



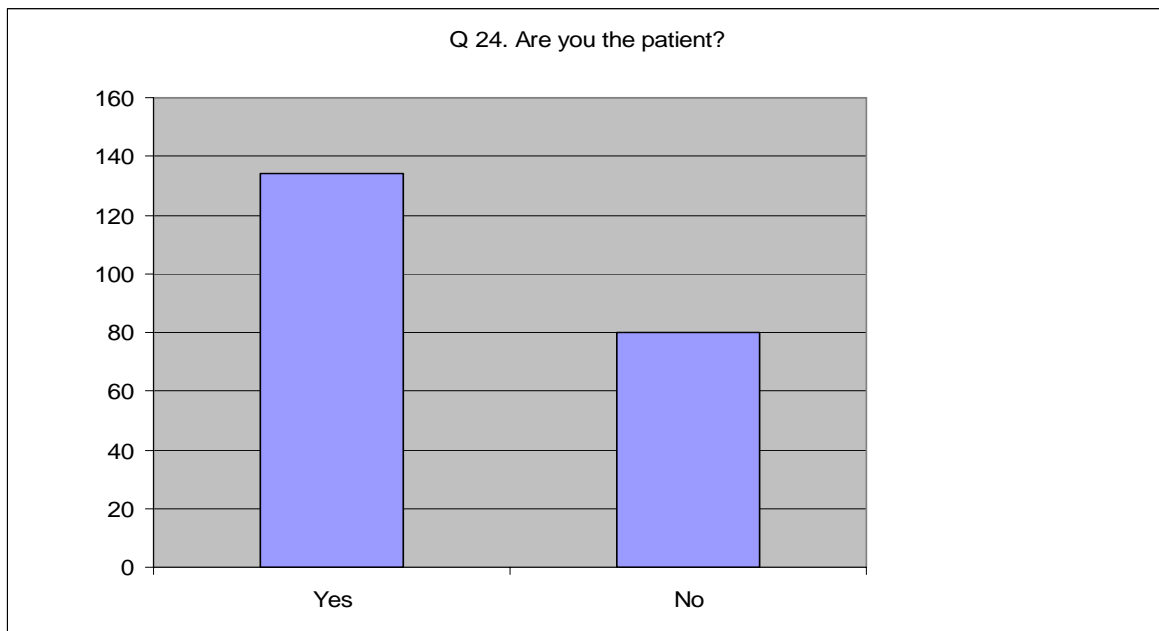
# MORFA-DOC LTD.

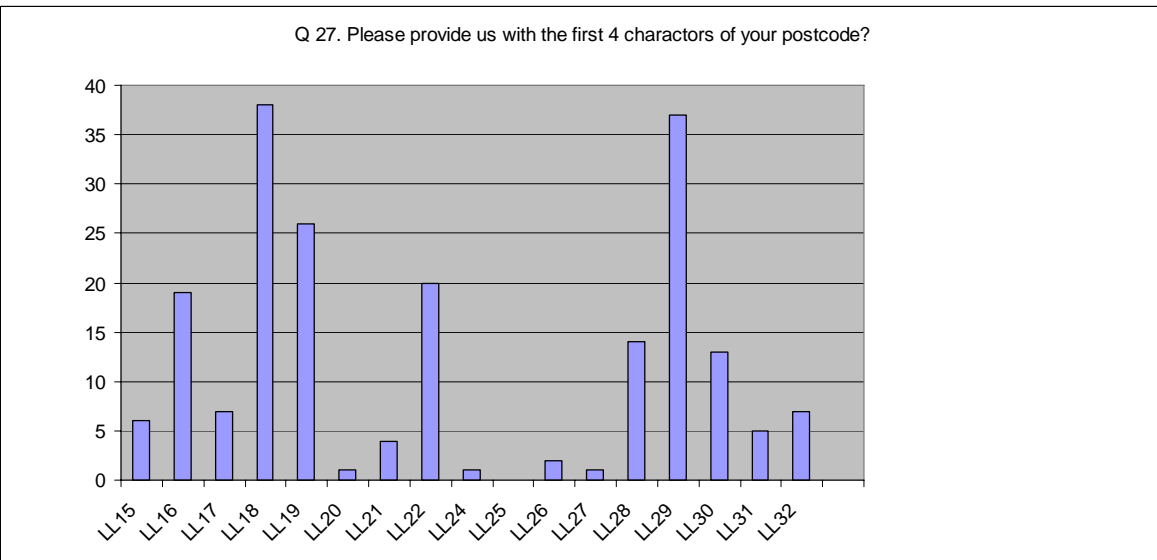
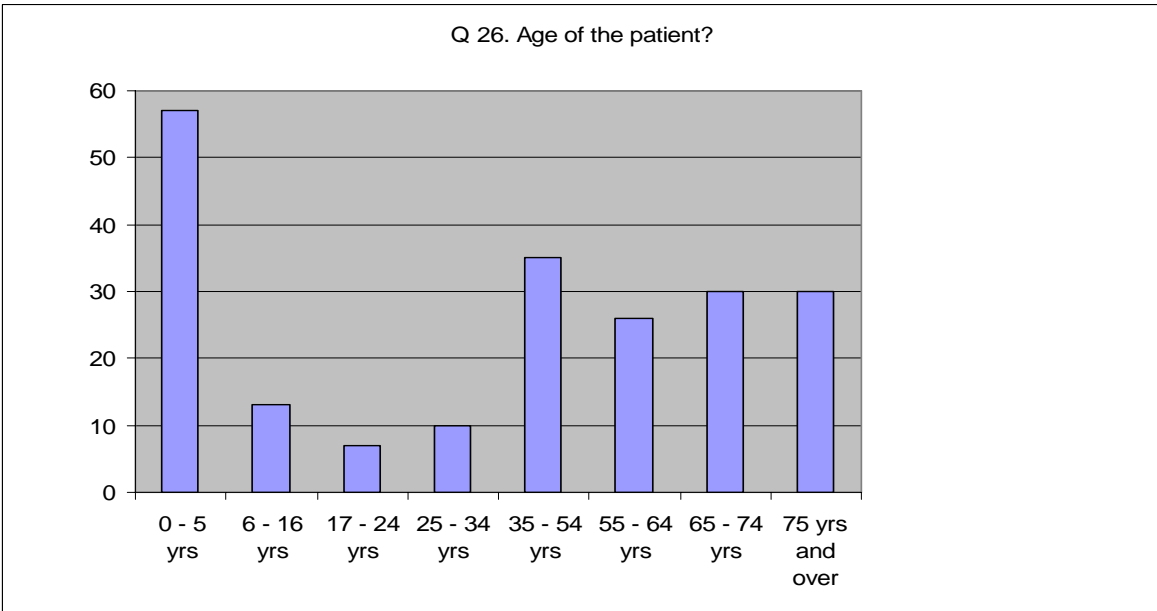
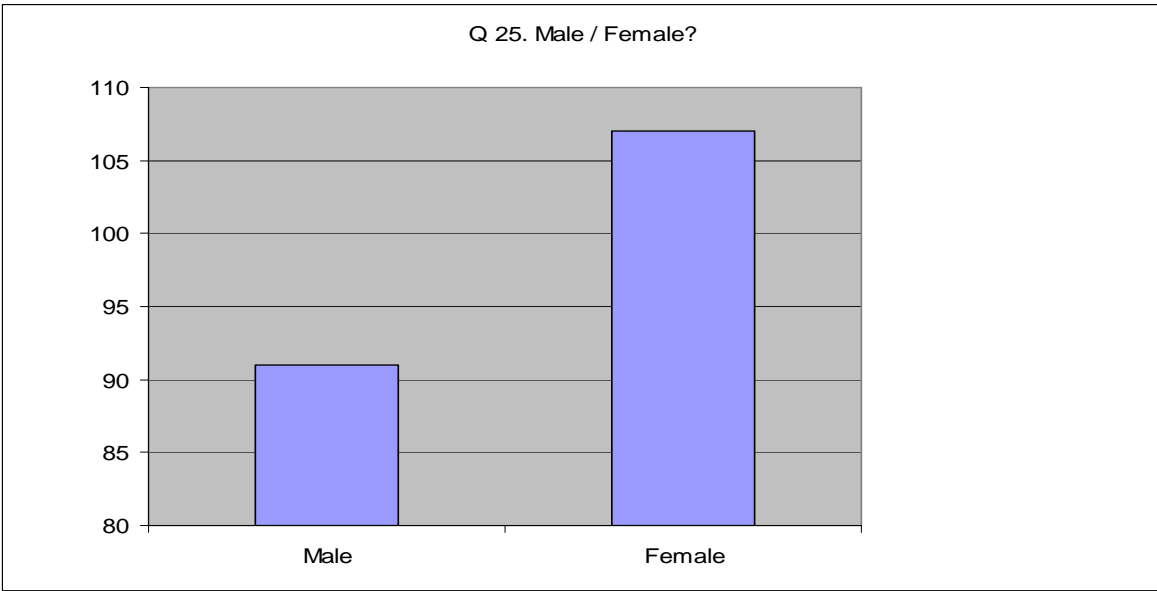
## Results of Patient Satisfaction Survey. April 2007.

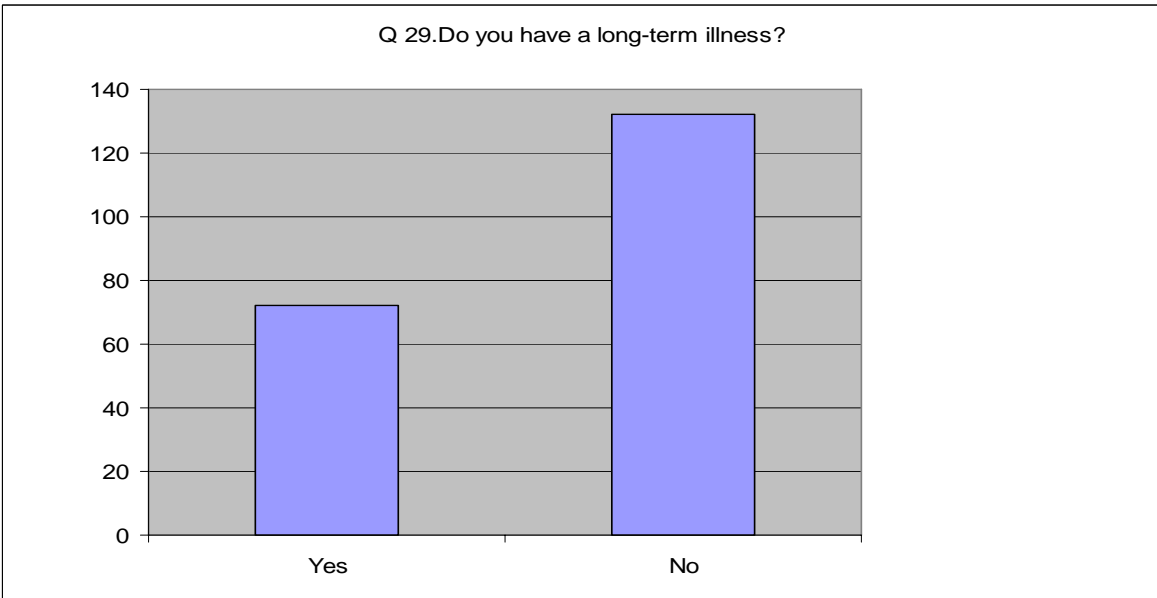
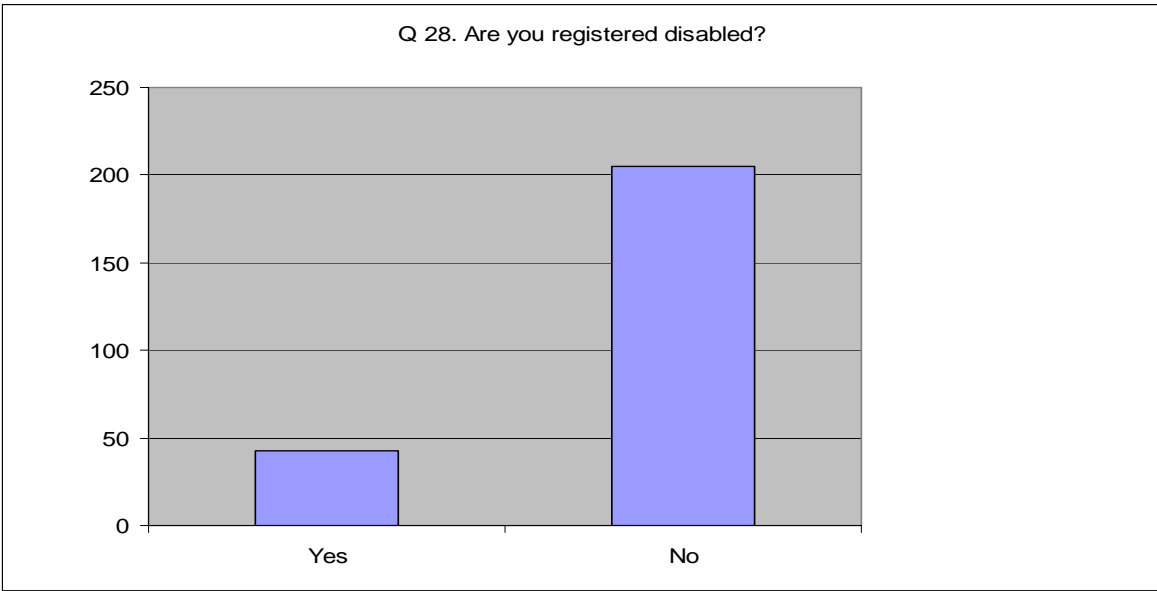
For the last patient satisfaction survey we were instructed to ask the opinion of everybody who contacted the service during April 2007. This time was chosen so that all hours providers could conduct a survey at the same time. 970 questionnaires were posted out with a stamped addressed envelope enclosed for ease of return. 265 were returned. (27.3%)

### **‘The Patient’**

Of the respondents, 46% were male and 54% female. The most common age group was 0 – 5 yrs, followed by 35 – 54 yrs. The top 3 areas for responses were LL18, LL29 and LL19. 63% of people were commenting on their own experience and 37% on behalf of a child or other relative.





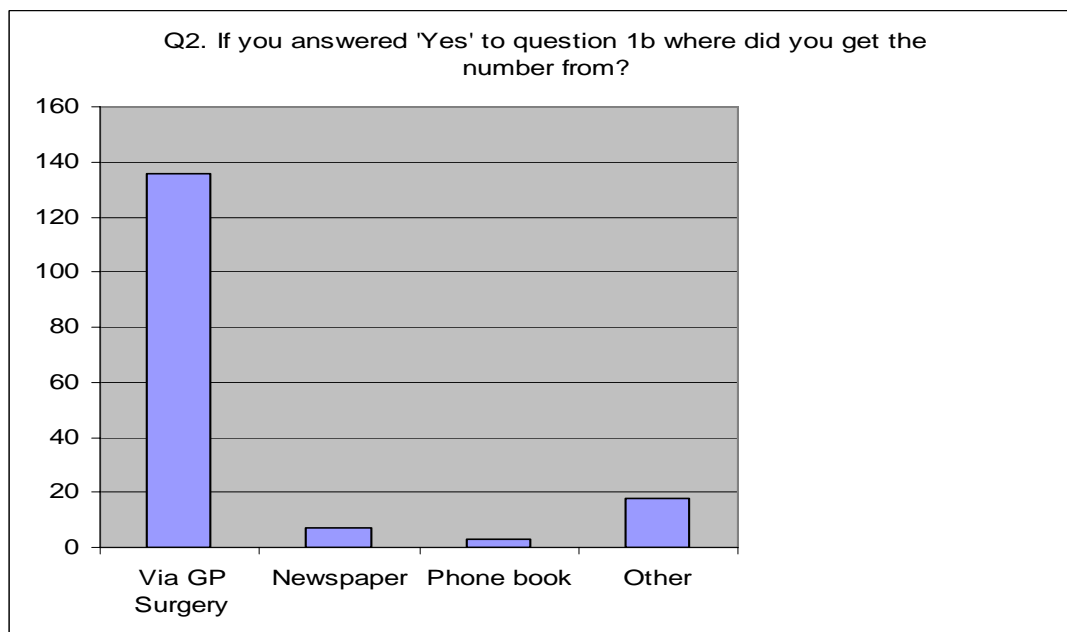
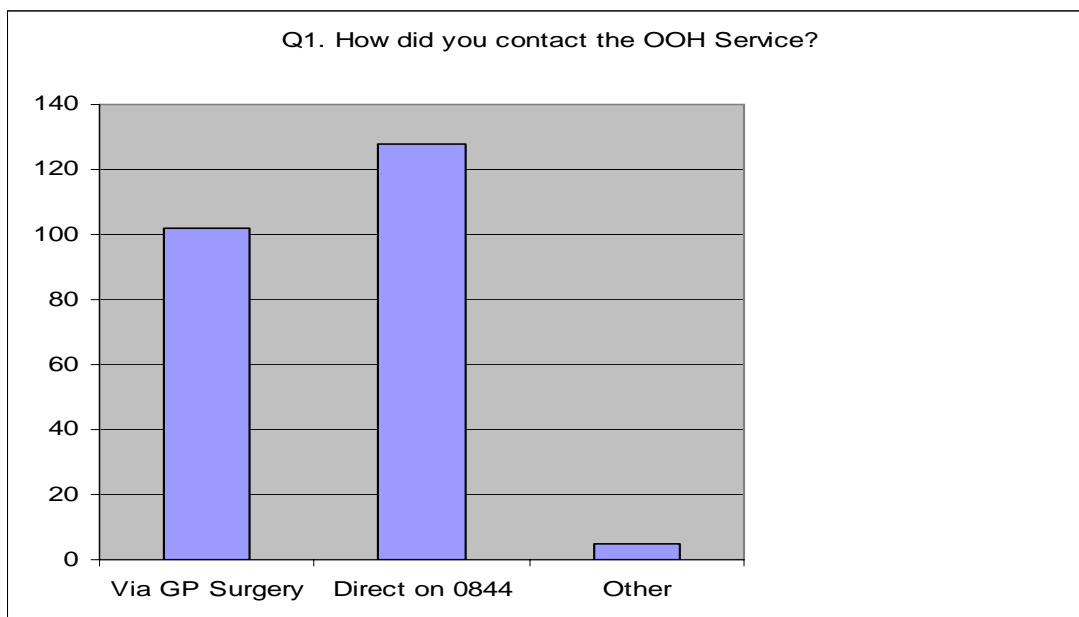


### **‘Contacting the Service’**

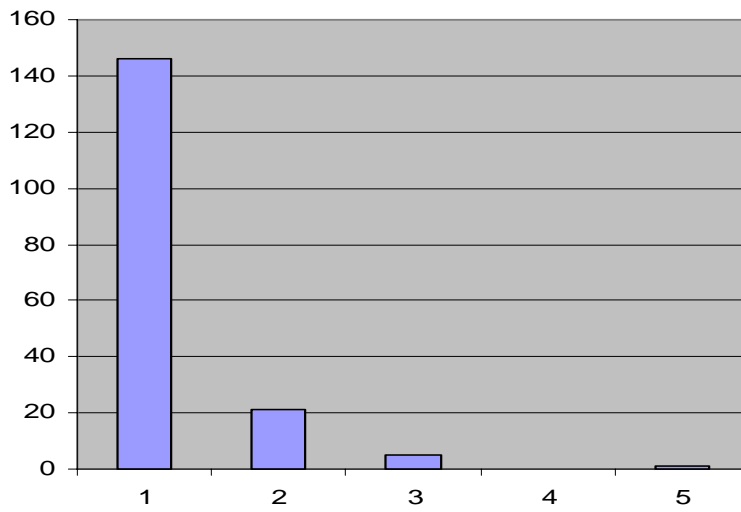
43% of people contacted the service by calling their own GP surgery number first, 55% by dialling on our direct number and 2% via another source. All surgeries display posters advertising the service. Some of these surgeries divert their number direct to the service. 85% of these people were able to contact the service by making only one telephone call. A further 12% had to make 2 calls. Only 6 people (3%) had to make more than 3 calls. The fact that 97% of those surveyed were able to contact the service within 2 calls is reassuring that the advertising campaign during the initial set up and the current information available to patients is working.

Of the patients who had to make more than 1 call, 15 said it was because the line was engaged. We receive an independent report from our telephone company. It told us we received 5834 calls to the service during April and that 54 calls to the service failed due to the lines being engaged. This happened during a 1 hour period when there was a telephone system failure between midnight and 1am one night. The standby system was activated and the problem was solved very quickly.

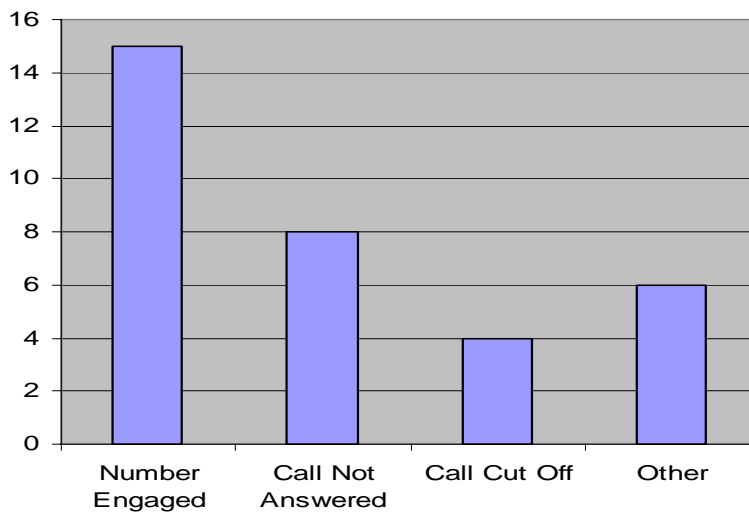
63% of those surveyed (who could approximate) say their call was answered within a minute of making the call. A further 30% within 2 – 4 minutes. The Welsh Assembly Government set us targets to answer calls. They state that 90% of all calls should be answered within 1 minute and 100% within 3 minutes. On average we manage to answer 96.5% of our calls within 1 minute and 99.5% within 3 minutes. We receive approximately 5000 calls per month.



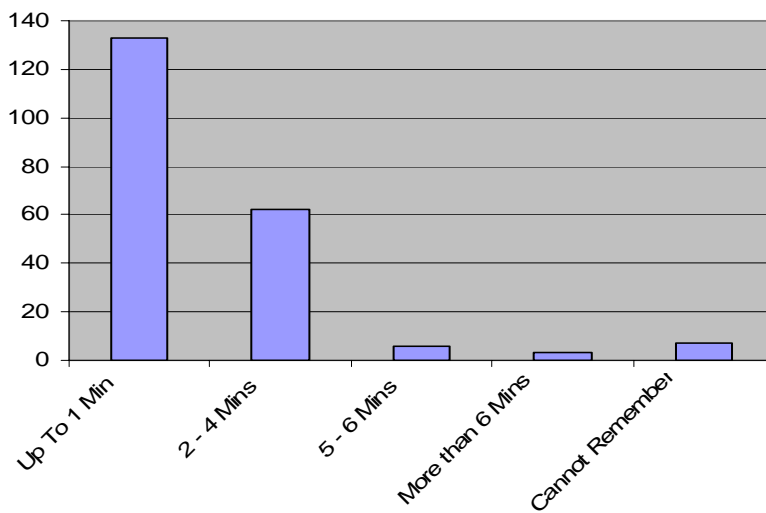
Q3. How many phone calls did you make to contact the service?



Q4. If you made more than 1 telephone call please say why.



Q5. Approximately how long did you wait for your call to be answered?

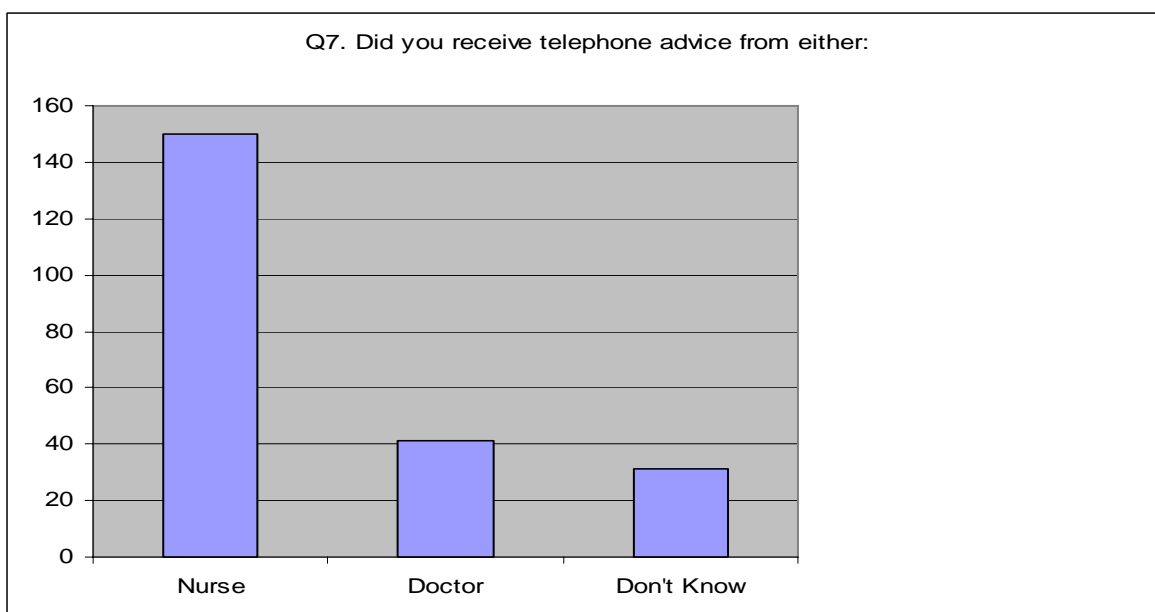
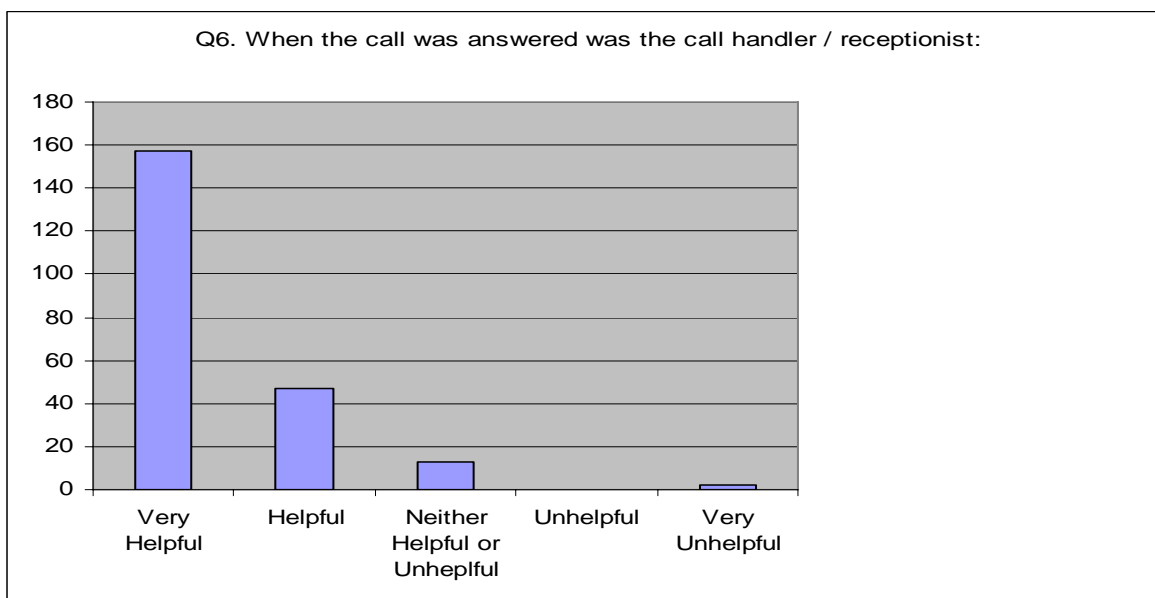


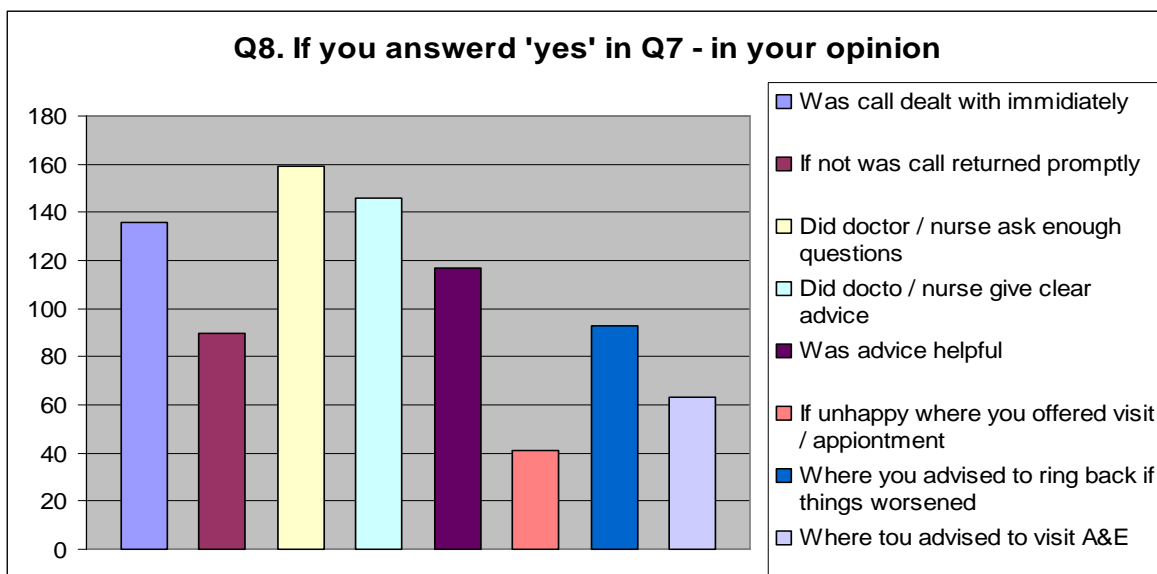
## What Morfa-Doc will do:-

We will continue to strive to meet the high standards we have set ourselves with call handling, especially over the holiday periods. There is an ongoing advertising campaign in the local press and GP surgeries advertising the service and how to contact us. We are also redesigning the Web site to include maps and directions.

### 'Telephone Advice'

The majority of patients (72%) thought the call handler or receptionist was very helpful, only 0.9% of people said they were unhelpful. 67% received advice from a nurse and 19% from a doctor. 15% said they did not know who gave them advice.





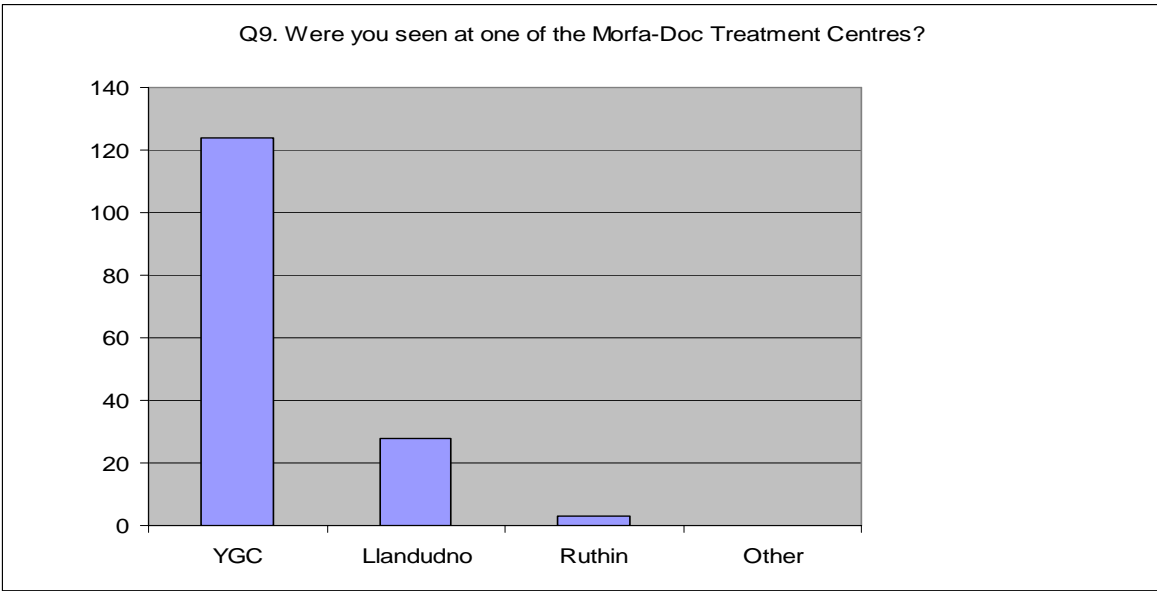
### What Morfa-Doc will do:-

This is favourable with the good standard set last year but there is still a little bit of work that can be done. From auditing the voice recordings we can say that the majority of staff do identify themselves to patients. Calls to the service are often at times of great stress and worry and it is understandable that patients can not always remember who they have spoken to. It is company policy that all grades of staff identify themselves on the telephone.

### ‘Treatment Centre / Home Visit’

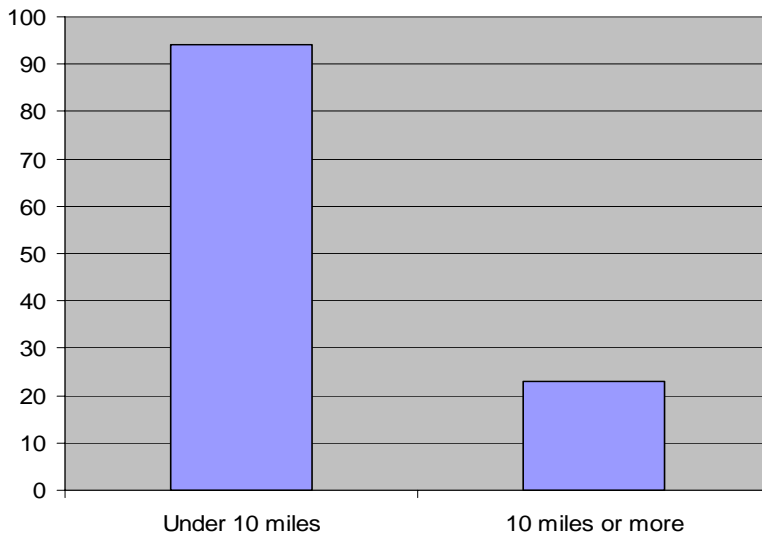
Of those who had an appointment, the majority were seen at the treatment centre in Glan Clwyd Hospital followed by Llandudno Hospital. We would expect this as it is representative of the post code areas of those who answered the questionnaire. We do have a working protocol that states patients should be seen in the nearest treatment centre to where they live. The only exception to this is if a patient agrees to travel to a different centre for an earlier appointment or if there is a clinical reason why an appointment at treatment centre in Glan Clwyd Hospital would be more convenient. (e.g. pre admission to hospital).

This would answer the question why the majority of patients would not be given a choice of centres to attend as they would be directed to the nearest centre. 21% of patients were given a choice.

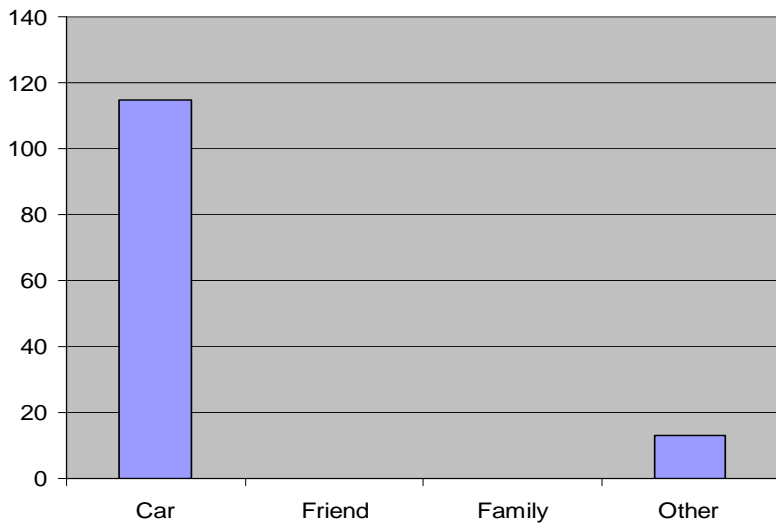


The majority of patients (81%) travelled less than 10 miles to a treatment centre. The location of the treatment centres were chosen within the guidelines lay down by the Welsh Assembly Government. They stated that all patients should be able to access a treatment centre within 10 miles or 30 minutes travelling distance of there usual place of residence. 91% patients said that the locations were conveniently located compared with 9% who did not. 91% patients thought they were easy to find, only 10% commented that they had difficulty finding them.

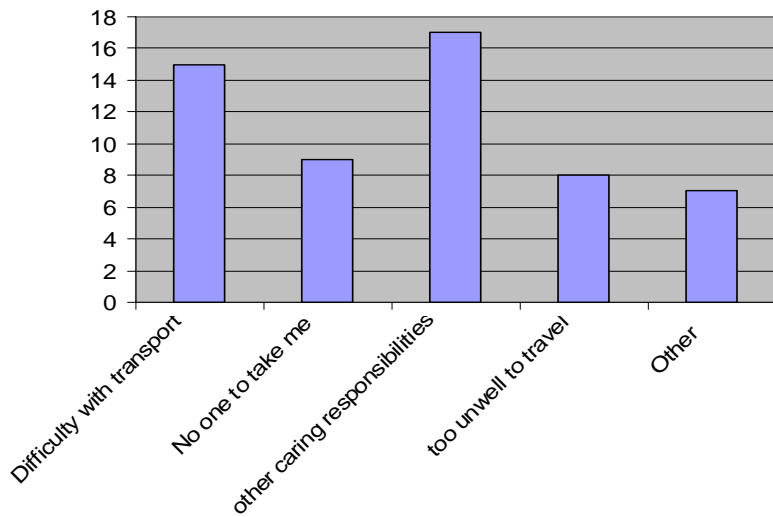
Q 11. How far did you have to travel to reach the treatment centre (approx)?

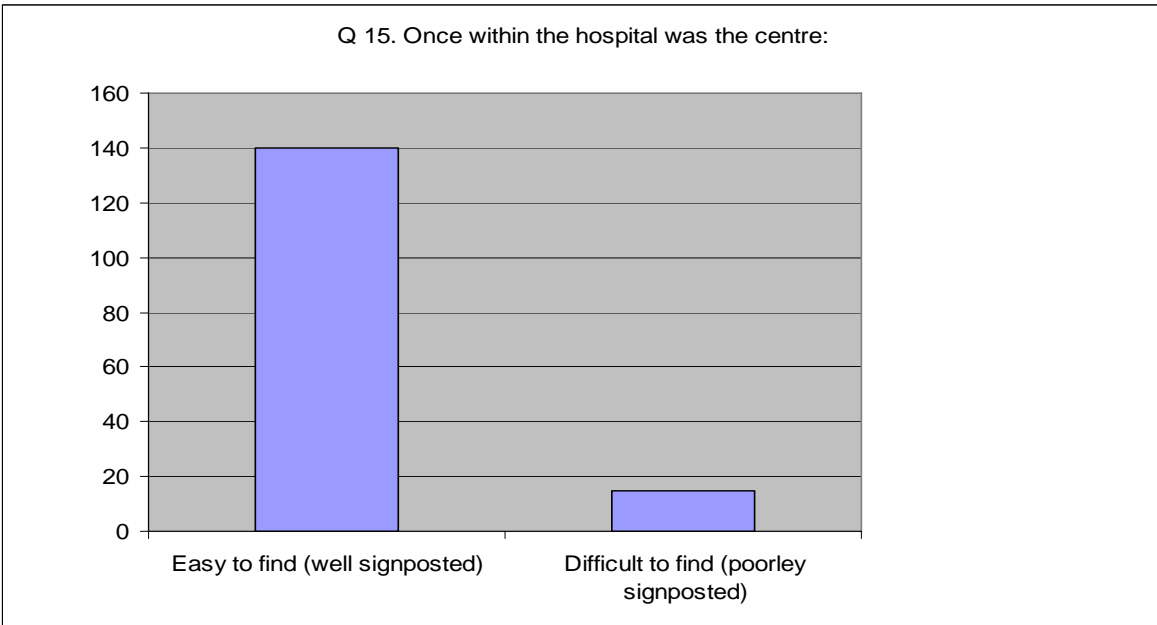
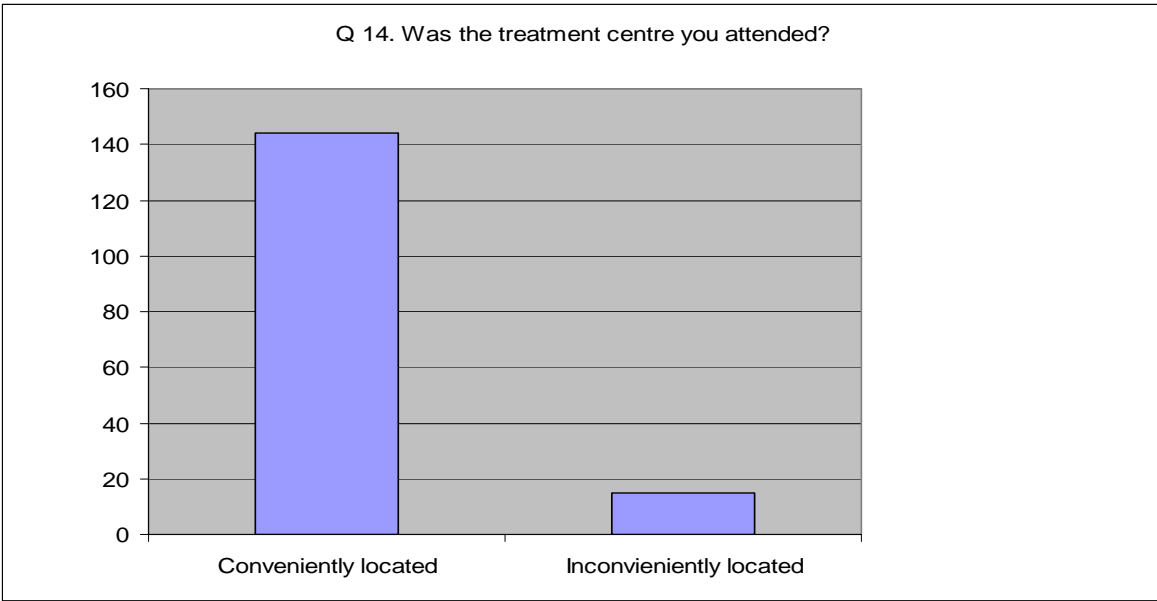


Q 12. How did you get there?



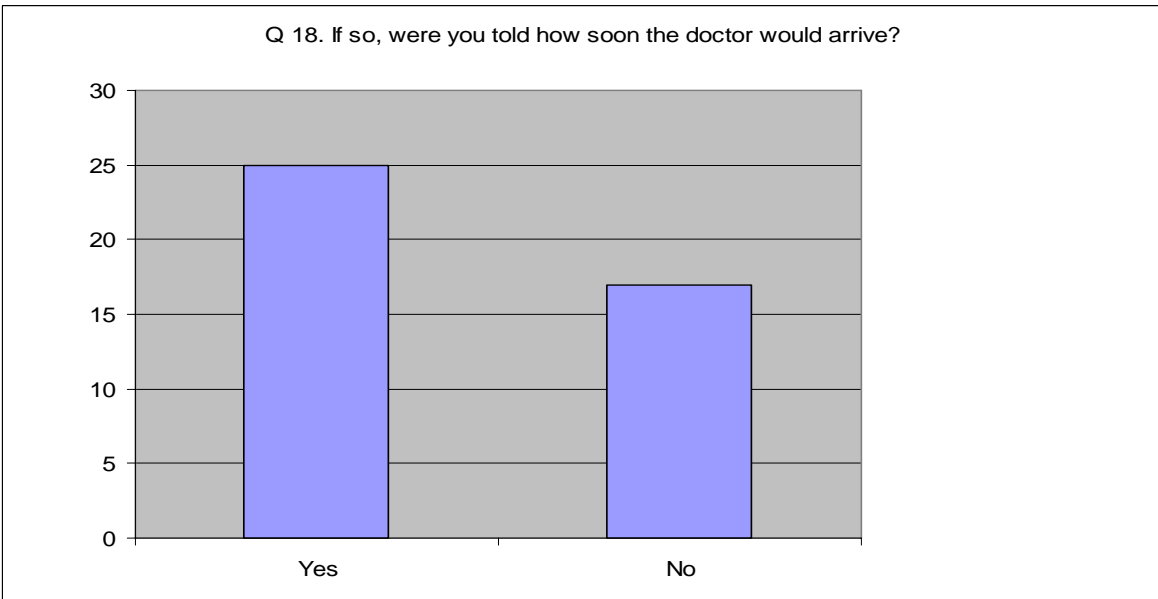
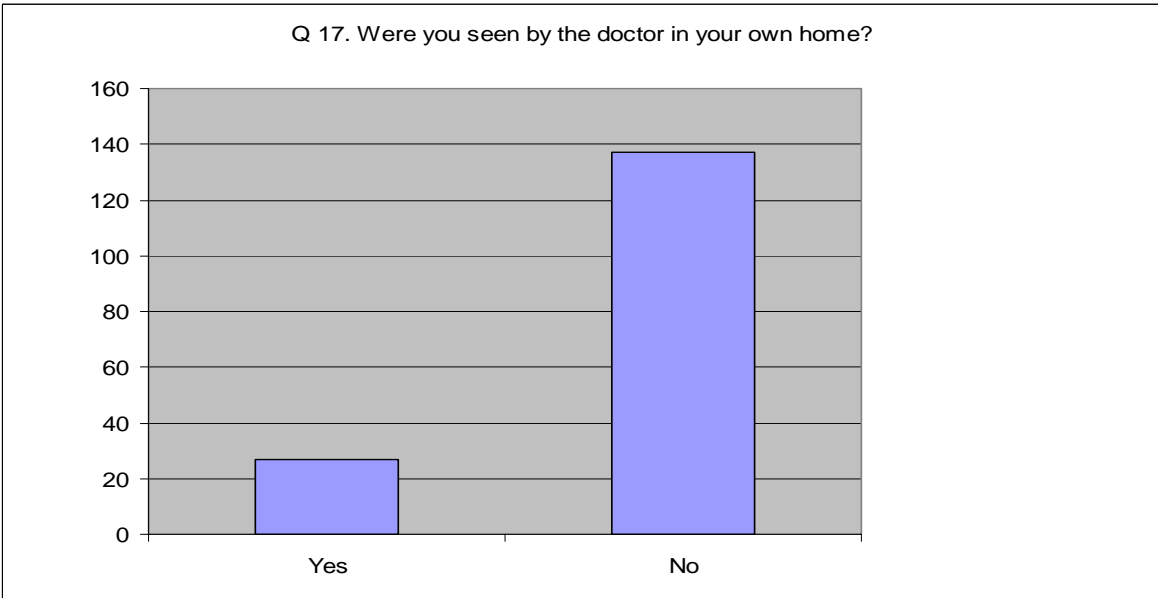
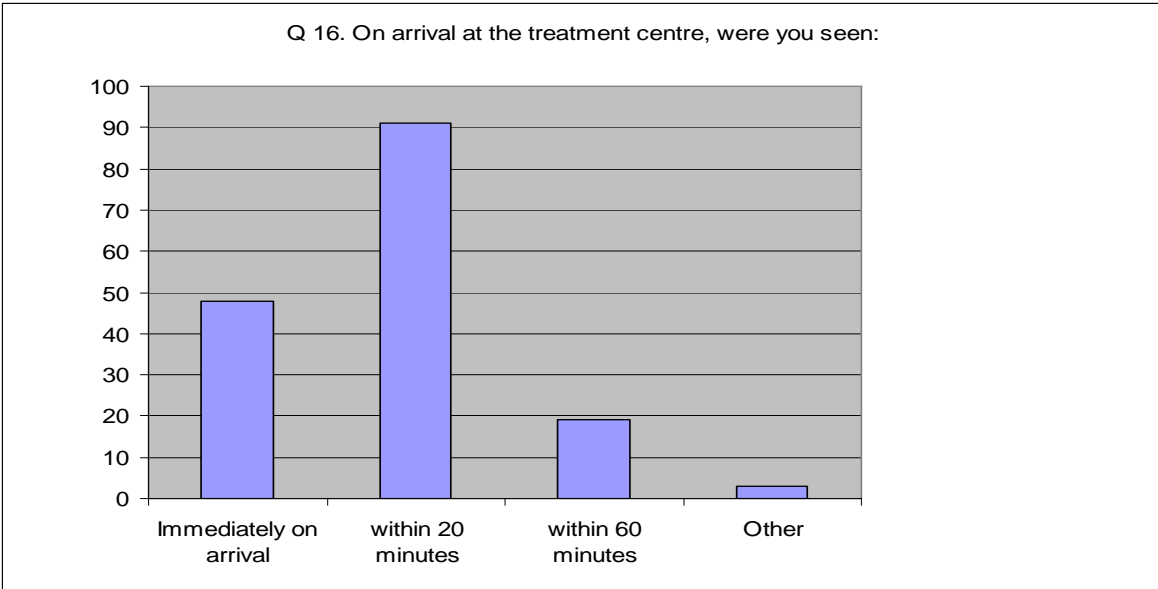
Q 13. In your opinion did you feel it was difficult for you to attend the treatment centre due to:-

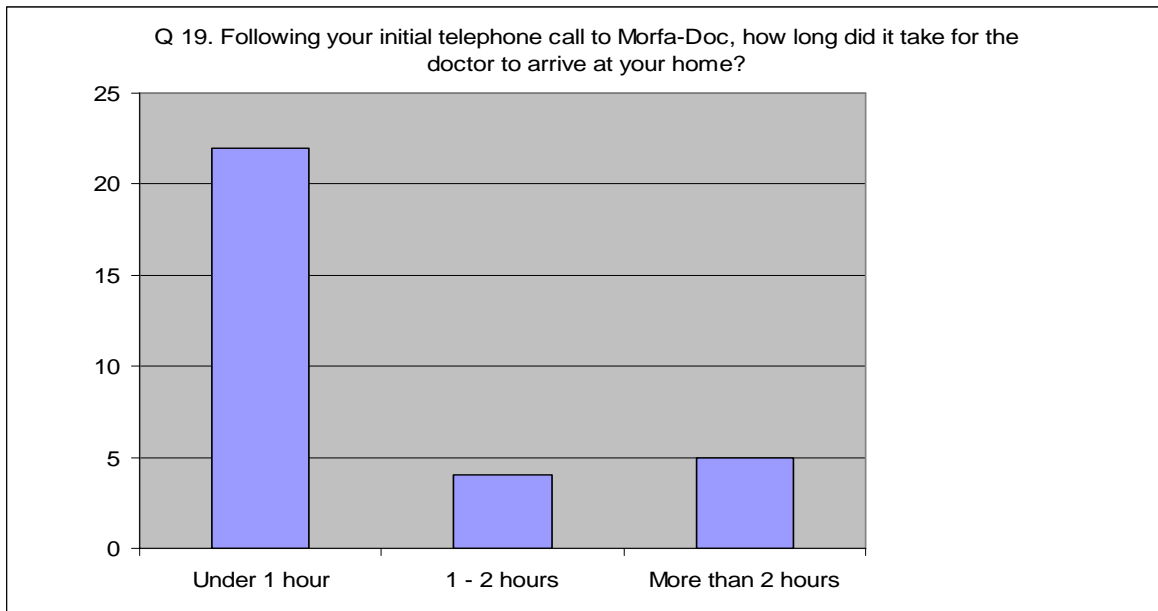




86% of patients attending one of the treatment centres saw a doctor within 20 minutes of arriving at the centre with 30% saying they were seen immediately they arrived. Only 14% patients said they waited longer.

17% of the patients who answered the questionnaire said they were visited by the doctor in their own home compared with 83% who received telephone advice or attended a treatment centre. Of those who had a home visit 60% were told how soon the doctor would arrive. During periods of high demand it is often difficult to estimate accurately how long each visit will take or predict traffic conditions.





### What Morfa-Doc will do:-

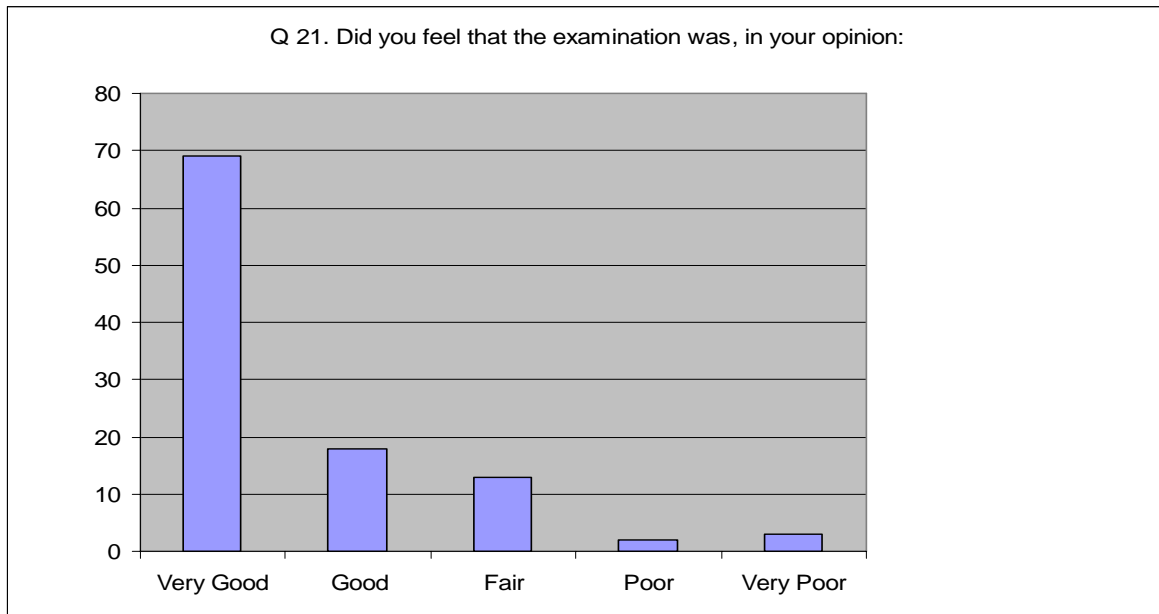
We have improved our communication between drivers and 'base'. We hope now we can give more accurate predictions. Staff have been asked to give all patients an estimate of the time in future. However 84% of home visits to those who answered the questionnaire were completed within 2 hours of contacting the service with 71% within the hour.

### 'The Treatment'

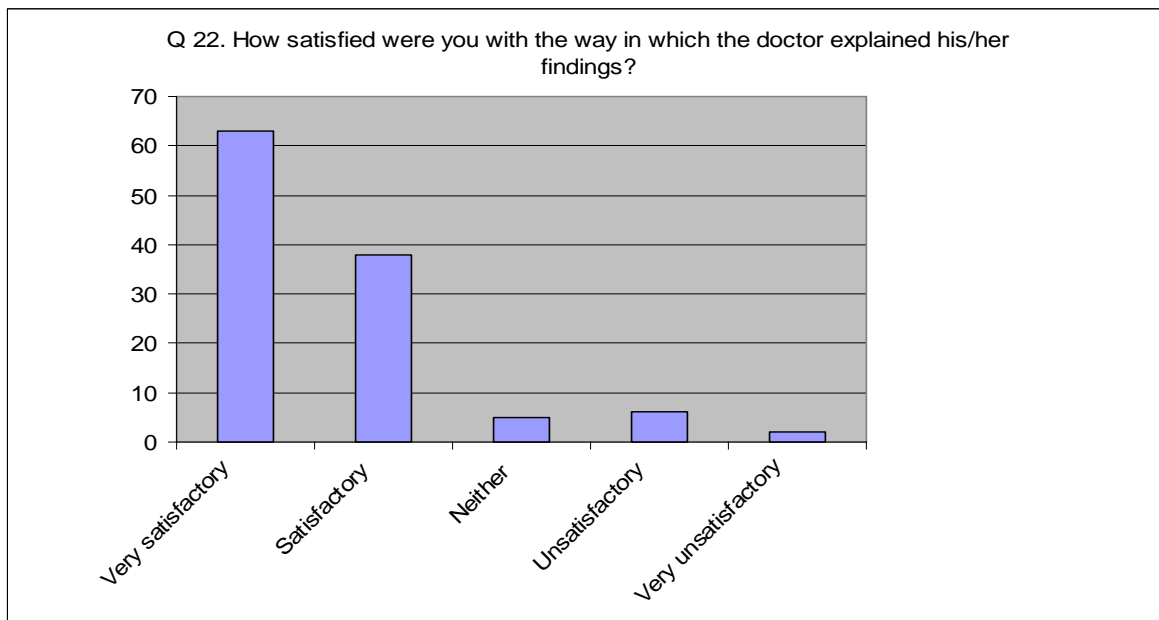
84% of patients commented that they thought the doctor's questions in finding out about their medical condition was good with 63% thinking it was very good. Only 3% (4 patients) commented that they thought it was poor.



83% of patients commented that they thought the doctor's examination was good with 66% thinking it was very good. Only 5% of patients said it was poor.



86% of patients were satisfied with the way in which the doctor explained their findings with 55% very satisfied. Only 6% of patients found it unsatisfactory or very unsatisfactory.



85% of patients thought that the treatment they received was good with 60% saying it was very good. Again only 6% of patients thought it was poor.



### What Morfa-Doc will do:-

We have maintained the high standards set last year and improved in some areas. We will continue to audit doctor's consultations and aim to maintain the high standards we have set.

In conclusion the questionnaire asked about an overall opinion on the service the last time they used it. 53% said it was excellent, 32% said it was good, a further 10% said it was satisfactory and 5% thought it was poor.



Below are listed all the comments that patients said about the service.

### **31. What was good about the service?**

Speaking to someone quickly as I had been ill all night and waited until after 9am to contact service

Quick attention to initial phone call

I was seen quickly

Nurse gave me good advice upon initial phone call and called me back later in the day to check on the patient's progress and well being.

Very prompt, professional and good advice and guidelines

Clear advice

Help and advice was given and a prompt appointment made

The time it took to see me

Gave me satisfaction

About how I felt let me explain without cutting in

As my child has colic he cries a lot and the Doctor shown me and my partner how to get rid of his wind

The doctor arrived within the time stated, examination good, arranged bed on Aberconwy Ward in Llandudno, also left phone number if ambulance was late

Very friendly and reliable service. I phone a lot of times and someone has always reassured me

Appointment made within an hour of my call

The prompt efficient help

I went into Glan Clwyd Hospital for emergency appendix operation on Sunday 15<sup>th</sup> April 2007 and the treatment and the after care service was excellent

Due to the illness (Gallstones) I was able to gain advice by phone and also able to go to a centre – enabling the doctor to see more than one at the centre, which would not have happened if it had been a home visit.

The doctor sent me straight through into hospital my problem was diagnosed and I was given pain killer.

Very reassuring

Very helpful when you are not sure what to do

Close to home, polite and helpful, seen quickly

That they came out to see me. They gave me appropriate medication

Just being there to give treatment doctor advice

All very helpful

Staff friendly and very helpful. Treatment given sorted out my sons problems

Immediate advice over the phone.

Because it is out of normal working hours, the Children are seen to that night

All excellent local service – proves it is imperative to keep Llandudno

Hospital Open

Very efficient staff in spite of the large number of patients to be seen (on a Sunday Morning)  
Speaking to someone quickly as had been ill all night and waited until after 9am to contact service  
I am never made to feel like an over anxious parent. The advice given is clear. We are very lucky I feel to have this service  
A patient's main worry is the unknown. It is great to have experts to hand to treat and reassure us  
Quality of advice and care from GP on call at Morfa Doc  
When I phoned they were very helpful about my illness  
Call answered intelligently and promptly by trained professional with reliable service  
The advice and empathy given was very reassuring of my husband  
I was immediately pointed in the right direction, I was seen right away my daughters was treated and given prescription  
Helpful with advice  
Everyone spoken to was pleasant and helpful. The appointment was changed but I was informed and the reason explained.  
Knowing that I am able to see a Medical Professional out of hours is reassuring  
Calm sensible advice and we were dealt with very quickly  
Advice on phone  
Found service very helpful, was concerned about my son, but did not think it was an emergency to use A+E was very useful to be able to see a doctor  
Quick and friendly and excellent advice  
Not kept waiting seen on arrival  
The ability of the doctor to recognize the ailment from my description of the symptoms over the phone and therefore he had the required medication when he visited me  
The staff were very helpful when you walk in. Doctor very good and very helpful on the phone  
Not a lot  
That you come out  
Able to get an appointment within an hour  
When I attended OOH had to wait a long time to see as there was not a bed after attending A+E  
Quick kind and helpful  
Immediate attention very informative all staff reassurance  
The doctors were very good and we did not wait a long time  
My friend had to ring on my behalf as my illness meant that I could not hear properly. The lady made sure that she knew all my symptoms, and at one stage suggested an ambulance for me.  
Was seen by a doctor within a few minutes of arriving  
Convenient, easy to park, nice doctor  
Was seen by a doctor and spoke to a nurse although diagnosis and treatment took quite a few visits  
I was very happy with Morfa Doc and the doctor was very good

Was quick to be seen  
Everything  
Very good once you got to the centre  
Staff courteous and helpful and they smile  
All of it  
Availability. doctor's attention to problem  
Always very cheerful could not do enough for me I have both legs amputated  
get phantom pains a lot but the staff are always very good to me  
They advised me on what to do  
Each occasion I have phoned the nurse has been very helpful and ready to put  
your mind at rest  
Was seen immediately and was taken seriously. Advice brilliant  
I was seen immediately  
Very prompt and reassuring telephone response. I was referred to Llandudno  
Hospital emergency doctor  
Very professional and polite and being joined to the hospital in the case of  
emergency was a good thing  
The people involved work as a team and put the patient first  
Being able to have treatment when otherwise I would have had to wait for the  
surgery to open after the Bank Holiday. I felt very unwell at the time, at such  
times a person can feel "cut off" from advice and treatment  
Quick telephone response, understanding staff, local and easily accessed  
medical centre. I was fortunate that the doctor on duty was from my local  
practice and knew something of my medical problem.  
Good advice and quick treatment  
The doctors are well educated in what they are dealing with  
Seen by doctor immediately  
Set my mind at rest  
Helpful staff  
The good thing about the service was I made one telephone call which was  
answered immediately and I was asked whether I could attend. The service  
treatment and care was excellent  
I rang to get advice on my mum's health and the lady I spoke to was very  
helpful and arranged an ambulance which arrived as I was on the phone.  
The staff were very polite and helpful. The reason for my visit was to pick up  
an emergency prescription  
Everything from the first telephone call  
Prompt  
Saw a doctor very quickly once we arrived  
Quick and straightforward  
Convenient to access  
Reassuring to know that help and advice are available outside doctor's surgery  
hours, and from a nurse then a doctor, who both returned my call without  
having to wait long.  
Good medical care and nice welcome when got to centre  
The doctor was extremely thorough and careful – despite being very busy  
That I could attend a hospital that was very close by in the evening

It was inadequate for the illness which I had  
Helpful on the phone and gave an appointment with an half hour, peace of mind  
I felt reassured  
Lady on phone was very nice and very helpful put my mind at ease with first call  
That I was seen at the time that the appointment was made for  
Fast efficient and convenient  
Being able to speak to someone in the middle of the night and able to see a doctor  
Once telephoned and appointment made very efficient. Screening of importance of call good and reassurance given comforting  
Very prompt decisions made over the phone. Advised me to phone for an ambulance for my 15 month old son who was suffering with a virus – had a mild fit, turned blue in the face rash all over his arms face and legs  
Medical practitioner on hand and efficiency  
Quick and clear  
Nurses/doctors  
It is a very good service for telephone advice and well organised  
Doctor explained what was wrong + treatment + provided medication  
Genuine and good doctoring and help.  
Was given reassurance + told to call back if symptoms got worse.  
They answer the phone straight away. Friendly to talk to gave really good advice on phone which meant I did not have to see a doctor.  
Prompt – professional – therapeutic  
Helpful, good advice and caring  
Quick, easy to get seen  
Doctor's dedication in searching vital information and providing details by return phone call  
I was diagnosed very quickly and given medication shortly afterwards.  
Having a contact no. and somebody to discuss your condition with immediately and to be reassured. The close proximity to the centre was also added bonus.  
Was helpful in dealing with minor yet painful injury which freed up services at A+E.  
Nurses advice, excellent and efficient.  
The doctor tried to find out what was wrong and had me admitted, when my own doctor seemed to fob me off.  
The telephone manner and the advice felt reassured.  
Available 24 hours a day.  
Very caring.  
Helpful and efficient.  
I thought the nurse was sensitive and kind he seemed to have a grasp of mental illness and was very reassuring; he did seem to have experience which gave me some confidence in the situation I was in.  
I needed advice which I received

I was listened to and felt they let me speak without rushing me. Advice was helpful which made me feel better. I wasn't rushed, was advised in a calm professional manner. Excellent.

Excellent – It is a comforting to know that we have such a good service especially if required over a weekend.

That I was able to speak to a doctor.

When we phoned the doctor we spoke to was very calming and explained why he was asking the questions he did he then told us to go down to Morfa Doc at a time, but I was soon phoned back and offered an earlier appointment.

Excellent service

Available when needed.

The service was prompt and the advice was helpful to treat my baby daughter.

### **32. Is there anything with could be improved?**

No

Not as far as I know

Yes the ability to get there as we don't have a car

Waiting

If any it would be very bad if any person could not travel and the doctor couldn't come out

Don't judge mothers or fathers

A knowledge of pharmacies and their fax numbers and/or telephone numbers that prescriptions can be sent directly to.

Home visits as I have 3 children and find it hard to get there and also it costs me a lot of money in taxis just to get their.

When I was the patient, I felt too poorly to drive the car with my baby but I was told the GP's no longer do home visits

Not in my opinion

No the NHS Service is excellent

The service is absolutely very well run. I used the service over a busy Easter period. Waiting times to be displayed, ability to dispense all medications

Not unless the centre could be nearer

No they do their best for everyone

I think the waiting area would benefit from having a small area with some pens and paper to keep children amused

On entering the car park there should be no payment as when children are ill one does not remember loose change and it is difficult going to the pay station with a distressed child.

The length of time it took to get medicine from dispensary to patient was long

Yes get closer out of hours surgery or get doctors to come out when needed

The waiting room could be more children friendly, the décor is dull

Yes – it desperately needs a sign to show where Morfa Doc is. There is no one to help and no sign

Links to hospital GP/records and telephone ahead for appointments at hospital/doctor to reduce waiting time at A&E  
More home visits for those who need it, people find it difficult to get to hospital if they don't have transport to hand

Transport available or help with travel i.e. taxis fares if child unwell

Signage at Llandudno Hospital

Location

Out of Hours doctor in local area. We cannot drive and were asked to drive to Glan Clwyd to see a doctor. Services need to be improved in south Denbighshire region

I would not know where to start

How long until the doctor can come out

Receptionist unable to deal with specialised problems i.e. Diabetes medication etc

Possibly more reassurance

I have used the service twice and have been completely satisfied both times

Free and immediate car parking

The car parking area and the receptionist could be friendlier

That medication prescribed should be available at the treatment centre

Only if it could have its own pharmacy

I just wish my GP was as helpful as the ones I have seen at Morfa Doc

Doctors to visit sick children not just elderly patients in nursing homes

Home visits are sometimes more appropriate than attending centre

Prescription – I attended with suspected shingles and was thus diagnosed medication was not available in treatment centre

Don't think so

The service seems to be very good. I cannot say a bad word about it

The location

The locality of the out of hours service is a bit far out for the elderly and people without transport

Maybe to issue everyone with a number on arrival at Morfa Doc so that patients have a good idea when they will be seen.

I have used this service on an occasion for my late husband – this was a home visit – my call was responded to quickly and efficiently but my main concern is that there is no access by medical staff to patients GP medical records.

More Morfa Doc in the area if possible

Telephone, receptionist

Felt it could be very difficult to get prescription over a Bank Holiday. In my case it was Easter

To be offered a home visit

In my opinion nothing could be improved as I have stated the service was excellent

I don't think so, they do their best

Parking

When I called I was originally given as appointment much later. I was concerned enough however to attend immediately. To my surprise I was seen immediately, perhaps over cautious with bookings

We would have preferred to go to Llandudno – quite far to travel with a sick 21 year old – we were not given this option when we phoned

Once the information has been given not to keep repeating it so many times  
Better treatment

I wasn't sure what to do when I first picked up the phone – I ended up calling NHS Direct first and they told me to ring my surgery to get out of hours assistance. (In other words I didn't know this service was available until NHS Direct told me)

Nothing because it was all very good and nice and tidy

The waiting time but this was a holiday Sunday and there were many patients at the hospital but I was kept informed by a very pleasant young lady in a purple shirt what was happening and she apologised for the wait

Reduction in the waiting time, there were crying babies waiting to be seen which were put in first, it was nice to be asked if we minded by the receptionist who tried to sort things out, she did keep us informed at all times. Doctors should come out to children under 5 years when little ones are ill it's unfair to drag them out in cold, not once have we been offered a home visit ever.

A more careful examination by the Doctor at the centre should have revealed that I was seriously ill. Diagnosis was gastric flu when I actually had pneumonia due to legionnaire's disease

Waiting time at the centre

I thought I waited too long for a home visit

Not that I can think of from my 1<sup>st</sup> call or my 2<sup>nd</sup> visit

No happy with the service every time that myself or family member have used the service

Sign posting at Llandudno i.e. "Morfa Doc Waiting Room"

No excellent advice given really re-assuring to know someone else was at the other end of the phone as I was at home on my own

The overall smell in waiting area most unpleasant, possibly due to vomit

Can't think of anything

As I don't drive and live in Colwyn Bay an out of hour's service in Colwyn Bay would be much easier to get to.

Home visits should be forthcoming – especially for people with ill young children and who also have some children at home

To come out to see children if in the middle of night and have other children to care for.

Time waiting to be seen

Possible doctor to visit child in middle of night.

They need to give better option of which hospital you could go to Llandudno closer to Colwyn Bay but sent to Glan Clwyd

The surroundings in the clinic are grim not uplifting or healing in any way. I am sorry for the staff that has to work there

None. Very satisfactory at this date

The only difficulty was waiting for a bed in the ward but I realize this cannot be helped

No in my circumstances, this was the first time for me to use the service.

Can't think of anything, everyone helpful.

Doctor was a little "off hand" and bored in his attitude. Though did deal with my condition satisfactorily.

The time in answering telephone – I understand that you are very busy but tried 4 times and was waiting about 10mins each time.

Nothing that I could comment on.

My condition wasn't bad enough to explore further investigation at the time I would have liked a follow up call from my GP if they are informed that I accessed the call out service.

Having spoken to the doctor he said a prescription would be waiting at reception in Glan Clwyd hospital which could be dealt with at Asda

Queensferry. Upon arrival at Asda there is no pharmacy and we were then told by the hospital that we would have to go to the out of hours pharmacy at Llandudno. The receptionist didn't know the address of the pharmacy at Llandudno and as we had now wasted 90 minutes in unnecessary travelling.

We came home and therefore did not treat my daughter as was advised by the Doctor. My daughter was therefore untreated throughout the entire Bank Holiday.

### **33. We are interested in any other comments you may have.**

Very happy with service and was really pleased to see doctor I knew (just chance I know)

None

The advice I was given was to dial 999 and ask for and ambulance.

Both receptionist and doctor put me at ease

Keep up the good work

I have phoned the centre about 4 or 5 times and the last time I phone the lady asked if I hurt my child, I couldn't speak after that as I was crying. I thought that is what the centre was for, you could phone when someone is in pain from now on I will not be using the centre. I would rather travel than be judged

My mother is 91 and in poor health. I have used the service 3 times at weekends when mum taken ill. Each time good service

Home visits please in some cases

Instead of running the NHS Service down, the papers and television services should be praising the NHS Service for the excellent service it gives to everyone in the UK

Overall a good service but the service is obviously overstretched for the area – again this is down to funding but at key times a few more doctors would help

The Staff and Doctors were very good. I have no comment except would be beneficial to have one of these out of Hospitals run from Chatsworth House Hospital, which would make it a proper Community Hospital

Why does one need to attend for an appointment at our local hospital rather than be seen at our surgery?

Everybody involved is very helpful

Good idea to be given a time to be seen, so when arriving with a sick child we don't have long to wait

In the car park we assume as you have to take a ticket that we need to pay in the car park, however after taking the child to the pay station and finding change the barriers are up and we can leave

Very well cared for by professional and caring staff in Bueno Ward  
Llandudno Hospital

Very happy with service and was really pleased to see Dr I knew

People who do not drive or do not have transport need other means of transport, taxis are so expensive

The Hospital was very dirty and food poor

The Doctor spoke directly to our child not over her; he did his best to comfort her. He explained clearly to her why she was in pain and how to make her feel better. I was very impressed.

You were very kind and helpful about my illness

I think out of surgery hours Doctors could visit you at home when possible, although we received first class treatment.

I have used Morfa Doc about 4-5 times since my little boy was born as he has had his fair share of infections. I have always found the service I have received to be of a high standard. All staff have always been polite helpful and reassuring

Am glad we have a service like this especially when children are ill, they may be ill but not ill enough to go to A+E but too ill to wait for their GP – Morfa Doc bridges gap

On a previous occasion (Nov 2006) if the Triage Nurse had not insisted I take my wife to hospital she would not be here now. I can't thank Michael enough

The staff are polite and well mannered

The Doctor came out in one hour and not three

I am sure that valuable time is taken up by the constant mix up of prescriptions by not being able to get medication from chemist, should a duty chemist be able to give medication for Diabetics, Asthma and Heart Condition  
Sometimes I feel as if I needed to see a Dr as it happens at weekends

Well done to a service that can be in general

As a family we find the service fabulous. No stressful waiting very helpful staff and instant help

It will be good if we got one in our local area, so save time just in case very ill and need to go to Glan Clwyd

The lady who my friend spoke to was interested enough to ring back to see if my symptoms had got any worse. I found that quite impressive. She also indicated when the Doctor would arrive. It was Easter Monday but I was

totally satisfied with the service which I received. I was diagnosed with an ear, eye and throat infection. I was given antibiotics by the doctor when she came.

Chemists locally not open at convenient times

A good service for the local community.

It's difficult to drive at night with a poorly child needing attention

Doctors were quick to get rid of me, very poor service gave me bad advice and did not find out what was wrong with me, just fobbed me off with any information

Keep going the way you are you're good - We have had not reason for complaints only praise

Other than difficulty in obtaining treatment medicine the service was good

Staff very helpful and so far the doctors excellent

Perhaps could do with a treatment centre in our area as well not just close to the town's maybe Llanrwst?

I had been expecting to be admitted to hospital as I was bleeding but I was very reassured by the doctor on duty that my problem was a simple infection and told to see my GP the next day, when I saw my GP the next day he was horrified when I showed him the sample and he sent me immediately to hospital where I stayed for the next 7 days.

The only comments I have is the doctor not being from your own surgery and are not familiar with you and any problems you may suffer from they have no case history

A very good service that is very much appreciated by myself. Thank you to everyone involved

Staff were pleasant and helpful

My father and I feel there is a lot to be desired, District Nurse Service is terrible, communication between doctor and Glan Clwyd none existence

Hope Llandudno Hospital always stays open

My son and daughter-in-law have a baby and they have always spoke highly of the service that they have received when the baby needed treatment.

I was told to keep on the phone but as the ambulance arrived I was cut off.

The lady I had been talking to rang straight back to apologise and to check everything was ok. We received a great service which was very reassuring at a scary time.

As this occasion happened at 3am, yes it was good to speak to someone who was able to give me some advice but I still maintain that a doctor should be on call out of surgery hours.

If I ever need to use the service again. I know I will be in good hands and will be looked after

Maybe turn car park into a 2 level or multi storey as it's really awkward if it's also visiting time for main hospital

There was no physical examination by the Morfa Doc doctor and the treatment was more of a stopgap to get me through the bank holiday weekend until I could go to see my own doctor. My own doctor's opinion of the treatment given was that it was a waste of time and my condition did not improve until after the new course of medication was started

Some doctors look at you as if you're wasting their time  
I was rushed to hospital the following morning with serious lung infection.  
The wrong diagnosis at the centre could have proved fatal.  
Some of doctor advice/diagnosis has been incorrect the result being that my child has ended up in hospital  
My treatment was excellent without fault, staff extremely helpful and pleasant. I was appalled at the stench of B.O. either on the doctor himself (which I think it was) or in the surgery. I was almost sick because the smell was gross and intense.  
The signage on the centre could be made clearer.  
Very useful service for minor ailments which free up main hospital. This GP based service should remain, preferable to a visit to A+E.  
None.  
Good service.  
I was quite pleased.  
Living in Ruthin with our own Cottage Hospital and two chemist I find it ludicrous that patient are having to travel to collect prescriptions and are then having to travel further to obtain their medicines. Surely this could have been dealt with at Ruthin.  
More chemist to be available in the area over a Sunday.  
Many thanks for all the care I have received both at home and hospital.