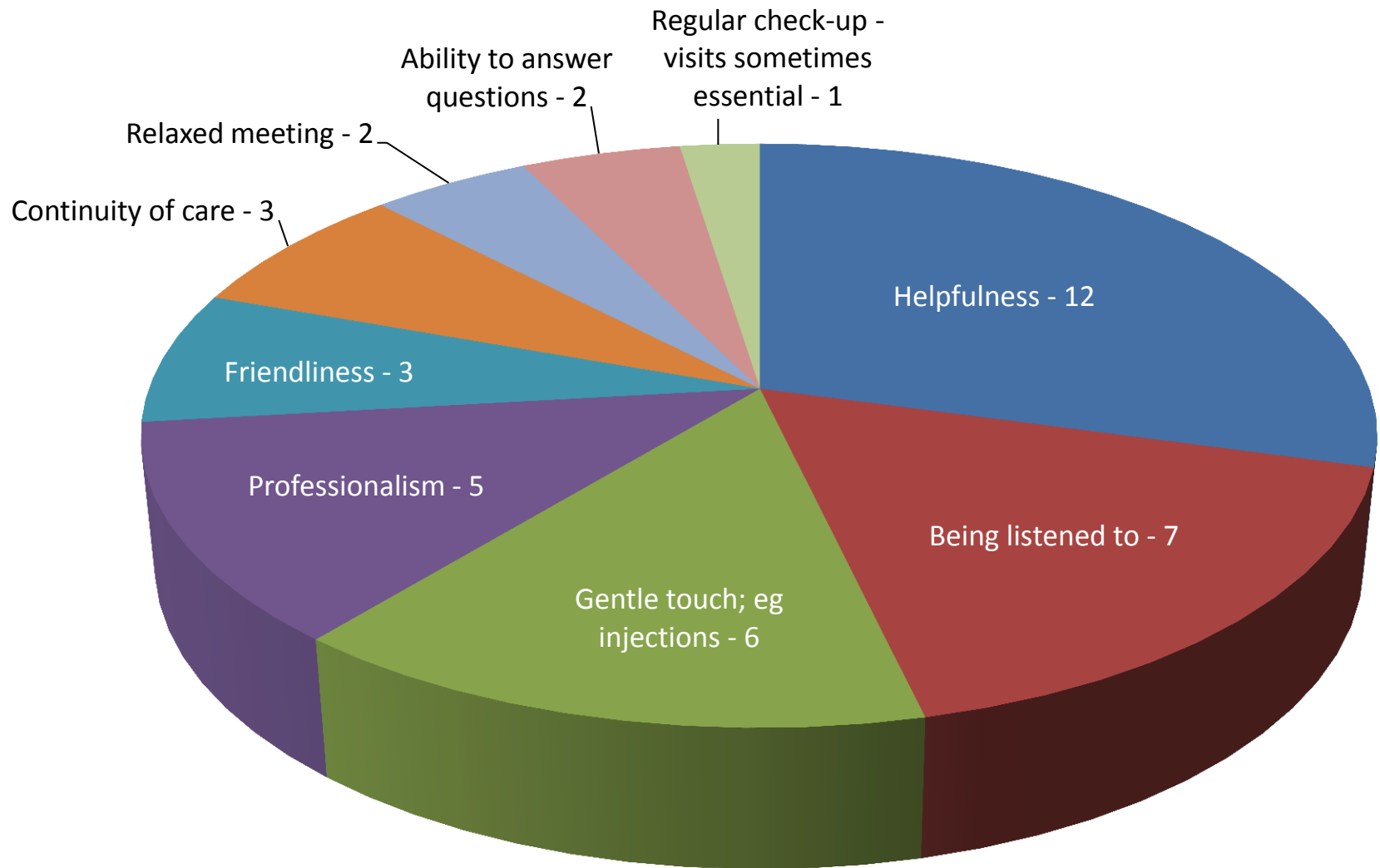


## **Patient Survey 2015 – Practice Nurses**

**As a patient what do you expect from a nurse consultation?**  
**Survey of Patients at the Flu Clinic 2015**



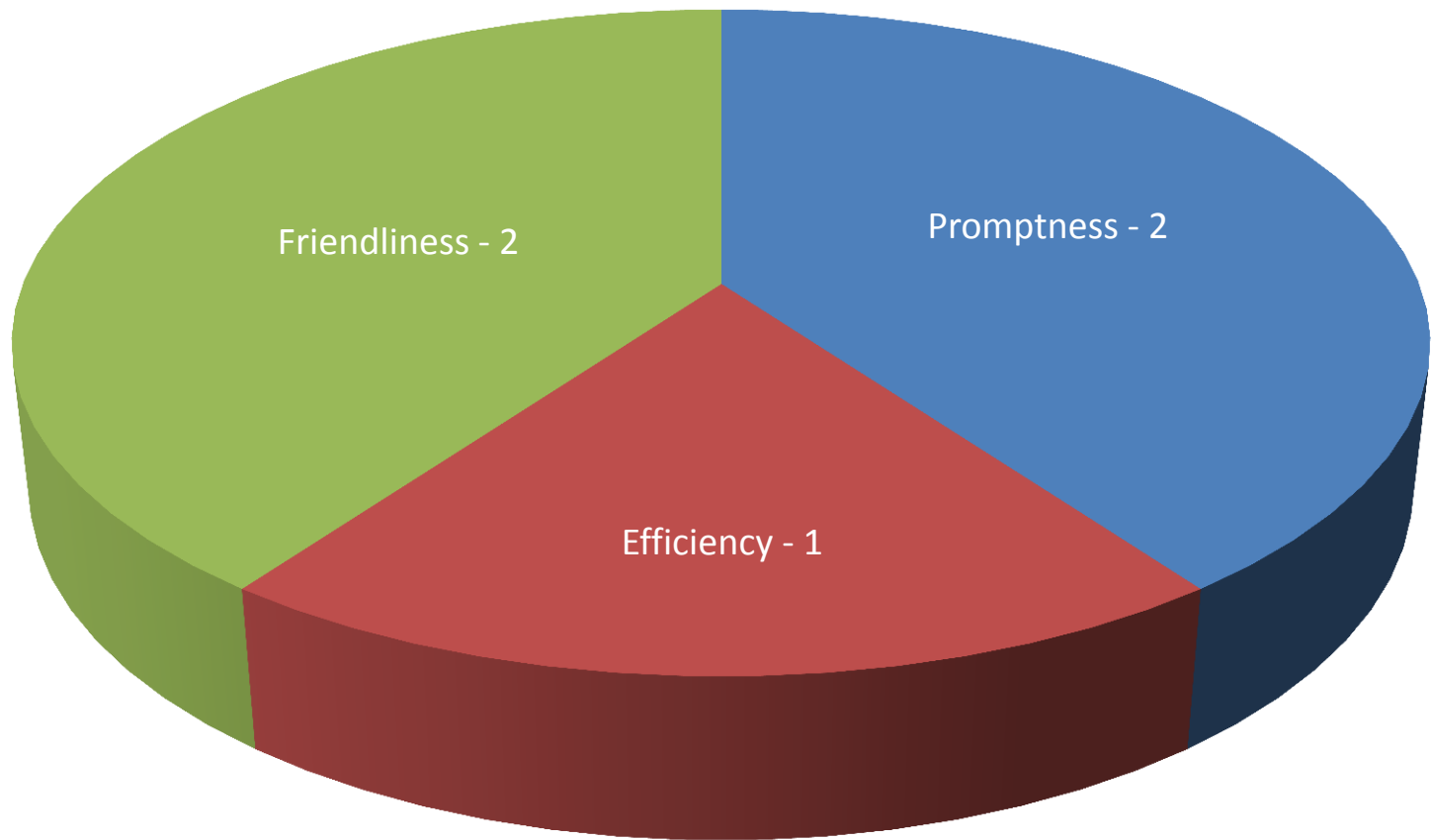
## Are there any areas of the practice nurse services you think could be improved?

### Survey of Patients at the Flu Clinic 2015

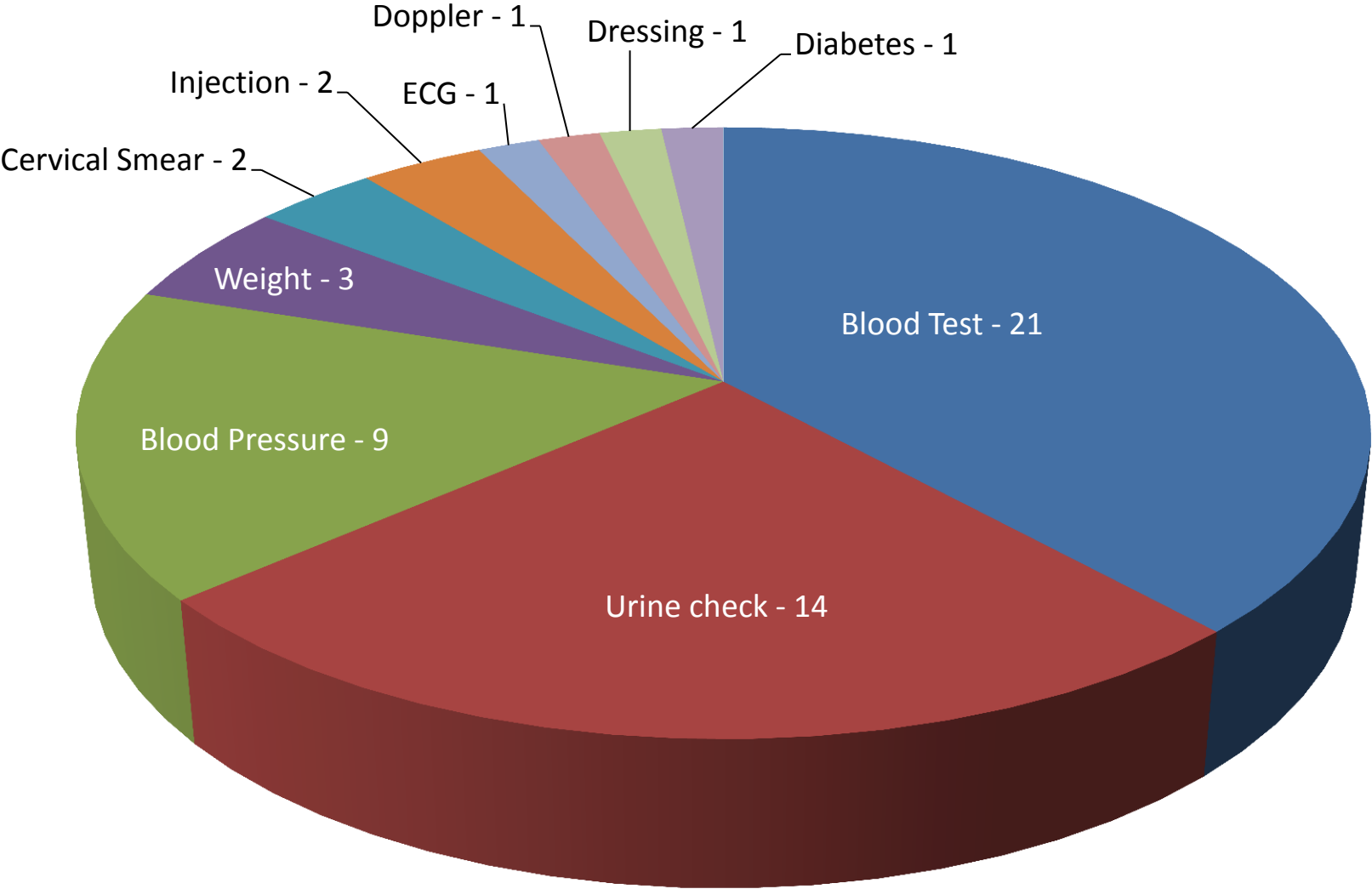
#### Further Comments

- None except for online booking - this has been discussed in PPG meeting
- Appointments have a tendency to be ahead of time (not a complaint)
- Always had complete satisfaction - treated with courtesy, professionalism and helpfulness going back to 1964
- Backache for too long. Kept seeing PN. Finally saw a GP and diagnosed with a genuine problem. Should have been handed over to a GP sooner
- Three patients asked if Irnham Lodge even has a Practice Nurse?
- Practice Nurse can deal quickly with a patient and hand over to a GP if needed
- Would like reminders if appointment needed 6 months ahead
- Missing Angela

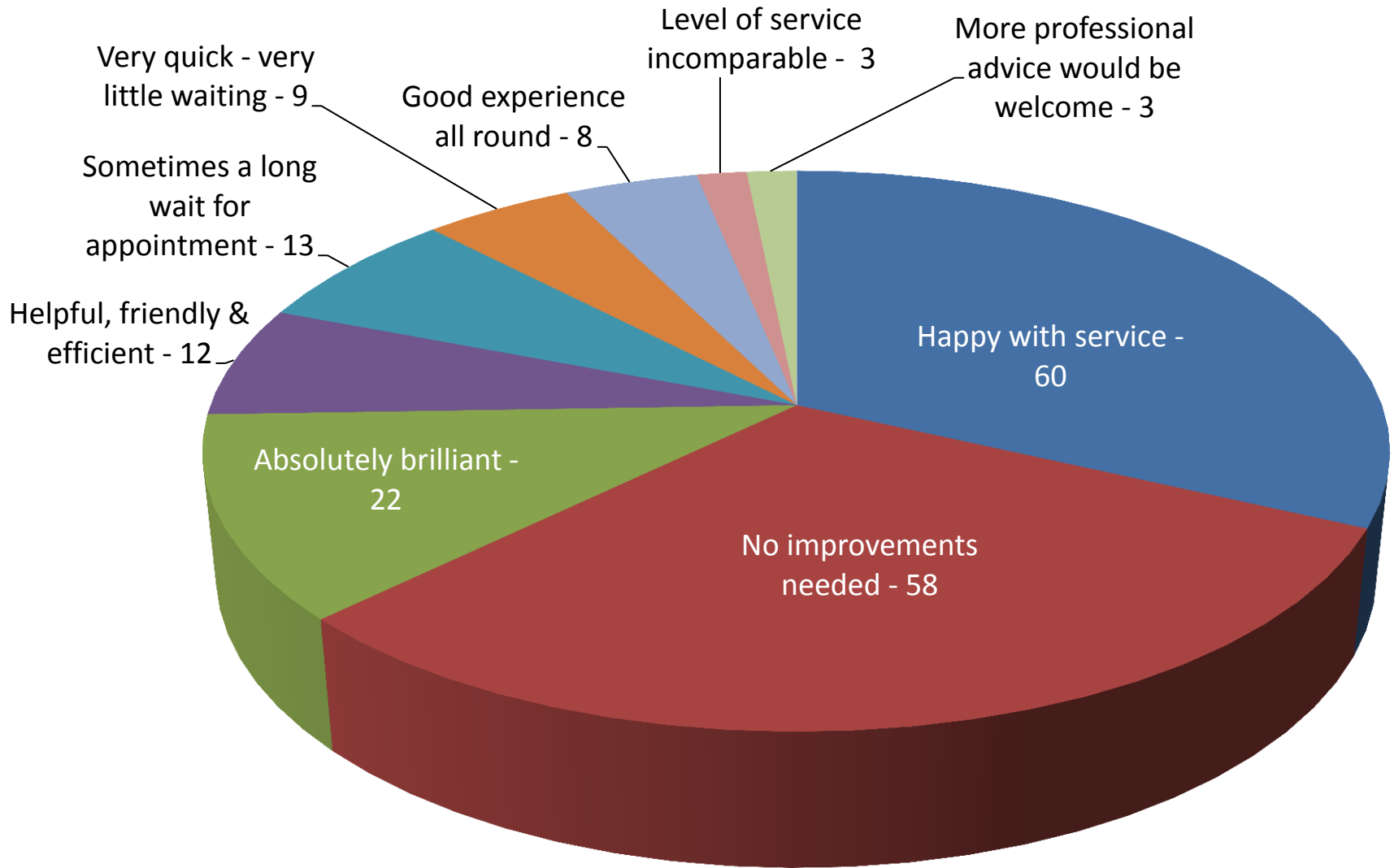
**As a patient what do you expect from a nurse consultation?**  
**Survey of patient at the mass immunisations clinic - 04-12-15)**



**Why have you come to see the Practice Nurse?**



# Are there any areas of the practice nurse services you think could be improved?



## Other Comments

- Abrupt receptionist/not happy to explain problem (three patients mentioned this)
- Internet prescriptions very hit and miss with Boots
- Telephone triage could be improved
- Problems experienced with prescriptions at Lloyds - drugs not in stock
- Prescriptions form did not get from surgery to chemist
- Doctors at the Practice are overstretched particularly one of the GPs who works almost full time is ill or on holiday
- Surgery did not pick up that patient's husband had died