

Friends and Family Test November 2015

Our response to your comments.....

“Impossible to have an appointment. The phone screening is not working and Dr are calling during hours of work when you are not willing to discuss issue in middle of your work place”.

“The new system has made it extremely hard to see a doctor. The fact that the doctor rings you back before seeing you makes it extremely difficult if you are working full time and are in meetings at work and can't pick up the call. This is creating an obstacle to people who work and cannot receive calls”

When booking your appointment, please advise the receptionist of any times that are more suitable for you to take the call. Our GP's lists are populated in the morning for the full day.

The GP will deal with more urgent requests first, they will also speak to patients whose symptoms are likely to require face to face appointment earlier so that they can arrange a convenient appointment time.

We do have early morning appointments for workers each Tuesday, it may be that these would be better for you. You can even register to book these slots on-line through Patient Access. See our website or speak to our Receptionist for more information.

We also have extended access routine appointments available at Bath Street each evening 6pm to 8pm and on Saturday/Sunday 8am to 8pm.

“I called at 8.30am, received a Doctor call back within the hour. Appointment at 3.45pm the same day. Excellent service”

“The staff at the desk and staff at pharmacy are the most helpful and kindest”

“Lady in prescriptions couldn't have helped more. Extremely good service. Thank you”

Thank you for acknowledging our team's hard work.

“I am a diabetic, never seen Nurse in 10 months. I have thyroid problems, they said they would look at it in 6 months, nothing been said. Never seen a chiropodist in 3 years”

The Practice has been working with a more efficient annual recall system for most chronic diseases. Patients do have some responsibility in working with the Practice team in looking after their health. If you feel that you should have been seen please contact our Receptionist who will be happy to help you arrange an appointment with the most appropriate clinician. The Practice does not book chiropody appointments for patients but if you mention it to the Nurse she will ensure that you have the right information to help you book it.