

Comments made on patient survey

Accessing your appointment

Friendly staff at all times

Always manage to get to speak to a duty dr when necessary

Because its good when they give me an appointment

It takes too long to answer call

It was prompt

Easy to book option of telephone triage offered and accepted

Pleasant staff to speak to

Easy to make appointments

When requested

Dr was very good and listened to me

Being seen so soon

No Problem I always manage to get an appointment. No complaints

I was pleased with how quick I got an appointment

Because the doctor explained stuff to me

Rang for emergency GP was given an appointment straight away

Had an appointment made really quickly

Had to move appointment. Receptionist was very accommodating

It would be great to be able to choose an appointment rather than be presented with multiple choice of inconvenient times

Always able to get an appointment

Prefer the days when I telephones for an appointment and made it instead of triage calls

Self check in an asset

Language problems URDU 1st language. So sometimes you want to explain better

They always try to get you in the same day

Never any problem, amenable

Good

Cared for calls always returned

Placed on call back promptly

Arriving and checking in

Self arrival check in is quiet easy

No waiting around

Large signs "stand behind rope until called etc" are not polite or welcoming especially with the addition of the! at the end

Very nice and polite staff

Staff are courteous and friendly

Used automated system

I only had 5 mins to wait

Very Happy

No problems , straightforward

The receptionist was nice and pleasant

I was informed about by appointment

Quick and cosy

No problems

Computer check in

Easy to check in yourself.

Receptionist was very polite

Used computer which made it quicker

Used self check in

Don't like auto check in

Usually quiet. Straight forward

Used check in machine

Check in machine

Long wait

Always received help at the desk

Always welcome you with a smile

Use of name very welcoming

Never any problem using self service check in or receptionist

Good

Anxious through being around others

Friendly environment and staff

Information

Can always find information needed
Always got what I've needed/ asked for
Everything you need to know was on display
Info provided is sufficient and varied
Gives some good information
Plenty of useful info provided
Nice staff
The reception staff was very happy to help
Explained about the delay
Plenty of information and leaflets about
Too much scattered chaos
There's leaflets on loads of things and the TV's
Leaflets etc are accessible TV screen visible
Always helpful
Too many overwhelming. Just need to watch for an appointment
Concerns acknowledged
Didn't speak because I used the check in machine
Had to make another appointment as the doctor could not examine me. It was a male Dr who said I needed to see a female
Staff helpful
More info on diabetes
Too many notices in some places. Could be in appropriate sections
Information is accessible and informative and available
Excellent service
Really pleased reception have always been polite and helpful
I knew what was happening in the surgery
Helpful staff

Waiting

Waiting time not too long

The Environment could be improved but I do still feel respected

Waiting time can go on so long but if you are late your appointment gets cancelled

Very prompt

Slight 5 min delay

Pleasant seating warm clean space

Its calm quiet and friendly

When requested

Only had 5 mins wait

On times

Not long to wait

Seating environmental, fine comfortable, long wait due to Dr being late

Doctor late due to traffic

Was waiting a long time but was informed that it was not the GP fault

No wait

Dependent on appointment system

Length of wait is always too long. Never had an appointment at the time allocated

Very quick

Better lighting to lift mood in reception area appointment was a time.

Quicker than normal today

Sometimes kept waiting a long time to be seen

Don't have to wait long

I feel like waiting times to see the doctor/nurse are too long. A five minute appointment has 40 mins waiting

Dr's appointments are on time. Nurse appointments longer waiting

45 mins late into appointment with message telling us if we were late we may not be seen. But what if the appointment is late !!

Sometimes for a Dr you have to wait for ages cos they are running behind which I find unsuitable and needs improving.

Not had to wait too long to be seen

No comment always arrive early prepared to wait

Sometimes waiting a long

Sometimes waiting a long time

They try to see you straight away

Wait not long. Waiting room is too institutionalised more informal arrangement, chairs (more Welcoming chairs)coffee tables, access to watersitting facing the posters- not relaxing. Carpets more homely

Length of wait is never a problem. If it is a long wait I feel it is because the doctors are taking time with their patients

Not long

Never had to wait too long

We don't have to wait for a very long time

Can be quite long waiting times difficult with children

Consultation and next steps

GP nurse always helpful

I came for a problem but discussed something additional and the Dr was keen to listen and help

Very prompt and efficient

GP Helpful and supportive

Very good

Extremely helpful and understanding

Very informative

Very happy with everything

Had ongoing complaints and think referral would help – asked to try mouth piece and loose a stone

– all the while problems causing problems at home

Thorough and straight to the point

Excellent

Very informed

GP very nice

Given prescription and told to come back if continues

Nurse was lovely

Dr Akhtar took time out, Dr Manyeula felt hurried

Problems to get an appointment. Don't like triage, face to face is best

No time to read in details of all posters

Felt I was listened to

Felt always cared for

Helpful I am happy with everything

Find the space beyond the waiting room where the Dr's are is a "dead" space- could be more

attractive- often hard to see where a particular Dr is. Need to identify a use for this space

Doctors always listen to needs. I have even had a second opinion when hospital discharged me.

Fantastic

Good

I am very happy I get a lot of after care and checks

We got told the next steps and felt cared for

Promptly dealt with