

Pants and Tops – 24/11/2017 – Wheatsheaf Centre

Tops

Strand GP excellent service

Recent hospital; admission first class care / nothing to improve, the ambulance arrived in minutes.

Always had a positive experience. Looked after well with Podiatry problems. Appointments always on time.

Excellent service from NHS

Sometimes a lack of communication. The NHS is a brilliant organisation. I had a wonderful service, no complaints.

Happy with GP appointments. Patient uses Leeds hospital for long term condition as previously lived here.

Yorkshire Street surgery always get an appointment

Patient suffers from depression, Tinnitus and gastro problems. He felt the NHS treated stomach problems well with surgery. Problem is when he gets home there is no one there and that gets him down. (patient in tears at one point) Has hearing aid but doesn't have steady enough hands to put it in.

Generally good experience. GP texted patient about Flu vaccination which the patient liked. Doesn't like having to ring before 08:30 to see a GP – access should be easier

Couldn't be happier with the service received. Husband is diabetic and has recently had an operation on the valve in his heart and everything has been wonderful.

I get all the help I need. Daughter is Epileptic, son is asthmatic and mum needs round the clock care. Lady says she gets all the help and support she needs.

Gentleman worked for Creative Sport. Reluctance for services to be commissioned outside the NHS into private sector as the quality drops. Really pleased with GP practice and local services.

Yes I am happy with help with the NHS, Rochdale infirmary is good hospital, good work and all team. Moved GP practice from Nye Bevan to Wellfield which is much better.

Pants.

NHS needs to change, hospitals need to change, GPs need to improve.

Need more appointments at GP surgery

Frustrated that Whitworth is not included in the Rochdale locality. You have to travel to Burnley for services, then they don't have the same IT systems so do not share information. Elderly people no transport.

Difficulty accessing GP appointments

Long waiting times for children in A & E

GP – unable to get an appointment when ill – appointments in 2/3 weeks (Inspire)

Patients with large families find it difficult to stick to 2 people at visiting times. Can there be an area in the hospital to accommodate larger visiting parties. GP message very long when you ring up, can cost a lot.

Nye Bevan, GP – toy can't get appointments, it takes 3 weeks to get in.

Carers should visit the patient on Tuesday and Wednesday, of the 2 carers only one turns up. They are good when they turn up.

Struggle to get a GP appointment, it is fastest finger first in the morning. (Kirkholt practice).

NHS worker felt that things were improving. Nurse – she is doing the "Care Course" It is hard and changes clinical practice. Very good experience of Wellfield surgery – gave an unexpected home visit after trauma.

Local GP only has one phone line, difficult to get through and difficult to get an appointment quickly.

A & E waiting times. Not enough nurses. Can't get GP appointment at the Strand. Urgent care is closed in Middleton.

Improve communication.

Rochdale infirmary is **shut!** (we did explain 80% of people can still get treatment there...he said we should publicise that.

Appointment system – appointments cancelled without any notification – then asked to attend at really short notice. Then told to go back to GP for a new referral.

Improving stroke unit – Fairfield hospital, nurses are under pressure.

Not had Flu jab as have to pay, not enough front line staff, nurses and doctors. Nurses not paid enough.