

Friends and Family Test December 2016

Our response to your comments.....

“Because the practice is very poorly run. The focus is on staff and process and not on patients. It's hard to get an appointment. Prescription service is poor and Medication reviews are not undertaken when due but allowed to be overdue for long periods”

“Can be difficult to get an appointment in advance”

We would recommend that you speak to a member of our prescription team if you are having problems with the service. If this does not help then please contact Karen Chriscoli, Practice Manager. Medication reviews can be booked in advance, please ensure that you book for a blood test if necessary; prescription team can advise what is required. Medication review appointments are available both in morning and afternoon slots.

We pre-book medication review appointments. Our GP will also pre-book a review appointment if they feel that you need to be seen again soon. We also offer on-line appointment pre-bookable 2 weeks ahead.