

Friends and Family Test October 2015

Our response to your comments.....

“The service always manages to deliver the most appropriate contact either phone appt with Doctor, Prescription renewal or face to face Doctor appointment”.

“Lovely to see how Dr Brooks, who diagnosed me with a PE 10 years ago is still here. Peace of mind that the doctor who originally diagnosed me is still here to cast an eye over my ongoing (annual) requests”.

“Very efficient and prompt courteous service”

Thank you for your positive feedback, we try very hard to manage the demand for access. We have been working differently since beginning of October and we seem to have managed demand better.

“The appointment system is extremely unsuitable for people who work fixed shifts, trying to plan ahead for work shifts is almost impossible”.

We still need to “tweak” the system to ensure that we are working safely and continue to provide a quality service to our patients depending on their need. We do offer some on-line appointments which can be pre-booked. You would need to speak to our Receptionist to arrange log-in to “Patient Access”. Further information is available on our website www.stocktonheathmedicalcentre.co.uk

Could you please get rid of the totally user unfriendly glass window at prescriptions?

We have asked for quotes to replace the window, we will follow this up again.