

November 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-92

How likely are you to recommend our GP practice:

Extremely	Likely	Neither	Unlikely	Extremely unlikely	Don't know
64	22	5	0	1	0

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

Excellent	Good	Ok	Not good	Extremely bad	Don't know
52	26	11	2	0	0

Some of the positive comments on the slips: booking is good, professional and kind, appreciate the practice, helpful, great experience, friendly, seen when needed, no complaints whatsoever with this surgery, thorough, dr's all lovely, can't fault, impressed,

Negative comments with our practice response

Too many patients on the books makes it difficult-unfortunately we are unable to close our list. There is a lot of new build in the area and patients must be given the opportunity to register with a GP.

Appointments always booked up way too much and difficult to get one, takes weeks to get one 2 weeks away-We are sorry about this we do have a large practice list and refer some of our patients to Bermondsey Spa so patients will get seen in a timely manner. Unfortunately many patients insist on seeing a particular doctor and this doctor may not be full time therefore getting booked up quickly. A valuable resource are our local pharmacists who very often can help.

Having to see a different doctor who is not familiar and difficult to see the same doctor within a short span-As above most of our doctors do not work in practice 4-5 days a week if any patients have serious illness then we always do our best to facilitate appointments with one doctor.

Bad diagnosis with my son and long delays to get him referred-if you have not already discussed this with us please contact us.

Calling for an apt can take an hour to get through, lines always busy, asked to call at 8am only to be told to call back later-we are sorry about this, we understand this is extremely frustrating, why don't you attend our Patient Group meetings this is an ideal topic

Declined over the past couple of years not what it used to be-This is sad to hear but understand what with the volume of patients and additional workload has had an impact-why don't you attend out Patient Group meeting

Use the app for nurse appointments- We are sorry but the nurses appointments are so varied we are unable to add this to the app configuration at present