

Dr G Dhillon & Dr S Raza



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Comments from the Practice Questionnaire 2012-2013

Ashfield Road Surgery Fordhouses

1. Good. Help and advice more readily available than before, improvements, possibly but nothing specific at this time
2. The Doctor has a good understanding of my long term problems; he is very patient with me, improvements? Not at the moment
3. Never gets colds
4. Dr Dhillon will always refer me immediately to specialists if he thinks it is required and reviews my health on a regular basis – he is an excellent Doctor. Improvements? No all reception staff and other GP's are great too.
5. Great doctor! Improvements ? – No..... Well done
6. The practice is excellent and Doctors, nurses and receptionist all do an excellent job
7. I am always listened to very well, improvements? Being able to get an appointment with the usual Doctor the following day.
8. Good care by all staff thank you
9. Very friendly GP and staff – improvements? no satisfied with all aspects
10. Blood tests were carried out and I was quickly referred to new cross. Diagnosis MDS. The medical staff at the hospital and the surgery have worked together on my treatment and reassured me and kept me fully informed at all times
11. Health care good, all of it very pleased – well done to all
12. Improvement – not having to book at 9am only and having to wait 7 days for an appointment
13. Good health care, yes, improvement s none
14. Brilliant service from staff and Drs ... improvement no....other comments keep up the good work
15. Anything good about your healthcare? Service from my Doctors

Pendeford Health Centre

1. All staff are very helpful and understanding – nothing to be improved
2. Anything to be improved – annual check-ups and Free Wi-Fi at the clinic
3. Dr knows what is happening with me and usually diagnoses me quickly and makes me better. Dr Raza is very good with me I am only one years old and he cares that he gives me the right treatment and advise. Cannot rate Dr Raza highly enough. He is very professional, caring and empathetic and receptionists are marvellous.
4. Keep up the good work
5. Always welcoming to patients on entrance
6. The Doctors and all other personnel are always considerate but above all caring and professional- nothing to be improved
7. Improvements- I work weekdays. Saturday appointments are available at the other surgery but always full. When I have had a weekend appointment the other patients have been pensioners who could attend in the week
8. Receptionists always try their best to fit you in as soon as possible and are considerate.
9. Improvements - I rarely see the same Dr twice in a row so it can be difficult when I have to explain an on-going problem to different people
10. Improvements - Would be nice to have a female Dr at the practice
11. Improvements Can be difficult to get back for the last appointment
12. Good everything is under one roof- dentist/chemist/baby clinic etc
13. Dr Dhillon and Dr Raza and staff are always lovely and helpful
14. Make more appointments available
15. Improvements- price of prescriptions. Available time slots for full time workers
16. Cannot fault the care given by my GP's
17. Improvements- give them more money and not stupid targets
18. Doctors are both very good and deal with my problems very well and provide good care
19. Dr is approachable. Easy to talk to and discuss health issues. Receptionists are pleasant helpful. No improvements
20. Good - The centre is easily accessible, the centre is good and facilities are good. Antibacterial gel should be available. Access to the nurse is good
21. Improvements - it is very difficult to get through on the telephone and if all the appointments have gone they suggest 'walk in' centres on the apt are hard to get hold of
22. Other comments - on the day of this questionnaire I waited 40-45 mins before seeing a Dr, this was an exceptionally long delay and no explanation was given. I think this was unacceptable time to wait
23. My wife and family visit regularly and I am pleased with the care they receive. The practice does appointment times to everyone. These times should be adhered to in that if anyone arrives later than the time allocated, they should not be put through if others are already waiting who are earlier. I believe this will make patients more conscious of time and in the long run prevent outbursts at receptionists. Thank you
24. Improvements – overweight
25. The team are very helpful and concerned about the care. Well done
26. Good basic care, improvements- no. All staff are very good and kind
27. I am a new patient, I was seen quite quickly
28. Is there anything good about your healthcare? Local, Improvements – quicker appointments
29. Improvements – opening hours. Same day appointments only. You have to all phone at 9am or after to get in an appointment.

The practice should be open 7am - 8pm with Doctors doing shifts. Quite often it is a locum anyway as he is at another practice. Most times you don't need to see your own doctor

30. Evening opening times are a must for my partner who works full time
31. Staff are kind joyful and always willing to help. Improvements – time waiting could be shorter
32. Polite on arrival always willing to help
33. Doctor is always there when I need one. Improvements? To stay the same and not to downgrade from what we have. Upgrade is always good
34. Improvements – time keeping. It would be good to be told if doctor is running late
35. Doctor's receptionists always do their utmost to help. I am very satisfied with Doctors, would not change under any circumstances
36. I have confidence in the Doctor and in the practice, both in the medical and understanding given to myself and my family. I have had experience of poor health care previously at a different practice and would rate this as 'an excellent practice' I would like to thank Dr Dhillon and his team at both surgeries for all that they do. Pendeford clinic is not my usual clinic but I am very glad to have either clinic.
37. Longer opening hours – maybe a walk in centre in the evening