

Comments from Patients attending the 65+ 'Flu Clinic on 28th September 2019

Summary

- ❖ The surgery staff and Doctors are appreciated and were given high praise.
- ❖ The difficulties of booking appointments were mentioned by most people.
- ❖ Some interesting points made/solutions suggested

Positives

1. Wonderful staff
2. Great surgery, doctors very friendly
3. Good surgery; nothing like the horror stories you hear on the news about other ones!
4. Just wanted to say that I had a serious health concern and phoned the surgery. I was seen the same day, referred to hospital and it was all done in 8 weeks including the operation. I am so pleased with the service.
5. No complaints, excellent accessibility to doctors and friendly staff
6. All OK, don't come very often
7. A regular user of services, all works well
8. Good interview when I see a doctor
9. Issue earlier in the year but resolved amicably. Really good surgery

Issues and possible solutions

Booking Appointments

1. It would be useful to have direction choice when you dial up e.g. 0 for appointments, then to be told where you are in the queue
2. 3 separate comments on how difficult it is to get an appointment
3. Phone at 8.15 am, then just sit and keep pushing the redial button
4. Not that good to have to queue outside for 30 minutes in the morning to get an appointment
5. Rebooking appointments now easier as practitioner can rebook for you when you see them

Other Issues/Suggestions

6. It would be useful to have pictures of staff displayed (especially locums/trainees) so you know who you are going to see.
7. Better magazines please!
8. When the radio is on its not easy to hear your name being called. Music very irritating.
9. A chair at reception in case you need to wait whilst receptionist is dealing with someone else
10. More chairs with arms in the waiting room for those of us that have mobility issues
11. A bench outside to sit on whilst waiting in the morning for an appointment
12. Would be nice to have something to look at - loved the old mural! Maybe larger TV screen with more interesting things to watch and listen to? Would be a good distraction.
13. Defibs: Poster to go on Civic Society noticeboard? Contact Nicky 2 Post Office Rd. Also Village Hall notice board and Chip shop window?
14. Defibs: would be good if there was a map showing locations of defibs.