>> Broken ankle <<  
---  
>> NURSE PRACTITIONER <<  
---  
>> Re Q 3 Can get access to info so easily I do not need the NHS / PPG to spend funds on providing me with more information, either on advice on healthy lifestyle or on conditions that I might suffer from: that is all out there anyway. A well-supported small and integrated team that is local and not worn out and over-burdened is what I value. Putting practitioners at the heart of NHS / PPG Management is, in my book, critical: balance in life is part of good health care, and walking the walk is better than talking the talk: doing both at the same time is a best. Working life expectations are anti good healthcare. Across the board: some leadership needs to come from somewhere: NHS / PPG well-placed to provide this: also healthcare professionals need protecting from themselves, they are likely to do more, and more, and more...and consequently burn out. Neither useful not economically sound. Re Accident and Emergency When I've used A & E for my husband and my daughter it was at 3am in both cases, and the first response unit was fantastic and subsequent care was fantastic. I rang 999. THANK YOU. Re use of A & E during Surgery Hours: it is my belief, and maybe others', that if an x-ray or other procedure that we may think is an A & E procedure is required but on a non-emergency level, then going their during 9-5 is perhaps best as my assumption is that more accidents happen after 7pm, in the night, and early in the morning. More info needed re what A & E is for, how it is to be used: National and Local Education Campaign needed, probably? <<  
---  
>> Reference q7- I attended gp but they were unable to deal with a minor cut and sent me to a&e <<  
---  
>> X-Ray Dept Weston General Hospital <<  
---

>> I didn't know minor injuries units existed, I only knew of A&E at the hospital <<  
---  
>> I HAVE NEVER HEARD ANYTHING ABOUT THE EXISTENCE OF MINOR INJURIES UNITS. WHY ARE THEY NOT FEATURED IN TELEPHONE DIRECTORIES OR YELLOW PAGES? NOT EVERYONE USES COMPUTERS OR READS EVERY NOTICE DISPLAYED IN DOCTORS' SURGERIES. <<  
---  
>> WE UNDERSTAND THAT GLASTONBURY AND BURNHAM ARE CHEDDAR'S NEARESY MINOR INJURIES UNITS, BUT WE WOULD NOT GO THERE UNLESS DIRECTED BY THE SURGERY OR NHS 111 <<  
---

>> Ask a neighbour <<  
---  
>> Ask at surgery <<  
---  
>> Ask at the surgery <<  
---  
>> Ask my doctor <<  
---  
>> Ask my family <<  
---  
>> Ask the doctor <<  
---  
>> cALL SURGERY <<  
---  
>> Consult local surgery <<  
---  
>> Contact surgery <<  
---  
>> Contact Surgery <<  
---  
>> Contact the surgery <<  
---  
>> Didn't know there was a minor injuries unit! <<  
---  
>> Doctor? <<  
---  
>> DON'T KNOW <<  
---  
>> Enquire at surgery <<  
---  
>> GOOGLE <<  
---  
>> I DID MOT KNOW SUCH A THING AS MINOR INJURIES UNIT EXISTED! <<  
---  
>> I DIDN'T KNOW THERE WAS SUCH A THING AS A MINOR INJURIES UNIT! <<  
---  
>> I had no idea it existed! <<  
---  
>> I work in a hospital <<  
---  
>> Internet <<  
---  
>> It would not be my first thought! <<  
---  
>> Local knowledge <<  
---  
>> Minor Injuries Unit not known about <<  
---  
>> MY OWN DOCTOR <<  
---  
>> NHS Website <<  
---  
>> No Idea! <<  
---  
>> NO INFO REGARDING MINOR INJURIES UNITS APPARENT IN MY AREA <<  
---  
>> Not sure <<  
---  
>> Not sure where I would look <<  
---  
>> PHONE 111 <<  
---  
>> Phone doctor's surgery <<  
---  
>> phone surgery <<  
---  
>> phone the surgery <<  
---  
>> Ring GP <<  
---  
>> ring medical centre <<  
---  
>> Ring NHS Direct - but I do not know if NHS Direct still exists - I'll check on the web, now...it WAS a great resource - ok - its now 111...well, I've used that on behalf on a client...AWFUL, just awful... <<  
---  
>> Ring Surgery <<  
---  
>> Ring Surgery or out of hours telephone number <<  
---  
>> RING THE LOCAL SURGERY OR NHS 111 OUT OF SURGERY HOURS <<  
---  
>> We knew the unit was at Glastonbury <<  
---  
>> WORD OF MOUTH <<  
---

>> Brilliant apart from having to wait an awfully long time for an appointment: suspect I could have pushed for an earlier appointment by phoning around but I figure waiting won t hurt, may even clear up the problem, in which case I will cancel my appointment. <<  
---  
>> choice of doctor <<  
---  
>> CHOOSE & BOOK IS A GOOD IDEA GONE WRONG, IT IS FAR TOO COMPLEX AND DIFFICULT TO USE IN INFORMED WAY <<  
---  
>> COULD NOT GET HOSPITAL OF CHOICE, I HAD TO GO TO ANOTHER TO GET AN EARLIER APPOINTMENT <<  
---  
>> Current system too lengthy with numerous procedures until you get to book, and there is not enough information about who you will see for the appointment. It is purely a booking system offering yes or no alternatives. <<  
---  
>> I HAD A PRIVATE CONSULTATION SO VERY EASY TO ARRANGE <<  
---  
>> I have been referred but no alternatives of choice were mentioned. Because the hospital I was referred to (Weston) had a long waiting list, I contacted them direct and arranged to be transferred to another location (Bridgwater) where the waiting time was six weeks shorter. <<  
---  
>> I was referred to Weston hospital without a choice for an ultrasound scan, but when I learned of the long waiting time I did my own research, and had the referral transferred to Shepton Mallet. <<  
---  
>> information for some places was not available on the website <<  
---  
>> Last C and B use was more than a year ago. <<  
---  
>> no choice! <<  
---  
>> No problem until appointment was cancelled and no new appointment given <<  
---  
>> Not all options available online <<  
---  
>> Once only, letter gave hospital options, but when I selected one I was told that my required treatment could not be done there. <<  
---  
>> Staff pleasant and helpful, phone answered fairly quickly. <<  
---  
>> telephone <<  
---  
>> The specialist I was assigned to suddenly resigned, and did not inform patients. I was put back on a list at the end again, so had to cancel and see a consultant privately <<  
---  
>> Tried to book online, but was told I had to telphone central unit, when I did this I as told I had to telephone choice, all a waste of time and money! <<  
---

>> Advice from my GP <<  
---  
>> At a suitable location, not necessarily the same hospital <<  
---  
>> Closest/nearest place <<  
---  
>> Easier for family members to take me when working <<  
---  
>> GETTING IT DONE QUICKLY! <<  
---  
>> HOSPITAL TRACK RECORD IN THE SPECIALITY, INFECTION CONTROL RATES, PRIOR EXPERIENCE EG WEAK SYSTEMS <<  
---  
>> If I didn t have a car I would NEED public transport. I do believe that PPG should work with First Buses to ensure there is Public Transport to Health Facilities - e.g., few buses go to Weston Hospital from the centre of Weston, there ought to be a shuttle bus. Can t answer Q 16 as yet <<  
---  
>> same team had clinics at different sites, so choice would only matter if location was more convenient than another <<  
---  
>> Sometimes I choose on reputation of hospital or consultant <<  
---  
>> speed of lead time to appointment, I would travel to wherever is quickest <<  
---  
>> The soonest <<  
---  
>> Without local knowledge of hospitals, I prefer guidance of my doctor ie. most appropriate or best qualified consultant in field for my condition. <<  
---  
>> would like to go to the most suitable hospital for the complaint <<  
---

>> Advice on which hospital choice is best for a particular condition <<  
---  
>> All in all - an excellent practice! <<  
---  
>> Although I have not used the choose and book system this year, prior to that I was invited to choose a consultant. Having no knowledge of any on the list I found that an impossible task. I want and need the GP to recommend/suggest who is most suitable for my problem. <<  
---  
>> CONSIDERATION OF WHERE A PATIENT LIVES AND ABOUT THEIR FAMILY, AS ILLNESS NOT ONLY AFFECTS THE PATIENT <<  
---  
>> Co-ordinating the slinky bus service with the hospitals on offer <<  
---  
>> extra telephone line <<  
---  
>> Fewer choices - just give us the best, and closest! <<  
---  
>> Fewer hospital choices <<  
---  
>> Give approximate waiting times for each hospital without having to access website or use telephone <<  
---  
>> HAVE ONLY COMPARABLE HOSPITALS ON THE SAME LIST <<  
---  
>> I WAS REFERRED TO WRONG SPECIALIST, SO MORE INFORMATION ON CONSULTANTS AND THEIR SPECIALITIES <<  
---  
>> I would like reception to be more confidentail. as others can hear <<  
---  
>> INCLUDE BRISTOL <<  
---  
>> Information on how long the waiting list is for each hospitals offered <<  
---  
>> Information regarding clinicians holding clinics <<  
---  
>> IT WOULD BE HELPFUL TO HAVE SPECIALISTS AND CONSULTANTS GRADED SO THAT ONE WOULD KNOW WHICH ONE TO CHOOSE TO SEE ABOUT ONE'S CONDITION. ONCE UPON A TIME ONE'S DOCTOR WAS ABLE TO ADVISE ABOUT THE BEST PERSON TO CONSULT! <<  
---  
>> Knowledge of experience of consultants would be beneficial <<  
---  
>> more information available about expertise at each hopsital would be helpful, having a choice is fine but not very useful if there is insufficient data to make an informed decision <<  
---  
>> PATIENT TRANSPORT IS A MAJOR PROBLEM <<  
---  
>> Referral notification should offer the choices or hospital available and ideally, the waiting times of these. <<  
---  
>> The Surgery works beautifully: I personally feel very well cared for. Thank you. And it is a lovely place to visit, lovely environment, lovely people. To be protected and cared for. <<  
---  
>> The system works well although in my case the waiting period for an appointment was incorrect for one of the hospitals. I chose the one with the shortest waiting period but instead of 5 days it was actually 53 days! <<  
---  
>> There should be more information about specialist servicves and list of consultants etc. <<  
---  
>> We get looked after very well <<  
---  
>> Yes, more information on the consultant you are going to see <<  
---