

Friends and Family Test April 2016

Our response to your comments.....

“Very difficult to make a telephone appointment. Disappointing that you cannot book a routine non urgent appointment”.

As part of our new appointment system, launched early April 2016, we are now offering pre-bookable appointments 2 weeks ahead which can be booked on-line. We also have pre-bookable medication reviews; please speak to our prescription team. GP's now have review appointments which they will book for any patients they want to review. There are posters displayed in the surgery and information on our website giving details of the new system.

To register to book appointments on-line please visit our website or speak to our Receptionist for further information about Patient Access

“The surgery although recognised as modern has no easy access for disabled patients. The ramp outside is the only aid. Getting through internal doors is a nightmare for anyone with walking problems or a pushchair”

The Practice has disabled access at the front of the building via the ramp and at the rear through the private staff car park; visitors need to ring the back door bell for access and they will be assisted through the building when necessary.

If visitors know they have difficulties opening the internal doors there is always a receptionist happy to escort them through the building; please let the receptionist know. This support also helps people with vision difficulties.

We also have a wheelchair for use whilst in the building for people suffering with short-term mobility problems.

