

Patient's comments Friends and Family test

October 2017

Provide more online bookings

Staff to explain surgery procedures more clearly. I am very satisfied with the services. Best decision I've made to come here for my treatments.

Ruksana well done.

Would be easier if when doc says you need a blood test if you could get it done straight away after your appointment instead of coming back and forgetting the appointment and waiting a few weeks for the appointment in the first place.

Everything was spot on.

Try not to always rush.

More appointments availability.

You need more than one phone line to be able for people to speak to staff.

Everything was spot on and staff are very nice and respectful.

Improve the service.

Access to doctor too restrictive.

A lorry driver away all week being able to phone problem in would be a help.

You should have walk in centre for kids everyday about an hour.

Just simply reduce waiting times for appointments. GPs also need to listen to patients without passing judgemental comments and being patronising.

Keep going.

Good customer service.

This surgery is a good place.

Treatment to be better.

Farzan and Sobia, thank you very much.

Quicker appointments. Daily appointments would help!