

# St Thomas Road Health Centre

Date

1st January - 31st  
January 2015

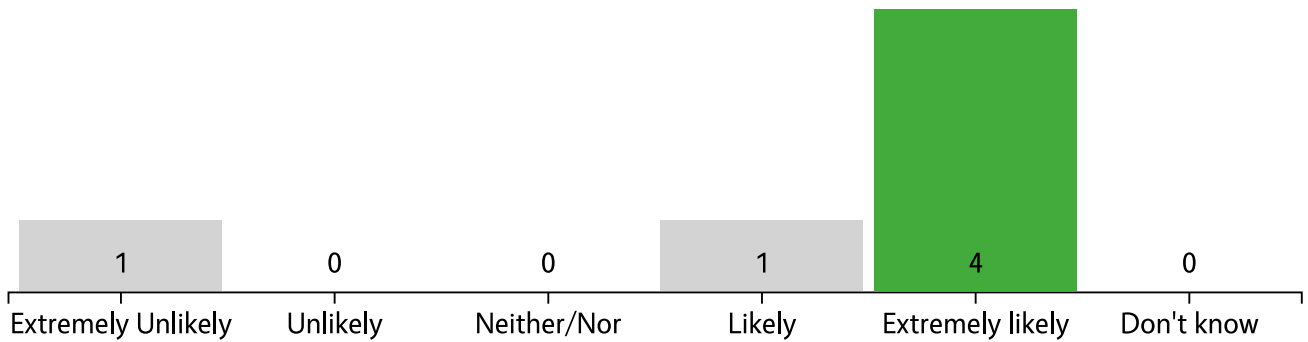
Average score this period



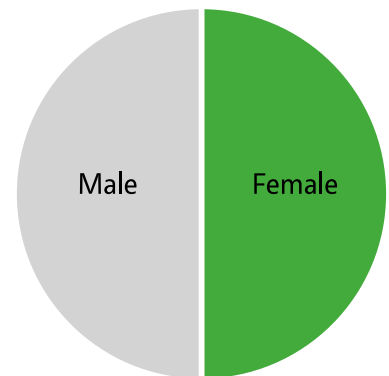
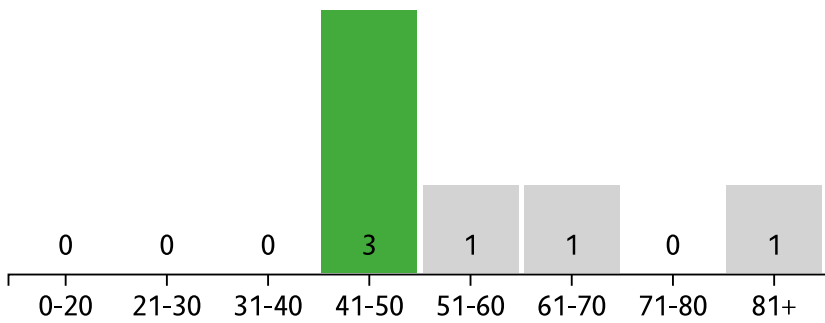
Reviews this period

6

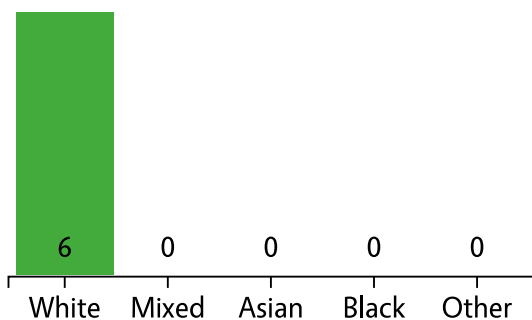
Reviews by score this period



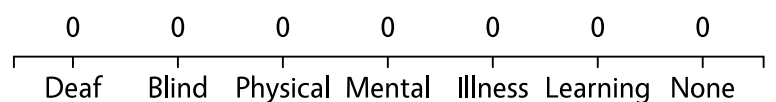
Review by age



Ethnicity



Long-standing conditions



5

Involvement	5.00	Receptionist was exalalant I went in to register she was great made
Cleanliness	5.00	appointment for doctor was so carring helpfull and polite
Staff	5.00	
Appointment	5.00	

Source: online

4

Involvement	4.00	since the introduction of the telephone triage system, it is becoming an
Cleanliness	5.00	issue in speaking to a doctor. Luckily my medical conditions have not
Staff	5.00	been urgent or life threatening , however when you have an issue, you
Appointment	1.00	need to obtain medical advice to prevent it being a serious issue. The

Source: online

problem is not with just the surgery, but the whole infrastructure of the town. There are not enough facilities and services, such as GP, for which there are 2 surgeries in the town, and the building of houses just keeps growing. What will happen to the GP service telephone triage system when it encounters its first summer season, with an even greater population in the town. I hope the MIU and A&E have sufficient staff...

1

Involvement	4.00	Stop sending prescriptions by post it's safer electronically, I have been
Cleanliness	5.00	without Tramadol for three days and counting you can not imagine the
Staff	3.00	pain I'm in! If a doctor tells you he will call you back because he hasn't
Appointment	5.00	got a clue about what ur showing him then he should bloody ring back.

Source: online

Now waiting eight weeks for a call back!?!?!? Reception staff blatantly lying???? I'm shocked at what these people think they can get away with!

5

Involvement	5.00	The Newquay Health Centre is a credit to the NHS! I have complete
Cleanliness	5.00	"trust" with this surgery and find the Doctors and Nurses approach to
Staff	5.00	patient care exceptional! You demonstrate your total commitment to
Appointment	5.00	your patients ,and wish to personally convey my gratitude for your

Source: online

moral support and excellent treatment ! Your team of management, admin , reception staff are also to be highly commended for their qualities and dedication to patient care. Thank you once again for all your kindness. Shirley Sweeney

5

Involvement	5.00	All staff are extremely efficient and friendly either in person or when
Cleanliness	5.00	speaking with them on the phone. I have been seen by various doctors
Staff	5.00	and all have been professional and understanding. Nothing is too
Appointment	3.00	much trouble. I am still not convinced though on the new call back

Source: online

system. This is due to employment issues, as I cannot receive a call back whilst teaching a class! I have been with this surgery for at least 20 years and would not dream of going to another surgery, even with issues on the call back system.

5

Involvement	5.00	The Doctors, Nurses, Receptionists at Newquay Health Centre are most
Cleanliness	5.00	efficient, helpful and caring and polite. Am most grateful to be
Staff	5.00	registered there. Maybe, the piped music could be more relaxing - or
Appointment	5.00	am I a grumpy old woman!!

Source: online