

Question 1: Please tell us what works well for you as a patient at Springfield Surgery?

The surgery is local, which is very convenient. The staff are second to none. They are helpful, professional and they deal with queries and requests promptly. My GP is approachable and always has time to discuss issues fully. Recently I required a sick note for one day. The receptionist arranged for my GP to telephone me at home the next day and one was completed. I was impressed with the way this issue was handled.

Having an open surgery every morning is very useful for the occasions when you need to see a GP about an acute case as not all illnesses are pre planned, thank you.

most things are great. sometimes find hard trying to get an appointment short notice, but that's about it

The combination of appointments and open surgeries on a daily basis. Very helpful staff. Being able to order repeat prescriptions on line (usually). Telephone consultations.

We are happy with the care we are given at the Practice, by caring doctors and a considerate nurse. The Appointment system works well, as does requests for repeat prescriptions. It has been helpful on an odd occasion, to have the Dr. telephone to discuss a problem

Question 2: Please tell us what does not work well for you as a patient at Springfield Surgery?

The only thing is I have been trying for a while to be able to request repeat prescriptions by e mail. For whatever reason I still can't.

I have only been with the practice for 1 year and have not encountered any problems.

Congestion in the waiting room and squeezing past people when going to the consulting rooms. The folding window at reception.

Question 3: Do you have any suggestions on how we could make improvements?

For me personally I have no suggestions on how you could make improvements.

At this moment in time I have no suggestions and am completely happy with the service I have been given.

as well as facility to request prescriptions available online, consider text message service also?

I am pleased there is no TV but perhaps a little QUIET music might be pleasant, for short spells