaking with a GP is much more difficult and requires patience plus ability to advocate strongly for contact with the GP you would find most helpful (I rarely need an emergency appointment, usually its about managing long term condition where speaking to the same person helps hugely). The three most helpful and responsive GPs have all left.</p>	<p>one condition dealt with over several weeks</p>
<p>I have used the practice on numerous times for several different conditions in the last 18 months and I have had average service on the whole but in some cases poor service when you feel the practice do not appreciate what an unthought out comment can do to the well being of a patient.</p>	<p>Need to see people face to face!!</p>



<p>The staff are lovely and work hard but they clearly are not able to identify when some one needs to see the doctor and not have a call back to then go through the same sodding process. My son was in unnecessary pain for extended time. If we had simply been advised to go AnE or seen by a doctor. It would of been so much simpler and less traumatic for a vulnerable child.</p>	<p>I was trying to get a medication added to my child's repeat meds. Multiple phone attempts at varying times of day (engaged). went to practice, (doors locked) and ended up putting 3 online requests in with no feedback as to what was happening with them. very poor communication.</p>
<p>This survey has said that the receptionists are intact care navigators and thus able to offer triage service. Then the next question referred to them as receptionists again. Trying to get an appointment is so difficult it isn't worth trying sometimes. They need more doctors and more appointments made available.</p>	<p>I had to call again as the promised callback with advice and prescription did not materialise.</p>
<p>Always been a very good service for us. Sick of hearing people whinging about the surgery to be honest, probably people wanting prescriptions for paracetamol and other such time wasters who expect everything for nothing - great surgery</p>	<p>I was told to follow a course of treatment which did not solve my problem</p>
<p>It is possible to wait in a queue on the phone from 8.30 onwards for more than half an hour, always assuming the line is not engaged. When/if you get through to a human being, the chances are that you will be told there are no more, telephone, appointments left for that day and to phone the following morning or to book online. I have never found a free slot online! It is an intolerable situation and a ridiculous system.</p>	<p>Didn't offer solution to my problem</p>
<p>Staff ok but seems that gps do not want to see you</p>	<p>I tried for over a week or so to get an appointment by phone and because I couldn't get through or no appointments available a message through ask a dr a non urgent question and explained the above and got an appointment with 48 hrs</p>
<p>I tried to call the surgery for 4 days and then gave up and went to the door. I was accused of being abusive because I was told to call, and I said I had been for days, then they said goon line, I did and I got a message saying call! Impossible</p>	<p>To long of a wait to see a GP and I haven't seen my GP in years</p>

<p>Covid stopped communication...I'm supposed to have joint care for hyperthyroidism...last blood test no result...no contact since...no idea if that's coz result ok or they just lost my details</p>	<p>Took 4 phone calls and over a week to get to speak with a medical professional</p>
<p>It seems like nobody cares abd getting an appointment is like hen's teeth. Are there any doctors in Oakham?</p>	<p>Dr did not understand my problem, said he would talk to a colleague and call me back in a couple of days. I never heard from him again</p>
<p>It is horrendous and utterly unprofessional. Too much focus on GPprofit We need a new GP Practice with better GPs as a matter of urgency</p>	<p>I have no confidence in my ability to identify the intensity of my pain</p>
<p>Helpful and supportive</p>	<p>I was trying to speak to an elderly relative's doctor regarding a diagnosis of dementia - the doctor still hasn't contacted my relative to speak to him regarding a diagnosis of dementia or followed up.</p>
<p>I called several times and was referred to the website every time. I still couldn't get a GP appointment  I had to write a letter of despair to get seen and then it was a phone from the GP before seeing me the same day.  This was after months of living in pain.  I was referred and am now waiting for an operation date</p>	<p>I just feel like there is no communication between the gp and hospitals so no one ever knew what was going on when I was there.</p>
<p>Difficult to get past the receptionist</p>	<p>terrible service</p>

<p>8 months of being unwell still no definitive diagnosis. Not talking to the same Doc, has really hindered me getting a diagnosis as they don't agree with the other Dr's diagnosis, hence the need to see the same Dr, for my appointments.</p> <p>Not getting face to face appointments leads to concerns over the reason for the illness. It is really stressful just to try and get an appointment. Due to working hours really struggle to book online appointment as there is nearly never a Dr available to book. Takes over 10 -15 mins to get phone answered. Work in open Office so have to ask 5 staff to leave the room to speak to GP by phone, which causes issues in the work place. Asked time and time again to be ring on my work phone rather than mobile, but they keep ringing my mobile when I cannot answer and Dr /nurse gets a bit irate when I do not answer my mobile. I was told to go to the hospital I had my biopsy taken to get the results in writing, when asked for them at the GP as they could not find it on my records. I was told by the hospital I will get them through the GP. I do understand the issues COVID causes, but the surgery resources (GP, nurses and Admin) set up and access does not seem to meet the needs of a growing Rutland community.</p>	<p>See above, the person who answered was very short and even though I have a treatment plan for my COPD, she insisted I had a covid test before she would arrange for me to speak to respiratory nurse or Doctor.</p>
<p>Can take days to get through, once you do they are mostly helpful.</p>	<p>Because I find it hard to articulate what I'm trying to get across them.</p>
<p>Triage system acts as a deterrent. Appointments are only available on the day, so you have to ring back several days in a row, and explain your embarrassing symptoms to one receptionist after another you can finally get an appointment. I gave up, but the symptoms got worse and finally was able to get an appointment using the email system (that operates via Norfolk)</p>	<p>Felt rushed</p>

<p>It is the worst surgery that I have ever been registered with. The receptionists are very rude and poorly trained and their main objective seems to be to prevent you seeing a doctor. The standard of care is lamentably low. My recent misdiagnosis by both a nurse and a doctor resulted in weeks of unnecessary pain. I was forced to take private medical help to obtain correct diagnosis and treatment. There are insufficient doctors, clinicians and care for a growing population.</p>	<p>It was left for me to read about different options available to me and then to go back to the drs if I wanted to pursue it further.</p>
<p>I think this was a one-off that was not as good as usual, in that I wasn't prepared for the call which was earlier than expected, and presumably annoyed the GP that I didn't have all my details to hand. I've had other phone consultations in the past that I was happy with.</p>	<p>Information from hospital consultants and blood tests was not passed on to me. At best, this was simply added to my personal medical history. Only if I happened to try to access this data via the NHS App, would I discover any feedback. However, this was usually a 'statement of fact' and not giving any recommended action.</p>
<p>I was diagnosed with an elbow issue with no one seeing face to face....</p>	<p>Not listened to by staff</p>
<p>I cannot bear the repetitive telephone holding noise (I won't refer to it as 'music') particularly for up to half an hour. Once through to the receptionist/care navigator, they are all wonderful. It does also seem that the GPs may have delegated much of their direct responsibility for health care to practice nurses and support staff. A fellow patient opined that "it's easier to get a camel through the eye of a needle than to access the practice". I have a dear friend who is a GP in Didsbury, Cheshire who has been running his practice "business as usual" throughout the pandemic which shows that it is possible to retain 'normal service'.</p>	<p>No face to face appointment, having to be called at work where the conversation is not confidential. I've had tests and still haven't been give the results or even a follow up appointment</p>

<p>I was told 3 times by telephone staff that I could get an appointment with a GP using my online account. They eventually gave me a code ST3 to look for but having checked weeks ahead online there were no such coded appointments. I ended up having to write a letter and deliver this to the practice via the repeat prescription box! This has not answered all my problems and leaves me feeling very fed up.</p>	<p>I had to wait 2 weeks for a 10 minute phone call to request a prescription for something that's been only allowing me to sleep for 2 hours per night.</p>
<p>Quite of hand</p>	<p>The window was a whole day. I was in Luddington over lunch and there is no mobile signal. I realise the GP could not help that but although he tried a couple of times these were close to each other so unable to make contact</p>
<p>Will not give me details of my child's medical records</p>	<p>Need to be seen in person to show the nurse the problem but would only advise over the phone</p>
<p>Unhelpful - I would change practice but there is no alternative. Instead I will save up and go to a private doctor.</p>	<p>I have had many issues with oakham medical practice the entire time, it's extremely hard to speak to someone! Let alone them listening to you! They have been the reason I've been in hospital on multiple occasions as well as having to deal with rude staff (one of whom laughed in my face before). Some receptionists are helpful and kind, others just try and get you off the phone, I understand they're busy, but it shouldn't take a 111 consultant to tell me not to be bullied out of an appointment and crying down the phone to the receptionists until I eventually got a phonecall. I could write an essay of all the bad experiences I've had there...</p>

<p>Oakham medical practise can no longer cater for the amount of people requiring support- something needs to be done as it's difficult for residents trying to manage health, receptionists who then deal with residents who are increasingly becoming frustrated and gp for not having g the time and resources to see every patient.</p>	<p>As a carer I'm unable to sit on phone for the length of time expected. No solutions.</p>
<p>It's extremely poor. I have no issue with having online and telephone triage/calls where appropriate but to wait to get an appointment for over 2 weeks is appalling. I doubt I would have been sent for tests or a referral at that point either.</p>	<p>Need to be face to face</p>
<p>Sometimes the engaged tone will be there after 200+ times of calling in the morning and often takes over half an hour to get through to the queue.</p> <p>Cannot fault the service once you get through but due to over subscription I think the phone lines are incredibly busy and therefore a lot of people aren't happy about the hour wait (30mins to get into the queue and then 30mins waiting in the queue).</p> <p>Again cannot fault the staff and level of care; just the accessibility of appointments.</p>	<p>Person on phone had no idea of patients's health needs</p>
<p>Took a few days to get through. Offered 1 appointment time and no alternative. Had to rearrange work to fit around it .</p>	<p>The doctor promised to ring me back and didn't.</p> <p>I had to make another appointment to speak to them again.</p>
<p>Poor , with my recent experience , would like to get a few moles checked but reluctant to make an appointment</p>	<p>Very rude staff and refusing a doctor because my child wasn't Covid tested. This is unlawful</p>
<p>During the last 12 months I have been seen by a practice nurse who didn't know how to treat my condition and had to send me to see someone else. Not a good service, I needed to see a GP! Getting a GP appointment is almost impossible and its never face to face.</p>	<p>You never answer my calls .fail to call back when advised of time .failed to give reason left to join in in waiting for another tome slot .this is not a service any more</p>

<p>It took attempts to book online, then a phone call, then an email, until finally getting booked online.</p> <p>The staff were lovely - I can't knock that. But getting a phone appointment where you request a time to have a caveat that the GP can call at any time and ended up ringing an hour later is poor. I chose that time due to work and family commitments. If you can only offer 'anytime' don't give a slot to book - just a day.</p>	<p>I am being mismanaged</p>
<p>Horrific Service the GPs should be providing a much better service and they are not properly acting in their role as a GP is that was an Architect like myself I would be struck off the register</p> <p>They need to get their bloody act together and provide a service that they have been paid for by the tax payer</p> <p>I am so angry with Oakham Medical Practice in their treatment of me, a close family member who actually had cancer not IBS and a neighbour dying through misdiagnosis</p> <p>The level of service has drastically dropped since Dr XX departed he was the best ever doctor</p>	<p>The appointment was for an elderly neighbour who can't use the phone very well. I don't know all her medical history. To get a doctor to call out took over a week and the neighbour ended up in Peterborough hospital.</p>
<p>Very long call wait times, a repetitive message signposting to the online system, however I couldn't do what I needed online. Once you get through they have been super helpful, it just takes a long time to get through. The appointments are not ideal for certain jobs e.g. I teach and cannot just leave to take a phone call but you often do not even get a window of when the phone call will be. Resulting in putting off contacting gp until out of term time. Long term conditions are not been managed at all- I haven't been seen for my long term conditions review that was due may 2020</p>	<p>I received feedback of test results via a text message with no explanation. Just all fine no further action.</p>

<p>Online booking is not user-friendly. The fields in the table with which user is presented require explanation e.g. 'ST3' is meaningless to a lay user, what does '14 Day Adv Telephone' or whatever it is mean? Hard to find the right appointment for my needs. How do I book for a child/someone other than me when they don't have their own log in? Trying to get through on the phone is stressful.</p>	<p>Lack of knowledge of the presenting issues. Eventually spoke to a GP who prescribed appropriate ABs.</p>
<p>Impossible to see gp or nurse. That had to change. You can't self assess always</p>	<p>Don't think they understood</p>
<p>Unable to make appointment as none available ever. Not able to make review appointments. Great when an acute issue. Very quick and helpful Absolutely useless for chronic conditions</p>	<p>They told me to go away and look at a website and then come back and tell them what form of hrt I wanted. No explanation by gp not offered a blood test to indeed check if I was perimenopausal or not. Very poor</p>
<p>Find the whole experience with Oakham Medical Practical inadequate</p>	<p>The gp couldn't see me for 3 weeks</p>
<p>Impossible to get an appointment over the phone. Was told to call back in 2 weeks, tried again, couldn't get through and actually had the phone put down on me after 20 mins. Went through the rigmarole of online services and managed it that way. I don't know how I'll ever get an appointment with a doctor for more serious care. It's impossible.</p>	<p>Seems no care is taken for anybody even having to wait outside in the cold because the surgery is shut but open to emergencies.</p>
<p>Very dismissive I felt fobbed of and that they were not listening to what I said They have a one size fits all attitude</p>	<p>Need to speak to the doctor but always get fobbed off with a nurse appointment who then says I need to speak to the doctor</p>
<p>Regarding my asthma inhaler, sorted.</p>	<p>Called in for severe bruising on my legs and I wasn't even asked to show a photo at all. I did blood tests and results were clear but still no answer for bruising. Maybe if the doctor had seen the bruises, they could have understood better.</p>



<p>Impossible to get appointments and new online system is biased against making appointments for young and elderly. The Oakham practice is too busy already new GP facilities are desperately needed in Oakham</p>	<p>Wouldn't see me as they were too busy was told to call an ambulance and after 2 calls to them had to get someone to drive me to hospital</p>
<p>Very Positive</p>	<p>There was no level of care</p>
<p>It's impossible to get an appointment</p>	<p>Been over a month and not heard anything back</p>
<p>Impossible to get through they tell you to use website to book an apt but none available for months</p>	<p>To difficult to get a face to face appointment</p>
<p>Our family doctor of the last fifteen years is no longer at the practice. We were unaware of this until we phoned to try and make an appointment and we're told he wasn't there any more. We were allocated another doctor but as yet we have yet to be informed as to who this is.</p>	<p>I tried to book an appointment twice and both times it was cancelled electronically. When I called the surgery, I was told to try and book again. I didn't bother because I thought the service being offered was so poor and it always took over 30 minutes to speak to somebody on the phone. I am still suffering with the same condition but manage it myself via creams purchased over the pharmacy counter. It hasn't cured it but keeps it at bay. I never use the doctors as I consider myself to be quite healthy, however the one time I do want to use them, it's impossible to see anyone</p>
<p>I managed to speak to a nurse the time I refer to in the survey but I have flyover ip contacting the doctor - just try to get on with the problems. I just hope I never get seriously ill as in my experience I rang the surgery 31 times before I got through!!</p>	<p>I never actually managed to book an appointment. I couldn't find one available online. I couldn't work it out at all. Should be much easier to use.</p>
<p>I dread being sick and trying to make an appointment, you literally have to be dying to get real help. They don't have time to care and are therefore REACTIVE NOT PROACTIVE. We need many, many more doctors to service the growing community. The existing medics are exhausted and over stretched and yet the council keeps permitting more development without addressing services.</p>	<p>Did not get an appointment , couldn't get one on the website and receptionist wouldn't book me one</p>

<p>The only engagement I've had in the last year is for regular blood tests. So it's hard to judge what accessing dr's appointments are like.</p>	<p>Find it difficult to discuss problems over phone due to anxiety disorder, and reacted to the medicine prescribed by a locum doctor.</p>
<p>You cannot see a GP easily and diagnosis is missed. There is no follow up regarding Test results and results and conditions are not joined up. The whole picture is not looked at and hospital records do not seem to be available to GPs</p>	<p>Because how can they access you over the phone</p>
<p>There is contingency. Expecting elderly patients to use the online booking system is appalling. They are therefore at a disadvantage in booking times.</p>	<p>I required face to face but it wasn't given</p>
<p>It's very daunting when you have to call as it takes so long to get through and it's not at all clear what to expect in terms of who you can speak to etc. Also, have tried to register online 3 times over the course of several months but I am still waiting for my request to be processed.</p>	<p>When I asked for an allergy prescription certificate for travelling for my son we had been there 4 times when they finally completed the form just before travelling And it's another story but I don't understand why were we charged for it</p>
<p>Sorry but it's time for F2F appointments like dentists etc</p>	<p>I needed to see the nurse for an asthma clinic, no one can have a this sort of appointment successfully over the phone. Ridiculous!</p>
<p>It's a huge struggle to get any satisfaction.</p>	<p>tried to make diagnosis without seeing physical symptoms - didn't even offer a skype or zoom call to see them</p>

<p>I no longer feel I have a relationship with a GP who knows my medical background and can advise accordingly.</p>	<p>Due to having to wait until I had a PCR test at the insistence of receptionist and not been able to get one other than by post it was 5 days before telephone appointment lasting 1 minute and 35 seconds. I have COPD need antibiotics and steroids. I knew this when I called so did doctor when he called me. Due to delay needed to courses to clear infection. Receptionists are not sufficiently trained to make these decisions. I should have had a telephone appointment on the day I called and I would have not have deteriorated.</p>
<p>Complicated process. Hard to explain to non clinical person my needs</p>	<p>Time limit was exceeded so couldn't discuss all issues</p>
<p>Deterioration not acknowledged as second appt was by telephone only and consequently I had to go to A&amp;E and treatment had to be changed.</p>	<p>Still waiting for cortisone injection a year on and still very much in pain.</p>
<p>It is difficult to get through on the phone and almost impossible to get a face-to-face appointment and the only reason I got in was I needed to give a blood sample which didn't involve a doctor</p>	<p>Wanted to see a gp face to face</p>
<p>From speaking to others I think I was lucky to get an appointment. I think the website allows you to set out your concerns and symptoms. As an NGS AHP myself I understand how to give / get a relevant history. Maybe that helped. One advantage of the website and the space it gives you.</p>	<p>Appointment was for tests which I had been told to have by Leicester royal . Following the tests I was told of abnormal result by text message and still don't know if there will be any medical follow up.</p>
<p>I was very lucky and got through after three attempts. but I am aware that this is unusual. I know people who have rung for days and not got through. I have tried to make appointments online but the codes need clarification, if you make the wrong appointment it will be cancelled.</p>	<p>The doctor was rude and uncaring</p>

<p>There was a long wait on the phone but just pop it on speaker phone &amp; get on with things while you wait</p>	<p>I never seem to get to talk to the doctor &amp; definately dont get to see them. I've had a difficult year of illness uber multiple specialists. I need a, follow up full body scan . Doctors receptionist sent a, text saying they don't organise anymore ita the rheumatologist . Rheumatologist says it's the doctor. Have paperwork from hospital saying a follow up is required. I was an in patient at PDH for 12 days July 2020 I have lumps in my groin &amp; lung</p>
<p>This was for a routine smear test which I was able to book online. When I have tried to make an appointment by telephone you cannot get through unless you spend in excess of 30 minutes trying by constantly redialling.</p>	<p>Because the issue took nearly a year actually see the right person and get sorted out.</p>
<p>Difficult to get an answer on the phone but very helpful when you do get through</p>	<p>My son has been seen by a GP once since he was born (august 2020). Despite numerous attempts</p>
<p>They don't seem to care anymore</p>	<p>I felt that the doctor did not take the action I thought was appropriate. It seemed that the symptoms I presented for a long term problem did not require further investigation by a consultant. I was given further treatment that I felt would not fix the problem. This was, in fact, the case, but I feel that I do not want to pursue further consultation with a GP as it does not seem worthwhile.</p>
<p>Been trying for 12 months to make an appointment my gp asked me to make still can't get one made a formal complaint and got no help whatsoever disgusted as I am both physically and mentally disabled</p>	<p>Did not feel as though I was being examined as to what I described</p>

<p>it was the physiotherapist that I saw first and it was him that got me were I am now waiting for a hip replacement, he had to refer everything to the GP to get every thing signed off I never saw or spoke to a GP !!!!</p>	<p>Bc I'm British citizens who deserves access to healthcare. I've been able to do more healing over the last 2 years by myself than I ever could have dreamt receiving from the nhs. Your system is broken and only helps whoever they want.</p>
<p>insufficint time to prepare for meeting(ANYTIME ?monday). only one issue allowed</p>	<p>The poor nurse was very good but rushed and I would have liked to see a doctor and although the nurse had to go and consult with the doctor he/she would not speak to me</p>
<p>I think the medical practitioner is not always aware of the case history.</p>	<p>Called at midday for an appointment, received a call back from GP around 4:30 to be informed no appointments for my 12 month Son until the next day. I ended up in Peterborough out of hours service early the next morning, diagnosed with temp of 39.8, ear infection and Tonsilitus. Could have been avoided if we had been seen by GP, this was a 12 month old baby.</p>
<p>Never able to speak to a gp. I have health undue test needs appts going forward, I need to be referred but I'm not able to see my gp to get discuss this.</p>	<p>Not helpful</p>

<p>The problem with telephone appointments is the lack of a time. If at work I can't answer the phone. If I know what time the doctor will ring I can arrange cover for that time. It has happened in the past that I've missed a call, then had to go through the whole process again of making another appointment. Once I've spoken to a doctor, the care I've received has always been good</p>	<p>My elderly relative was prescribed medication without being seen. This medication was something to which they are expressly allergic . The allergy is clearly stated on their medical records. Last time they were prescribed this type of medication they almost died and ended up in hospital for ten days to recover from being poisoned with inappropriate medication. The call handler was clearly rushed, showed poor communication skills and nearly killed my relative. I only discovered the situation when I collected the prescribed medication and read the notes in the pack.</p>
<p>Cannot get an appointment, cannot see a gp, struggle to even get a phone appt, and esp difficult if you struggle to use the phone! My dad even had one of his appointments in the car park! Totally unacceptable! Everyone has gone back to working, even dentists, but not GPS?? Disgraceful!</p>	<p>Texting me that my regular prescription is dangerous and that I should not be on it</p>
<p>impossible to get through on phone, get into building and difficult to get feedback from online services. I work in a GP practice, our doors are open, our phones are manned (though admittedly difficult to get through at 8-8:30 am. All econsults have text or phone reply within 24 working hours of being sent. We are also offereing some direct booked face to face appointments now. I am not saying we are perfect, but we do try to engage with the patients needs</p>	<p>Too slow for an urgent problem</p>
<p>Always polite and friendly. When talking to anybody though, it is very difficult to hear what is being said if their phone is on loud speaker as hearing aids pick up lots of other noises, such as rustling and they make the persons voice who you are seeking to, very distorted. It is incredibly frustrating.</p>	<p>Just telephone instructions</p>
<p>I wasn't given an appointment by the GP surgery, although I had an infection in my hand. I went to the minor injuries unit with no appointment, who were brilliant.</p>	<p>Unable to book face to face appointments unless deemed to be an emergency.</p>

<p>The receptionist was rude and did everything she could to stop me making an appointment</p>	<p>Problem was not resolved</p>
<p>Need more face face appointments with a doctor</p>	<p>I was made to that I was wasting the time of the doctor</p>
<p>Availability of appointments is not good at the moment. I had a phone appointment with the GP which was fine for me but someone with no medical knowledge or someone who is older may have struggled (I know my elderly parents have). I was due my smear test earlier in the year but I've only just been able to get an appointment despite trying (the booking form said it was an online appointment, which may make it a little more challenging for the nurse). I was sent a link to the asthma UK self assessment quiz as my annual "asthma review" which was less than ideal.</p>	<p>Just can't see a real Dr</p>
<p>Dr asked my husband to examine me on a virtual call as I'd been having chronic beast pain. My husband didn't know what he was doing and a medical judgment was made</p>	<p>Still waiting for call back I answered question 15 as no option to leave blank</p>
<p>Horrendous, I waited over an hour to speak to someone after trying numerous times to get through with the engaged tone, this has got to change</p>	<p>I was told by the receptionist having described my symptoms, which I considered serious, vaginal bleeding in a 72 year old, that there were no appointments and to go online. I knew there were none on line. I had to insist it was an emergency to get an appointment with a nurse. I object to disclosing personal information to a receptionist who is not qualified to triage.</p>
<p>Long phone cues and long appointment waiting times. Always late going in to appointments also</p>	<p>Was not seen in person so feel my problem wasn't dealt with appropriately</p>
<p>The medical staff are great but the appointment system and number of available appointments is appalling. We are currently looking at moving surgeries</p>	<p>Long time to be seen</p>

<p>Appointments hard to obtain. Phone calls can be anytime in the day and I do a job where I can not always answer the phone as I am with clients so may miss the call. I timed window would be useful</p>	<p>Needed to change prescription for diabetes as it was giving me adverse effects just got offered a new medication but I dont know whether it is working really needs following up</p>
<p>I was forced to contact a private GP to get a diagnosis</p>	<p>Very short conversation, no real empathy or useful advice for my situation</p>
<p>They have a online service which you can't use because there's never any appointments on it to book .So you end up calling and waiting. When I have spoke to The doctor and nurse as Always they are super helpful and nice. I think our surgeries will never get back to how they used to be because of Covid, its very sad. Speaking to one of my Doctors late in the evening to check on me ( I should point out so still at work very late ) you know they are overworked and in Oakham. An elderly population is a big fact.</p>	<p>Too hard to get an appointment of any type. Unhappy with level of service and follow up having had a stroke.</p>
<p>It is impossible to get through to the surgery on the telephone. If you are lucky enough to do so, they are not interested in what your query/problem is, will do everything possible to stop you seeing a doctor face to face and are incredibly unhelpful. Wait time for appointments is ridiculous. Generally, when you need to see a doctor, it is either urgent or pressing. It is almost not worth bothering and suffering in silence.</p>	<p>Cannot see a Doctor</p>
<p>Difficult to get appointment even online. Telephone was impossible</p>	<p>Not able to have face to face consultation.</p>
<p>Once you get through the standard is good, unfortunately you could be hospitalised before you get through.</p>	<p>How can you diagnose by phone</p>



<p>They need to be more caring, and also allow people to come sit inside and wait for their appointment. They cannot blame covid when hospitals won't make you wait outside. They need to have better bed side manner and better trained staff. In addition to staff who are actually going to help, not look you up and down and decide what's wrong . Mental health services need to be improved.</p>	<p>The entire process from deciding I am ill enough to need to see a GP/clinician is too long. Once I got as far as a phone consultation, things were resolved quickly.</p>
<p>terrible</p>	<p>I would have preferred a face to face appointment</p>
<p>Unable to face to face. When attending for blood test, having to wait in tent. Why has it taken twenty months to realise the carpet in the entrance is anti COVID?</p>	<p>I came to the surgery 4 times for the same reason and never go to see a doctor. In the end I went private to resolve my issue.</p>
<p>When I do get through to Doctor or nurse it is usually fine, and some of the people who answer the phone are good but there are a few who aren't. Feel shut out from the surgery since covid started, thank goodness hospital staff are not acting the same.</p>	<p>Can I just be clear, I can't answer your questions as no one would see me. I have answered Telephone above but this is not the case as I could not get ANY appointment ending up at Corby on one occasion and Peterborough on the other</p>
<p>Waiting up to an hour for someone to answer phone. I work Monday to Friday 6am - 2 pm , I only get half hour break, almost impossible to get through When I explained my problem with getting through because of working through the week, was suggested to take a day off , not funny. I can't understand why thousands of people can attend a concert, but I can't see my doctor face to face while wearing a face mask. Trying to book an online appointment, waste of time. Also you can not send messages on the system, the practice doesn't offer this service at the moment. Sorry but am not very happy with the surgery.</p>	<p>Beuase I didn't get an appointment</p>
<p>Have to wait months just to get a phone appointment. Face to Face is impossible</p>	<p>I would have liked to see a doctor</p>

When asking for specific advice on whether to change medication, or opt for a surgical procedure, the most common response was "it's your call". I needed considered advice, with a clear recommendation based on a balance of risk.

I would have preferred to be able to contact my Dr and have them help with what was an emergency situation. If I had not dialled 911 then my husband could have become extremely ill. I am sick of my own conditions being 'managed' by myself because I cannot get o speak to my own Dr. We get Systemonline but all that is good for is ordering your repeat prescription. If you can get through to somebody, you have to wait for a Dr to call you back. It is never your own Dr who is familiar with your history so you waste time explaining the ins and outs of a complex medical history before you can even begin on what the current issue you are facing is so I choose not to bother because it upsets and stresses me out too much. The receptionists are aggressive and rude and I do not want to discuss my personal medical issues with somebody who is being rude to me. I cannot face dealing with these people and as such I do not bother unless I am absolutely desperately in need.

Absolutely disgusted when I called an aggressive receptionist wouldn't listen to anything I had to say resulting in me emailing and waiting for 2 weeks for contact. Everyone I have spoken to has said the same I have worked every day during Covid the whole surgery has ground to a halt and is using Covid as an excuse to be rude and ignorant to the public if I was an older member of the public I would have been to intimidated to call back and they are allowed to speak to people the way they want as they are answerable to no one

I could not see a doctor and he could not accurately diagnose on the phone. In the end I paid to be seen privately as I could not cope with the pain.

<p>I managed to see a nurse but impossible to see a doctor or even speak to one on the phone. Appointments always gone by the time you get call answered. When at work I can't wait 45 mins for someone to answer a call everyday of the week..</p>	<p>I wanted to see a doctor because I think they would have been better placed to make a decision on treatment. Yes I did get to see nurse quickly but the appointment was very rushed and was told she hadn't got time to answer about another concern I had which I would say it was because she was under pressure to see all other patients waiting for her.</p>
<p>Care navigators? Since when has this been the new catch phrase for receptionists? A receptionist is NOT a clinician therefore should not be triaging pts</p>	<p>Still on going no follow up</p>
<p>I called to make a appointment with a GP, but none seem to be available, however the appointment with the Physiotherapist was OK</p>	<p>Failure of go to report back all findings. I had to follow up after 3 weeks of waiting</p>
<p>Despite receiving a text message confirming the appointment when I arrived at the Practice the appointment was unknown. I waited over an hour. Staff seemed reluctant to investigate and it took several prompts before it was resolved.</p>	<p>Triage to phone consultation with Gp - wanted to see gp face to face for clinical examination as difficult to put symptoms into words</p>
<p>This was an exception. Usually no phone appointments available with person I want.</p>	<p>Numerous times rang about the same thing to be told something different everytime I called</p>
<p>I made an appointment via phone. The GP called me back the same but then decided to see me face to face (same day). I was happy with the level of care and how detailed the information that I was given was.</p>	<p>Lack of continuity of care. Felt rushed and dismissed. Couldn't get an appointment for a month - appts not enough released online. Called and was told if signed up for online appts then I couldn't book over the phone. Tried ap too and was rejected by surgery - told to book online... just simply not enough drs to serve our area and not enough appts. This has happened since CV19</p>

<p>It is virtually impossible to get a GP appointment or even get through on the phone. I work during the day which makes it impossible to hold on the line often up to 1 hour to get a response.</p>	<p>Could have been avoided if Critical Disease check ups were still occurring</p>
<p>Problems lasting 18 months were not managed satisfactorily even after having a number of telephone conversations. I needed an examination but did not get one.</p>	<p>Would just like to see a human being and get checked out.</p>
<p>It was difficult to get an appointment for a cervical smear. No appointments on line. Tang surgery and informed to keep checking back to the website. In the end I got an appointment by speaking to the receptionist.</p>	<p>I wanted to know why I was being asked to take a PSA test when I didn't have a prostate. I was told to ignore the multiple messages I got to take this test, without being told whether they had made a mistake or whether I should take the test even though I didn't have a prostate! More recently, I was told to take a Covid-19 booster, even though I had had one 6 weeks earlier. They then told me to get my vaccination record at the Vaccination Centre corrected, even though my booster shot was recorded on my iPhone Covid passport, and the missing record was on the GP system. Apparently they do not have the time to chase up and correct individual patient records. All these interactions were with the person answering the phone, after consultation with someone from "administration". I never spoke to a doctor.</p>

<p>Two telephone appointments with different doctors concerning my cholesterol levels and whether it would be beneficial to take statins . After discussion with the first doctor it was left as my choice and to contact them again with my decision which I did under the prescription requests. No conversation as to which statin is the the safest or most effective or the dosage. I then had a second conversation with a doctor as to whether a blood test was required as the first doctor had indicated this may be required. The second doctor didn't think it was necessary. No indication as to when my cholesterol levels will be checked to see if the statin is working</p>	<p>Care or advice or appointment was possible. We decided to go private.</p>
<p>Very poor care, appointment system isn't the best. Communication with staff is very hard over the telephone, no after care given</p>	<p>They don't care don't listen and if you are over 80 they think you are a burden</p>
<p>Triaged by receptionist. Doctor called back within the hour. Went to the surgery for an ecg, blood pressure check and following day blood tests. Appointment arranged with Glenfield hospital for a heart scan which was within 2 weeks of being referred. Excellent service and care. Most impressed.</p>	<p>I was in pain and really needed help</p>

Firstly there are 2 extremely rude and dismissive people that answer the phone. They advise you to check the website at 7am as that is when new appointments are loaded on, or to call after 8.30am. 1, there are never ever any suitable appointments to see a gp on the website. 2, the last time I tried to call the phone was engaged from 8.30am until 1:45pm! One of the rude women who answer the phone once started quizzing me about a condition and it's severity, to then say "well that wouldn't bother me, I wouldn't be worried by that, but then again I'm not medical" the issue was to do with my blood pressure which was high and I had treatment for it when I eventually got through to someone useful. I could go on, with countless bad experiences from this surgery. The service here is utterly poor and needs drastic improvement.

I followed the recommendation when I had pneumonia to wait seven days and call back. Was sent for pcr which as the results come back after 8:30 had to wait three days before I could have an appointment. I was told I should have come in earlier. The process to register for online appointments is difficult and I've not been granted access so I have to phone, which as a teacher means I have to take a day off to phone at 8:30 to be put on a list to be phoned back to determine if I need an appointment which can often not be on the same day. It is too difficult to access care. On another occasion I had significant bleeding issues with my period (lasting well over a month) and it took six weeks before they actually would see me.

It takes forever to get through by phone.

GP asked me to attend for an appointment, then on day of appointment made it very clear she didn't want to see me. At all times she was very abrupt and rude (sarcastic) when talking to me.

Following a hearing test at a pharmacy I was advised to see a Gp so that I could have a referral for an MRI scan for loss of hearing in my right ear to check for any damage. This was organised and a mri organised by consultant. On speaking to consultant with the result he had presumed I'd seen a GP for them to have looked in my ear. This had not happened. I have not seen any doctors during the pandemic. I have spoken to different doctors which is not always satisfactory for continuity of care and seen the nurses for general care.

Very dismissive

<p>I would like more doctor appointments to be available</p>	<p>Having seen a nurse at the hospital, then being advised I had a TIA or possibly, the service after was shocking</p>
<p>Staff not helpful Say ring bk another day</p>	<p>A face to face appointment would have been preferable</p>
<p>was having trouble before corna hit the country ??? I don't even know what doctor iam under anymore??</p>	<p>It took far to long to get a result</p>
<p>Very difficult to get a GP appointment in the last 2 years.</p>	<p>It took six hours before a doctor rang for a condition which the receptionist classified as 'emergency'. The doctor was not interested in assessing the severity of the condition resulting in a self generated hospital A&amp;E admission 12 hours later.</p>
<p>I have had someone laugh in my face before, it's taken me DAYS on end and a phone call to 111 to get an appointment before, I have been talked down to by receptionists, nurses and doctors before who seem to doubt my own knowledge of my own body! I got told to book appointments online as I was not 'allowed' to book one over the phone; and when I asked when the best time was to book an appointment I was told 'sometime between midnight and the early hours of the morning' . I pushed and pushed to have a doctor look into my symptoms more as I've been a long term suffer and spent my entire time at the doctors getting fobbed off, for their conclusion to be that I am 'unlucky', if nothing could be done then they obviously can't help that, but it's not a caring environment... I dread having to call them, they have made me feel like a burden many times, would absolutely swap surgeries if i could. I understand that Covid has taken an incredible toll on the nhs and all GP's so I've been patient but many of my issues with the doctors started way before 2020, however the few staff who have listened and taken the time and care I'm extremely grateful for .</p>	<p>I make the appointment thought the NHS app as that was the only way I could make an appointment. Turned up and I wasn't even booked it.</p>

<p>I think Oakham Surgery are OK, just understaffed and never answer the phone. Also they do not release many online appointments. Having to ring up each day for a same day appt is just ridiculous. They really need to sort access out. Also they make patients queue in the car park. Empingham do not. Again ridiculous.</p>	<p>Almost impossible to get an appointment</p>
<p>Need to open up fully carers and others have been face to face throughout pandemic. We needed support</p>	<p>I was signed in for a shingles jab, told I was next . I waited in the freezing gazebo for 20 minutes, rang the bell, to be told my nurse was off sick, and that they had been trying to ring me all morning, which was a lie. Nobody could see me, so I had to rebook. I was very angry at my mistreatment. I wrote a letter of complaint and a Practice. manager apologised. It was a miserable experience.</p>
<p>It can be quite difficult</p>	<p>Felt rushed, not listened to and dismissed quickly</p>
<p>Initial appt was via telephone but was followed up with a face to face a few days later. Blood test done a few days after</p>	<p>The service is virtually non existent. The staff a rude.</p>
<p>The wait time for my calls to be answered was unacceptable. 44 minutes just to ask for my patients website to be reset, other occasions were longer for medical reasons.</p>	<p>Took a while to get an appointment and had to push to get a consultant. I have not seen a GP and not sure what their role is any more</p>
<p>Everything was fine. More than helpful. Now awaiting procedure.</p>	<p>Impossible to get an appointment and in particular to actually see someone</p>
<p>I had to have blood tests also had a dr phone but had to wait over a week for a phone call back not seen a dr in over a year if not longer</p>	<p>I am really worried about moles and warts and would like someone to check if they might be cancerous but it is quite impossible to get anyone to check this.</p>
<p>i had a face to face organised by Dr XX to review an existing problem</p>	<p>I didn't get any level of care. 111 did give a level of care and got my father hospital treatment.</p>
<p>Not good</p>	<p>I feel it was necessary to see someone to check me over</p>



<p>Always very helpful and understanding.</p>	<p>I was told to sort it out myself even though I was in a lot of pain which I'd had for 5 days! .. my condition wasn't resolved and I had to make another appt a few days later which was a telephone appt and then I was given antibiotics which resolved my ear infection!</p>
<p>Not given appropriate advice</p>	<p>Failure to offer treatment</p>
<p>It was quite straight forward, I was offered a telephone consultation but I really needed to check my back after a fall so was offered an appointment later that morning with a nurse</p>	<p>Only got appointment because paid for private blood test and had to tell receptionist and clinician told me "don't know, I'm still learning" when I asked a question</p>
<p>I have always found the staff respectful and helpful</p>	<p>Pharmacist didn't call, and when went to visit in person they had no knowledge of my referral. I was made to feel like a nuisance and I don't feel that I received the care expected.</p>
<p>On this occasion, when a nurse overheard the immediate problem help was offered very quickly. I had photographed an injury, gone to RMH with it, and help was offered instantly. If the standard process had been followed the outcome was likely to be very different.</p>	<p>Have chronic illness that doctor knew nothing about</p>
<p>Following a collapse resulting in breaking nose and fracturing jaw in 2 places resulting in 17 hours overnight in an A &amp; E dept. Excellent care but I forgot to ask about which medications to continue etc. Being a weekend I asked for help on following working days with whoever could help as I do not have a named GP. Having made own decision on changes to several medications due to bleeding at accident and inability to bite or chew tablets and a new drug. Used own judgment until the first opportunity for an appointment to discuss 1 week after event. Told very privileged to get that appointment as it was the last available appointment before New Year. Everyone was trying to be as helpful as possible during this new wave of pandemic making staff shortages.</p>	<p>2 mins 30 seconds telephone call from a GP Told him my problem Anti -biotics prescribed no offer of a face to face appointment Decided to go privately had a proper examination found that I had a bladder stone and prostate cancer. So much for anti-biotics</p>

<p>It is really, really difficult to get an appointment. This week I was fobbed off by guidance given over the phone. Once insisting I eventually saw someone face to face they were brilliant and gave me anti biotics the same day. The problem is getting the appointments, once you are there the GP and staff are very helpful.</p>	<p>Not a proper consultation didn't really want to listen to problem and no offer of a face to face appointment</p>
<p>I am 75 with a number of chronic medical conditions and am regarded as highly vulnerable. I often get the feeling that I am just a number/irritation by staff, and once this year I was refused an appointment.</p>	<p>i asked if i could have an MRI scan on my back as was having great pain during nights and was seen by an Advanced Nurse Practitioner who said i didnt need an xray and advised me to see Shiatsu practitioner, which i duly did and suffered extreme pain a couple of days later.</p>
<p>Usually long wait to get through. Only able to see Nurse Practitioner or a phone call from a doctor. I had two nurse lead face to face appointments ,plus 2 Doctor phone calls no examination or referral , which I wanted. This system creates more time used by staff and less help given at the end of the day. Does not save time it wastes time of staff and patient, and does not get you the help required. When you need to see a Doctor, for an examination the system used here avoids you accessing the Doctor.</p>	<p>Felt like we were past on when we didn't need to be we could have been assessed and seen by a gp at the practice</p>
<p>I needed to have a dressing replaced, as the previous one had become loose. The nurse was able to see me within an hour and a half, and took about ten minutes to apply the new dressing.</p>	<p>Never spoke to GP. Got repeat prescription for my asthma but feel I'm not important enough or just too old at 69 to have a check up</p>
<p>I mostly find the staff polite and helpful. They do a great job.</p>	<p>Not thorough enough and turns out to almost certainly cancer</p>

<p>The main problem is that only one GP appointment is available via the App (in the next day or two) and you are only promised a phone call that could be at any time that day. Unless you are completely free for 8 hours it is not practical to book. They must provide a 2 hour window smaller. I am happy and fully support the principal of telephone appointments.</p>	<p>When speaking to receptionist all the receptionist seemed to shout down the phone was Covid, Covid, Covid and told to await a call back , THIS NEVER HAPPENED!!! Within a couple of days the relative had to be admitted to hospital with heart related condition!!! TOTALLY DISGUSTED WITH THIS SURGERY. UNFORTUNATELY relative unable to drive and is therefore unable with any ease to change medical practices.</p>
<p>Poor service and they leave elderly out in the cold in a tent to freeze for long periods of time . Then tell them they have Covid</p>	<p>I expected to discuss the issue with a nurse</p>
<p>They are very helpful when you eventually get through. The difficulty is getting in touch with them in the first place</p>	<p>Did not answer my question</p>
<p>Left me waiting to see a gp .and no one rang .</p>	<p>The telephone conversation resulted in an appointment to see a consultant at a hospital but a face to face appointment would probably have rendered the hospital visit unnecessary.</p>

<p>I have been fighting for over 10 years because i have a controversial implant which is making me very ill. Bayer (The Implant maker) say my GP should care for me but my GP' s do very little to help. I have also had problems with referrals or rather the lack of.</p>	<p>My wife phoned on Friday afternoon (31.12.2021) to try to speak to the doctor who had re_examined the X-Ray she had previously had taken for swelling and pain in her right ankle and foot, as she was now suffering from the same symptoms in her left ankle and foot. The receptionist was polite and as helpful as she could be, but said that although she could tell that an appointment was available on that day (07,01.2022), the system would not allow her to book it for my wife, and that she would need to try the patients' online booking system on or after Sunday 2nd January, or phone the surgery again from Monday 3rd onwards.</p>
<p>The options within this survey for whether you hear an engaged tone are 'once' or 'twice'. I have regularly contacted the surgery and had an engaged tone for over 70 times (to make the same appt)</p>	<p>I blacked out and fell after getting up in the night. We phoned 111 and an ambulance came out and diagnosed blood pressure issue connected to type 2 diabetes and suggested I follow up with my GP. However each time I phone no appointment s are available and I am advised they will be available on line although I am yet to find any available</p>
<p>Despite explaining my needs, as already communicated to the practice by a specialist, I had to firstly convince the receptionist of my needs and secondly to the Nurse, on my actual appointment of the need to obtain a Pneumovax injection.</p>	<p>GP had not looked at my records, did not take my cancer treatment into consideration and just told me to go to my dentist. So not care or treatment.</p>
<p>Was give an ECG, then saw a Dr who referred me to a Cardiologist.</p>	<p>There are never any appointments of any type available. Doctors have no time or interest in their patients. This was true pre-covid as well.</p>

<p>They did not listen to the problem. No care shown.</p>	<p>Time it took to get an appointment, the time and speed of the appointment, the unhelpfulness of the phone staff.</p>
<p>If i could get past the reception and get to see someone</p>	<p>Discuss condition over the phone is difficult as also cannot see GP's facial expression and didn't give us decent time to have a phone call or pressure to answer the phone at awkward times when full time working</p>
<p>Contacting surgery is absolutely awful. 0/10</p>	<p>I never got to see a doctor I had to use an app, the nurses are very helpful</p>
<p>It is impossible to make contact. Don't even try to ring as you can never get through. Terrible getting an appointment. Once you speak to a doctor things are a little better.</p>	<p>The lack of empathy from the person who was asking me to call again tomorrow when I was in considerable pain.</p>
<p>Needs improvement. The first receptionist (sounded young) was brash and ignorant. The second (older) was helpful.</p>	<p>They said there were no appointments available with the nurse &amp; still not been able to get through to book for a GP appointment. Also, I signed up for the online service at the beginning of September - still not replied or been authorised. I am supposed to have a medication review, asthma review, contraceptive review and referral to the hospital - all have not been done and I can't get through.</p>
<p>Almost impossible to get an appointment, it has taken months. I do not like being triaged by an untrained receptionist who thinks a healthy woman waking up one morning and being able to stand or walk is ok; not an emergency; doesn't require me seeing anyone. Appalling.</p>	<p>Nothing was taken seriously, too much emphasis on Covid symptoms and sounded as if they couldn't be bothered. Terrible time getting through to anyone just to book an appointment and the pharmacist was far more helpful however not a GP.</p>

<p>They did not check on my notes this was something I have suffered with for a few years previously</p>	<p>Doctor I have never met. Totally unsympathetic. Basically here have some pain killers and don't bother us again!</p>
<p>It is very difficult to even make an appointment &amp; telephone appointments are very difficult as not always convenient to talk when you are at work &amp; don't know exactly what time you will be phoned.</p>	<p>Incredibly poor service and rude and totally disorganised.</p>
<p>It's easy to book an appointment with a nurse via telephone although you have to wait. However was not happy with the answers I was given and how no follow up care as there is for other practices. Disgusting I have not even been offered even a blood test</p>	<p>After phoning a few weeks prior for myself and getting no call back despite them booking a call back, I tried to contact them via the online system because apparently this is the best way to contact them but still no call or reply back. I think contacted them at a later date for them tell me that They have no availability so to wait for the surgery to close in 4ths then call 111 I have had a one other appointment where they did actually contact me and they did a fab job! Just a shame it's so unreliable.</p>
<p>after a phone call with gp, phoned about 10+ days later, spoke to gp again then saw a nurser practitioner at RMH, and final got help for my 3 year old daughter</p>	<p>Nurse was a little dismissive of the issue I was worried about 'it's your age...'. No explanation of what was happening or what I might do to alleviate it. Blood tests arranged; no results ever communicated to me.</p>
<p>What the fuck are they doing in there</p>	<p>No, but i appreciate the surgery is probably trying their best.</p>

<p>Due to covid reasons the surgery was shut and your made to wait outside in the freezing cold or all weather conditions which is unacceptable.</p>	<p>Receptionist would not offer an appointment. Told me to see pharmacist. Spent several hours phoning pharmacists in Oakham and Stamford. All advised they could not help. I telephoned surgery again but receptionist still didn't offer appointment. I phoned several audiologists, most said they could not help but one did agree to see me, looked in ear and advised I should phone GP and tell them I need to be referred to ENT specialist. The audiologist's secretary asked if my surgery was Oak Med Practice and was not surprised when I said it was as they have had other patients contacting them who have also been unable to make an appointment.</p>
<p>It took over 40 minutes to get through on the phone. No appointments available to book online at all every time I've looked.          How can you have an asthma check on the phone!!!          Since Dr XX retired my notes show me as having had many gp's who I never saw! No continuity of care! I have little confidence that if I had a major problem I would be seen by anyone other than a locum!          Not good enough!!</p>	<p>the appointment was for my 93 year old aunt who was wheezing and short of breath. I had conducted two lateral flow tests 24 hrs apart and both were negative yet we were not able to access the surgery for someone to listen to her chest. Instead, we were told to call an ambulance which took 6 hours to arrive. Seems grossly unfair that ambulance staff have to attend all patients as do hospital staff and yet a medical centre refuses to without a negative pcr, Incidentally, the nearest pcr test i could book was in Skegness!</p>
<p>It is extremely hard to get an appointment or just to get to talk to someone professional. However, when I manage to secure an appointment, the service is ok.</p>	<p>I was having a mental health crisis and had to resort to using 111 to get any help from the med centre.</p>

<p>Not very helpful, always say to book via the app/website but there's no relevant appointments then say there aren't any appointments for that day and try tomorrow</p>	<p>After waiting over 3 weeks for an appointment, I never spoke to the dr on the day of the appointment I was texted a reply.</p>
<p>It takes too long to get through, not everyone has the time to attempt to call constantly for 45 minutes in the morning to get through and then be told there's no more appointments for the day so are going without the care they need.</p>	<p>Wrong medication prescribed for a child</p>
<p>I was kept waiting outside in the cold for 25 minutes but when I had my appointment I felt that the nurse listened carefully, was caring and compassionate and gave good advice.</p>	<p>Apparently No appointments available so couldn't answer number 15 and it wouldn't let me leave it blank so I put phone.....</p>
<p>Frustrating systems in place.</p>	<p>I felt fobbed off, it's difficult to convey symptoms over the phone especially with a hip complaint.</p>
<p>A joke. Just read all reviews for Oakham medical practice, it's a failing practice that's definitely failing it's patients</p>	<p>Because it is impossible to get a face to face appointment</p>
<p>Hours to get through on phone, no appointments, unhelpful staff, refused for months to give me my cervical screening due to covid . I was forced to change surgeries just to get a cervical screening. Also had an emergency with my sister whose blood pressure was off the charts and they were so unhelpful and just said we are busy and go to a+e</p>	<p>It is impossible to get appointments</p>
<p>Impossible to see a doctor however I was okay seeing the nurse</p>	<p>Had a back problem for over 6 wks and not examined or seen face to face with this once</p>



The survey responses need to include facility to report and tick more than one box as it is a fact that people often have to have BOTH a telephone appt with the GP and then a face to face . I had to do both which under the circumstances with Covid and pressures I understand . Some appts are telephone only but even these are often a week or so! This then delays being seen, having meds prescribed or referrals delayed often by two weeks, a long time when you are poorly. One has to travel to access some services which is not easy when you are young with children, not well off, constrained by working hours, have mental health issues, live alone , do not drive, do not have family support or you are just old. Although the nurses are brilliant and take on so much of the workload Nurse triage does not always result in a positive outcome and sometimes the only fast option is to go private for both yourself and your spouse. The pandemic has not helped but the services were already struggling before then. and the signs were there. Compared to some years ago when the practice was rated excellent by CQC ,today, apart from highlighting how hard the surgery is working to try and hold everything together, I would not be saying it is beyond excellent. It feels like we are being gradually steered towards a privatization of the health services through the back door. We already see that with the Ambulance service. We have been so lucky to have had the excellent service from Oakham Surgery in the past and I understand things are difficult now but we have to support and fight for and with our local surgery for our local community services because they are whittling away. Our MP support for our services and surgery needs to be more vociferous. Equally the town population and housing estates are growing but the infrastructure does not appear to be meeting the new increased needs.

I believe I needed to actually see a doctor.

<p>I absolutely dread having to contact the surgery takes ages to get through then told to phone at 8 30 to see if any available so if u start work earlier u cant</p>	<p>It is very difficult to get through on the phone and when you visit staff are very slow to respond to you and do not open the door, its as if they don't want you there disrupting their little world , seeing a doctor seems impossible, I wonder if they are actually there→→, that's a serious comment . I wonder how many conditions of patients at this practice, have become irreversible because of this practise. It seems to me that they are more concerned about their own condition than their patients. I can honestly say that this is by a mile the worst Doctor's Practise I have every been connected to,and that's from the inception of the N.H.S.</p>
<p>I think the surgery is so understaffed and people on the phone just want to pass straight to the automated booking service, even though you cannot book an appointment on it. I feel as a patient, it's all about numbers and getting people through the system to make things look like they're working, when they clearly are not.</p>	<p>Call was very quick didn't feel that there was very much interest, very dismissive</p>
<p>I once tried to call the surgery 70 times. Gave up after that. Next day got through but was on hold for 43 mins</p>	<p>Patient was told to just continue with existing treatment and then They ended up requiring an urgent hospital stay.</p>
<p>Excellent assessment of issue and effective. resolution and forward plan</p>	<p>I believe that young babies should be seen face to face - especially With rashes etc as it was in my case as they are so vulnerable</p>

<p>I couldn't work out how to make an appointment online so I gave up. Still got the problem but it is not too severe so waiting until the situation re. the pandemic improves</p>	<p>Doctors is like the Holy grail I don't know anyone who has seen one face to face at this surgery it seems to be pasted off to nurses &amp; nurse practitioners. I think doctors only ring ppl to give them appointments with nurses.</p>
<p>Dr was v helpful. Needed follow up face to face. Hearing on phone is difficult.</p>	<p>Wanted to see a qualified doctor not a nurse!</p>
<p>Rubbish</p>	<p>No follow ups .. put on medication little support</p>
<p>Difficult to get through on phone. Website recommends booking online but very few appointments are available per day. Literally 2 or 3 for a medical centre with 19K patients. Website also extremely difficult to navigate and font type/colour is ridiculously small and low contrast. I no longer feel welcome at this surgery and am looking for an alternative.</p>	<p>I can't get an appointment</p>
<p>I spoke to receptionist and they asked questions and then said a doctor would call me back</p>	<p>The nurse practitioner did not know what was wrong and sent me away with pain killers</p>
<p>Blocked by receptionist</p>	<p>It feels like you need to be prepared for an argument to ask for what you need</p>
<p>It's virtually impossible to find an appointment online, I tried for several weeks before finding one if you call you are asked to use the online service if you can</p>	<p>Wanted to SEE a dr not talk to someone down the phone on loud speaker not knowing who else could be listening in</p>
<p>Takes far too long to get through to the surgery.</p>	<p>I needed a face to face appointment as was extremely concerned about my health and felt like no one was listening to my concerns</p>
<p>Frustration at being unable to contact surgery due to constant engaged tone. Once I saw a GP fantastic care given</p>	<p>Tend to get fooled off with booking on the on line system when there's no appointments either by phoning in or on line</p>

<p>I avoid them like the plague (sorry) because I know it is virtually impossible to get through on the phone when you get close it cuts off if by any chance you get through they tell you to phone back the next day at 8 but they tell everyone the same so everyone is stuck on the phone at exactly the same time. How stupid is that? I did the online thing instead and was promised a call the next day but it was several days and that was just to arrange the real phone call a week later</p>	<p>There has been no follow up. Following examination doctor was going to arrange blood tests for prostate levels and also mentioned exploring IBS and/or aortic aneurism.</p>
<p>I phoned as I was having palpitations told the nurse I needed an ECG.</p>	<p>I requested a telephone appointment to discuss a possible referral. I was offered a telephone appointment at 3 weeks distance, and in the event all I received was a text informing me the referral had been made.</p>
<p>POOR SERVICE</p>	<p>Felt I needed to see GP. In person for checks</p>
<p>It is unacceptable to have pts waiting outside especially elderly ones. All other GPS are back to normal. Oakham Medical Practice needs to get itself back on track immediately and sort out delivering an appropriate patient facing service.</p>	<p>GP no chance of getting an appointment only nurses offered.</p>
<p>Clearly working tirelessly trying to provide services on a background of increased demand, reduced resources and oh an ongoing pandemic which large proportions of Rutland folk seem not to care about anymore or maybe they don't care about their fellow citizens !!!!</p>	<p>The NHS 111 doctor was helpful and conducted a thorough examination The Oakham Medical Practice did not undertake the tests and screening he recommended We arranged private medical treatment</p>

<p>Have put off contacting surgery because I know I'll just get fobbed off. I work in a school and it is impossible to access a telephone appointment during the working day but that is all I'm ever offered. Also the things I've needed to see a gp about are things i need to see someone in person. I have actually had to resort to paying for private medical care concerning the menopause as I did not even want to waste my time trying to get support from my local surgery.</p>	<p>The problem with Oakham surgery: it's highly stressful and difficult getting to speak to anyone, let alone see a health practitioner in person. Receptionists have to fob patients off because there are so few appointments available - unless you are 'an emergency' - with no explanation as to when a health problem or sickness becomes an emergency. The practice needs to double it staff to start to cope with the massive increase in Oakham's population due to new estates and huge 'elderly care' homes/complex.</p>
<p>As said above receptionists are not medically trained to a level where they can make a judgement on whether you need to be contacted by GP or not even when I explained negative lateral flow test and I had COPD</p>	<p>Tests were taken but results were slow to arrive</p>
<p>It is difficult to get appointments at anytime either by phone or website. We need more doctors we have built and expanded oakham and included housing for older generation this has an impact. I don't have a problem with phone consultations if it increases appointments doctors should determine if face to face is needed. Last time I went to the surgery the nurse came out twice for appointments which were no shows</p>	<p>No idea and very rude</p>
<p>It was difficult to speak to a receptionist. I was offered an appointment with a nurse/nurse practitioner the following week where I was given advice about how to manage my hearing loss.</p>	<p>Impossible to get to see a doctor. Even told by reception to call an ambulance rather than be allowed to see a doctor.</p>
<p>Was told that a doctor would get back to me after seeing the nurse - didn't happen</p>	<p>Yes I really needed to se a doctor but was told no way !</p>
<p><b>GOT THE BLOOD TEST - FOLLOW UP NOT GOOD</b></p>	
<p>When you eventually get to see someone it is fine. But making appointments is incredibly difficult Also everything seems to be sent to a nurse and not a Doctor</p>	

<p>Consultation not completed</p>	
<p>Was told no one at surgery to do injection so keep taking the pain killers.which are now not working so still in pain a year later.</p>	
<p>The practise is poor, and using COVID as an excuse to cut back on appointments. Months after they were cleared to give face to face appointments they still were telling people " In line with government guidance blah blah blah.. can't give face to face appointments"</p>	
<p>The practitioners once you can get to them pretty much do a good job. Getting an appointment is a nightmare. There has been numerous times I've phoned &amp; not been able to get an appointment. This started well before covid. I leave it as long as possible before contacting the doctors due to the difficulties &amp; attitude of reception staff. The number of locums also causes a problem as some aren't there long &amp; make you feel like they just want to do the bare minimum. I haven't seen my own dr for years, there is little continuity of care &amp; things are missed. Generally disappointed with the service.</p>	
<p>On the last occasion I managed to get a face to face app. but not with a doctor . No telephone app . available for a doctor . I did get an urgent referral from the nurse to hospital and the treatment that followed was excellent . Sometimes medical issues are not so urgent but still very necessary . There have been no doctors app on line for 18months. Speaking to a doctor appears impossible and certainly no hope of a face to face consultation, unless you are extremely ill. The pandemic has caused problems undoubtedly but this surgery has become less and less accessible over the past 5 yrs . Everyone is aware there are not enough doctors to deal with the increasing number of patients but the practice is still being paid for every one of those patients . The situation is understandably challenging but adequate care is not being provided on many occasions, except the very urgent .</p>	

<p>I have often found it difficult to get through to the surgery, and one of the receptionists has been rather rude and abrupt on several occasions. I was even told when trying to make a cervical screening appointment back in July that I didn't need one, as it was every 5 years. This was not true, and I had to tell her that it is every 3 years (for my age group). The clinicians themselves are absolutely fantastic, and always provide a very high standard of care.</p>	
<p>I have found it 100% impossible to make an appointment with a doctor online. I have also found it impossible to get an appointment with a doctor by telephoning the practice.</p>	
<p>Getting an appointment online or via telephone is incredibly difficult and this was the case prior to COVID hitting the UK. Now we are in the middle of the epidemic its virtually impossible. Very satisfied with care from nurses and GPs when you actually get it.</p>	
<p>It is difficult to the point that I rarely attempt to get a appointment at the GP surgery and use urgent care or A&amp;E instead.</p>	
<p>The receptionists are very difficult to give an appointment to a 91 year old who finds it difficult to get to the surgery and then is expected to stand outside in the cold until called The Doctor said I'm to call at any time if I am concerned regarding my terminal illness but the receptionist are unhelpful and not willing to give an appointment with in 24 hours</p>	
<p>Much better to make your appointment online. Booked a telephone consultation for a set time, then the GP rings two hours earlier than the appointment time. Would much prefer to speak to my own GP</p>	
<p>Online booking service doesn't work. Surgery clearly oversubscribed. Near impossible to get a face to face appointment.</p>	
<p>The surgery has done its best in the circumstances</p>	
<p>I think the team do what they can see g as the town has doubled in size and the amenities have not, more service do need to be available, in general it is very hard to get through by phone</p>	

<p>In the 18 months I've lived in Oakham I have had to call the practice 3 times. Each time I have to dial at least 45 times before I don't get an engaged tone. Then twice it will say I'm 8th in queue and after 10 minutes someone hangs up.</p>	
<p>Totally hopeless since Covid. I went to see the doctor in July 20 with lumps under my arm in my breast &amp; a leg filled with fluid from the thigh to the toes. They would only look at one thing. Paramedics took me into hospital that night. I have organ failure hence the leg swelling.</p>	
<p>It is not an easy task getting an appointment.</p>	
<p>To get into the call queue regularly takes at least 40-50 calls and 90% of the time are told there are no appointments or call backs available and to try again the next day, this is often at 9am in the morning and it has taken that long to actually speak to anyone.</p>	
<p>The phone lines are impossible. Young children often need to be seen. As a result we ended up in a very overcrowded A&amp;E on a couple of occasions. Full of children with similar illness that couldn't be seen by local GP's. Hospitals overwhelmed</p>	
<p>Contacting the surgery by telephone for an appointment only elicited the response that there were no appointment slots for the current or next day. Appointments for further in the future were only available on line. When it was made clear that no appointments were available on line, I was informed that early Saturday morning was when free appointment slots are released. It took 3 attempts to get a free slot for the following week; logging in at 6am and monitoring the web site until the appointments were released. Additionally, only appointments for the next 1 to 2 weeks in advance were available.</p>	



<p>Prior to the onset of the pandemic I would have said we had the best Doctors in the Country however, since then they have become far more remote. We are aware that Doctors have retired/left and recruitment of replacement Doctors has been far from easy. I have been lucky in that I have required very little from them over the past couple of years. With the expansion of the town and surrounding areas it is obvious that the premises are not big enough, they should have been encouraged to look for larger premises several years ago in line with the Councils housing plans or plans put in place for a second practise.</p>	
<p>Unable to get through on the phone after hanging on and ferrying for ages</p>	
<p>Staff have always been very polite</p>	
<p>Absolutely shocked really I'd rather go get Covid than attempt to use your crap service again</p>	
<p>Not being able to get past the receptionist to see the doctor.</p>	
<p>My husband is having cancer treatment at Addenbrookes and it is quite stressful to get an appointment at Oakham Medical Practice for his blood tests. It takes ages to get through and then sometimes he can't get an appointment in time so he has to drive to Addenbrookes to do it. This is my biggest worry.          From my own perspective, I have not been to the doctors because it is so difficult to get through to book an appointment. I don't have concerns about the care when I am seen, but getting seen is difficult. We tried to move to Uppingham surgery but we were told we live too far away. I get the impression that surgery struggle to cope with the volume of calls/appointments that are needed</p>	

Long waiting lines to get an appointment on the phone. Sometimes it's engaged and you have to press try again 10+ times. Rude receptionists. I've called on behalf of my daughter and myself. Most recently to book an appointment to have my breasts examined as they were painful and I had new lumps to be told I'm too young to have anything seriously wrong so don't worry ?? Again I've called for a repeat prescription for an inhaler for the receptionist to ask why I need inhalers.

Again I've been since having a baby and a nurse has commented on how young I am to have a child.

I rarely ring now unless it's on behalf of my daughter. I pay over the odds for inhalers online, I've been privately to have my breasts examined and I certainly wouldn't take my child to to gp alone. When the comment was made about my age, I could have burst into tears but if she'd looked into my history she would have seen I have fertility issues.

If the GP surgery had called back instead of leaving it hours there may have been an appointment available and probably didn't need to end up at Peterborough hospital the next day.

Rude and unhelpful

OMP can be amazing and individuals are sometimes very helpful. They are doing their best in incredibly trying circumstances. However, their difficulties and the resultant problems for patients pre-date the pandemic. The systems appear over-stretched and even broken. It seems the business team and medical staff are at odds, causing difficulties for patients. The new website is even worse than the previous version. Staff, be they clinicians or others, appear not to refer to patient notes. The systems for contacting OMP are ludicrously outdated and inefficient. the practice is simply too small for the local population. These few words could easily expand into a very negative book. How can we fix this problem?

<p>There are times when you need a face-to-face discussion. A "rushed" phone call back does not work. Not does an appointment to see a nurse at the minor injuries unit.</p>	
<p>The first appointment I was given when I explained my problem I was told a nurse would telephone me. She did phone and prescribed medication that proved not to help me. It was two days later iiwas able to discuss my condition with GP on the telephone and she prescribed medication that was correct and helped almost immediately. I wished I had been given an appointment with GP when I first phoned as I was in terrible pain</p>	
<p>Hard if not impossible to engage at all. Phones never answered. No appointments ever available. Disgusting service</p>	
<p>Appalling. Can't get through on the phone, when you do an online consult you usually just get a text saying make an appt. Which you can't for an under 16 online and can't get through on the phone. Appalling lack of care for me as a ECV patient over the pandemic- not identified as needing to shield, household members not coded as needing jabs early to protect me.</p>	
<p>Need to see humans</p>	
<p>Service has been in decline throughout the past 20 years. We used to have an assigned doctor, then that stopped, next the waiting times grew into weeks (before Covid) and now you are unable to book at all.</p>	
<p>It is very difficult to get an appointment. 30 minutes constant dialling early in the morning just to be told that there are no appointments available that day, unless it is an emergency, and can't book an appointment in advance, so the only option is to do it all again the next morning, and again and again...</p>	
<p>Takes two days to get a phone answered, kept getting told by message to go on line and you have to be registered to do this and when you do there is no appointments</p>	
<p>It's not their fault</p>	
<p>Diabolic service or should I say lack of it!!!</p>	

When I need medical help it is almost impossible to get it. There are never any GP appointments available on line, the telephones are engaged or there is a long wait, the receptionists ,through no fault of their own, are not qualified to triage. There is no continuity if care. I do not know who my GP is. She retired several years ago and I have never been told of a replacement I get no medication reviews.	
Level of service 1st class, actually getting an appointment difficult.	
We have to use online services where you can never get an appointment with your own doctor . It's very difficult to obtain an appointment by ringing the practice . Diagnosed over the phone without an examination which is not acceptable.	
I only used the app as that's the only way to get this appointment .. engaged tone then eventually got through the women who I spoke to brushed me off. So booked via app and selected a DR.	
I had to keep getting up in the night at various times to find an appointment online with one of two doctors I wanted to talk to. This went on for about a fortnight. I tried after midnight, 3am 5am, all sorts of times. That is not acceptable.	
Terrible	
Always on hold for ages. Often no apmnts left either phone or face to face on same day when needed. Difficult to hold on phone when at work. I often try to self diagnose rather than wait for an appointment.	
Some difficulty when I telephone. Can't enter surgery.	
Feel as if you are begging for help only can get phone calls if you are lucky	
Difficult to make an appointment, and while phone consultations are great in some instances i feel there's a reluctance to see patients face to face when it would be useful	
Any engagement has been hard. No diabetic care or follow up. Poor help having had a stroke.	
Cannot see a Doctor	

<p>Text responses are adequate only. A dialogue - however brief- is preferable for the patient and, I'd expect, for the doctor too</p>	
<p>Level of service very poor .</p>	
<p>An 80 year old person needs a face to face interview</p>	
<p>In an ideal world, if I am feeling ill when I wake up in the morning, I would like to be able to call the surgery, have it answered fairly quickly and get an appointment (ideally face to face) that day or the next day. You have to admit that that does not happen - think back to the last time you needed medical attention - how long did it take you to see someone?</p>	
<p>After waiting on the surgery phone at least four times I eventually got through to ask for appointment but none available. Told to watch for appointments to appear on line as released over the weekend. The only way you can get an available appt with a GP is get up during the night and see if any have been released by the system . It was urgent so in between times I phoned Rutland Late Night pharmacy and spoke to pharmacist straight away who recommended some medication which would help my condition but not interfere with current long term meds. Thank heavens for such a helpful and knowledgeable man.</p>	
<p>It is always difficult to get an appointment both by telephone and online booking. More staff are needed to provide timely and adequate care.</p>	
<p>As above</p>	
<p>Despite the local pharmacist advising that antibiotics were required, it took 18 attempts to get through on the phone. On another occasion my son needed an X-ray which was not available on the day we attended. On the third occasion I was bleeding profusely in your car park and they would not see me at the urgent care or at the surgery, we ended up spending the day at A&amp;E</p>	
<p>Had a same day telephone call. Doctor asked me to come in, got referred to adult ent. Got an appointment to see them in Jan</p>	
<p>Always engaged, not very pleasant reception on answering, feel like it's all too much trouble. Never seen a doctor</p>	

<p>The latest contact much improved. Easy to understand, clear and a good English command. The GP suggested a further appt may be necessary after a week. Unable to book online no slots available.</p>	
<p>Awful experience trying to get an appointment. Went online at 3am to get a slot. By 8am, all gone.</p>	
<p>Needed to consult with a doctor regarding deteriorating symptoms. Talked to person who answered the phone and got some change to medication but needed to talk to a doctor. The person has complex problems and we need to talk to the doctor but that seems to be impossible. Several months later still not got to talk to our gp.</p>	
<p>Tried to book appointment on the website but none available so had to call surgery. Staff seemed drained and tired</p>	
<p>Nightmare, the thought of trying to get a Dr's appointment makes me feel stressed before I can even speak to a person. You ring and ring then you hold for ages and then you can't get an appointment or you wait for hours to speak to a Dr. It is hellish.</p>	
<p>Not their fault that the NHS is underfunded. They are let down by the council that permits housing without any attempt to provide the necessary infrastructure. I am aware that the surgeries are private enterprises but Rcc needs to attract a new surgery and not permit housing until they do.</p>	
<p>Got told no appointments available. I insisted and one was found. There is plenty of room in Oakham clinic to wait yet had to stay outside in the awning. It was freezing. They only have to re arrange inside to allow seating for patients. They should try harder especially for elderly.</p>	
<p>Not acceptable level of service even taking Covid situation into consideration</p>	
<p>Online booking useless and unhelpful Online physio pointless and no one ever called to see how I was progressing</p>	
<p>Have lost faith in what was a good service over the years. Making a 96 year old wait in outside tent a disgrace when the X-ray dept 50 yards away allows use of waiting rooms.! I believe covid is used now as an excuse for bad service.</p>	

Not able to access face to face consultation. Not called for flu vaccine. Repeatedly prescribed everything on repeat medication list, not just the items I highlighted. Pharmacy has also attempted to inform gp that I had not requested all that was authorised, however to no avail	
Telephone difficult due to length of time to get through. Not everyone can spend the time as at work. The answer of just keep trying frustating. Didn't ever see an appt on line so had to redort to phone	
Joyce I have ,always found all the staff at the practice very helpful, and have never had any problems.	
Extremely difficult to get appointment on line. Virtually impossible to get through by phone in morning. Have to ring pm to gey response	
I don't bother with the Drs anymore unless it's my depo injection as they misdiagnosed a pain numerous time having to have surgery and time off work when not needed. Anytime I rang about this I was told so many different things it's baffling. And Drs involved who had no idea what was going on and having to explain so many times for different things when no one clearly had a clue	
Very difficult to get an appointment	
The worst ever. Drs feel like they are rushed, under pressure and therefore are brusque and just want to get to the next patient. Drs leaving at a tremendous rate. No continuity of care. I am a cancer patient and need someone who understands my case. Just awful experience.	
Slow and not user friendly	
wound dressing	
Felt like I was a nuisance.	
Initial enquiry lead to urine sample, blood test and go appointment. All very well managed.	
See 17 above	
There are not enough doctors or staff for the population of Oakham	
They appear too busy they don't listen to the patient they don't do anything unless you threaten to complain to the ombudsman	

I've never felt dissatisfied with the service I received.	
There was a complete lack of care. In fact, I needed a hip replacement.	
It takes too long to get an appointment, you have to hope you'll see someone that'll take your complaint seriously.	
I don't like having to get up at 7am to try and get an appointment slot	
Fortunate that she had experienced a similar condition so knew exactly how much pain and incapacity I had endured.	
THIS SURVEY DOES NOT ALLOW ME TO RECORD MULTIPLE TIMES I HAVE HAD TO CONTACT THE SURGERY! Each occasion has led to different experiences.	
Because of previous history of carcinoma, treatment and referral was very prompt	
Surgery not Interested. Long wait before phone is answered.	
Nurse practitioner very knowledgeable and efficient	
Reception are fine, helpful. GP (Dr XX) was very abrupt, did not read notes of previous consultation and therefore was initially making wrong assumptions, and generally sarcastic and rude in conversation. I understand the pressures due to covid, but this was a concerning experience.	
The last three times I've tried to sort an issue I had to ring 111 instead as the symptoms got progressively worse as I couldn't get through on the phone, or appointments were for weeks later.	
The single time I have seen a gp, he was very dismissive and not at all sympathetic to my needs.	
The doctor I saw was good, but then a week later was advised the medication I was given was not altogether correct, and now need a third blood test and another weeks of blood pressure readings	
Doctors don't seem to see the need for a face to face appointment. In my case they are dependant on my responses about a third person.	



There seems to be a problem to reach a person to discuss	
The significant delay and zero action from the doctor resulted in unnecessary discomfort and pain. The hospital staff were amazed that the doctor - even if he was too busy to see me - had not even asked for a sample to assess the extent of the problem.	
Care navigator abrupt. Nurse lovely.	
All most impossible to make an appointment over the telephone	
Had to be very very persistent to obtain an appointment which in my opinion would have been impossible to diagnose over the 'phone	
Terrible service, there is no help for patients like me with hearing aids. I can't phone in and there is no other way I can make an appointment. I tried many times to sign up on line and had no luck. I've not moved to Empingham which has been so much easier who are also so much more helpful with my disability. Why can't Oakham be like this.	
I only try to contact my Doctor for urgent medical issues, consequently the last time I have seen a Doctor (GP) was 3 years ago . I am 68 and have not been able to get a health check in the last 8 years	
There are virtually no doctor appointments available on line and the phone is constantly engaged	
I was called back within 15 minutes and seen within an hour.	
Making the appointment was fine, but my experience with the woman at the surgery was not good.	
The battle-axe on reception needs to go. OMP needs more funding. Streamlining work those who work full-time.	
Absolutely terrible. Disgusting.	

<p>I find it difficult to access any services . I feel that they are not providing an adequate care service. When the weather was cold, people still had to sit in a freezing marquee when other surgeries were allowing people in their waiting rooms. When I was there the were some elderly people having to wait outside in the cold.</p>	
<p>Nurses are good but getting to see a Dr is impossible</p>	
<p>Satisfactory</p>	
<p>Whilst I did get to speak to a nurse practitioner I did have to argue my case and be quite forceful to get this outcome. Someone less able to express their concerns well could easily be pushed into waiting longer than they should.</p>	
<p>No way of telling whether or not I have skin cancer, even though I am very worried out it.</p>	
<p>My operation at LRI was cancelled on the operating table because of dangerously high blood pressure. The hospital gave me a letter for the GP asking for urgent help in reducing this BP. I put the letter through the surgery letterbox and emailed it to them but with no response. They sent me a text to say I should not contact them by email about an acute medical problem and I should call the surgery. I received this text after I had spent an hour and a half on the phone listening to the engaged tone from the surgery. When I eventually spoke to a doctor who had just joined the practice (early December 2021) he was very thorough and helpful and is diligently following up, quite unlike the experience in February, when they left me high and dry. Texting using the NHSNoReply system to say keep taking the tablets does not create an effective dialogue in managing this life-threatening condition.</p>	
<p>It's become much harder to make an appointment and see a doctor sine we first moved here in 2013. This decline started before the pandemic although that has no doubt make thins a great deal more difficult for the surgery.</p>	

<p>I spent 30 minutes trying to get through to speak to someone to get a gp to assess my father. I waited and got cut off once at front of telephone cue. I then picked the emergency option and got a abuse person saying I needed to ring back and wait for the normal option. I then choose to ring 111 waited another half hour for an ambulance. One my father got to hospital he was in kidney failure with kidney function at 9. He was very lucky. He then had a second experience with gp practice not sending test results to his specialist and again ended up in hospital for the second time this year with another accurate kidney failure below 9!</p>	
<p>Not accessible enough for people who work full time and can't access a phone during working hours. Takes too long to get through on the phone . When you do eventually get through there is never any appointments.</p>	
<p>Not enough staff for a town of Oakhams size</p>	
<p>I feel very vulnerable and constantly hope I am not going to need urgent medical help</p>	
<p>I have tried to make appointments lately and make enquiries and it is very difficult. First of all you can't get through, then the receptionists are unhelpful, then they tell you a doctor will call you but they can't tell you when. So you miss the call because you are at work then you have to phone in again etc etc etc</p>	
<p>Once I see the GP fine ...but trying to get an appt is unacceptable Also seen on my notes, written did not attend and I did and also flu jab declined which I was never invited for</p>	
<p>First of all what engagement chatting on the phone isn't getting treatment and all GP's should be triple jabbed against Covid so seeing patients and be at the surgery fresh air ventilation should be installed to prevent transmission</p>	
<p>As above, tried for a year to get appointment as receptionist kept telling me to book online</p>	

Unable to get through and have to wait a long time.  
As long as expect that there is no possible way to have F2F appointments, service is as expected for pandemic.  
I find the phone calls back much less convenient due to being at work, however amazing to be able to get help when required.  
Staff always very helpful and have great resilience.

According to NHS website, 1st instance of Thrush should be seen by Dr or at least GP surgery.  
By referral straight to pharmacy I was unsure if I was purchasing the right prescription and they didn't treat me in the professional and knowledgeable way I have always experienced through the GP (nurse, doctor or prac.) . In addition, I then had to have three more dealings with the GP surgery over 6 months as the thrush wasn't treated properly and eventually I had a Swab and now seem to have been treated.  
I therefore feel that this actually wasn't an efficient signposting / out-sourcing, as I then had to return on multiple times (4 additional requests for appointments)

I wasn't able to make an appt via the web system. It is a "triage" procedure. You report your symptoms with a description and photo attachment (something that would be impossible to do if I was 80 years old!), then wait for a receptionist to call you back. I did this on 28 Sept, rec'd triage call 6 Oct and told a doctor "might phone you back Monday 11 Oct, can't give you a time". My request was for blood tests, so not urgent. It still seems a long time to wait for something that could have been arranged with a nurse. The whole problem with OMP: too many people for the practice to manage. The population of Barleythorpe has increased from 207 people in 2011 to over 3,000 in 2021, Oakham population: 11,227 in 2020: Total: 14,227 conservative estimate. We need another GP practice. Empingham also swamped. Not enough infrastructure to support population explosion in Rutland.

<p>Generally it's painful to get an appointment. Sometimes I've called up to 45-50 times until getting through which is frustrating. Usually if the call is in relation to a child you are seen the same day but 9/10 it's a nurse who says it's viral. Overall I find it easier to call 111 for advice and they are able to allocate an appointment much quicker.</p> <p>The late night pharmacy on the high street are helpful too.</p> <p>For the size of the town the surgery / number of GPs isn't sufficient. I was led to believe that the Barleythorpe Estate would have their own surgery to account for number of houses but it never happened and as more houses are due to be built the problem is sure to get worse and people's health will suffer accordingly. Something really needs to be done.</p>	
<p>Asked questions, and obviously not read my notes as been told to use medication that I can't use.</p>	
<p>I needed to be seen urgently after a misdiagnosis by doctor and physio whereby I hadn't been seen by either. I was asked to go to the hospital whom were not aware I had been sent</p>	
<p>Got tele appt 5 am online. Spoke to GP went to surgery for face to face. Not enough online gp telephone appts. Long phone queue normally. Ring when quieter then all gp appts gone</p>	
<p>Rang for appointment every couple of minutes from 9 till 1.30 gave up and decided to catch bus into town and ring bell on surgery door. tried again just before bus was due to leave and actually got through.</p>	
<p>This was my 3rd attempt to book an appointment. None available on previous 2 tries.</p>	
<p>See comments for 17</p>	
<p>No proper diagnose found out by going privately that I have prostate cancer which ought to have been picked up if I had been able to see someone</p>	
<p>Difficult , waiting time to speak to receptionist is horrendous,then there are no appointments available that day. Repeat process next day!</p>	

<p>A few weeks ago i asked if i could speak to a Doctor regarding Blood Pressure which had reached a high level and stayed high for a few days. i had a phone call from a Nurse,who knew no more about the situation than i did so it was a useless call. she told me to take my BP twice a day and hand the info in to the surgery which i duly did. 6 weeks later i had a call from a Doctor to discuss the situation.</p>	
<p>Frustrating</p>	
<p>Rude Unhelpful Seem. To pass the buck</p>	
<p>Getting an appointment to speak to a GP is extremely difficult but once past that point the care offered is generally good.</p>	
<p>On this occasion contacted by surgery and asked to make appointment for annual check up so knew the correct clinic. Can't tell what clinic initials mean if wanting to book online usually</p>	
<p>Have no idea who I engage with. My lovely Dr XX who knew my history has retired. Feel dumped! I feel it's such a huge effort to see a doctor now it's just not worth trying. What so many people feel now!!</p>	
<p>This questionnaire did not address my concerns and difficulties when engaging with the practice. These include lack of face to face consultation and lack of continuity between different practitioners. Attitudes during consultations may be dismissive or patronising, and show little understanding of my background knowledge or previous history.</p>	
<p>3rd world.</p>	
<p>My symptoms were not considered a priority but it turns out to almost certainly cancer</p>	
<p>Not fussed about face to face appointments telephone is good</p>	
<p>I know these are trying times but I find the person taking my call, a request for help, not very sympathetic. Some can be quite abrupt. Not all I might add.</p>	

<p>Generally ,the service has been dreadfully frustrating however my last experience was like the old days, face to face with my own Dr.</p>	
<p>ABSOLUTE RUBBISH. THE WHOLE SURGERY SHOULD BE SHUT DOWN AND REOPENED UNDER COMPETENT MANAGEMENT.</p>	
<p>The query was not dealt with</p>	
<p>Need face to face appointments</p>	
<p>The answer to question 5 is not accurate as I had to drop a letter into the surgery to obtain the appointment as it was impossible to get through by telephone. It was only by looking online some days later that I noted that I was due to receive a telephone consultation in a few days time.</p>	
<p>Many of the questions in your survey are based on the premise that an appointment was offered, made and followed through. In this instance, an available appointment could not be offered because the practice's system would not allow the receptionist to do so. My responses to many of the questions from No.12 onwards are therefore not really relevant. However, we have both experienced an unacceptable level of difficulty in getting through to the surgery on the phone in the past, and when we have tried to find an appointment with a GP on their online booking system, there hasn't been a single one within 5 or so weeks' worth of nurses' clinics. Where are the GPs? What are they doing?</p>	
<p>This experience mirrored previous attempts to make an appointment when I have constantly been told appointments will be available online even being given times when they will be released. However I am yet to find any. On one previous occasion I resorted to writing to my GP which did elicit a response.</p>	
<p>Surgery clearly wanted minimal contact. When phoned to ask for appointment to manage post cancer care just told no appointments available</p>	

<p>There are no appointments. The surgery partners have no interest in employing enough doctors to meet the demand in Okaham. Their diagnosis is mostly based on subjective opinion of who you are rather than real medical opinion. This was true pre-covid also. My medical record is full of deliberate subjective opinion, ie re drinking smoking, diet and exercise. I don't drink smoke, eat poor food and do exercise daily. I have almost zero faith in our local surgery and its doctors.</p>	
<p>Making appointment difficult but once contact made ,by phone, the service was good,but would have preferred a face to face consultation. No actual examination undertaken., therefore the, resolution advised may not be correct, as I still have the issue at the moment and may need 2nd appointment.</p>	
<p>Always difficult to get through and more difficult to get an appointment. Often asked to call back when I don't have the free time to always do this.</p>	
<p>They don't want to help and see patients at the moment. Don't give you a warning of when a phone call from a receptionist or GP is likely</p>	
<p>Not very helpful, except for the nurses who are excellent</p>	
<p>In the 5 years I have lived here I have never seen a GP, each time I ring it takes for ever to get through and I am only offered telephone appointments. It is a very stressful experience trying to book an appointment and go through the numerous personal questions only to be told you will have a call back, great if you are at home but I have to work full time and cannot drop everything to answer a call as I am on a hospital ward!!</p>	
<p>I think I just need to get used to the new triage system. I think it's a good idea on the whole but it's a bit frustrating when you know that you need to see a doctor.</p>	
<p>When I looked on the NHS app, it says that my surgery called me and I didn't pick up - which is not true, I have never missed a call from them. Please see above question for further comments.</p>	



<p>As a family we have not had a good experience from trying to get appointments for ourselves and our children to finally getting an appointment and being given 5 mins of the doctors time who didn't offer anything other than to monitor the situation and come back despite all family links to heart conditions and cancer - no checks, no follow up and you feel like you are an inconvenience.</p>	
<p>I avoid contacting if I can and go very rarely. I would prefer to see a female GP. However this never seems available and now impossible to make an apt in advance</p>	
<p>Difficult to contact and find an available apt on line.</p>	
<p>I don't have enough time to wait on a call being answered so I use the message system on the website. Sometimes they answer Sometimes not...</p>	
<p>Absolute nightmare to get an appointment, constantly just get asked to ring back at 8:30 the next day but don't know how they expect people with full time work to just be able to pick the phone up during the day or come in last minute.</p>	
<p>I think we are extremely lucky to have such a dedicated team... especially under these very difficult times...I worry a lot that people don't understand...Governments over past few decades (this present one in particular) Have deliberately facilitated the demise of our NHS and we complaining are helping this, when we should be standing up for our NHS and demanding proper funding staffing, the repeal of the 2012 health and Social care act and to bring services back under NHS control...A massive thank you to all our wonderful healthcare workers..</p>	
<p>I cannot explain in words how bad this service is at this practice. I think they would rather their customers died than actually do their job.</p>	
<p>Good service, appointment with GP within 24 hours of first phone call, would have been easier to explain issue face to face or by video than over the phone but still good service and helpful guidance given.</p>	
<p>Always difficult to make GP appts either online or on the phone its difficult to get prompt appts</p>	
<p>Very good often same day response.</p>	

Fab when you can actually speak to someone but getting to that stage is really really difficult!!	
I feel as though at present I am a nuisance when contacting the surgery, so I don't do it, despite having a couple of things I'm worried about.	
What does one do when there are NO appointments and it is not exactly an emergency but situation will worsen if no medication can be sorted?? Both times I didn't get to a GP and they had no slots for callback, I think a nurse triaged me for my desperate needed repeat meds.	
Note: this survey requires an answer for questions 11 and 15, but does not have the option for me to indicate that I could not make an appointment. I have therefore had to select an option but it does not represent my experience ( as I was not able to make an appointment).	
Cannot get hold of staff, locked doors, no appointments available for weeks, dangerous inability to serve their patients, we need another medical centre serving Oakham, which was meant to be provided via S106 from the Hawksmead development but got 'lost' by the Planning Officers.	
It is increasingly difficult to contact the surgery. I have a number of chronic complex illnesses, I haven't had contact with my gp in almost 2 years.	
Not had to for a while but would have no confidence that I would get an appointment if I needed one	
Can't get an appointment	
Difficult to get through on the phone, it's impossible to get an appointment online (unless you are awake in the early hours of the morning). Some things can be resolved via a telephone call but not all. Face to face appointments should resume asap. Dentists are back working why can't the doctors see patients?	
Too difficult to make any contact. Phone often get number unobtainable. Website very few appointments available	
It has improved recently but for the previous 18 months it has been utterly dreadful and virtually impossible to speak to a doctor.	
Very poor. Impossible to get through let alone get an appointment	

Not interested, details not properly added to my notes	
It is possible to engage with a GP via the website but it is not as helpful as a face to face appointment with the doctor of my choice	
Waited long time to speak to GP and then used email service which failed to help my issues by replying in time scale needed before I needed to start back to work	
I found it vague. I had to ask questions to find out what would happen next. I had no choice in the procedure	
It's always difficult to get through to the surgery. There are never any appointments available when I look on line. Very stressful trying to contact the surgery	
We seem to see a nurse rather than a GP, which has been satisfactory.	
I have never had any problems with my surgery	
Infinitely difficult, very distressing I feel disregarded, abandoned alone and worried about a number of continuing medical conditions .I,m thinking of transferring to another practise, nothing can be as bad as this!!!.	
It feels like a battle every time and puts you off calling. Sometimes it can take over an hour and half to get through by which time all appointments are gone and you're told to call back the following day, the lines don't open until 8.30 am and for a working person that just doesn't work. I also feel that there are too many virtual appointments and mine over the last 18months have all been by telephone so the GP can't even read my facial expressions let alone body language etc. Too fast and too dismissive, I fully appreciate the C19 situation but talking to friends across the county registered at other practices they are getting a much better service.	
Once finally contacted, quite helpful	

<p>Impossible to get through by telephone, using website mostly results in a telephone call but often with a receptionist when it was clear you needed to speak to a clinician so you then have to wait for another call experience for myself and partner shows that these are not scheduled so could be anytime during the day/evening.</p>	
<p>At Oakham Medical practice I always find the staff very helpful &amp; would highly recommend them to anyone who needs to know.</p>	
<p>I tried several times to get an appointment online with no success, at various times of the day/night. None available. Really wanted to see a doctor not a nurse at the hospital. She took a photo of my problem which she sent to a doctor, felt this was a poor level of care.</p>	
<p>If they had been seen by an experienced Dr to start with treatment would have been different and if when they reported a deterioration in their health it was actioned an ambulance (waited outside hospital 3 hours followed by 17 hours on a trolley) and an inpatient hospital stay would have been unnecessary. Even a Zoom call over a telephone call and they could have noticed deteriorating health or even spoken to a carer</p>	
<p>So hard to get through and to book appointments - feel like you are being rushed through like a process and that the 'care' is lacking. Easier to get listened to for kids than for adults - basically if it's not urgent no one will help you be seen.</p>	
<p>They are impossible to get hold of by phone and by the time you get through there are usually no appointments left.</p>	
<p>Doctors is like the Holy grail I don't know anyone who has seen one face to face at this surgery it seems to be passed off to nurses &amp; nurse practitioners. I think doctors only ring ppl to give them appointments with nurses.</p>	
<p>The practice is not fit for purpose!</p>	
<p>The difficulty is getting through to the surgery. Also once you've called 188 times to be told 'call back' is not helpful. If you get to speak to a medical professional the care is good. Getting to that point is almost impossible</p>	

Despite the fact that my husband is unable to speak, and that the surgery are aware of this as he has filled in a form giving me permission to speak on his behalf, I was told that my husband had to have a telephone appointment in the first instance. There did not seem to be any way that the receptionist could override this requirement.

Once you get to care giver from doctor, nurse or pharmacist the care is excellent however it is fairly evident that they are not sufficiently big enough or staffed appropriately to cope with Oakham's ever growing population. I fear the 2 new estates on Braunston Rd will tip them over the edge. However I was impressed about recently having a meds review with pharmacist rather than doctor, much more informative and felt I actually got a more suitable prescription at the end of the consultation

I found the online process really easy and received a text very quickly letting me know when my appointment was. Initially the doctor spoke to me over the phone and then provided a face to face consultation the same day. I was really pleased with the service I received.

Staff are very defensive, understandably I suppose, but you get the feeling that one wrong word will get you banned for life.

The appts are really difficult to get you have to basically beg for appt and help

It's impossible to get through on the phone....when you do they say there's no appointments ...u can't get an appt on line either It's ridiculous....  
I hardly ever visit the doctors and there's no wonder people are avoiding it or getting ill  
The service is appalling

You can never get through on the phone and nobody will talk to you face to face even when you have seen somebody else at the surgery, they just tell you to go outside and use the intercom then complain and are rude to you because they can't understand you with a mask on. The receptionists are rude to the public but we cannot answer them back as it is not allowed. They should practice what they preach.

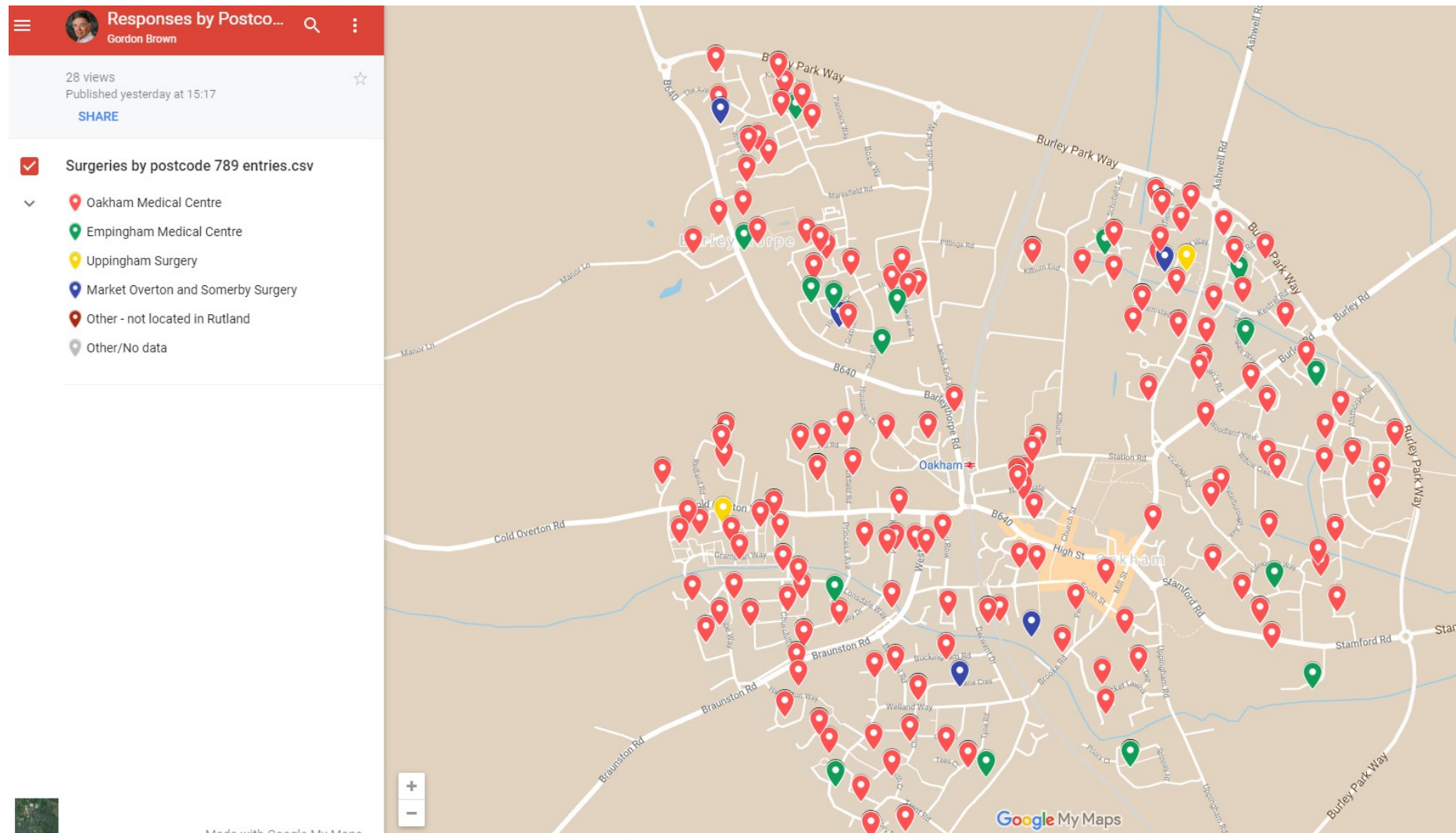
<p>On this occasion we were seen promptly and the nurse asked a doctor to come in to double check my husband. We often find it very difficult not being able to go into reception to ask a question. It is often frustrating having to phone and more often than not you are waiting for some considerable time. It would often be better to go in and ask a simple question face to face.</p>	
<p>Frustrating waiting and not getting what you need</p>	
<p>Sick of listening to covid blurb which goes on and on                  Sick of not SEEING my dr                  No continuity of care ie different dr everytime                  Sick if length of time it takes to get through or to get a call back ANYTIME of the day                  Not SEEING YOUR GP is not good enough</p>	
<p>Helpful and efficient</p>	
<p>Didn't even make me an appointment at the GP, sent me to Rutland Memorial Hospital.</p>	
<p>Haha not been able to receive a face to face appointment with my GP for over 2 years now</p>	
<p>Can't get appointment when needed and when I do get one it's a phone appointment but they never phone at the time appointed it's either much earlier or later when it's not convenient to answer</p>	
<p>I was told to book online as they couldn't give me an appointment. Online there are very few appointments with a doctor if any at all. For an elderly person who doesn't really use the Internet it would be nice to have some help when calling up for someone to get you an appointment. Also not being allowed in the doctor surgery itself after all this time takes away the personal touch as it feels like covid has just begun where we are 2 years on. I just hope one day you are able to service oakham it surrounding villages with the help and care they deserve.</p>	
<p>I was lucky as I think I got a cancellation. Usually it is impossible to get an appointment using the app</p>	

<p>Very difficult to engage with Oakham Medical Practice. Extensive telephone waiting times, despite calling at times suggested. This is made particularly difficult as I am self employed and unable to make/receive telephone calls during normal working hours.</p>	
<p>See above. There followed a complex and convoluted referral process for surgery, during which I had no opportunity to speak to the GP - by telephone or any other means, and communication of any kind with anybody was next to impossible.</p>	
<p>Felt I was being brushed off</p>	
<p>It is virtually impossible to book an appointment on line, when driven to telephoning it can take a very long time for it to be answered</p>	
<p>Why are there never any GP appointments on line and why are all appointments that are available INR etc? At least there is now a key to the appointment type on line...</p>	
<p>Locked doors, impossible to have a communication except through the intercom system in the outer entrance. Receptionist doing their best to help with a failing system.</p>	
<p>The practice has not carried out annual health reviews of elderly patients, perhaps understandably          I have not been informed of the results of blood tests          The practice does not acknowledge or reply to letters about serious medical problems          The practice has not acted on the written recommendations of the consultant enterologist</p>	

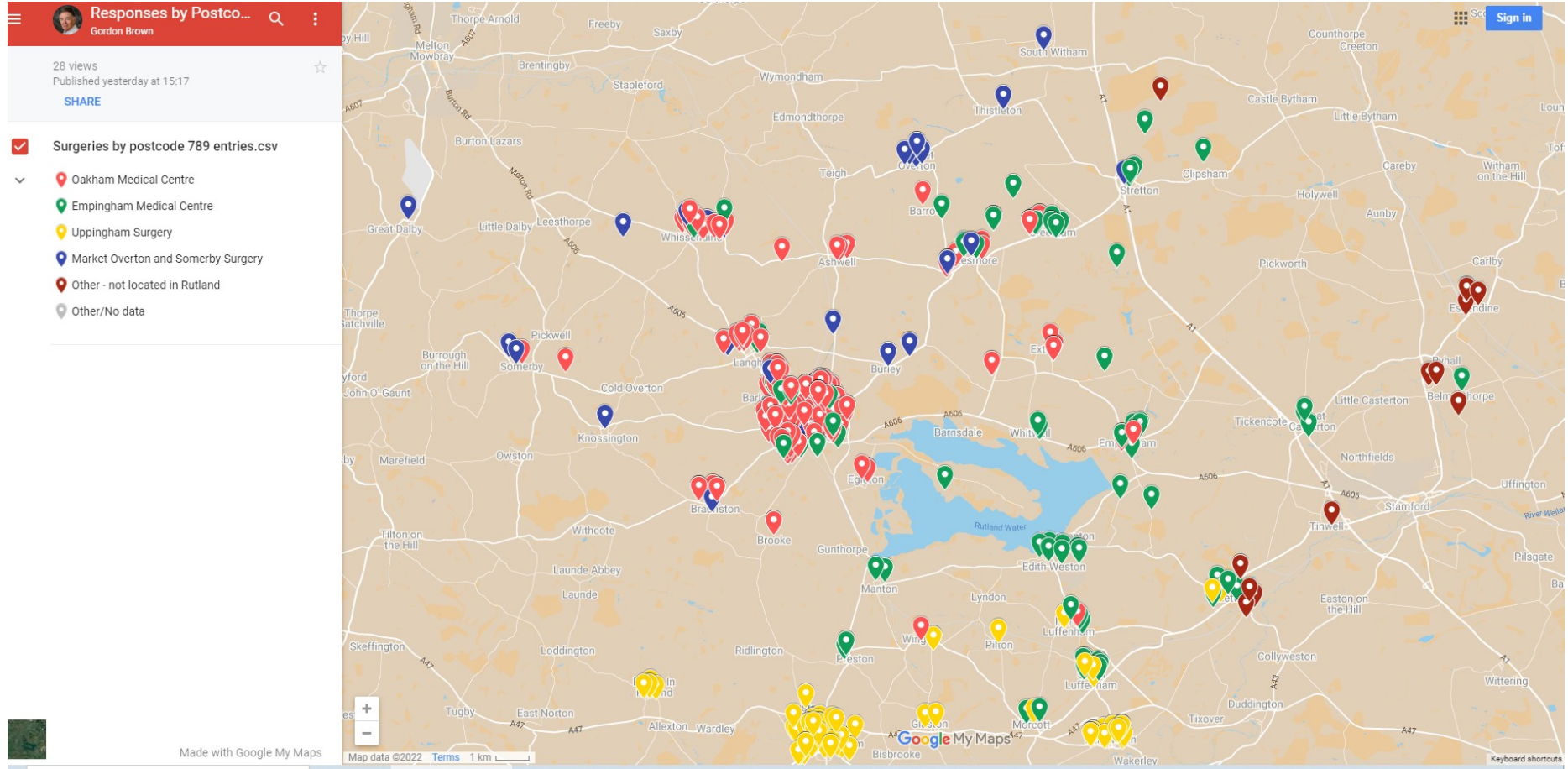
<p>I had become deaf and had a bad episode of vertigo (still un-diagnosed) I guessed due to my ears badly blocked with wax. Historically, I was treated for this at the the surgery. I was fobbed off by the receptionists into getting my ears checked/tested for deafness and blocked ears at the Boots shop. I'd been told that if I tested positive for deafness problems I'd be treated - only all treatments had been cancelled. In the end I had to find and pay privately for treatment. I still have no idea what caused the spell of vertigo - or if my reduced hearing is abnormal for my age. I worry about becoming seriously ill and not getting help - or even a response. I have lived in Oakham for many decades. The practice has deteriorated as it has become overstretched and a policy of barriers introduced to deflect patients who are not in a critical state.</p>	
<p>The greatest challenge is spending up to and in excess of 30 minutes to get an answer on the phone...I cannot imagine how care workers cope. It's really sad as it was obvious 10 years ago that we would need more GP provision when the council decided to develop the Barleythorpe estate.</p>	
<p>They are too quick to say it's covid. Are very rude and unconcerned</p>	
<p>Absolutely impossible to be seen by a doctor - eventually could see a nursing practitioner: first time this was not sufficient to subsequent seriousness of my illness. Second nurse did initiate appropriate tests - but time lost.</p>	
<p>The receptionist or who ever was very condescending and not sympathetic at all made me feel like I should not have bothered them</p>	
<p>My responses are general rather than relating to a specific phone call or appointment as I have made quite a few. On average you don't get through first time, you wait a long time for an answer and it is difficult to get an appointment. When they call you, you often miss calls because you are working. It is difficult if you work to have the time to make the appointments. The appointments on the website are limited so you end up having to call.</p>	



MAP - OAKHAM SURGERY HEAT MAP

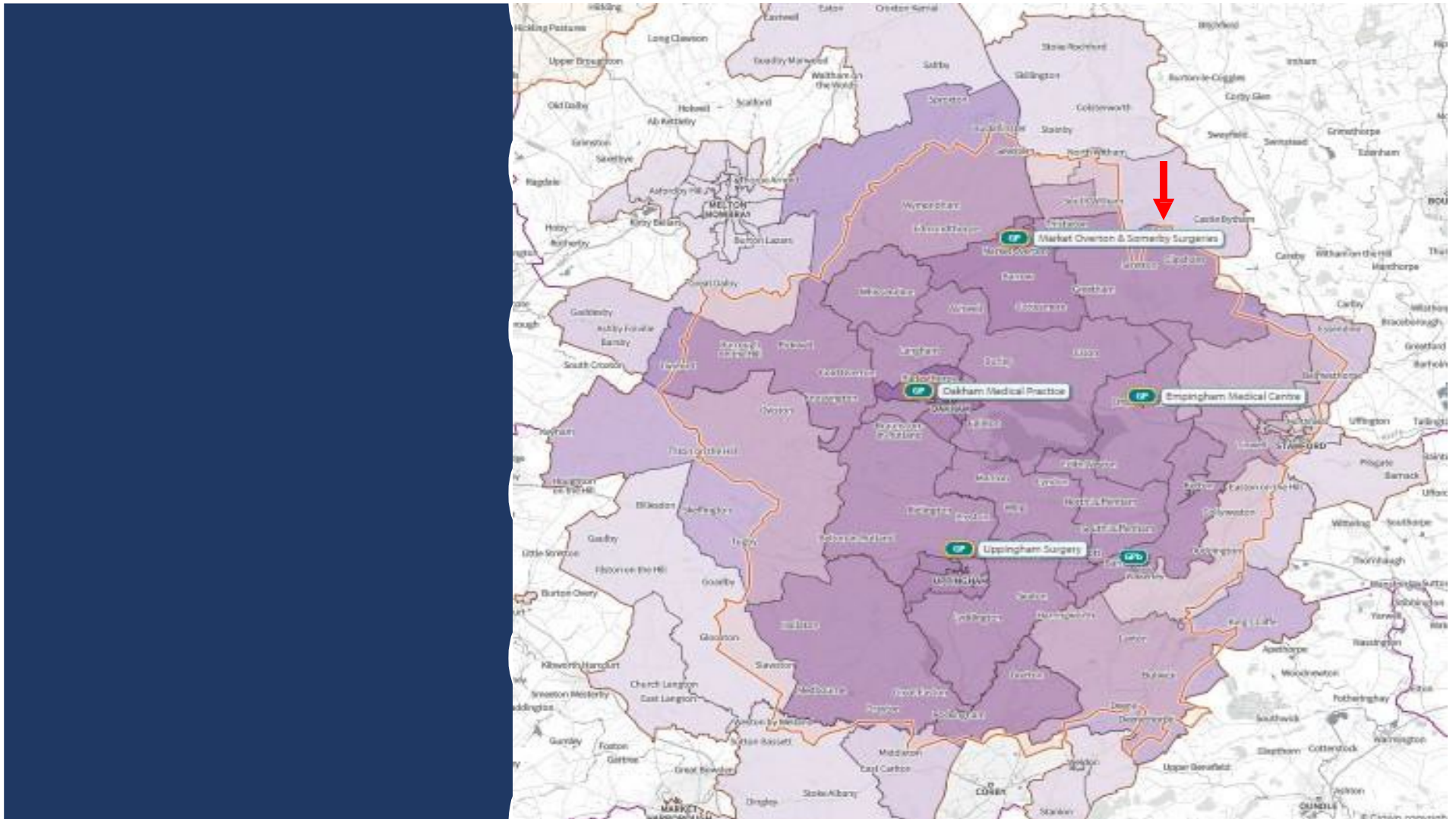


MAP - RUTLAND HEAT MAP





MAP - RUTLAND SURGERIES CATCHMENT



MAP – OAKHAM MEDICAL PRACTICE CATCHMENT

