

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Comments about how the practice could improve

- More evening appointments for full time workers.
- Better children's facilities.
- An open surgery either afternoon or evening. The morning surgery while waiting time can be long ensures that patients see a doctor immediately they feel it necessary without waiting for an appointment.
- More information regarding services available to new patients would be helpful.
- Wheelchair access is poor. The outer door opens outwards which makes access very difficult. A door opening inwards would be more practical.
- Everything fine.
- Magazines need updating and variety.
- I am happy with the way it is run for myself (thank you).
- More Saturday surgeries.
- It couldn't possibly - it is already absolutely outstanding.
- I am completely happy with the practice service the GPs and the staff.
- Friendlier reception staff.
- No improvement needed.
- Some reception staff to be more polite when phoning for an appointment.
- It is very clean, bright staff very friendly.
- I am very happy with the service provided.
- Excellent practice - very pleased with all care and assistance.
- I am a new client so I can't answer later part/ with little experience. The treatment so far and advise are very good.
- You can see a doctor within 48 hours but it is open surgery. I never use it because it takes far too long. I did seek a second opinion but just made another appointment with a different doctor.
- I find the length of time spent waiting in an open surgery sometimes is far too long!
- More Saturday opening options since this would mean I wouldn't have to take the children out of school if they needed a check up.
- Very satisfied.
- More room in waiting room. Better layout of chairs etc. Sometimes very long waits for open surgery.
- Don't know how. As a senior citizen, there is no private conversation in the reception, everybody can hear what you're here for and in general everyone feels the same but won't say so. It becomes harder trying to whisper and asking to speak up.
- More opening hours (weekends too maybe).
- Don't change a thing.
- No complaints what so ever.
- The online part of the practice (waiting room) could allow me to make appointments. Could have the consultation times on the internet.
- Examine possibility of more surgery hours.

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Comments about how the practice could improve

- I'm satisfied with the services provided the systems in place suit my circumstances.
- Very good service. Thank you.
- More younger doctors new ideas!

Comments about how the doctor/nurse could improve

- I trust my own doctor and even when seeing one of the other doctors I am always treated listened to and treated well.
- More open surgeries.
- Sometimes time constraints restrict consultation with a patient with complex medical conditions - a number - such as myself.
- I find the doctors reception and treatment to me as a very senior citizen most courteous and helpful at all times, whether my visit is by appointment or an open surgery. Many thanks.
- No improvements needed.
- I have found all the staff and doctors have been friendly and very nice and helpful. No problems and very happy to be a patient.
- Thank you.
- My doctor is a very good GP. Caring and accurate, many thanks.
- Many, many thanks and deep appreciation for all care of my mother. Thank you.
- Maybe prescribe what is asked for and get the patient to sign a disclaimer.
- One can't improve on perfection.
- No, excellent.
- Stick to diagnostics, stay away from extra administration i.e. hospital stays etc.
- Personally I'm completely satisfied with the doctor, always greets me with a smile, makes me feel at ease.
- Do not overbook.
- No our nurses are well trained and the envy of the outside world, wouldn't change them. Maybe management too heavy in NHS!?