

May-17

### **POSITIVE COMMENTS**

- 1 Absolutely perfect with a very pleasant nurse
- 2 it was a wonderful experience I would highly recommend the gp surgery
- 3 wouldn't change anything. Its reasonably easy to get appointments. I can sit and wait if its urgent
- 4 good surgery wouldn't change anything
- 5 I like the online booking
- 6 I find it quicker to actually come down to the surgery to book an appointment than ringing. Ive always had a good service
- 7 everyones friendly, its quick to book an appointment
- 8 Im really happy with the surgey and all the staff and services, Dr.Martin is great
- 9 Doctors and reception staff went above and beyond
- 10 I have been really impressed with the support given by the nursing team for my stopping smoking.  
Without such good support I wouldn't have got this far, I am so please to have quit smoking. Thank you for all your help

### **NEGATIVE COMMENTS**

- 1 hard to get appointments but I understand why
- 2 find it hard to book appointments, have to ring on the day which can be awkward
- 3 problems with precription, I keep telling them im getting too much medication but cant seem to change it. Don't know who's in charge of this

### **SUGGESTIONS FOR CHANGE/IMPROVEMENT**

- 1 no change necessary
- 2 I wouldn't want to change anything about my care
- 3 make it easier to get appointments with doctors
- 4 I'd like to see the same doctor each time. Its difficult getting through on the phone at any time
- 5 Put more appointments on the online access, its hard to get doctors appointments. Also please turn the heating down in the waiting room
- 6 more doctors, they seem short of staff. Very busy place but working well
- 7 More appointments, my family like to see dr martin but its hard to pin him down! Quite happy here, I made them aware of problems and they've sorted it, don't want to move from the surgery when I move house!