

Jan-17

"I have over the years always been treated well, however the past 2 years apart from 2 reception staff the rest look as if they would rather not be here. Miserable, unhelpful, I will ring you back, but don't. Perhaps they would rather be designing cathedrals or something but are not suited to reception".

"Been here 3 times with my friends and although she has had appointments we have not been seen on time. Once she waited 45 minutes and the other 2 times were over an hour waiting to be seen".

"My 75 year old mum needed to see the doctor she had been unwell for over 2 weeks with a really bad chesty cough. She is caring for my 80 yr old dad who has had a stroke and needs someone with him 24/7. She was made to come to the surgery bearing in mind she has to be out in 3 weeks, to walk around by herself, wasn't safe and dad couldn't be left. My dad had to take time off uni to bring her whilst I (luckily on my day off) sat with dad then swapped while I came for my appointment. I do think there should be more care in the community for elderly carers".

Feb-17

"I was left waiting over 45 minutes for my appointment and the receptionist did not tell me I was put on the end of the Drs morning list. When I complained she slammed the doors. How rude".

Mar-17

"GP always has a lot of time for you. Never felt rushed or not listened to."

"I have been put on statins and think I should have had a follow up appointment as I also have an underactive thyroid. I think follow ups after new medication are important."

"The help and support I have received from both the doctors and reception has been fantastic. I have been dealt with in a caring and professional manner and I can't thank you all enough"

"Prescriptions - ordering of items and collection isn't always straight forward - between doctors and pharmacy."

"Co-ordination between surgery and chemsit often disjointed - where do I pick up my prescription?? Prescription waiting times (48 hours) too long."

"Too long wait on phones and not enough appointments on day - wait sometimes 2-3 weeks wait. No wonder A&E are full!"

Apr-17

"The only problem we have found in the past month is making contact by phone. It would solve the problem if you separated the receptionist from incoming phone calls. This would allow the receptionist to concentrate on that department and in coming calls answered promptly."

"Although it is easy to get an appointment, the waiting time for the appointment is getting longer and longer! I'm afraid I have no constructive suggestion to remedy this."

"All staff very helpful kind and considerate. Doctors excellent. No need to improve. Thank you very much for all the help you have given me."

May-17

"Present and helpful on a one to one basis."

"All the staff at the surgery are extremely helpful and reassuring. Appointments are generally easy to get with the Dr you want. Our named GP is brilliant, and always provides high quality care and advise."

Jun-17

"Since joining the surgery I have found the care to be exceptional. Every practitioner has taken the time to listen and respond. The communication between practitioners 'joined up' thinking, a community of professionals providing excellent care. Thank you".

"As new patients to this practice we have been quite amazed at the excellence of the service and treatment received to date. A revelation compared to our previous experience elsewhere. At the above appointment to the Sister seen was most helpful."

Jul-17

"Very grateful for recent care during my recent illness. The surgery was fantastic!"

"Excellent approach to mental health issues. Supportive across the board especially Dr Parr."

Aug-17

"Dr Gill was not war/friendly and didn't have a good bedside manner. Both my mum and I thought this. I felt quite upset after my appointment. I will not be seeing him again."

Sep-17

No Comments made

Oct-17

"Appointments online are very scarce"

Nov-17

"Miss Pauline Clayton. Fabulous surgery & facilities"

"Front line staff are always pleasant & always do their best to accommodate us. Two way discussions about medication is very helpful"

Dec-17

"Very satisfied. Looked after us well."

"Always get the help I need."

"Excellent GP surgery."

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waiting to

with a
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not been
daughter had
needed
apology for

When I was
"w rude"

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