

Friends and Family Recommendations – Comments recorded

December

Positive Comments

Quick friendly and polite service
Dr Pai is a very good doctor
Reception staff are informative
Excellent reception service
Staff always helpful
Appointments always very good
Emergency appointments are very good

Neutral Comment

Introduce/lack of an online booking service x3
Like to see the same doctor/ doctor of choice x3

Negative Comments

Reduce waiting times for appointments x5
Struggle to get an appointment
Abruptness over the phone
Improve communications regarding appointment booking
Appointment times running late
More patient confidentiality – caused by building design
Parking costs
Reception staff sometimes unfriendly and unhelpful x2
More availability of appointments on the day/ short notice X4

January

Positive Comments

Everything excellent
Nurses and GPs friendly, helpful and easy to talk to
Staff very polite and nice
You all do a great job

Neutral Comments

There should be more information about GPs on website
It would be good to have a heart monitor and x-ray machine

Negative Comments

Car park charges x2
2-3 weeks for an appointment is not good
Same day appointments should be available x2
More appointments should be available x4

February

Positive Comments

Dr Pai is extremely good

Neutral Comments

I want to see my choice of doctor

Negative Comments

Calls take too long to be answered

Problem to get an appointment quickly – reception staff not helpful

Paperwork incorrect when registered – took 3 weeks to sort it out

Too long to wait for appointments

March

Positive Comments

Reception staff friendly/efficient X2

Happy with all so far

Drs Beaumont, Tyrrell and Hutchinson are very good

Dr Cox was very thorough in explaining..

Always helpful and answer my questions

Good doctors

Dr Beaumont is a brilliant doctor

Neutral Comments

Being able to see the doctor I want x5

Staff pleasant enough

Negative Comments

Lack of early appointments

Appointment system needs improvement X2

Improve queuing system

Improve/ increase times available for appointments/too long to wait for appointment x 13

Telephone system needs to be better

Consultations over the phone need to be quicker

Unhelpful reception staff x2

When I have a doctor's plan in place other doctor should not intervene with meds

Inability to see the permanent practice doctors

Appointments should keep to time x 2

Parking costs

Glenn Walker

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