

Practice Survey Comments 2014

Very happy with surgery - did not want to change when I moved. Prefer to use any technology available
Ordering prescriptions online is not the easiest and sometimes items are missed
Very informative staff, helpful and polite
This is a really nice surgery with a welcome atmosphere and friendly staff.
Lovely staff, doctors, nurses, and receptionists alike. Many thanks
All staff most helpful at all times
I find the surgery to have friendly staff and professional service. I'm overall satisfied
Parking around the surgery is sometimes very difficult, can cause lateness for appointments
Car park by surgery very busy - Council need to sort out. Problem with urgent appointments especially on Mondays - often phone engaged
Sometimes impossible to get through on phone at 8.30. I have a call log of 100 attempts before getting through and then all appointments gone, a concern when ringing for 4 year old son
Staff and doctors are always very helpful and pleasant. Just getting an appt on the day is difficult especially for us as a family. Thanks
After 5pm appointments tend to run rather late e.g. 30/35 minutes.
Doctors rarely on time for appointments and I often wait up to 30 minutes after scheduled appt time before being seen
I am very happy with everything except waiting times - sometimes up to 40 minutes which is a long time with a child
Keep our lovely receptionists
Top Surgery!
Much prefer to talk to a person directly rather than use online services
Very happy with service provided by this surgery.