

Dunnington Explore Engagement

Monday 15 August 2017 9:30-12:30.

Church Street, YO19 5PW

Comments and thoughts from users of Dunnington Explore during a visit by our Head of Engagement, Victoria Hirst. Comments are arranged below by theme.

Access to primary care

- “10 minute appointments are annoying”
- “Can’t get appointments. Offered appointments in different locations, but can’t get there because of transport”
- “Don’t like telephone appointments”
- “My daughter has to take me to the doctors, as if I get a taxi I can’t guarantee we get there on time
- “Don’t like seeing a different doctor. Want to keep same one”
- “Happy to see a practice nurse. Worked really well”
- “Dunnington Surgery used to be so good. Stamford Bridge/Strensall
“MyHealth had same receptionist for 2 years”
- “10 minute appointments are annoying”
- “No Saturday. 2 afternoons shut. Have to wait 2 weeks. Why?”
- “Cataracts surgery on a Saturday, minor operations on eyes and ears. Uses the empty surgery space. Efficient”
- “Like to see the same doctor. Personal knowledge of patients is important”
- “Strensall has a drop in surgery (9-11 Friday)”
- “Consultations are 10 minutes. Not enough”
- “Need to look ahead and see if people have more than one appointment”

Prevention and education

- “NHS at inception was about providing health and lifeline service. Attitudes have changed and population no longer use pharmacy or self-remedy”

Quality of care and the future of the NHS

- “The doctors are very good”
- “A&E was very good. Very helpful with service”
- “Should look at Canada for examples”
- “We can’t provide everything for everyone. Now people go to the GP for every problem, so more services isn’t the answer”

Workforce and capacity

- “Structure of NHS. It’s good that profession has diversified. DRs, nurses, urgent care practitioners, paramedic”

Waste and duplication

- “Offers more than we can afford, such as cosmetic things”
- “Nobody dares say no. Clinical negligence lawyers on the rise causing problems. Allowing people to die”