

4. Health Services

The following answers were given to the questions asked in this section:

	Yes	No	Did not answer
Are you satisfied with the services provided by your NHS medical centre?	314	16	17
Can you normally get to your medical centre easily, by your own car, or with a private or community lift?	334	4	9
Have you been able to obtain NHS dental treatment if you needed it?	231	56	60
Do you have access to other general medical care if required, such as a chiropodist?	237	32	78
If you have any special medical needs, are they adequately met locally?	120	11	216

Of those who responded that they were not satisfied with the NHS Medical Centre, 14 respondents gave 16 comments on the improvements they would like to see. These were:

- * Shorter waiting times (5)
- * Better appointments system with same day appointments and friendlier reception (4)
- * Better parking (3)

Other comments related to improvements included; a larger centre is needed, appointments with the doctor should be less hurried, a full range of alternative practitioners should be available and there were too many locums.

The other services mentioned by 8 respondents included; Chiropodist(2), NHS Dental (2), Delivery of medicines to home or local Post Office for collection (2) and Physiotherapist (1)

Of those with special medical needs which were not adequately met locally, 2 respondents indicated their needs were not met in Worcestershire at all, with one of those mentioning that even Birmingham was not adequately resourced, and 1 respondent mentioned the lack of availability of herbal/homeopathic medicines locally.