

Friends and Family Test June 2016

Our response to your comments.....

I would like the number of staff in the mornings who answer telephones to be increased

Why is there only one receptionist at reception?

Unfortunately we are currently working with a reduced reception team due to sickness and retirement . We have also had problems in recruiting. We recently arranged a full day of interviews and only 1 candidate attended. We therefore have to manage the workload with the available staff members and that means balancing telephones being answered and people being dealt with at reception.

Phoned today, immediate appointment available. Referral made, can't ask for any more.

On the few times that I have visited the surgery, I have been seen really quickly and diagnosed professionally.

Thank you for acknowledging when we do things well.