

### **Jan-17**

" I have over the years always been treated well, however the past 2 years a 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 have never been seen on time. Once she waited 45 minutes and the other 2 were over an hour waiting to be seen".

"My 75 year old mum needed to see the doctor she had been unwell for over weeks with a really bad chesty cough. She is caring for my 80 yr old dad who a stroke and needs someone with him 24/7. She was made to come to the surgery baring in mind she hasn't been out in 3 weeks, to walk around by herself, and dad couldn't be left. My daughter had to take time off uni to bring her mum (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 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. 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 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 p  
my prescription?? Prescription waiting times (48 hours) too long."

"Too long wait on phones and not enough appointments on day - wait some  
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 ph  
It would solve the problem if you seperated the receptionist from incoming  
calls. This would allow the receptionist to concentrate on that department a  
in coming calls answered promptly."

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

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

### **May-17**

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

"All the staff at the surgery are extremely helpful and reassuring. Appointme  
are generally easy to get with the Dr you want. Our named GP is brilliant, an  
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 b  
practitioners 'joined up' thinking, a community of proffesionals providing  
excellent core. Thank you".

"As new patients to this practice we have been quite amazed at the excellent 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 warm/friendly and didn't have a good bedside manner. Both mum and I thought this. I felt quite upset after my appointment. I will not be back with him again."

### **Sep-17**

*No Comments made*

### **Oct-17**

"Appointments online are very scarce"

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