

Friends and Family Test May 2016

Our response to your comments.....

“Stood in a queue for 15 minutes for a repeat prescription”

Unfortunately we are currently working with a reduced reception team due to sickness. Often people will have queries at the reception desk that take a little longer to deal with than booking a patient in to the clinic. We encourage patients to use the booking in screen if they are attending for an appointment to save time queuing, we also work closely with all local pharmacies who offer a prescription collection service.

“New appointment system much improved”

“because people are too quick to complain when they receive poor service and the same should be done when good”

Thank you for acknowledging when we are doing well.