

	Category	Title
1	Hospitals	Good treatment
	Hospitals	Excellent treatment but....
2		
3	GPs	A highly positive experience
4	Hospitals	Luxurious conditions in the orthopaedic dept
	GPs	Very happy with the surgery and staff
5		
	GPs	very patient and pleasant receptionist
6		
	GPs	Seen very quickly and was not rushed.
7		
8	Dentists	Always take time to put you at ease
9	Hospitals	Kind staff on ward 11
	Hospitals	Poor care on ward 14
10		
	GPs	Shabby, uncaring, discriminatory
11		
	Dentists	Fair - in all meanings of the word
12		

- 13 Pharmacies Great independent pharmacy!
Other It's ok, it's local
- 14
15 GPs Hard to contact by phone,hard to get an appoi
Hospitals Reasonably good but could be a lot better.
- 16
17 GPs Excellent
Hospitals Horrible Waste of Time
- 18
19 GPs Good Service at Water Lane
Hospitals Staff were compassionate, caring & skilled
- 20
21 Pharmacies excellent advise and very helpful
22 GPs excellent service
Emergency Care Good service within a reasonable time
- 23

Pharmacies Help discussion about a sore eye

24

25 Emergency Care Better than A&E, Brilliant
GPs Brilliant

26 Dentists Really good service

27 Hospitals Good MRI experience & convenient appointment

28 Pharmacies Knowledge and advice second to none!

29 Hospitals Cardiac department - fantastic

31 Pharmacies Polite but unhelpful

Hospitals Delay in receiving Physiotherapy

32 Dentists Superb dental practice

33 Dentists Wonderful experience for my daughter

34

- 35 Other Excellent service all round
- 36 Dentists Quick, efficient, sympathetic service

I have received good treatment from this clinic for the 18 years I have lived in York.

Excellent treatment for the last eight years. Only one concern! After bowel cancer operation, I couldn't convince staff that Parkinson tablets MUST be on time. Our consultant tells us that this is now improving.

From the wonderful receptionists to the equally wonderful doctors it is (almost!!) a pleasure to go there.

Luxurious conditions, like being in an airport and the service was quick.

The GP I have been seeing recently has been very personable and invested in my well-being (Dr Turner-Parry)

went into make an appointment. receptionist went out of her way to try and find an early appointment at a surgery I could easily access

My original appointment was cancelled but I was offered an urgent appointment the next day. I turned up early and was seen straight away. I was listened to and talked through all the possibilities of what could be causing the problem. Left feeling I had been listened to and dealt with in a very professional and friendly manner.

They explain any treatment required in a friendly and professional way.

The staff in ward 11 were very kind and attentive with one of the nurses arranging for a cleaner to visit me at home where I currently I was told I would be discharged after breakfast. At 8pm the evening before a nurse arrived at my bedside with my bag to say I was to be discharged as the bed was needed by someone from A&E. I wasn't in suitable clothes, there was no heating in my flat, my bathroom was covered in blood as I had been taken into hospital by ambulance and there was no-one at home to help me. I refused to be discharged and was transferred to another ward where the staff were much more understanding.

Poor organisation, total anonymity, no GP continuity, long waits for phone to be answered, 2 weeks' wait for non-urgent appointments, active discrimination against M.E. patients, no opportunity to sort out medical problems - only quick prescriptions, often without adequate information, complaints poorly handled, some fairly uncaring receptionists and some extremely arrogant GPs not listening to or accepting patient needs, no concerns for patients' well-being or safety.

At times receptions are too busy to pay attention to newcomers and at times it can take a while to get through on the phone. But calls are returned promptly if you ask to be called back. Mobile phone appointment reminder system. Urgent appointments are done within the day (and often within just a few hours!). My dentist (Mr Duklas) is thorough, gentle, kind and very approachable.

No parking for cars and no/very poor parking for bicycles, though - with no plans to alleviate the latter either. Shame, really!

Friendly, helpful staff. Nice premises. Brilliant opening hours. Brilliant home delivery service (even for urgent emergencies)!!!

Independent advice (no preferred brands, etc.).

Premises a bit haphazard above farmfood's in Clifton Moor. Fair wait for next appointment. No add-on facilities (like to-pay-for yoga/meditation/well-being classes, group sessions, support groups). Therapists good on the whole, but a little powerless in what they can do to support you. NHS only pay for very few sessions, so for a long-term condition not overly helpful.

Every-one there is lovely - helpful and caring, but recently they have become so stretched that it is often WEEKS before you can get a non urgent appointment

Feel that I have spent far too long in the process of getting well. Too much time has been spent on tests and drugs over a 9 year period. We have not got to the root of the problem quick enough. In hind sight there has not been the necessary expertise to handle the simple complaint of Atrial Fibrillation. We have started at the wrong end of the process spending too much time on hospital visits, taking debilitating drugs, causing anxiety, losing working time and money and adding to the hospital expenditure.

Walked in with large blister on thumb and taken care of very quickly

I sat in a room with an incredibly condescending woman who plainly didn't care what I had to say. It didn't matter to her what I consider to be important or what I wanted to get out of the meetings, because she ignored most of it and just addressed two issues, one of which I attended here today as an alternative to my 'usual' GP Practice, very impressed with thorough timely appointment and information

Prior to the merger with Leeds, I found BPH staff were in my experience highly skilled, compassionate, caring. The ward I was on (Ward 2) had an ethos of the 3R's. For its age the building was well maintained, it needed repairs just like any other and I found the buildings heritage and grandeur added to the recovery experience. The park setting is wonderful for quiet strolls, the adjacent YTH meant easy

Went in with a rash and was referred to my GP. Knew what the problem was .

3 year old daughter was ill between on Sunday 27th Dec. Following advice from a pharmacist we rang NHS 111 to try and get an urgent GP appointment. We had a call back within an hour, with an appointment made at the Out of Hours Service for 4pm that afternoon. The operator was very helpful, giving us directions and advice on parking. The GP was very helpful and reassuring.

The pharmacist explained clearly what he thought was the cause of my sore eye and how it could well have come about. He explained that I should still be able to continue to wear my contact lenses, and also what to do if the problem became worse. He didn't try to sell me anything as he felt there was no need in this case.

They had read and understood my consultant's wishes that if I had appeared in A&E was to admit

Have extremely kind doctors and I have an rare and complex condition. I can always get an appointment or that they ring me via EMIS.

Kind and courteous, sympathetic and empathetic

My appointment was on time, the dentist, Miss Stacey, and the dental nurse were incredibly welcoming and friendly, everything was explained to me and, for a visit to the dentist, it was a very good experience.

Recently had to have a MRI scan at the hospital. Appointment date was within 3 weeks of referral by my GP and scheduled for Sunday afternoon. This was very convenient as I work full time. There was no wait time on arrival and the whole experience was very easy. very empathetic and knowledgeable support and advice available. Keen to hear more feedback on how symptoms were progressing and information following GP appointment

Cardiac department was fantastic

Wanted to charge Â£3 per blister pack. That's Â£12 per month, which I can't afford, so I now have to go elsewhere.

The operation went well but it took 12 weeks to get Physiotherapy despite two phone calls and a letter. Some patients receive Physiotherapy soon after their operation but mine was offered only after the follow-up consultation 6 weeks later.

Normal waiting time is 3 to 4 weeks.

It took 2 months of writing before I got a reply that any where answered my concerns.

My dentist, Victoria Poyner is truly the best dentist I have ever had. She engages patients as active and informed partners in their own dental health.

What could have been very traumatic experience was made good! My little girl aged 7 has problems with her teeth and has received absolutely fantastic care.

Friendly and helpful!

I use York Wheels and I cannot speak more highly about the service they provide. I'm grateful to all the drivers and the call centre staff.

Able to respond to emergency quickly; explains options clearly and it makes a difference having Classic FM on

Location	Approved	Anonymous	Alert	Source	Rating	Cleanliness	Staff Attitude	Waiting Time	explanation	care	food	Is there a particular member of staff you would single out for special praise?
York	1	1	0		5							
Stamford Bridge	1	1	0		5							
	1	0	0	0	4	3	5	4	5	5		Dr Mc Clure
York	1	1	0	0	5	5		5				
York	1	1	1	0	5	5	5					Dr Turner-Parry and the midwife Sally-Anne, plus reception staff are always helpful.
	1	1	1	0	4	4	5	4				receptionist but there were two on duty and i dont think they had name tags on
	1	1	0	0	5	4	5	5	5	5		Dr Johnathon Anderson
	1	1	0	0	4	5	3	4	5	5		Simon Dench
York	1	1	0	0	5		5					
York	1	1	0	0	1		1				1	
York	1	1	0	0	1	2	2	1	1	1		
York	1	1	0	0	4	4	4	4	5	5		

	Approved	Anonymous	Alert	Source	Rating	Cleanliness	Staff Attitude	Waiting Time	explanation	Quality of care	Quality of food	Is there a particular member of staff you would single out for special praise?
York	1	1	0	0	5	4	4	5	5	5		
York	1	1	0	0	3	3	5	3	4	4		
	1	1	0	0	3	4	5	3	4	5		
South Milford, Leed	1	0	0	0	3	4	5	4	3	5	3	
York	1	0	0	0	5	5	5	5	5	5		No, they were all kind and helpful.
	1	1	1	0	1	4	1	2	1	1		Nurse Helen Lawson and Dr. Muhammed
	1	1	0	0	5	5	5	5	5	5		
	1	1	0	0	5	5	5	5	5	5	5	
	1	1	0	0	5	5	5	5	5			Sylvia Graves
	1	1	0	0	5	5	5	5	5			SALLY
	1	1	0	0	4		4	4	4	4		nurse practitioner

York

Approved	Anonymous	Alert	Source	Rating	Cleanliness	Staff Attitude	Waiting Time	explanation	Quality of care	Quality of food
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Is there a particular member of staff you would single out for special praise?

York

1	1	0	0	5		5	5	5		
1	1	0	0	5	3	5	5	5	5	5

York

1	0	0	0	5	4	5	3	4	5	
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York

1	1	0	0	5	5	5	5	5	5	5	Dr Lockett
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1	1	0	0	5	5	5	5	5	5	
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1	1	0	0	5	5	5	5	5	5	
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1	1	0	0	5					5		Simon
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1	1	0	0	2	3	4	4		1	
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Malton

1	0	1	0	2	5	4	1	4	2	
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1	0	0	0	5	5	5	5	5	5	
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york

1	1	0	0	5	5	5	5	5	5	5	Victoria Poyner
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	Approved	Anonymous	Alert	Source	Rating	Cleanliness	Staff Attitude	Waiting Time	explanation	Quality of care	Quality of food	Is there a particular member of staff you would single out for special praise?
York	1	1	0	0	5		5					Victoria Poyner
York	1	1	0	0	5	5	5	5	5	5		Drivers & call centre staff