

Friends and Family Test May 2015

Our response to your comments.....

“Cannot get through to get an appointment”

We are having a telephone upgrade from analogue to digital lines on 4 June. We are hoping this will allow the system to work more efficiently.

We are also looking to introduce more appointments which are bookable on-line, currently we have our early morning appointments available. Please speak to our Receptionist or visit our website for more details about “Patient Access”.

“Always a long queue when you come for prescriptions, the prescription desk is never open”.

We have been using EPS (Electronic Prescription Service) for 12 months. Prescriptions can now be ordered on-line and sent direct to the Pharmacy of your choice for collection, this saves you a trip to the surgery.

The Prescription Office is always manned and our team are often dealing with queries from patients, pharmacies and hospitals. When the office is busy the prescriptions for collection are put at the front desk where our Receptionist is able to pass them to you. We ask for your patience during busy periods.

We also advise patients who are attending for an appointment to use the “Booking in” screen upon arrival rather than waiting in a queue for the receptionist to do this for you.

“For example, when we were having fertility tests they repeatedly gave us incorrect information and equipment to complete tests. They were unapologetic when informing us of their mistakes”

Your comments have been noted and will be shared with the team. If you had raised the issue direct with the Office Supervisor we could have resolved the issue for you. We are sorry that in this instance our service was not better.

“professional, friendly and efficient practice offering wide range of services”

This is our aim at all times, thank you for acknowledging when we do well.

