

Patient Voices

Diabetes

“If I had been diagnosed earlier I might have been able to prevent type 2 diabetes. I wish I had been encouraged to get my blood checked or encouraged to take up exercise.”

“GPs need to be educated that diabetes is a multi-faceted disease hence cannot simply discuss issues in 10 minutes.”

“We need latest info on diabetes research and what has advanced instead of depressive outlook of lifelong medication.”

Children’s Asthma

“[A key challenge is] having to wait 48hrs to renew scripts when he has run out of inhalers – sometimes go to A&E.”

“Minimal number of inhalers prescribed at one time, why only 2, what happens if we run out and it takes 48 hours to renew”

“I didn’t have a clue what asthma is, questioned if I had contributed to this in some way! Nobody told me about the annual check up. I thought it was me not being very clever.”

NHS 111 Integrated urgent Care

“It's a much easier number to remember (NHS 111), even if you are in a rush and you don't have time to look for the number in your diary. Even my 85 year old Mum can call 111.”

“Used 111 on a number of occasions, long wait for a call back from the doctor. I would prefer to speak to a medical professional straightaway. It can be frustrating if you have a child under one. Once when I called up I spoke to the adviser I gave them all the information they needed then I had to repeat the whole story again when I spoke to the health care professional afterwards.”

“Used 111 when my child was a baby. Good at the time as I wasn't able to get appointments with my GP; another option to get a second opinion. Though sometimes there was a bit of variation in the advice I got.”

“It was useful to obtain guidelines on what to do next when the GP was closed and how important it is to get clinical advice without going to hospital.”

“Because 111 offers a service that this is open 24 hours a day. You can access it whenever you get ill so this is beneficial for patients. You don't have to wait in 5 or 6 hours in A&E if you don't have to.”

“Like the link to GP out of hours service. GP out of hours is a mystery to most people - not advertised.”

“I would prefer a 111 BSL interpreter to be available 24 hours as this is the best, but understand that this is difficult and expensive to put in place. Sign language being available 8 to 12 is fantastic.”

“Very good offer – when you go to A&E it takes time for them to get interpreter but with 111 you could get BSL and access to advice straight away.”

Primary Care

“I could be in a lot of pain which impacts my mobility and am expected to walk to the GP to book an appointment as I can’t use the telephone. When I get to my practice, the receptionist says there are no appointments she says I have to phone on the day. The whole experience is really frustrating for Deaf patients.”

“Looking at the map of the borough an idea came to me. GPs seem to be isolated with poor interpreter service. Could we then have one or two places which have full awareness and training which can offer a one stop shop with interpreters where those with deaf disabilities can have their needs met. People prefer to have their GP close to home but would it be worth travelling to have a place where full access is available.”

“We’ve been talking negatively but we need to talk about how things could be improved longer term. We could have an evening deaf awareness workshop for GPs and Deaf community where they could deliver information to Deaf people and get feedback on how to improve their practices, on how interpreters work and how to work with them, etc.”

Primary Care Access

“Getting to see GP can sometimes be like playing lottery, although sometimes if you are lucky and get an appointment straight away but it is usually a call back.”

“I find booking an appointment on line (for a non-emergency) really useful. To book an appointment on the day is stressful. Waiting outside first thing is a solution but difficult if you are not well.”

“More investment needed. More staff training needed especially for reception/phone staff especially on customer service.”

Termination of Pregnancy Service

“Make premises bigger and less obvious. Have a different way in for people accessing the service, so they don't come through the mixed reception, where there are babies. I don't think they should get rid of this centre. People don't want to go to the hospital.”

“Giving patients time and enough support. I felt my particular experience was quite drawn out as I had to visit the hospital for a blood test in between appointments and I didn't feel that the communication between BPAS and Appleby centre was very good.”

“I had my initial consultation at Appleby Centre. I have no complaints about it. The nurse who saw me was very supportive. Staff answering calls and seeing me were very friendly. The second part which is termination in Newham was the worst part.”

Get in touch

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