

'Comments & Answers'

'Reception staff can be rude and unhelpful'

This is not reflected in the survey results by the majority of patients, however, will be addressed at a team meeting

'I would like to be seen by a woman doctor'

You can be seen by the female locum GP or a choice of 3 female Nurse Practitioners

'The toilet paper dispenser in the ladies toilet is impossible to get paper out'

Two Practice staff have tested the dispenser and it is working correctly. Any further issues please speak to reception

'Certain appointments cannot be booked online such as blood test, nurse etc., would be useful to be added'

The Practice is looking at this as part of the Action Plan

'Lack of privacy at reception desk'

A room is always available if you wish to speak in private, please ask

Thank you for the many positive comments received regarding all of the Practice staff

'Comments & Answers'

'Possibly a children's corner in the waiting area' and 'Perhaps magazines in the waiting area'

The Practice does not offer such facilities, germs are spread through the use of toys and magazines

'Helpful if longer hours (Saturdays) for people working and with children

When Saturday opening was previously rolled out it was poorly attended. Feedback from Practices with extended hours also confirms uptake is poor

'Waiting room not very welcoming'

Unsure as to what improvements could be made, however, happy to listen to any suggestions

'Suggest carers for patients with chronic illness have a check-up'

Discuss at next GP meeting, however, all carers are not easily identifiable and some choose not to be identified

'Getting appointments not easy'

This is not reflected in the survey results, and the Practice employs locums to offer greater choice

Thank you for the many positive comments received regarding all of the Practice staff

'Comments & Answers'

'Car park spaces need marking'

The Practice are looking at this as part of the Action Plan

'Please can you introduce online appointments for under 16's'

The Practice will speak to the System supplier to see if this is possible

'Letting us know if a Dr is running late'

This should be standard procedure, however, will be addressed at the next reception team meeting

'Publicity about flu vaccines is very poor, perhaps it could be advertised in the local press'

Advertised on the Practice website, prescriptions and in-house. The Practice aim to send reminders via SMS for 2017/18 flu campaign and will look at an advert in the local press, however, not always a cost effective option

'There is confusion about repeat prescription procedures. It has taken 3 visits to get tablets sent to Boots'

The Practice are unsure what is meant by this, please ask to speak to the Practice Manager or Deputy Manager to discuss further

Thank you for the many positive comments received regarding all of the Practice staff