

December 2018

Online Friends and Family = 0 response

Total Count	0
Extremely Likely	0
Likely	0
Neither Likely nor Unlikely	0
Unlikely	0
Extremely Unlikely	0
Don't Know	0

Paper responses-79

How likely are you to recommend our GP practice:

Extremely	Likely	Neither	Unlikely	Extremely unlikely	Don't know
60	16	1	1		1

How would you rate your overall experience of booking an appointment at this practice:

Excellent	Good	Ok	Not good	Extremely bad	Don't know
48	19	8	3		1

Some of the positive comments on the slips:

Helpful staff, Friendly staff, Would recommend anyone to the practice, Doctors friendly and informative, Caring and very patient, Very good GP, Polite, Brilliant, Staff go extra lengths to support you, Calm and understanding, Proactive, Feel welcome, Efficient service, Nice, Outstanding, Great doctors, Excellent service, Prompt.

Suggestions/ Negative comments with our practice response:

It would be nice to get a piano player in reception

We have a great selection of magazines available in reception 😊

Getting an appointment can be long

Sorry to hear you have experienced this, this currently should not be the case; the next available routine appointment is usually one-two weeks away. If you would like an appointment sooner than this, you can call at 8am every morning for an urgent appointment on the following working day. We also have a duty doctor that helps patients with urgent needs that cannot wait until a routine appointment, and you can speak with them by telephoning everyday between 8.30am-10am and 3pm-4pm.

Being able to phone at certain times can be difficult

Sorry to hear you are finding this difficult. Our busiest times are during the duty doctor times above, so please try and call for non-urgent things during other times. Please also note that online access can give you access to booking appointments, requesting prescriptions and looking at your results. We will soon be launching an e-consult service which will also help to improve access to care.

Booking an appointment can be disappointing when all the slots are gone

I'm sorry to hear of your disappointment. The best time to call for a next day appointment is between 8am – 8.30am. If your concern is urgent and cannot wait for a next day/the next routine appointment, you can call between 8.30am–10am or 3pm-4pm to speak with the Duty Doctor.

It takes a while to get through on the phones

I am sorry to hear you end up waiting. For any routine issues please call during the off-peak times 10am-3pm and 4pm-6.30pm when it should be easier to get help.

Unclear from website/counter whether I could walk in and be seen by a nurse or doctor

Good point, thank you, we shall clarify this on our website. However, we do not provide a walk-in service. We do provide a telephone triage with a duty doctor for urgent on the day appointment. Please call between 8.30 – 10am for a morning appointment and 3pm – 4pm for an afternoon appointment.