**LOCKSWOOD SURGERY BLOOD TAKING SERVICE SURVEY FEBRUARY 2015**

**Were you satisfied with the service you received?**

Yes 74

No 16

**Would you recommend the service to someone else?**

Yes 71

No 17

**Please offer any suggestions as to how the service might be improved in the future**

Both myself and my husband were completely unsatisfied with blood taking at the surgery itself - both set of results were void as mine hadn't been marked up properly. My husband's went wrong too, but I can't recall the detail.

Ensuring correct information is provided. I was advised at reception that my blood test was not a fasting sample, unfortunately it was.

Unfortunately as you couldn't do the test within a week with a result. I needed a result for travelling purposes regarding a decrease in blood pressure tablet. I paid for a test at Tesco instantly walk in

I am quite happy with the blood taking service at the surgery, thank you. It is much easier for me at the surgery than having to go to the Community Hospital as I have no car, so I am very grateful.

Excellent service, no need for any improvements in my opinion

Despite an appointment, my husband had to wait 25 minutes and could still not be seen. He had to leave to go to work so was unable to complete the test

It has been difficult to get an appointment at short notice. I needed a blood test on a specific day (2nd day of my period) - however my period is very erratic (test was for early menopause). The surgery couldn't find an appointment at the last minute (as only had 24 hour notice that I could have the blood test) hence had to go somewhere else.

Adequate information about service would have been helpful. Attempts to have a blood test at Coldeast was a time consuming farce.

It would be helpful when the doctors receive the results they contact the patient, so far no one has so all I can assume is the results are ok or I spend ages on the phone waiting to find out

Publicize times and availability of service more visually

Was unable to get an appointment at the surgery, had to go to Community hospital where the service was excellent. Therefore unable to give feedback on the surgery

Very satisfied, the service I received could not be improved already excellent

I never received any feedback on my results. I can only assume I am fit and healthy.

Mr. Perry, At present I am under both the local GP and the consultant at QA @ Fareham. Presently I am making my own arrangements, as directed by both Doctors, The first blood test was in 6 months’ time and the second one is in 3/4 months’ time. For each of these appointments, there is no set time only the month. The QA's required ready date - is a guess, the GP's visit hopefully just follows along as convenient to the blood check being returned from the clinic (2 weeks) and then it’s getting an appointment( 3weeks or more). Not happy with this system, all you can do is try it out. //

V happy with service

Everybody lovely and efficient

I have no problem with the service

I think the service is good. Do not change it

None brilliant

Based on my recent experience, no improvement is needed

3weeks is too long to get it and to long for a result total 5 weeks

The service is fine

More early morning availability for Fasting Bloods

A local walk in blood service would be beneficial, nearest one is Cosham

I would check your records as I am no longer a patient at this surgery and so I'm surprised to be surveyed!

I usually use Fareham Community Hospital to help free up the Doctor's Surgery.

Keep it at the surgery and do not outsource to local hospital - they are heavy handed with the needles! Nurses at Lockswood are kind and courteous.

Service was excellent

I had my blood taken at fareham community hospital as more and earlier appointments available. Ensure this is offered.

Better cooperation between Portsmouth and Southampton health services