

# Primary Care Survey Dataset volume 5 Part Survey Responses and Maps

EMPINGHAM MEDICAL CENTRE

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%

**EMPINGHAM MEDICAL CENTRE**

Responses: 150

Date: 09/12 to 10/01/2022

The centre has 9027 registered patients, which includes 1335 patients 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>	
	138	95%	6	4%	0	0%	1	1%	0	0%
How did you last make an appointment?	<b>In Person</b>		<b>Phone</b>		<b>App</b>		<b>Website</b>			
	1	1%	147	98%	0	0%	2	1%		
When you called, did you get an engaged tone?	<b>Yes</b>		<b>No</b>							
	18	12%	128	88%						
How many times did you call before you got an answer?	<b>First Attempt</b>		<b>2nd Attempt</b>		<b>&gt;2</b>					
	87	82%	9	8%	10	9%				
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>			
	97	68%	44	31%	1	1%	1	1%		
Were you triaged ?	<b>Yes</b>		<b>No</b>							
	130	88%	17	12%						
Did you find the receptionist helpful?	<b>Yes</b>		<b>No</b>							
	125	85%	22	15%						
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 42%				A week or more 58%			
	33	22%	22	15%	8	5%	12	8%	75	50%
Who was your appointment with? (Other (please specify))	<b>GP</b>		<b>Nurse</b>		<b>Nurse P</b>		<b>Pharmacist</b>		<b>Other</b>	
	92	61%	10	7%	40	27%	1	1%	7	5%
Did you see the person you wanted to?	<b>Yes</b>		<b>No</b>							
	95	63%	55	37%						
Was your appointment face to face, or remote?	<b>F2F</b>		<b>Telephone</b>		<b>Home Visit</b>		<b>Virtual</b>			
	56	37%	91	61%	0	0%	3	2%		
Were you happy with your level of care?	<b>Yes</b>		<b>No</b>							
	108	72%	41	28%						
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 68%				Not Easy 32%			
	57	38%	20	13%	25	17%	17	11%	31	21%
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 63%				Not Satisfied 37%			
	51	34%	15	10%	29	19%	15	10%	40	27%
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 75%				Not Satisfied 25%			
	63	42%	20	13%	29	19%	16	11%	22	15%

Empingham Medical Centre	Responses: 150 Date: 28/12 to 10/01/2022
<p>Detail your experience when engaging with your medical practice or surgery: (127 Responses)</p>	<p>Why were you unhappy with your level of care (41 Responses)</p>
<p>As a family we left Oakham medical due to the lack of care, response and general attitude towards their patients and since joining empingham surgery we couldn't be happier! We can call first thing in the morning and get through with minimal delay, they are so kind and actually care about you as a patient and we are so pleased with the overall service we receive at Empingham!</p>	<p>I wanted a face to face appointment</p>
<p>Currently accessing the GP is extremely difficult.</p>	<p>I do not think the Doctor thought that my concern was not anything to worry about, and gave me no confidence that it would be treated again any better if I returned. I would prefer to see a specialist</p>
<p>We were with cold Overton Rd surgery. They were appalling my wife wS ill and we could not get past the aggressive witches on the phone. We moved to empingham surgery and immediately got an appointment and they arranged for my wife to go into hospital that day for an emergency operation to have her ruptured gall bladder removed. We thank God we moved surgery's despite us being close by to cold Overton. My wife nearly died. My own medical records show treatment I've never had whilst registered with cold Overton Rd. It's is criminal the way cold Overton is run(or not run) the telephone, when it is answed, is manned by bitches</p>	<p>I couldn't get an appointment at all. Calling on Dec 6th, they could not offer an appt in Dec and weren't taking bookings for January.</p>
<p>I was fairly happy about the appointment, but sceptical that the reason I went to the Doctors was given the importance it needs</p>	<p>4 week wait for call</p>
<p>Surgery is fine if you can manage to get an appointment, but there are just not enough GPs for the number of patients. I am now considering a private GP</p>	<p>3 week routine wait for a phone appointment far to long. No wonder people go to A and E or Stamford minor injured</p>

<p>My visit was just for a flu jab so no real issues. However, I have an outstanding medical check up from March 2020 which was cancelled due to Covid and no one has followed it up. Even if I had any medical problems it would be almost impossible to get a face to face appointment with a GP. My wife who has high blood pressure is due a medication review - also well overdue. I am afraid GPs and the NHS in general has become the National Covid Service (NCS!) and seems to have forgotten about non Covid medical matters. Frankly this is not good enough and significant improvements are needed. It is not just my local GP where this an issue but friends and colleagues with potentially more serious medical issues find it very difficult to get to see a doctor 'face to face'. I do not understand how it is possible to make a medical diagnosis about a physical ailment without actually seeing and examining the patient. If this is the future then I am glad I am reasonably well advanced in years!</p>	<p>No appointment but was offered a telephone consultation I could not receive as working away from home</p>
<p>Its many months since I was able to see my GP and recently the contact has been to ask the staff to check with the doctor as to whether I should be having a blood test, what the results were, should I continue to take medication in view of the test result. I was told this would be the quickest way of accessing the doctor as there was a month wait for even a telephone appointment.</p>	<p>I have had to wait 4 weeks to get a telephone appointment.</p>
<p>Always excellent care, but due to extremely high numbers of patients now registered, all taking longer- prescriptions, appointments etc.</p>	<p>Because I cannot get an appt till January x</p>
<p>no online access, 4 week wait for a call back,</p>	<p>I have phoned twice to make two appointments- I wanted a follow up call with an asthma nurse, and to see a GP for referral to a physiotherapist or someone who could do a cortisone injection. Both times I was told there was nothing available and to phone back the following week when more "rotas" would be done. (And yes, was told the same thing on the second occasion I phoned, when I did as asked.)</p>

<p>Always good service</p>	<p>I can't seem to see a doctor face to face since covid.</p>
<p>Long waits just for a phone call, despite being asked to ring. Concerned that the 3 week wait could be detrimental. Referral time to secondary care informed they had no idea how long wait for a outpatient appointment would be. Still waiting over 8 weeks later</p>	<p>No appointments available.</p>
<p>I was happy with the initial consultation but, when I rang back more than once in the same week as I was struggling with pain, I hoped to be able to see a doctor face to face but had to accept painkillers ... the problem persisted and I had another telephone appointment ... eventually the pain subsided</p>	<p>Because it's a marathon and a wait to even talk to a Dr</p>
<p>I had to have an X-ray and then see a podiatrist which was all self referred</p>	<p>It is difficult to explain some things over the phone, and you are just offered tablets.</p>
<p>I was OK with telephone conversation. I think this fine for most issues.</p>	<p>Although I didn't know it at the time, I had a conversation with a locum who wasn't aware of the processes within the nhs in this county.</p>
<p>Nurse practitioner rang back same day and a GP appointment next day.</p>	<p>I wanted my child to be seen face to face but this was deemed unnecessary</p>
<p>I feel the staff are working as hard as they can but that surgeries now need to 'get back to normal' and start making appointments properly.</p>	<p>I needed to see my dr face to face. No questions about my symptoms. Only telephone appointments available, and nothing for over 4 weeks until next year, only one telephone appointment available on December 30th.</p>

<p>Took a long time to be given an appointment for a cervical smear. Had to ring back four times (each time was told to ring in a few days) before getting an appointment. The surgery should be making it as easy as possible to make an appointment such as this, especially for a smear where take up rates perhaps aren't as good as we would wish. The phone at the surgery is normally answered quickly but when ringing yesterday I was told the first telephone appointment available is not until January!! That's not even to see someone - not good enough. It also took the surgery over a week to contact me to let me know my blood results were abnormal - again not good enough in my view</p>	<p>I had to wait three weeks for an appointment which contributed to an infection</p>
<p>Never had an issue. Throughout the pandemic I have had 5 star care for myself, my pregnancy and my child</p>	<p>It's impossible to get a face to face appointment now.</p>
<p>For the last 18 months very poor. Okay before though</p>	<p>Unable to diagnose condition without examination</p>
<p>I am very unhappy with the service at my surgery. You cannot get a face to face appointment. I went to the doctors on the 4th January was referred to Peterborough hospital, my appointment came through got the 12 August and now have an appointment on the 15th December by phone with GP to find out what's happening. A truly awful experience.</p>	<p>I wanted to speak to a GP about an unusual blood condition and the nurse practitioner did not refer to my records or have detailed knowledge o the condition</p>
<p>I rang today 10th December to see a doctor, bearing in mind I never go to the dr ,s and to be told they haven't got anything and their January rotas aren't up yet, so can't make one. Then I was told I need to ring up on a Monday to try and get a nurses phone call and when I explained that's really hard to do I work in a school and cannot have my phone on me to which the receptionist replied saying well you'll have to ring 111.</p>	<p>Had to wait 3 weeks for an appointment for a child. This was about a broken bone after surgery and we were only offered a phone appointment in which the doctor would not be able to see the arm therefore pointless</p>



<p>The practice is very busy now having taken on a lot of people from a Stamford surgery. It's almost impossible to speak to or see your Doctor now. Last time I needed a telephone appointment it took 5 weeks! Very worrying !</p>	<p>E pexted to see doctor, I am diabetic and possibly have kidney issues</p>
<p>EMC is efficient, helpful and easy to contact. Excellent phone system. Face to face and telephone appointments always appropriate. Patient for 32 years, no complaints even in last 2 covid years. When their patient numbers have increased.</p>	<p>Very unhappy that my sick son was denied an appointment with his registered doctor !</p>
<p>Telephone appointments are generally available the same day if urgent but an appointment with a specific doctor can be over a month wait.</p>	<p>Very long wait to get even a phone appointment to diagnose a condition that needed to be seen</p>
<p>The receptionist relayed a message to the GP which resulted in blood forms being emailed over to me within 24 hours and an appointment booked via the phone and subsequently face to face within 5 days. They had already discussed my condition and arranged a referral by the time I attended Afternoon clinic. I have never had problems with Empingham surgery, the staff are amazing and getting in contact is easy, unlike Uppingham surgery.</p>	<p>see 13, I have had several other appointments in the last 12 months, all for physical issues, it has been very difficult to actually get to see a doctor in person, for over 12 months nobody examined me</p>
<p>Empingham are a delight to call and deal with. Every person on the call has been helpful and polite. Calls are answered promptly, helpfully and politely. I am so glad we moved to Empingham from Oakham whose receptionists drove us to move because they were rude, lacked empathy and were blockers to care and treatment.</p>	<p>Rushed appointments and impossible to get face to face</p>
<p>Since Stamford Lakeside closed/ had problems, many patients were transferred to Empingham, the practice and service here has now been completely overloaded . We used to be able to get appointments within a few days but now it takes weeks. I personally prefer to actually see a doctor face to face. One day there were 38 cars parked outside and all around the local estate.</p>	<p>I needed to see a GP face to face as I had already had several telephone consultations and my health was deteriorating and I was very concerned.</p>

<p>The process was professional and efficient. My appointment was not for an urgent matter and I accept that it is necessary to wait for a routine appointment as all GP services are stretched.</p>	<p>Had a bleeding foot and couldn't stop the bleeding. Appointment refused. Ended up driving to hospital with my foot in a plastic bag. Appt the following Week with nurse to dress wound was difficult to access.</p>
<p>We live in Great Casterton, right on the boundary with Lincolnshire, and recently moved surgeries due to how extremely poor the care was at Lakeside Healthcare in Stamford. Overall I am much happier with the Empingham surgery, but my recent experience as described above has left me frustrated. I don't mind waiting a couple weeks for a non-urgent appointment but to not even be able to schedule the appointment is not good.</p>	<p>For mental health it is better to see someone face to face</p>
<p>No problem with the care and service provided by staff just the time waiting for an appointment which is always 3 weeks. I don't think this is an acceptable time to wait for just a phone call, it can then be another 2 weeks to then have a face to face. I understand the surgery has taken on patients from another surgery that closed which must be causing these delays. More staff are clearly required to cope with this additional work load.</p>	<p>Seem unable to see a doctor only a practice nurse</p>
<p>Can be hard getting appointments via reception when on the phone. 2 too 4 week wait for a telephone appointment. Can't order prescriptions before they are due, when they are due you have normally 4 day waiting time before you can collect them. Can't see why you can't collect them when they are due, the system they have just leaves patients with no medication when they probably need it.</p>	<p>Please refer to 21.</p>

<p>I can only get an appointment with a doctor/nurse if I phone at 8 in the morning and they have appointments left, to see a doctor for a routine/non urgent matter there is a 4-5 week wait. I know we are all being careful because of covid but I look forward to seeing a doctor again and not just speaking to one. Having said that, I am happy with the level of care I receive from my surgery.</p>	<p>Difficult to analyse symptoms over the telephone.</p>
<p>I am unhappy with the current trend of not being able to see someone in person. I believe that the patient and not the triage person should make that decision.</p>	<p>I had a knee problem , I waited a few weeks for the telephone appointment and then the outcome was another telephone appointment with a physiotherapist.</p>
<p>They always try to be helpful</p>	<p>Seems face to face appointments have become very difficult</p>
<p>I received a phone call from the GP then after speaking he gave me an appointment a week later.</p>	<p>To get a telephone appointment took weeks</p>
<p>I find Empingham a great surgery always willing to give the best care possible I've got no complaints</p>	<p>I tried on lone for several days and was unable to get any sort of appointment</p>
<p>Empingham are excellent at triaging and directing patients appropriately. I have sometimes had a phone appointment, which was all I needed. When I have had to see a doctor f2f, it has always been suggested the same day and I am very satisfied with the service.</p>	<p>Felt that I had to ask to be referred and this has now take over 3 months to get referred to the right person</p>
<p>Surgery is very good but since they have now got a lot more patients the pharmacy is lacking</p>	<p>I wanted help with vertigo but ended up with a bp monitor and no doctor appointment</p>
<p>Always helpful and supportive</p>	<p>I am still waiting for my X-ray appointment at Rutland Hospital 4 weeks later</p>
<p>Condition required hospital examination earliest appointment 9 months to 2 years.</p>	<p>Did not see doctor</p>
<p>I didn't get an appointment. Phoned early December, and unless it was an emergency...no appointments with either GP or nurse until end of December. Decided to speak to pharmacist.</p>	<p>The pharmacist was unable to deal with my problem and told me I would need to speak to a doctor</p>

<p>Wanted GP appointment but offered only nurse practitioner. Biggest issue is that we can longer access appointments via app, so has to be a phone call - going back to the bad old days. The systems are capable of providing appointments via app so why no longer doing? They can easily be updated to offer different types of remote or personal appointments.</p>	
<p>I'm put off ringing Dr as it's so difficult to speak to one let alone see one you feel it is not worth trying unless you are really in trouble.</p>	
<p>I have a huge amount of sympathy with the NHS staff and try to understand the pressure they are under but it appears to me that the system of either it's urgent and I need an telephone consultation today or wait 3 or 4 weeks is extremely difficult to comprehend . It's very difficult for a person who is in substantial pain for a period of months not to be offered a face to face consultation when feeling poorly/in pain and needs to discuss the issues with a GP face to face. I acknowledge that my personal circumstances may be less critical than others who require "urgent attention" from the information I provide to the team, but my current condition and the lack of care has had a debilitating effect on my life. Again, acknowledging that NHS front line staff do their best, the system does not work for me.</p>	
<p>I called recently to try to make a face to face appointment but was told the only option was a telephone appointment on that day. This was no use as my child was at school. I also wanted an examination having already had a telephone appointment. I was told this was not possible so I left it</p>	
<p>They don't care.</p>	
<p>Superb surgery. Highly organised, professional at all times. The front staff are extremely helpful. Dr XX in particular provides exceptional treatment and care.</p>	

This is not a good survey. We changed from Oakham to Empingham . Had 2 bad experiences with Oakham. Resulting in changing surgeries. Ending up having to pay for 2 operations. Me ending up in hospital for 10 days. My husband in pain for weeks then an op. Turned out he had a double hernia which a nurse told him just to take pain killers!!! Receptionists are not medically trained. I was ill for lockdown & no help even after numerous phone calls to Oakham. Empingham immediately gave me a double appt & started the ball rolling on tests. After 18 months of feeling is ill I am now a thousand times better & no thanks to Oakham. So not happy with GPs - need to be seen face to face.

Over the last 2 years have had several different medical problems & each one has been dealt with very satisfactory despite the problems caused by covid

Good service

My own issue was easy to deal with for all concerned . The system is not perfect for everyone but worked for me, thank you.

Always helpful and polite. No issues getting appointments. Very happy. Moved here from Oakham medical practice which were appalling.

To be fair the surgery have been very helpful overall but this one issue was very disappointing

I rang the surgery on 1st December and the only appointment they could offer me was a telephone appointment with the nurse on 31st December!

it's hard to get an appointment when you do it's not always with a doctor

Appointments are not available for several weeks into future - usually over a month. Telephone only appointments available then need to wait similar period to see GP. If any tests required do not get feedback on results unless you contact surgery. Then have to wait weeks for any follow up appointments. Never get to see same GP twice unless willing to wait even longer for availability. During this time condition is worsening or not improving

<p>I was told no appointments with the nurse practitioner were available although she had requested that I make an appointment to see her following a recent blood test. I was offered an appointment with a nurse which I refused. I was then offered a phone consultation at 9.30am about 10 days later. I had no option but to accept the appointment and had to take time off work as my workplace is open plan with no privacy.</p>	
<p>I find all staff I've been in contact with wether receptionist or gp, do their upmost best. Always polite, caring and understanding. Couldn't wish for a better Surgery</p>	
<p>Routine Chronic Disease monitoring is non-existent and has to be patient activated.</p>	
<p>I don't think it is just this surgery, it is the situation in general lacking common sense. My child couldn't use his arm 6 weeks after surgery. We asked for an appointment so the doctor could look at it and check it was OK. We were given a phone appointment for 3 weeks in the future. No point in a phone appointment when it is something you need to see. Luckily his arm is fine and we had a friend check it but we shouldn't have had to do that.</p>	
<p>Caring, helpful, professional. Allowed me time to explain my problems. I did not feel rushed.</p>	
<p>Not happy, expect to see a doctor, had to wait for a call back, then an appointment with the nurse and told it may be muscular and to wait to see if it goes away until after Christmas, then I can take a urine sample in and possibly have look tests but still not seeing a doctor.</p>	
<p>Empingham are amazing, although they are now taking on more patients and appt waiting times are longer.</p>	

I think Empingham has a good reputation and they try to be helpful but it has really changed since taking on Stamford patients and the pandemic. There are too few doctors. I am on my third week of ringing to get an appointment and cannot get one until January and even then I have to keep calling back because January "hasn't opened up yet". I don't blame the surgery - I blame governments for letting an old fashioned system become so out-of-date that it is no longer fit for purpose and is broken.. We have created a system that doctors do not want to work in and would rather go overseas. Not enough preventative checks and ways to help people with conditions that doctors don't understand and give bucket diagnosis to like IBS, Fibromyalgia, ME, anxiety etc.

I am a new patient with little experience of contacting the practice but so far, with perseverance I have been successful in speaking to a GP.

Shocking - it is not for the receptionist to deny access to a doctor given the severity of my son's condition- questions should not be asked about where he should be registered denying urgent medical care - thousands of students remain registered with their home doctor / you have to return home to vote in a general election! The neglect of the receptionist placed my son in a critical condition as he was denied access to a gp - Empingham has taken on too many patients and needs to reassess the service it offers !

Waiting times for appointments have become significantly longer in the last 6 months. I know a lot of people have joined the practice through dissatisfaction with St Mary Stamford. This has impacted existing patients. I know Empingham is trying to address this. I am always very satisfied with the care my children and I receive, though obviously I would prefer a shorter wait time between call and appointment. Within a fortnight seems reasonable for non-urgent cases, but it has been longer more recently. I am happy with the service once we get to the appointment!

<p>Care from all parties always good and happy to wait. Not sure this is the councils remit however and perhaps the timing for this during a need to support our services whilst they try and boost our immunity is inappropriate. The fact that your infographic for gp services shows a male doctor is frankly derogatory to the vast majority of females working in our services. Shame on you Rutland county council</p>	
<p>I love the option for telephone consultations now, much more convenient than face to face</p>	
<p>Really helpful and accommodating</p>	
<p>Made an appointment on 3rd November and was offered 3rd December.</p>	
<p>My partner and I cannot fault the level of care we receive from everyone at the surgery. We're very lucky to have this service.</p>	
<p>GP service very good. Length of time to get an appointment with requested GP is far too long even for non urgent appointment.</p>	
<p>Very helpful</p>	
<p>Everyone was great just the wait time was to long for appointment</p>	
<p>It has become too busy with not enough appointments available and care becoming not acceptable within time frame needed.</p>	
<p>Empingham surgery are the best. Been with them 61/2 years, always excellent.</p>	
<p>Empingham surgery is &amp; always has been excellent.</p>	
<p>I found it very difficult to get an appointment with a GP as I kept being put through to a nurse practitioner and I was very concerned my health was not improving.</p>	
<p>Made to feel like a nuisance. Told to go back to podiatrist who had carved a chunk Out of my foot. Wanted an appointment to discuss problems arising from private medical Screening. Ended up seeing a private GP in Stamford. I do not think my GP is available at the present time.</p>	



<p>Doctors are excellent when you get to see or speak to them. There has been a noticeable deterioration in ability to get appointments in recent years. I like that I can have a phone appointment for some things it is quicker and easier. Staff are always helpful.</p>	
<p>Feel v fortunate to be a patient at Empingham. The staff are excellent and if it is something of concern I have been offered an appmnt.</p>	
<p>I consider Empingham Medical Practice provide an excellent service. Waiting times to see a GP, especially a named GP, are considerably longer than they were two or three years ago, but that is understandable given the growth in patient registrations over recent years.</p>	
<p>Due to the circumstances we find ourselves in I have not seen a GP in person for a while but have received phone consultations on a couple of occasions. I am due to see a GP in surgery after Christmas.</p>	
<p>Telephone conversation is not helpful for someone suffering from mental health, they cannot see or completely understand what you are going through. I suffer from anxiety and receiving phone calls triggered it, I had to wait 40 mins over my allocates appointment time before I received the call</p>	
<p>Good on the whole</p>	
<p>Ringin the surgery to be told there were no appointments available until the next set of appointments were released. The contact person was then not able to tell me when that might be which meant I had to ring the surgery on multiple occasions before I was able to book an appointment. I'm not sure what is going on but the level of service seems to have collapsed in the last year.</p>	
<p>I am very new to the Empingham Surgery and have no complaints. I moved from Oakham due to the poor service.</p>	

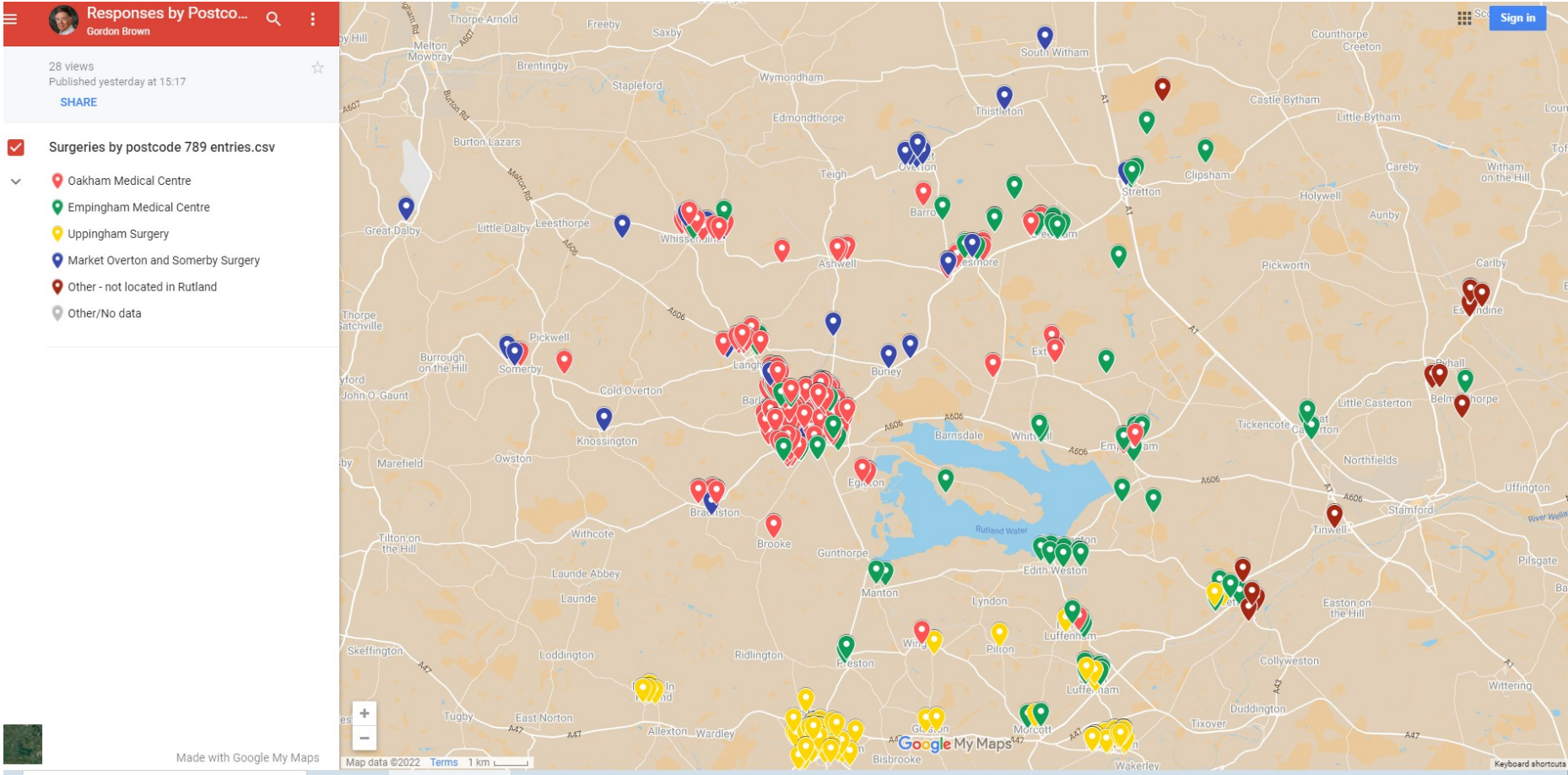
<p>The system seems to be designed to frustrate and delay at every stage. From what I have heard most GP practices seem to have developed a similar culture. They no longer appear to be patient friendly.</p>	
<p>our annual reviews consist of D I Y blood pressure , a few minutes chat on the phone with a pharmacist and the offer of a blood test , if your happy to sit in a crowded waiting room at Stamford Hospital during a pandemic.</p>	
<p>Friendly and helpful</p>	
<p>The service level has dropped considerably due no doubt to the pandemic. The human touch seems to have disappeared.</p>	
<p>I am very happy with Empingham surgery.</p>	
<p>There seems to be a strong reluctance by GP' s to engage in face to face appointments. How can you properly assess a knee over the telephone ? Fortunately my condition is not life threatening just somewhat restrictive.</p>	
<p>If I wish to see my own GP the waiting time is far too long, typically four weeks. Phone appointments involve less of a wait but can still be quite a long wait and in most cases they are not a satisfactory alternative to being seen in person</p>	
<p>Don't like the fact you cannot book a face to face appointment. Everything is telephone first which is not acceptable</p>	
<p>Very efficient. So much better than the experience of friends we have in Stamford who use Lakeside</p>	
<p>I feel that a lot more patients have joined the surgery and everything takes more time. I've been told by another person that no face to face appointments are taking place but unsure how true it is as I've only been given phone appointments.</p>	
<p>Even to get a telephone appointment Took weeks and I didn't even bother to ask for a face to face appointment</p>	
<p>Excellent surgery</p>	

<p>Excellent medical practice that is well managed with outstanding doctors and nurses.</p>	
<p>See above impossible to get appointment so paid to see private GP</p>	
<p>I have never had a bad experience with this surgery! The reception staff are always kind and compassionate. The GPs (especially Dr XX who I deal with the most due to an on going condition) are always knowledgeable, helpful and quite simply fantastic! Their hard work doesn't go unnoticed with our family. Dr XX always makes time to talk to me and ensure he's answered all my questions and eased any anxieties. I just hope they don't get too big with the influx from other surgeries.</p>	
<p>Reception team were polite as always - had a telephone appointment, where is was decided to see my baby - she checked him thoroughly and swabbed his ear. There was a delay in the swab results coming back but I don't feel that that is their fault but probably the lab. Fantastic GP in our opinion.</p>	
<p>I would prefer to be seen by a GP ,I feel that the amount of privacy is not acceptable</p>	
<p>Very polite helpful understanding and courteous</p>	
<p>Requested further medication, promised a call back from the pharmacist which never happened. Very annoying.</p>	
<p>After nearly 50 years with the practice, disappointed not to be able to see a GP</p>	
<p>Doctors are impatient and not engaged. They don't listen to your overall request and only focus on one aspect of your symptoms. I have to use my private medical insurance in order to make any progress with a health care enquiry I have.</p>	

<p>I have moved from Oakham Medical practice to Empingham and the difference in the level of care is much much better. I was fed up of the lack of interest and rudeness when trying to engage with Oakham medical practice so I left. Empingham are fantastic.</p>	
<p>Calls are always answered quickly. Queue has never been more than 2 (although I try to avoid calling first thing in the morning). Always very courteous and helpful.</p>	
<p>It used to be a fantastic surgery. Now very difficult to make an appointment or see a doctor.</p>	
<p>The most accessible Practice in Rutland but I am concerned that its success will mean that more patients will register and swamp the capacity. All the other Practices in the Area must learn from the great service provided by Empingham</p>	
<p>I moved from Sheepmarket Stamford, and I'm very satisfied with Empingham. No complaints.</p>	
<p>Excellent service I moved from Oakham medical practice recently as could never get an appointment online or on the phone</p>	
<p>Caring and listened to problem. Acted accordingly.</p>	
<p>I cannot fault Empingham. But I find it crazy that the doctors have to do telephone appts first. This must be putting them and their services under extreme pressure. I have to wait 3 weeks for a phone call, when it is something that will require a face to face appt.</p>	
<p>Very efficient and thorough.</p>	
<p>Practice nurse was very pleasant, but I felt my problem had not really been addressed satisfactorily</p>	
<p>the whole process with this surgery makes contact easy. the receptionists are efficient and polite. I know and have confidence that they will do their best to help me with any problems</p>	

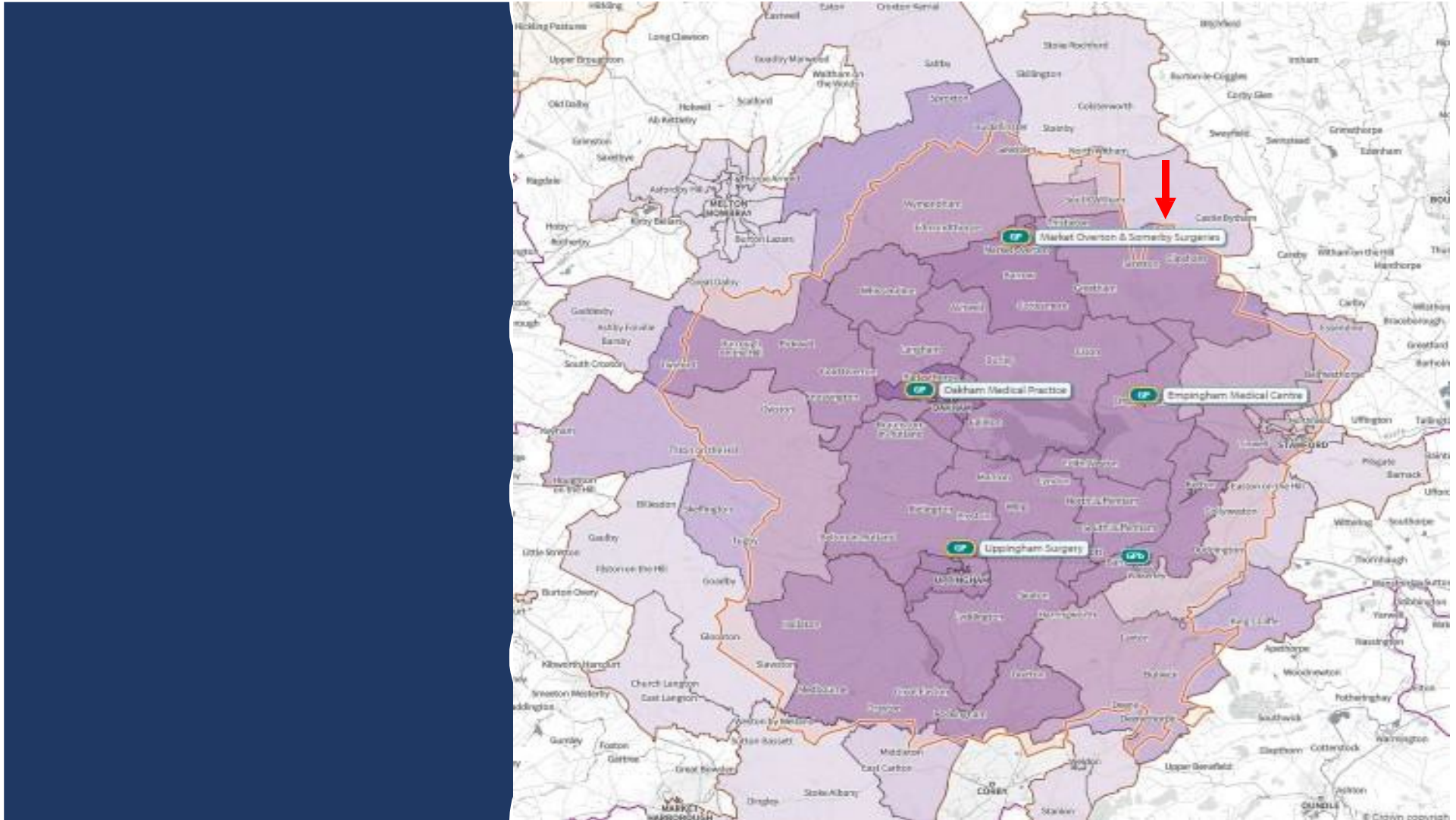
<p>I am a cancer patient. I received an extremely good level of service early last year. since then my care has been via Peterborough Hospital, other than for medicines. The surgery's repeat prescription service (order on-line) is efficient.</p>	
<p>The phone is usually answered quite quickly and the staff are pleasant and helpful. I am very pleased to have moved from Oakham Medical Practice as this was not the case when I was registered there as a patient.</p>	
<p>Waiting times for appointments are too long. They have increased significantly over the last two years. Good level of care when you do have an appointment.</p>	
<p>Always great to deal with, and they care about follow up too</p>	
<p>I would have liked to communicated with the doctor to whom I had been allocated when I transferred to the practice twelve months ago. I would, of course, prefer consultations to be face-to-face but Covid is responsible for that. On the whole, I have been satisfied with the Empingham practice.</p>	
<p>I registered, easily, a year ago. I have always been well treated by the receptionists, but apart from an initial phone appointment with a newly arrived GP , have never seen a GP, but only a nurse practitioner.</p>	

MAP - RUTLAND HEAT MAP





MAP - RUTLAND SURGERIES CATCHMENT



MAP – EMPINGHAM MEDICAL CENTRE CATCHMENT

