

What do we do well

For me everything is perfect :Everything X6: A lot : Most things x2: All things: Pleased with everything: Everything right in last 12 years: Everything for me: Everything always polite and friendly :Pleased with everything

Polite x3: Polite, respectful and effective: Always polite :Very polite, not patronised, treated with respect : Always helpful, polite and have a smile

Everyone puts the patient at ease

Always very helpful: Always very friendly: Friendly reception safe: Very helpful and friendly team no matter what the circumstances: Very friendly: Mainly friendly staff: polite and friendly staff: Always very friendly: Friendly reception safe

Not making us wait too long in the waiting room

Doctors are good at explaining things to you

Have used this surgery for the past 5-6 years and have never had any problems

Care: Care for patients : Care for patients and quick appointments : patient care x3

Not sure: You do what you can

Doctors listen carefully: Listen, given options and accommodate appointments very understandings
All things:

Show concern sympathy have time for you and your family unlike other local practices

Notable care and proper advice at all times: Confused sometimes but with good intent

I think you are doing great as a surgery : give very good advice and information

Treated very respectfully and nice and informative doctor

When a child is poorly you always get to see a doctor straight away

Also the computer to check in is really useful.

Everything right in last 12 years: Very happy with the service given

Doctor treatment, the friendly staff, most of them not all

Help patients feel better, get better ensure they get well

Appointment booking, general conduct in appointments: Appointments X2 : emergency appointments: Appointment times have got better – later nights and Saturdays

I have been with Dr Sood's practice for ten years. I require constant monitoring, throughout all of my interactions with yourselves I have never been other than totally satisfied.

Accommodate emergency appointments : Get appointments quickly

Put up with cancellations

Not making us wait too long in the waiting room

Everything is OK but you give the appointment time too long

You can get in to see the doctor

I think they already do a good job

Confused sometime but with good intent

Too much bureaucracy

Polite nice caring staff always able to get an appointment when required

Denying patience illness (?patient's)

Not sure

Show concern, sympathy have time for you and your family unlike other local practices

You listen carefully and do what you can

Doctor treatment, friendly staff most of them not all : Treatment by the doctor

I have no problems with the practice except getting through on the phone sometimes.

I am a new patient with this surgery so far I am happy with everything. I can get an appointment when needed staff very helpful and pleasant

Satisfied

Given very good advice and information

Service excellent

Make patients feel comfortable and try to resolve the problems patients may have

Very pleased indeed with the practice, pleasant waiting room and surroundings

I haven't really seen anything good to be honest

Like the fact that we have an electronic booking in system- it reduces the waiting time

Text appointment reminders

Listen, given options and accommodate appointments, very understanding

Very happy with the service given

What could we do better ?

Not a lot great as it is: Nothing x3

Be more polite /more understanding

more efficient, simple but I will add (all work very hard)

Prescriptions : Prescription hiccup: Prescriptions ordered online are not always sent to the There has been times when a prescription has been left for me by the doctor and I have not been notified that it was there.

Staffing : Perhaps more GPs as the queues get pretty long, this would reduce waiting times

Have more nurses for patients to see: Cover for sick nurses: Perhaps more GPs as the queues get pretty long, this would reduce waiting times

More staff at reception

Time management – should not have to wait so long when making an appointment by telephone : time management x2 :We should not have to call back after a certain time for an afternoon appointment. Doctors time management we should not have to wait so long to go in: See people on time: You speed up.

Appointments

_I would suggest to improve the urgent appointment system

Sometimes it's really important to get an urgent early appointment but we could not get it first thing because most of the time the number is busy

Longer opening hours for working people: Later appointments for working people

Answer the phone when trying to make an appointment

More appointments: Appointments by telephone: Longer appointments than 10 minutes

We should not have to call back after a certain time for an afternoon appointment.

A reminder text on the day or day before about appointments

If we make an appointment we want tomorrow can you possibly give us an appointment in 1 or 2 days please not to give us after a whole week.

On line appointments nurse and doctor appointments on electronic display.

Quicker way to book appointments x2

Answer the phone more quickly when trying to make an appointment

Quicker appointments sometimes I have had to wait up to 2 weeks for a specific doctor

Quicker appointment times x4 : Quicker appointments some times: earlier availability of appointments.

Answer the phone more quickly for appointments: Less waiting to get an appointment: Get an appointment quicker for working people.

May I suggest a text reminder of appointments may help people stop forgetting their appointments will admit I nearly did today which would have horrified me?

Explain the processes and be transparent about restrictions such as what the GP can do to assist with agency referrals re counselling or other non-medical options

Other

Get a better speaker system

more efficient, simple but I will add (all work very hard)

answer the phone within 3 rings the other day it was ringing for 3 minutes

Being more considerate

Take doctor x off the list being recommended for heart patients as a specialist service

Be more up to date with the system

Make sure you know when midwives and specialist nurses are working

Make the customers feel welcome to come back

Never be rude to people over the phone

Have more phone lines

If you could change one thing about the practice what would it be?

The heating in the practice

Not waiting until 2pm if you want an urgent appointment in the afternoon

Nothing x4

Keep regular doctors

If I have an appointment first thing in the morning and I am unable to attend at last minute, it is not possible to ring up to apologise and reschedule

I have hearing aids but still cannot always hear my name called out over the system

If it is an urgent appointment we sometimes have to wait if you want it in the afternoon you have to ring after 2pm or in the morning after 8am

Receptionists (not all of them)

Sometimes the nurse will not see people who are late but I often have to wait ages for the GP that is not fair

Bring in Internet booking: Introduce web booking

More receptionists

Correct diagnosis as we are not guinea pigs

When I came in yesterday afternoon and 3 of us was speaking at once 2 of us through the open long window which was not private or either of us

More time with the doctor

Make it easier to get appointments: Quicker appointment times: Get an appointment easier

Waiting times at the front desk – need more staff: Waiting times at the front desk

More staff

Car parking: Parking

Open Saturday am

Automatic doors for the disabled

Family planning on a different day

People deliberately ignore your use of mobile phone messages.

New appointment system

Tough one as I find it alright

Earlier availability of appointments

Waiting

Keep regular doctors

More time with doctors

Nurse appointments on Saturdays for working people

Registration appointments at weekends or later evenings

Staggered appointments e.g. for those that work who could have access 8.30-9.30 and 4.30-6.00 and at weekends and those who don't take midmorning slots

Making the time between booking and being seen shorter

Some receptionists sometimes they are not sure

Fewer patients

Surgery always seems to run late I would change that

Décor maybe

Start email enquiries

More information about appointments maybe a new appointment system

Dr X is brill get more like him.