

Patient Comments 2014

Comments for Ease of Care

Great Doctors.

Very easy to get and appointment.

Would like to see doctors out of working hours if possible.

No problems arranging a visit.

Waited 5 days.

Wasn't aware telephone appointments were available now I know I will find it useful.

I work full time and would like appointment before 7:30am.

Had to wait nearly 3 months for a health check.

No problem.

Don't know the opening hours.

It is good you are open until 6:30pm on a Monday.

Never had a problem booking appointments.

Not everyone just needs to see a doctor Monday to Friday.

Weekend and Bank Holiday opening would help as difficulty getting anyone during these times.

All doctors are excellent and listen to your complaints with attention.

Comments on Receptionists

Receptionists are doing a great job.

Well done.

Very Helpful.

Receptionists are very kind and helpful.

Always pleasant and helpful.

No problems getting through.

Always very busy on the phone could do with some more numbers.

Helpful and polite.

Can be abrupt and sounds like they do not have time to talk.

I find all receptionists polite and positive.

Really put themselves out to help.

Occasional snappy tone- with the exception of the Irish lady who is lovely.

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Comments for time waited for an appointment

Quite often wait half an hour, wouldn't mind if we were told of delay time.

I have had to wait up to 40 minutes.

Never have to wait long.

They all do the best they can obviously some times are busier than others.

25-30 minutes (once).

Only when there is a lot of flu going around.

Usually seen 10 to 20 minutes after booking in.

Depends on which doctor you are seeing, longest wait 45 minutes.

Waited over an hour which meant EPAS had closed so had to wait extra for a scan.

Up to 40 minutes.

Comments on our building

Wheelchair user, and find getting in and out difficult.

Very good atmosphere.

Convenient, clean, comfortable, if appointments run on time not overcrowded.

I find the service brilliant and everyone concerned is friendly and helpful.

Not very comfortable, no toys or anything for children to do.

Background music is always a great calmer.

Reception area is small and can be embarrassing to talk if there are other patients around.

Parking can be difficult when it is a busy day in town as there is no parking at the surgery.

Better directional signage to doctors and nurses rooms.

In both USA and Australia a number of medical clinics have introduced funny videos for patients to watch while in the waiting room – with great success!!

Would like premises at new hospital.

Shame there is no designated free parking.

Reception area claustrophobic and cramped.

Obviously short of space, a new facility is overdue.

Very happy with service all doctors have been very helpful in the last 13 years.

Looks dated and dull, needs brightening up.

Can get hit when doors open into crowded reception area.