

Aspatia Medical Group

Patient Survey 2013-14

Practice Comments

Very happy about everyone in this practice. Approachable, treat you with respect and take your health care seriously. Thank you.

We have had an incident in our family very recently where our grandma had a terrible fall at home. She was taken to hospital in ambulance to find she had broken her nose, eye socket and both cheek bones. When she came back home to live with her son and daughter-in-law that day, carers came to help who said she would also get a follow up appointment by her doctor. No phone call, no visit, nothing. We had to request a visit one week later and we are so disappointed in our doctor who advised of a chest infection. She was admitted back to hospital by only us phoning again for an ambulance. She has not had a chest infection but 2 bleeds of the brain following her fall. She also has had a very bad water infection which again our doctor said it was clear. She is in a terrible state and very poorly. We are very disappointed and horrified at our recent experience by our own doctor and got a much better service from the Q-doc from Wigton who came to her in the end.

Compared to stories I hear about difficulties getting an appointment at other surgeries I feel lucky to be registered at this one! Service is always very good and very prompt.

I listen to my son who lives in Carlisle. Your surgery is A1 compared to his.

Didn't know about the online repeat prescription and appointment system.

Overall I am extremely happy with the practice, with the exception of access ability to appointments with particular doctors and on occasion the time it takes for telephones to be answered.

I have been with this practice just under a year and I find all members of staff extremely helpful and approachable. I was even seen as an emergency as a temporary patient as my old doctors could not see me. I was seen within an hour of the appointment that day despite me not being a member of the practice. As a nurse myself I see a lot of good practice here. Any jobs going?