I haven’t seen a doctor since everything changed at the surgery and would feel very reluctant to do so, as the general feel of the place seems to me to be quite unwelcoming and (more importantly) difficult to see the same doctor twice (always a different doctor.

Question 8 and 9 were before extra doctors arrived. Haven’t been to see doctors since new ones arrived.

Re the PPG:

I don’t know what the PPG has achieved to date. Where are the reports / feedback? Cannot recall any info re topics to be raised / decisions made or actioned in the surgery.

No awareness of topics / services already addressed.

Carry out minor surgery.

Get the TV in the waiting room working to show TV programs not just doctor’s information.

On the few visits I have made to the surgery since I moved to Burnham I have always received fantastic service. Thank you.

Surgery always dismal, depressing. Need light paintwork, pastel shading better for patients and staff welfare.

More doctors.

I do not think the current system for booking an appointment works for me. Perhaps if the system could be explained more fully this would be helpful. Each time I try to book an appointment I am told different things. I actually called in at the surgery last week and was told I could not book an appointment I must go home and telephone them…..WHY!

When needing referral to hospital it is done at the first visit.

Difficult to answer questions on doctor as I am not sure who he is now.

Surgery somewhat dismal. Could do with light or cheerful decorations. Depressing as it is. A bit small.

Other comments:

As my lady Doctor has now retired I feel this is a difficult question to answer.

Re the PPG:

Insufficient information available.

It would be much better if there were more in house services for the elderly to save having to go to Maldon, Chelmsford or Braintree.

Other comments:

Improved communication required re changes.

Re PPG:

Better communication of changes being made.

Once able to see a doctor or nurse, the service is generally good. However, the delay in getting a routine appointment, having appointments cancelled, all exacerbated by the high turnover and reduced manning is totally unacceptable.

I’ve never seen my registered doctor but all the doctors I have seen have been excellent.

Extended opening hours for full time workers.

Things have improved since Dr Latif left!

Have always seen Dr Latif. A little worried that I will now see different doctors.

Need more hours evening and weekend.

Some of the receptionists need further training in good manners.

The staff are always very helpful. I have always had great care from Dr Kamlow.

Waiting times / continuity of doctors.

Nursing staff are excellent. Much rather see them then doctors.

Long wait for appointments. Liaison between surgery and hospital. Long time before referrals to a consultant etc.

I believe the surgery could be made bigger and provide more doctors so it’s not so hectic most times.

Appointments could be quicker.

Very hard to make appointments. Kept too long waiting. Nurses are excellent.

Excellent – service so far helpful!

As far as I am concerned the surgery provides an excellent service.

I use “on line” booking system – excellent.

Needs to be more flexible to people who work full time especially out of the area.

There is a problem getting an appointment unless it is an emergency which makes it very difficult if you work full time.

Problems getting appointments to see the same doctor, so you do not get any consistency.

Nearly every time I have to see a different doctor.

It would be nice to be notified as to what doctor I am registered with as had to read in the local papers that Dr Latif had left the practice. Prefer to make appointment with nurses!

In the past I always received very good attention from Dr Latif. Sorry to see him leave.

The Doctors don’t seem happy to refer on issues they don’t understand and refuse to discuss problems of a personal nature. I and my children have frequently been misdiagnosed, even resulting in hospitalisation for my daughter. Doctors have bordered on rudeness at times and even suggested issues are simply me requiring “more stamina”. I usually try to see the nurses now as they are fantastic.

I have always been happy with the quality of care I have received here.

Ability to see one’s own doctors when requested.

Before going on holiday, Emily sent an email to surgery asking them to check my leg. That is super care.

Opening hours – later in the evening for those working.

More receptionists to spend more time with patients.

Very happy, very helpful.

Having been away for seven months I was not aware of changes to the service. It all seems positive. As long as it is not change for the sake of change.

Doctors are very busy so they rush / dismiss minor concerns other than staffing / appointment problems a very good surgery.

Always well looked after. All staff helpful and friendly.

It’s gone downhill quick.

I do not have a GP as Dr Hancock left. There is no continuity of treatment. It’s hard to get an appointment with someone who is not a locum. Have to wait a month to see Dr Rajesh.

Never the same doctor.

Under staffed.

Reception are rude.

Difficult for appointments.

Currently looking to change surgeries.

Very sadden to see the problems of the surgery and surprised.

My doctor, Mr Kamlow is superb. My concern is when he goes.

I answered the question relating to seeing a doctor, the answers I supplied related to Dr Collins. I have not met any of the new doctors yet so cannot comment on them. I got an appointment for a blood test very promptly and was pleased to see that the surgery now offers this service.

Doctors at this surgery always take good care of you as do the nurses. I have no complaints.

Communication currently about surgery due to latest arrangements and retirements.

Certain receptionists are rude and not helpful.

Receptionists and nurses appear to be doing a great job in difficult circumstances. The biggest issue remains the lack of permanent doctors currently available. I would once have rated the whole surgery very good to excellent but there are now many aspects that need to be addressed so it falls far short.

Receptionists could improve telephone / face to face manners on some days / other days are very good. We all have bad days but should always be polite.

Ability to get an appointment in a timely manner.

Just a poor service and too many times we have gone private for results.

Previous errors have made me lose faith in surgery. Has got better since original error but can’t forgive and forget.

Excellent service.

To be kept up to date if the doctors are running late.

Out of hours is poor right across the district. Chelmsford is NOT “local”!

Telephones should be answered by a separate receptionist in a back office, not at the counter, both for efficiency and privacy.

Better and quicker liaison with other health practitioners and groups.

I have not been at the practice for long. My partner has received good service.

Staff / reception / practice manager unreceptive.

Overall, in recent years, the surgery as a unit has felt unapproachable with no leader at the helm. Is there a practice manager? Who is it? Why aren’t they visible to the public for problem solving and care improvements?

The treatment of complex care is dreadful and you don’t feel that your problems are ever addressed because of the instability and turnover of GPs. There doesn’t appear to be any appreciation of multiple conditions and impacts of one condition with another.

At times I have had superb care from all members of the surgery but I have also had some bad care with lack of continuity both medically and nursing wise.

I think compared with other surgeries the care / service we get is more than adequate.

General appointments always 5 days or more. I would imagine however this is due to people abusing the emergency appointment system and not necessarily the practices fault.

My doctor listens and lets you ask him about more than one concern as I think he realises a lot of symptoms are connected!

Out of hours provision is rubbish not just in Burnham but on the Dengie. Chelmsford is not local it’s a 50 mile round trip!!! Should be somewhere in Maldon

Number of locums that come and go. Practice needs constancy of full time doctors enough to satisfy demand of the town.

Very difficult to book appointments – minimum of 2 weeks wait. The only alternative is to phone at 8am for an on the day appointment. This is totally in effective for full time employed patients. By 8am we are already in work and unable to travel back. The wait for pre bookable appointments is truly unacceptable.

The problem the surgery has is the length of time you have to wait to see a doctor. Most cannot wait that long. The only solution you offer is a very stressful call at 8am mainly because you cannot get through, it is always engaged.

I feel a lot of time is wasted by calling patients into the surgery for unnecessary appointments for things which could be addressed at the next required appointment, therefore freeing up appointments for people who need to be seen more urgently. Also the amount of blood test forms being sent out for the following months I feel are excessive and unnecessary, unless required at that time. I feel that all this is just for the practice to tick boxes!