

COMMENTS

- Can't fault anything at this doctor's, everything very good.
- Great Team.
- The comments I have are to do with appointments and consistency so do not apply to above points.
- I have always found the receptionist very polite, courteous, sensitive and very helpful, in fact I've never had problems with anyone at the surgery.
- My experience at this surgery has always been extremely positive. Thank you.
- I feel I am getting a very good and much better service from the new lady GP that only does certain days and evenings. She has finally, after years of coming here and being seen by other doctors, found out and found new ways as to why my medication may not be working instead of just questioning if I'm even taking my medication. I finally feel like I am getting the help and support with my condition.
- Very good – needed an appointment - sat and waited one minute from start of time given. Thank you.
- All staff are very willing to help – appointments etc. Mrs Hama – always a pleasure to talk to about needs/health issues – sympathetic and pro positive health attitude, willing to refer to meet needs.
- Myself and my husband are both really impressed with the service provided by the reception and medical staff. We always feel listened to, and we feel like we are treated as individuals, not “just another patient”, so thank you for your care and professionalism 😊.
- Surgery would benefit from more parking spaces including parent/child.
- Your reception staff are amazing, very helpful and always try their best to get you an appointment.
- All the staff, nurses and doctors are friendly, helpful and listen.

➤ **Q2 (Do you have any of the following access needs?)**

Pregnant.

➤ **Q3 (The external access to the building would be best described as?)**

Car park small but can't be helped.

➤ **Q6 (My use and access within the patient waiting area would be best described as):**

Usual healthcare could be displayed on screens – could do with magazines to read.

➤ **Q9 (Were the staff courteous and sensitive to your needs?):**

- On this occasion.
- Reception staff very helpful and resolved an issue without any problem.