

COMMENTS

- Luckily I do not need to attend the Surgery that often but when I do I receive a very good service
- Trying to contact the surgery between 8.30 and 9am is almost impossible. The new system seems to make it worse. It also seems to take longer at other times. Opening hours would be improved by at least one late night opening. There does not seem to be much choice of appointments except for non-urgent complaints. You have to take whatever is available, wait in open access (if this is not already booked) or wait about 10 days. Rarely any available to book on-line.
- The number of doctors that have left the practice over the last 2 years have had an effect on the running of the surgery. Most of the locums that have been engaged have been fine but unfortunately not all. This has been reflected in some of the ratings shown above.
- Usually have check up with nurse and blood tests and weight check. Get flu jab each year. Get tablets each month. Good service.
- I think the quality of the service and staff has improved considerably. I have utmost confidence in getting correct attention.
- When I phoned for an appointment to see the doctor due to a swollen gland, I had to wait 2 weeks so phoned 111 and they told me I had to be seen within 3 days. I phoned back and was seen the same day and also seen again within one week. Two weeks was far too long but you did recover well.
- In general the quality of care provided at the practice is of a very high standard. This begins at reception where the staff are friendly and helpful and continues throughout the practice with the care provided by the nursing staff and doctors. 10/10.
- Cannot get to talk to a doctor.
- Getting an appointment does seem to take longer lately and trying to get one in advance is sometimes a bit of a lottery. When you call the lists are not out yet and when you leave it too late like two weeks before the date is not available.