

St Thomas Road Health Centre

Date

2nd February - 28th February 2015

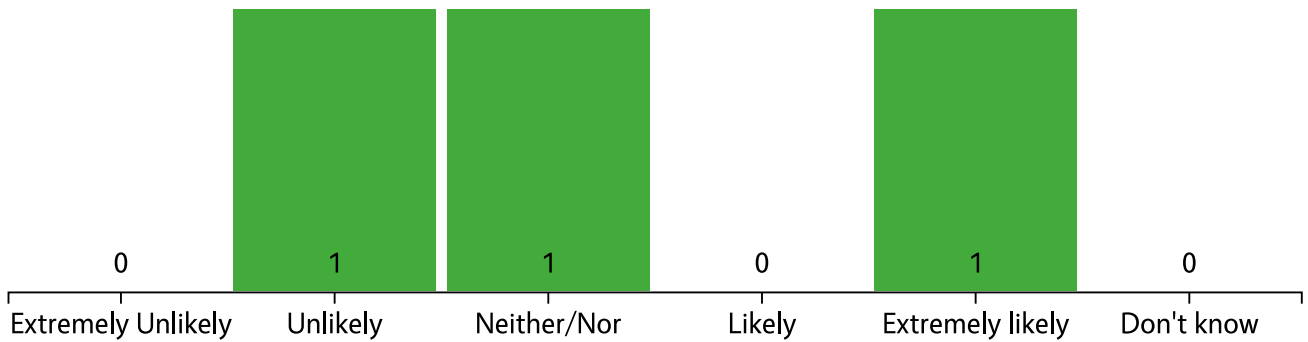
Average score this period



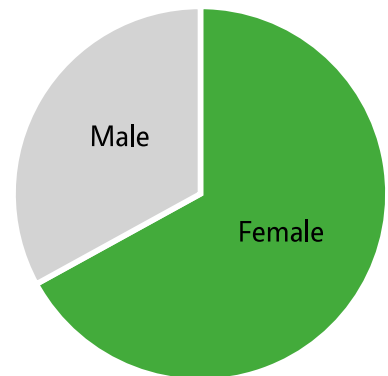
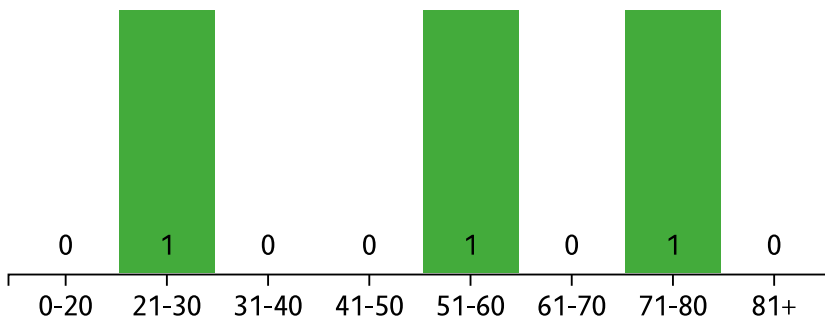
Reviews this period

4

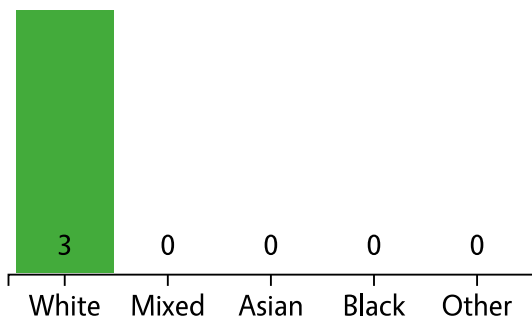
Reviews by score this period



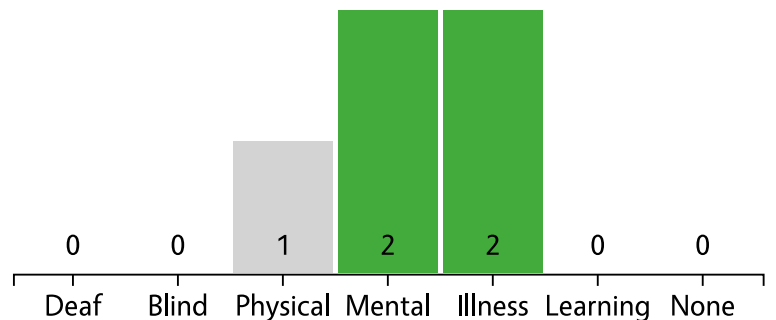
Reviews by age



Ethnicity



Long-standing conditions



1

Source: online

3

Involvement	2.00	The telephone appointment system makes it impossible for me to speak privately to the doctor, whether I am at home or work, as I can be heard by others in both places . I have been unable to discuss a particular health problem for months. Apart from the practicalities of people around me, it can be very difficult to discuss some things over the phone without seeing the person you are talking to. Prescriptions are often wrong, and different to what is ordered. One is frequently left without needed medication due to the this.
Cleanliness	3.00	
Staff	2.00	
Appointment	2.00	

Source: online

5

Involvement	5.00	Providing and doing a great service to the community under all the constraints and conditions. I personally could not complain about this and other nhs services provided for myself and family. Long may it last under all the pressures put upon you. My regards and admiration.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: online

2

Involvement	2.00	Phone appointment are a joke. So, I have to take a day off work to speak to a doctor on the phone? Have to keep trying to ring for over 15 minutes before you even get through. Then they call you back and after the first question answered they just hang up the phone? Call back to reception and they do nothing at all? Really shocking service. All I want is to see a doctor to talk face to face about my problems. Also over the past years on every visit I have never been given full and correct information.
Cleanliness	4.00	
Staff	2.00	
Appointment	1.00	

Source: online