

## Your LINK for improving health and social care



a LOCAL INVOLVEMENT NETWORK

### NHS Medway

What Was Your Experience?	Where Was This?	Additional Information
<i>1. Keeping Patients Safe</i>		
All ok	Medway Primary Care Trust	None
I have clinical waste removed weekly and have no complaints.	Medway Primary Care Trust	None
At my local GP surgery, I have had excellent service. I feel all standards listed above are good and adhered to.	Medway Primary Care Trust	None
I have been well looked after by my G.P.	Medway Primary Care Trust - Borstal Surgery - Dr Yin Yau	None
Good standard in everything mentioned in Section 1.	Medway Primary Care Trust - GP Service	None
Keeping high standards of hygiene; keeping medicines safe & removing waste all satisfactory. Keeping children safe - no comment.	Medway Primary Care Trust - GP Service	None
Standards fully met ( Duplicate).	Medway Primary Care Trust - GP Service - King's Family Practice, Cleave Rd, Gillingham	None
Very good with a wish to help the patient get well going the extra mile to do so	Medway Primary Care Trust - GP Service - Locums at Maidstone Road Surgery Chatham	None
Standards fully met ( Duplicate)	Medway Primary Care Trust - GP Service - Magpie Hall Rd, Chatham.	None
Hospital at Medway and Maidstone I found very good in all aspects Sunlight Surgery of which I am a patient is always changing doctors and it gets distressing.	Medway Primary Care Trust - GP Services	None
Very good	Medway Primary Care Trust - GP Services - Hoo St Werburgh	
Good response from NHS Direct.	Medway Primary Care Trust - NHS Direct	None
Not really meeting the requirement of ALL women patients.	Medway Primary Care Trust - Will Adams Centre	None

Excellent service	Medway Primary Care Trust - GP Services - Elms Surgery, Hoo	None
My experience was quite positive (Duplicate)	Medway - GP	None
<i>2. Treatment, Care &amp; Costs</i>		
I was treated well but I paid for private to see the consultant again who ordered further tests.	Alexandra Hospital, BUPA	None
Very good. Diagnosed with diabetes by GP & referred to Medway for retinal screening & Sheppey for 1 day education course on diabetes	Medway - Borstal Surgery - Dr Yin Yau	None
Very good. Diagnosed with diabetes by GP & referred to Medway for retinal screening & Sheppey for 1 day education course on diabetes	Medway Primary Care Trust	None
Yes good treatment at GP and hosp	Medway Primary Care Trust - GP Service	None
App at 1pm in at 1.20pm. Satisfied with that. Modern and clean. Dentist was keen to listen to my dental history. Advised me treatment to be given. Option for anaesthetic or not. What was to take place. Answered all questions. Quick & efficient	Medway Primary Care Trust - GP Service	None
Granddaughter poorly, referred to a paediatrician same day, great treatment given, fully recovered by prompt treatment and a referral by local GP.	Medway Primary Care Trust - GP Service	None
I've always experienced my treatment have met my needs. GP Surgery	Medway Primary Care Trust - GP Service	None
I have fibromyalgia, generally GP's are not up to date with this condition, or interested. There are not enough pain clinics and there is a petition sent to no.10 on this subject. More awareness needed.	Medway Primary Care Trust - GP Service	I would also like to see more emphasis placed on healthy eating before GP's reach for their prescription pads. Many of us are interested in alternative medicine but cannot access it on the NHS easily
I asked my doctor - Dr X for a breast clinic appointment as I had a painful & swollen breast with relatives who have died with breast cancer & I was refused. several times, until I saw a new doctor.	Medway Primary Care Trust - GP Service	None
Very good treatment & referral.	Medway Primary Care Trust - GP Service	None
Several investigations required - Maidstone Hospital were quick, informative and communicative. GP referral and information excellent.	Medway Primary Care Trust - GP Service	None
My GP was excellent at referring me for physiotherapy and hydrotherapy.	Medway Primary Care Trust - GP Service	None
We endeavour to work together with our GP and appreciate that they cannot be masters of all but one does feel that there is a reversal of roles when the patient basically has to take the lead.	Medway Primary Care Trust - GP Service	One always comes away from the surgery still wanting direction from the GP. In this age I personally feel that you have to work together with understanding and trust

Having been looked after so well I consider this well cost effective.	Medway Primary Care Trust - GP Service	None
Standards fully met (Duplicate)	Medway Primary Care Trust - GP Service - Magpie Hall Rd, Chatham.	None
Standards fully met (Duplicate)	Medway Primary Care Trust - GP Service King's Family Practice, Cleave Rd, Gillingham	None
On a personal note my GP surgery work very hard to meet our personal needs and are exceptional when it comes to my disabled daughters health needs	Medway Primary Care Trust - GP Service The Kings Family Practice, Magpie Hall Road, Chatham	None
Good. Appointment given for 3 months not 4 due to further difficulties with feet. Nurse able to get better prescribed cream to deal with cuts / sores etc after consulting above.	Medway Primary Care Trust - Podiatry Nurse - Delce Clinic, Dr Dyed / Colberts Surgery, 65-67 City Way	None
There have been several occasions during the past year where there has been a shortfall in service with regard to the provision of equipment and care by Social Services.  <i>3. Governance</i>	Medway Primary Care Trust	None
My doctor treats me with respect and listens to my needs. Also the reception and nurse at this surgery.	Medway Primary Care Trust - Borstal Surgery - Dr Yin Yau	None
All ok.	Medway Primary Care Trust - GP Services	None
I've always felt things are well run in my doctor's surgery and always have NOT experienced fear speaking up with my questions are always answered sympathetically and in terms I can understand	Medway Primary Care Trust - GP Services	None
Can't comment as no access in depth but at GP's & both hospitals it appeared well run.	Medway Primary Care Trust - GP Services	None
Things seem to be well run, improved.	Medway Primary Care Trust - GP Services	None
Yes Good.	Medway Primary Care Trust - GP Services	None
Office manager not given support for her role; this went on for a long while, forcing her to resign without job to go to	Medway Primary Care Trust - GP Services	None
Good	Medway Primary Care Trust - GP Services	None
My GP arranged blood tests for me to be taken at the practice. A very good service.	Medway Primary Care Trust - GP Services - Gillingham Medical Centre	None
Standards fully met (Duplicate).	Medway Primary Care Trust - GP Services - King's Family Practice, Cleave Rd, Gillingham	None
Standards fully met (Duplicate).	Medway Primary Care Trust - GP Services - Magpie Hall Rd, Chatham.	None

Can't do it (speak up without fear) at GP's because you either get moaned at or laughed at.	Medway Primary Care Trust - GP surgery staff / Doctor's - Will Adams	None
With the situation that Medway has a significant lack of speech therapy and what there is completely inadequate, our group have a negative experience and feel that this is indeed discrimination against a sector of the public who have generally nobody to speak up for them. Some of our parents have been so desperate that they have set up their own group but their waiting list is huge. This is a basic service which goes against the principles set out in the Every Child Matters initiative.	Medway Primary Care Trust - speech therapy service	None
I have the same condition as my mother. I live under Medway PCT + she under Dartford, Gravesham & Swanley. I have received EXCELLENT treatment, being referred quickly + to an equally excellent specialist. My mothers' experience has been very different. She has constantly had trouble seeing her doctor + fobbed off when she has. Even been told there is no treatment to help, when there is - I'm having it! (Duplicate).	Medway PCT - Dr Huxham, King's Family Practice, Chatham	None
<b>4. Patient Focus</b>		
Lack of written Information regarding Support Services and need for regular re-testing. (Duplicate).	Medway Primary Care Trust	None
I feel I have been treated with respect	Medway Primary Care Trust - GP Services	None
Very good experience with GP took time to listen before advise & medication.	Medway Primary Care Trust - GP Services	None
All ok.	Medway Primary Care Trust - GP Services	None
I am able to converse with the receptionist and doctor and any complaints have been fairly answered	Medway Primary Care Trust - GP Services	None
Very positive	Medway Primary Care Trust - GP Services	None
One of office staff very off-hand with patients, both on phone and in person - needs training. Not sure got full induction.	Medway Primary Care Trust - GP Services	None
None of the underlined (Getting respect; talking with trusted people; being able to make complaints; good advice on treatment) I feel has happened with me. If we complain too much we are threatened with being removed from his list	Medway Primary Care Trust - GP Services	None
Again I can only state this as a patient - there is a lack of respect and without this there is not trust. The NHS have their own complaints system which is a lost cause and advice and treatment follows suite by being ad hoc.	Medway Primary Care Trust - GP Services	It is sad to witness that the caring part has been lost, in my opinion due to mis management
Standards fully met (Duplicate)	Medway Primary Care Trust - GP Services - King's Family Practice, Cleave Rd, Gillingham	None
Standards fully met (Duplicate)	Medway Primary Care Trust - GP Services - Magpie Hall Rd, Chatham	None

Very little confidentiality for patients in the waiting area given by reception staff when using telephones or speaking to clients.	Medway Primary Care Trust - GP Services - Walderslade Medical Centre	None
Husband's operation - NHS at Spire Hospital Walderslade with Medway Maritime doctor to give SPEEDY admittance. Husband would have willingly gone to Medway too.	Medway Primary Care Trust Private Commissioning - NHS at Spire Hospital Walderslade	None
I have to say all the treatment I've received from both the PCT & the Medway Hospital has been excellent and a lot better than I believe it to be in other areas of the country. (Duplicate)	Medway PCT	None
<i>5. Access and Responsive Care</i>		
Reasonable, but again preventative medicine can be frowned upon as opposed to doling out prescribed drugs.	Medway Primary Care Trust	None
Re the Sanderson Centre no views were sought from the service users before it's closure. It is of major concern that the Trust appear to be able to do this and that there appears to be no accountability for the action or anything to stop a similar thing happening again.	Medway Primary Care Trust	None
Lack of Pro-Active Patient Recall at intervals to check on Hearing Loss and Hearing Aid suitability. Everywhere in Kent Audiology Departments.	Medway Primary Care Trust	None
Being insulin dependent diabetic having to travel to Walter Brice day Centre , Hoo for fasting blood tests is very awkward. We very much need blood testing to be done at the Isle of Grain surgery.	Medway Primary Care Trust	None
We have no phlebotomist in Grain Village resulting in travel and ridiculous waiting times. For many this is dangerous	Medway Primary Care Trust	None
My concern is about having no phlebotomist at the sty Werburgh Surgery in Grain. If we have a 16 hour fasting blood test, and have no transport, it takes 40 minutes on the bus to Hoo, and then, depending on how many people are on the list at the Walter Brice surgery, there is a long wait. I personally cannot go this long without food without fainting. There is also no doctor on the premises, which could be dangerous in an emergency. We need more nurse availability.	Medway Primary Care Trust	None
I am a type 1 diabetic. Having blood taken at the Brice Centre is not cost effective or good for my health.	Medway Primary Care Trust	None
No problems access at surgery and hospital good	Medway Primary Care Trust - GP Services	None
No problems access at surgery and hospital good	Medway Primary Care Trust - GP Services	None
Making a GP appointment is a frustrating and a sub standard system of administration. For urgent matters one is asked to ring the surgery at 8.30 in the morning. Needless to say the lines are always engaged.	Medway Primary Care Trust - GP Services	When one gets through is told that all appointments are taken up to try the following day!! For a non urgent appointment, I have been given a 7 to 10 days waiting time, but never managed to get a GP of my choice.
Continued	Medway Primary Care Trust - GP Services	Please make life easier for a patient to see his GP.

Good	Medway Primary Care Trust - GP Services	None
The internet outpatient hospital choosing an appointment system did not offer any real choice. I was offered the "choice" between two appts half hour apart on the same day, neither of which I could attend. Then had to wait another 2 months.	Medway Primary Care Trust - GP Services	None
Issued by GP & diabetic nurse a plan for monitoring diabetes and issued with useful information in a file from Sheppey Hospital. No emergency health this year.	Medway Primary Care Trust - GP Services	None
Positive	Medway Primary Care Trust - GP Services	None
Doctor not doing home visits. I think this is disgraceful and properly uses up a lot of unneeded ambulance calls. We have also had to go into the surgery as doctor wouldn't come out, which was very distressing, awkward & unnecessary.	Medway Primary Care Trust - GP Services	None
Our doctor doesn't listen to our views no equal access. Sometimes gives choice will not come out to visit patients to ill to come to surgery. They have to get to surgery.	Medway Primary Care Trust - GP Services	None
I had blood tests for diabetes and cholesterol at my medical practice with a nurse. V. Good service	Medway Primary Care Trust - GP Services	None
I suffer with depression and I've been referred to a hospital nurse to come and visit me in my home	Medway Primary Care Trust - GP Services - Borstal Surgery - Dr Yin Yau	None
Medoc - with daughter suffering ear problems; dizziness; sickness	Medway Primary Care Trust - GP Services - Medoc - St Mary's Island Place, Dockyard	None
Good. Appointment given for 3 months not 4 due to further difficulties with feet. Nurse able to get better prescribed cream to deal with cuts / sores etc after. consulting above	Medway Primary Care Trust - Podiatry Nurse - Delce Clinic, Dr Dyed / Colberts Surgery, 65-67 City Way	None
<b>6. Care, Environment &amp; Amenities</b>		
Dignity??? Last thing on their mind. A patient has no Dignity in the Hospital. Gowns, Toilets. Treatment all very undignified	Medway NHS Trust	None
Dentist excellent, daughter said doctor was good	Medway Primary Care Trust - Dental Services - Stevenson - Rouse Practice	None
OK	Medway Primary Care Trust - GP Services	None
OK	Medway Primary Care Trust - GP Services	None
Found GP surgery a& 2 hospitals in good order including clean toilets.	Medway Primary Care Trust - GP Services	None
Pretty good.	Medway Primary Care Trust - GP Services	None
No respect sometime & no good support when needed.	Medway Primary Care Trust - GP Services	None
Very happy with support and respect all areas visited clean and in working order. No safety issues myself	Medway Primary Care Trust - GP Services	None
Excellent service	Medway Primary Care Trust - GP Services	None

I live in the Isle of Grain. I needed my toe dressed. There were no nurses in Grain, I had to travel to Sheppey, Minster to get it dressed and I went to the Delce in Rochester they were closed one day and I had to wait to go there again.	Medway Primary Care Trust - GP Services	None
Good.	Medway Primary Care Trust - GP Services - Borstal Surgery - Dr Yin Yau	None
Standards fully met (Duplicate).	Medway Primary Care Trust - GP Services - King's Family Practice, Cleave Rd, Gillingham	None
Standards fully met (Duplicate.)	Medway Primary Care Trust - GP Services - Magpie Hall Rd, Chatham	None
All the above are excellent.	Medway Primary Care Trust - GP Services - Memorial Medical Centre Sittingbourne	None
Good.	Medway PCT - GP + Hospital	None
<i>7. Public Health</i>		
In the Isle of Grain because the NHS has centralised NHS Services many residents feel that they suffer from inequalities in the NHS Services. They find lack of cooperation between agencies. Our GPs manage disease within their capacities.	Medway Primary Care Trust	None
The management for seriously ill ME patients is non existent. No Neuro Consultants.	Medway Primary Care Trust	None
Not very good in our area. I think mainly due to our GP.	Medway Primary Care Trust - GP Services	None
My doctor contacted my dentist to help with antibiotics I could or couldn't have.	Medway Primary Care Trust - GP Services	
I have enclosed survey but would just like to add some more information regarding my dentist & GP. Dr Naveen at Gillingham medical centre was extremely helpful when my dentist contacted him with concerns I had taking antibiotics. He also rang me at home and to discuss the problem I was having with dental work and gave very good advice. My dentist also said to me she found him very helpful and co-operative and pleasant. I would thoroughly recommend him to anyone as a GP	Medway Primary Care Trust - GP Services	
Access to Health care very good & follow on services required	Medway Primary Care Trust - GP Services	None
The Bryant St Medical Centre, Chatham, and the disused pub next door, that was called the Chatham Chest, that has been closed down for twenty or more years. It's got al the rubbish around it which means it could have rats or mice	Medway Primary Care Trust - GP Services	None
Patients not offered physiotherapy as promptly as necessary following joint injury.	Medway Primary Care Trust - GP Services	None
Excellent Service.	Medway Primary Care Trust - GP Services - Elms Surgery, Hoo	None