

SURVEY TITLE: 2015 Health and Care Experience Survey

ORGANISATION: Jura Medical Practice - Isle of Jura for 2015

25a : If there is anything else you would like to tell us about your GP practice please do so here

The premises could be improved but this is the responsibility of the Health Board.

Our GP practice serves a small community so we are lucky to receive such an excellent service. I would point out though that given the inaccessibility of the island, any reduction at all in this service provision (for example, no resident doctor) is simply not feasible.

My experience of my GP practice in the last several months has been minimal, just asking for repeat prescriptions. However, going back before that with the same GP, I am much less happy. I was not so impressed with the way my treatment was handled or managed. That is why I have very little to report in respect of the last several months. I think this should be noted - it's important.

Living on a small island, it is important to have a GP. Now that we have our own it makes life a lot easier and the fact that the GP is here makes it less damning and less scary knowing that if anything happens to any of the residents, the GP is at hand.

We are very lucky here on Jura and can boast an excellent service.

As I am wheelchair and housebound, all my contact and care with my GP practice is home visits. Because I need monitoring, I get fairly frequent visits and I try to raise other problems or issues during home visits. I have [condition removed], but my GP hasn't come across my condition before and totally ignores. The doctor blocked my desire and request to see a specialist. I also, by the way, get fairly regular nurse visits as part of my home care package.

I feel I am not just being looked after by a doctor but by a friend, and this applies to the surgery staff too. At the same time, patient confidentiality is never compromised, and this is particularly important in a small, close-knit community. We are so lucky here.

The doctors are more interested in money than care giving.

The GP practice we have on Jura is excellent. What is important now to the community is that they feel supported and are encouraged to stay.

Follow up enquiring to see how I'm feeling after being prescribed medication would be most welcome.

Following a consultation with my GP because of a health problem, I would appreciate a phone call just to check how I was. If I was feeling any better.

They are very approachable and always explain things well. They are pro-active in encouraging preventive measures E.G: diet and exercise.

There are 2 GP's. One failed to recognise that I was anaemic, so I had to be flown out by helicopter from the island where I live to the Royal Alexandra Hospital for treatment, to determine the source of the symptoms, still not resolved, the investigation is on going.

The contact I have had with the surgery this year has concerned my young relative and various rashes, colds, fevers etc.

We are very lucky with our GP practice.

GP practice only open to 1pm - difficult to make an appointment when working full time.

31a : If there is anything else you would like to tell us about your experiences of Out of Hours healthcare please do so here

I have direct access to a doctor 24/7 which is wonderful.

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If I have a urgent need for a doctor or nurse, I use my telecare service, that is then relayed to the GP practice. I am an island with A+E dept. My GP doesn't do more than the minimum amount of out of hours care, or any care.

I have access to my GP 24 hours a day, which is very useful and reassuring.

The procedure for out of hours healthcare is clear and well communicated.

Our doctor does provide 24/7 cover.

It is very easy to get hold of an appropriately qualified practitioner on the telephone outside of surgery hours.

37a : Do you have any other comments to make about the help, care or support that you receive?

Any limitations in my care are because of a shortage of staff. This island has a population of 200 people.

The only help I have needed and received was help with household cleaning, and this I arranged and paid for privately.