

## Birtle View Comments

I believe it is unfair to consider closing the Birtle View Practice, Heywood whilst intending to keep the ones in Rochdale and Middleton on. Dispersing 2000 patients between the 5 other Heywood practices who already appear to be oversubscribed is likely to result in longer waiting times and poorer patient care.

10/18/2015 6:35 PM View respondent's answers Categorize as... ø

I changed Practice almost 5 years ago because of problems with access, difficult clerical support staff and variable standard of clinical care. These issues have been addressed positively. A very good relationship with my GP has developed and the clinical care at Birtle View is excellent. Would the CCG allocate patients or would there be a choice? Would the recipient practices have facilities of a comparable standard? There may be numerical capacity but would an increase in patient numbers at a different practice cause an increase in pressure and thereby compromise the standard of service provided. I feel it would be a serious loss for patients and the community if this practice closed as the service is gold standard.

10/18/2015 1:45 PM View respondent's answers Categorize as... ø

I think Birtle View Practice is excellent and provides a very good service, it would make sense to provide other services on this site, that would ease already overloaded facilities. It needs to be thought over in a more practical manner this decision is approached, and take advise of qualified medical staff. In my opinion it would be madness to close Birtle View.

10/17/2015 2:29 PM View respondent's answers Categorize as... ø

The service I have received from this practice has been much better than my previous practice. I am treated with respect and am always greeted by a friendly and helpful receptionist. If an appointment is not available the same day I am offered a phone consultation and not told to come back the next day and try again as was my experience in my previous practice.

10/17/2015 11:22 AM View respondent's answers Categorize as... ø

As opposed to my previous GP Birtle View is easy to contact and obtain appointments. same day treatment, quick results with tests and investigations, friendly staff, Doctors and Nurses. It would be a very big shame if this Surgery was to be discontinued

10/17/2015 10:14 AM View respondent's answers Categorize as... ø

I like many of the patients at Birtle View transferred from Longford Street because we got fed up of the un-helpful reception staff and having to queue in all weathers at 8a.m in the morning and have to beg for an appointment to see a doctor. You cannot get an appointment in advance at Longford Street. If you are going to close Birtle View make all other surgeries in Heywood accept appointments in advance to enable a proper service to the people of Heywood. I will not sign up at a surgery unless they do appointments in advance.

10/17/2015 12:37 AM View respondent's answers Categorize as... [œ](#)

Being a wheelchair bound 73 yr old lady, I have an adapted car. This gives me independence Birtle View Medical Centre provides me with easy accessible disabled parking, that enables me to be able to assemble my wheelchair by the side of my car to transfer. I moved from Longford St. Practice because there is nowhere for me to park. York St and Summit are the same. Argyle St. Has two disabled spaces that are on a slope. So, do I request an ambulance to get to GP as I do for hospital appointments?

10/16/2015 4:23 PM View respondent's answers Categorize as... [œ](#)

It sounds as if the decision has already been made, this is very disappointing, one of the main reasons I left my previous surgery was because they made it very difficult to get an appointment I do not intend to return to this rubbish I am bitterly disappointed with your decision

10/16/2015 3:07 PM View respondent's answers Categorize as... [œ](#)

I would prefer not to have the list dispersal option for Birtle View as it is very convenient for me. I prefer the procurement of services option 2

10/16/2015 2:45 PM View respondent's answers Categorize as... [œ](#)

I can talk to the doctor and he listens to me. Everyone is good at jobs and I do not want to move . I would be sad to move

10/16/2015 1:56 PM View respondent's answers Categorize as... [œ](#)

I think it's madness to close this outstanding centre. Doctors and staff are amazing here

10/16/2015 1:53 PM View respondent's answers Categorize as... [œ](#)

Having only been at Birtle view a year or so I have been delighted with the service it provides. The care and attention of the doctors and nurses and support staff is second to none. When my daughter 11 needed medical advice the doctor was kind and gave her advice and understanding a pre-teen needed. I think it's a shame they even being considered for closing when I have had terrible experiences with previous clinics and elsewhere in the NHS. This sight should be the benchmark for the others in the area!

10/16/2015 1:50 PM View respondent's answers Categorize as... [œ](#)

There only seems to be two Doctors and only one of them is available on any one day. It is impossible to see the same Doctor if you need to contact him on certain days.

10/16/2015 1:40 PM View respondent's answers Categorize as... [œ](#)

My husband works long distances and has been unable with our old surgery to get appointments. Birtle View are always able to accommodate him. Also with two young children I have found the service to be fantastic in accommodating our needs.

10/16/2015 10:11 AM View respondent's answers Categorize as... [œ](#)

Birtle view are the only doctors who referred my son for tests without hesitation. Nothing is too much trouble.

10/15/2015 11:18 PM View respondent's answers Categorize as... [œ](#)

There are 5 surgeries covering Heywood, from past experience when being a patient at another surgery, and my family have never been able to get an appointment to suit us. Losing Birtle View would be a massive blow to its present patients. Why does Heywood have to lose out whilst once again, Rochdale benefits from Heywood's loss.

10/15/2015 9:04 PM View respondent's answers Categorize as... [œ](#)

I cannot understand why a practice that is so well thought of has to close. I have never heard a bad word against the practice at all. Totally different to my last Surgery Edenfield Road - Rochdale, I have never heard a good word said about it. Never able to get an appointment. Queue up from 8am outside to get a same day appointment, get to the reception desk to be told all appointments have gone - come back tomorrow. Staff are unhelpful. More staff than doctors. Never answer the phone. Cannot ever get through 8.30 to 9am if you wanted to try and make an appointment. Actually had a sign outside asking patients not to bring their own chairs. That's how bad the waiting was. I worked in Manchester and totally inconvenient. Had to have a days holiday to attempt making an appointment. I have had discussions with the practice manager as they certainly do not cater for anyone that works. One doctor really

rude. One problem at a time discussed if you have anything else to mention the make another appointment. I can go on and on. Birtle View is a breath of fresh air.

10/15/2015 7:01 PM View respondent's answers Categorize as... [œ](#)

I'm disabled don't drive so I would not be able to travel to Middleton or Rochdale so I would have to try and find a gp sutibull for my needs which I don't want to have to as birtleview know me so well do look aftera ll my health needs

10/15/2015 4:54 PM View respondent's answers Categorize as... [œ](#)

I would be very unhappy if Birtle View were to shut as we have got to know the doctors and have a good relationship. Also we move to them from Edenfield road surgery because we were told we were out of their area.

10/15/2015 4:35 PM View respondent's answers Categorize as... [œ](#)

Shocked Devastated Let down

10/15/2015 4:20 PM View respondent's answers Categorize as... [œ](#)

Devastated Shocked Let down

10/15/2015 4:14 PM View respondent's answers Categorize as... [œ](#)

Middleton needs walk in centre with the amount of residents coming into the town

10/15/2015 8:10 AM View respondent's answers Categorize as... [œ](#)

Heywood already lacks enough GP's closing this one would make it impossible to get appointments, causing something that could be a minor issue if caught early to a major issue.

10/14/2015 10:14 AM View respondent's ans