

Jun-17

POSITIVE COMMENTS

NEGATIVE COMMENTS

- 1 I would not recommend the practice as I feel the appointment system does not support working families with children in school. I no longer book appointments for myself other than annual review as always told need to get there in working hours which is difficult especially when never seen on time. Do book for children, when I do on average I have to red-dial 100+ times to get through. We always turn up on time but have to wait at least half an hour to be seen, although reception area is quiet. Would have to wait 3 weeks for blood appointment only to be told they are only carried out in a morning so will need to take child out of school - so only option is to go to hospital as advised by reception. Ive noted a decline in services for some time and now every interaction raises some challenge or other.
- 2 I am usually fit and work full time but when I am ill I find it difficult to get an appointment within 2 weeks. This is not helpful.

SUGGESTIONS FOR CHANGE/IMPROVEMENT
