

Friends and Family Test August 2016

Our response to your comments.....

Reception staff always very professional and friendly even though they always seem under pressure

Thank you for acknowledging our team and for understanding the pressure they work under.

Fantastic new system, on-line appointment made was very convenient

Thank you for your feedback, we have found many patients taking up the offer of on-line bookings. We monitor this to ensure we have enough to meet demand.

Bad service

If you give us more details we can work to make our service better for you.

After using a wheelchair for a few weeks, I have found it difficult to access the surgery, even when accompanied. The doors are difficult to manage when in a wheelchair both external and internal. The reception desk is also off-putting when in a wheelchair as the receptionist has to speak down to you over the counter.

We are sorry that you have found it difficult to access even when accompanied. Our staff are available to give extra support when needed. Wheelchair access is also available to the rear of the surgery and staff members will be on hand to offer assistance. Unfortunately, we do not have any access to funding to make any major changes to way the building is set out.