

## **Jan-16**

"Very infomative, very helpful!"

"Excellent as usual. Dr Lawson and Dr Prendergast are a force to be reckoned with. Good listeners, clear speakers, patient, positive,

"Great Practice. Lovely Staff. New patient extremly happy."

"dates for childhood imms disappointing. Unable to book in next dates. Only done x2 a week, lack of appts at required dates."

## **Feb-16**

"Chemist staff and receptionists chatting about wine/choc and how much lo their shift has whilst a queue of patients were waiting to be seen. I waited 4 minutes and reported this twice to the receptionists who did nothing but tel that Dr lawson always takes longer with appointments"

## **Mar-16**

"Over the past 12 months, it is gradulally getting harder to book an appointr and I am told the practice is expanding more patients. I feel facility appointn should stay the same and more staff taken on to cope with the expansion."

"Perhaps when lots of people not attending their appointments, use a canel list to ask others to come in."

"Everything is perfect about this surgery."

"A fantastic service. I hear so many people complaining about their Doctors practice, but I can not speak highley enough about Garswood. I have always managed to get an appointment straight away."

## **Apr-16**

"Its understanding and caring doctors and medical staff that makes Garswood Surgery what it is. Listening to the problem and trying really hard to find a solution."

"Its not always possible to see that same doctor whos been treating you or your addiction."

## **May-16**

"Get another Dr Prendergast."

"Dr Prendergast is a fantastic doctor. Would recommend to anyone."

"Often in a telephone queue first thing in the morning. Receptionist always phones back when they say they will."

"Fantastic surgery. Lots of effort is made by all staff members. Very helpful."

"Clock needed in the waiting room!"

"All staff polite and friendly. Enjoyed walk arranged by clinical staff. Walks are always arranged on a weekly basis on different days each week. Very enjoyable."

"Always really happy with the service at Garswood. First time ive met the practice nurse Tracey Peet and was fantastic; really put me at my ease and made an uncomfortable procedure as pleasant as possible. Shes a great asset to the service."

## **Jun-16**

"This is the first time I have been seen by Dr Prendergast and I have to say he is the best doctor I have seen. Really looked after and listened to me. Very helpful."

"Shorter waiting times for appointments"

"I haven't seen Dr Prendergast before but was very impressed and would definitely book to see him in future."

## **Jul-16**

"This is a superb practice. I came to this surgery approx 2 years ago, with a lot of health problems from my previous practice. I was amazed how clean and pleasant the surgery is. I was given a great welcome here and I now feel part of the family. All the staff are dedicated to their work and helping me to overcome all the problems I had from the previous surgery."

"Fantastic Doctor, receptionist and centre. First class service."

"Get the grass cut as it doesn't give a very good first impression of the practice."

"The turn around in repeat prescriptions is slow and if/when you visit the reception are of little help."

"Although a great location and well managed practice, waiting times are long and I have never seen on time, rushed service. Difficult to make appointments."

## **Aug-16**

" More staff needed to manning phones."

"I cannot praise the staff and doctors at Garswood Surgery highly enough. I valued as a patient and I find access to help and support really easy. Dr Laws wonderful GP he listens to me - involves me completely in decisions, I feel I can trust him and feel that I am in safe hands."

"My only wish is that I didn't have to wait too long to get an appointment. Other than that everything is ok."

"Excellent compared to my last surgery. Txt message system helpful. Easy to get prescription on line. Appointments could be more available."

"Too long to wait for an appointment. Hours GP not enough. Prescription (reception) can be confusing. The reception/pharmacy team say different things. End up with 3 phone calls rather than 1."

"Absolutely pathetic. Waiting is ridiculous."

"Terrible, really long wait. Appointment was at 11.00, seen at 12.00!"

## **Sep-16**

NO COMMENTS MADE

## Oct-16

"I called the out of hours Doctor because surgery was closed. He came within the hour and the following day our own doc came out. I was pleased"

"Dr Parr is helpful The Surgery is very good."

"Always had a very positive experience at this surgery and would recommend to other members of my family."

"To get an appointment - fantastic service once through to reception. Got me an appointment right away, but took 30+ tir to get through."

"The staff and doctor are always very helpful. I was very impressed with the quick action to refer me to hospital when it w discussed I was anemic. It just can be difficult to get an appointment with your preferred doctor at short notice, but do understand the great pressures on the service."

"By telephone difficult. The other 2 methods satisfactory. Short notice appointments sometimes difficult to obtain."

"The reason for '3' re appointments is that sometimes it may be weeks before a specific doctor is available (eg when I was a course of health guidance and target acheivment with Dr Prendergast."

"Very please and helpful."

"Phone line always busy."

"Service and staff are fantastic. Keep up the good work."

"Can't fault it."

"Opening on a Saturday."

"Online appointments do not seem to be up to date. No appointments online but when called in surgery they were!  
Text CANCEL service - Unsure if works as still receive reminders."

"The waits on the phone line are getting longer and longer. It is usually around 10 minutes. I tend to come in person ather than ring because of it, but that can be inconvenient sometimes."

"I find the care at the surgery to be satisfactory over all."

"Not happy with Midwife service, so I changed to community midwife. (I know shes employed by St Helens but she was useless)."

"Always problems with pones. Very difficult to actually get through to make an appointments. Often kept waiting a ling tir in surgery to see a doctors."

"If appointments are not made so far in advance you would not have so many missed apointments and it would be easier other people to get an appointment that need."

## **Nov-16**

"I am always happy with every aspect of the surgery - Receptionist/Dr/Nurse  
Do have to wait for appointments but if others did not miss their appointments  
this could be improved"

"A friendly profession practice."

"The service between the doctors and the chemist could be better."

"I have recently seen both Dr Parr and Dr Holden. Both consultations were h  
and I would rate as '5' on your scale. Your receptionists are all pleasant and  
helpful. My only complaint is the length of time I have to wait to see a doctor  
my choice. Thank you for the good care you provide."

"Good doctor - always helpful, They listen."

"There seems to be difficulties with prescriptions between doctors and the  
Pharmacy."

"Came for appointment and equipment needed wasn't here. Told come back  
days. Next appointment 2 weeks!!"

"Waiting too long for appointment."

## **Dec-16**

"It would be useful if children under 16 could be linked to their parents  
online patients access system. This would make ordering repeat prescriptions  
and appointments easier."

"No recommendations. Excellent service. Best decision ever to move to this  
practice."

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