

Family & Friends Test January 2019

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know	Total
Handwritten	3	0	0	0	1	0	3
Online	197	106	22	9	11	0	345
Total	200	106	22	9	12	0	349

Selection of comments included were:

Extremely Likely:

- Angie the Phlebotomist has just been fabulous. She was gentle and distracted the patient beautifully.
- Had bloods taken by Marie. Very friendly and gentle. Best Phlebotomist
- Had a blood test and it was quick and didn't hurt at all Angela was great. Dr O'Keefe always listens and understands, never judges and is always kind and caring.
- GP was very decisive with diagnosis and prescribed medication which is already proving to be beneficial.
- Able to book same day appointment online and seen on time. Got a prescription for my daughter.
- When we do get an appointment personal/phone. Always prompt.
- Routine immunisations explained really well and carried out with care.
- Friendly prompt professional.
- Professional advice and friendly staff.
- Sometimes I can never get an appointment when needed painkillers for arthritis. Very hard.
- I've been with the practice for the last 39 years and have always found them helpful.
- Perfect service.
- Service with a smile.
- Professional efficient service.
- On time, good consultation and quick appointment.
- Very good service and are looking after me very well.
- Lovely GP and very helpful.
- Problem dealt with satisfactorily.
- Phone in the AM and explained why I wanted to see a doctor and was given an emergency appointment that afternoon with Dr O'Keefe who very efficiently dealt with my problem referring me to see a specialist.
- Doctor was fantastic with my four year old. It was a sensitive subject and she put him at ease. Explained everything to him directly too.
- Professional service and care at all times.
- All very helpful.
- Lucy was very friendly and helpful. I did not have to wait a long time either.
- Booked appointment online. Appointment was on time. Very good service.

- They are brilliant.
- It's extremely hard to get an appointment and even harder to see the same doctor.
- Excellent services.
- Nurse was lovely and made me feel at ease. Very knowledgeable and professional.
- I think it's a great surgery. Friendly staff.
- Quick efficient and helpful at resolving my query.
- So pleasant and efficient.
- Never had to wait long to see a doctor or nurse.
- I have found the majority of doctors and reception staff, plus all the nurses to be pleasant, helpful and thorough. They actually care about the patient's and don't treat them as an inconvenience.
- Prompt and professional service.
- I always feel that I get very good care with all aspects of health treatment that I get from this surgery.
- Had B12 injection. Don't know who administered it but she was very friendly and professional, putting me at ease. Credit to the team.
- I've always found the doctors and reception staff very helpful and professional.
- Fantastic doctor and great service.
- Brilliant and very attentive.
- Dr O'Keefe is a credit to the Audley Mills team. He listens and is very thorough and professional but friendly and empathetic.
- I and my family are very satisfied with Audley Mills Surgery doctors and nurses. Must be satisfied and have been with Audley Mills Surgery since 1965. Thank you all once again.
- Dr Zoey Keeble dealt with me professionally and compassionately. His diagnosis and treatment was excellent and her follow up care is better than I have ever received.
- Very helpful with all issues talked about.
- Very courteous and explained procedure. Also very patient.
- Have always been happy with the treatment at this surgery and the staff are always welcoming and helpful.
- Quick and efficient.
- They do a professional job in difficult circumstances.
- Efficient and friendly receptionist and GP.
- Very informative for our overseas trip.
- The nurse was very professional and very knowledgeable, I liked her a lot.
- I always manage to get an appointment on the morning I call in, whether it is a face to face or a call back.
- Got an appointment for the same day easy to get through on the phone. Kind sympathetic GP took time to listen to me and seemed to genuinely want me to feel better.
- Appointment system is very professional. They are always polite and friendly.
- Very professional appointment system that offers good choices.
- Best care I've had in years.
- Professional and friendly care.
- The receptionist was very helpful.

- Questions were very thorough and to the point. Everything was relevant but not intrusive and the doctor was very polite.
- Flu.
- First class attention.
- It was easy to get a nurses appointment and the problem was resolved quickly and efficiently.
- Doctor was very good. Forthright and honest which I like.
- Very helpful.
- I can always talk to a doctor when I need to.
- GPs I've seen are all friendly and have sympathy and empathy. They don't rush to get you out the door.
- Marie Browne the phlebotomist is always lovely and friendly and always asks how I am.
- The task was performed efficiently, with clear explanation and information and in a friendly and hospitable atmosphere.
- Very helpful and always polite.
- The Dr was very helpful and friendly.
- There are so many reasons why I am happy with Audley Mills Surgery. All the staff are amazing. Every single doctor I've had to see has helped me and done their best. My blood tests have been often and frequent and both the nurses have a perfect technique to draw blood. Appointments are always on time.
- Helpful doctors who explain properly. Getting online appointments is very helpful.
- The doctor was very efficient and sympathetic.
- My condition explained well and my mind was set at rest.
- Great you can have a chat over the phone about some things, saving a trek into town to visit the surgery. It's great if you have recurring problems, saves patients and GPs time. Easy to get an appointment this time too. Receptionist and GP were very helpful and friendly. On the whole this is a marvellous practice, and I would like to say that all the staff do a brilliant job under sometimes difficult conditions. All the GPs are good but my number one is Dr Whiting who is a great GP, efficient, professional but still approachable and easy to talk to, I never feel rushed and feel that I'm treated like a person and not just another patient or a number.
- I think both systems P/C and phone appointments could run together. Doctor phone back as a last result.
- I have never had a problem with booking appointments or contacting the surgery for any other reason. Staff are always professional and friendly.
- I have always been satisfied with the care and treatment provided by the Audley Mills Surgery. My family have been registered with the practice for 46 years and we have been well looked after during that time.
- Nurse was supportive and listened and explained things.
- Helpful receptionist, blood test lady was jolly.
- Helpful reception staff. Easy to access building. A range of GPs with differing specialities.
- I was seen promptly and got my appointment quickly. Lucy was easy to talk to and took her time with me.
- I had no problems getting an appointment.
- Very short waiting time, good response from doctor.

- Dr Keeble is an extremely effective physician, taking her time to assess you correctly and refer you for appropriate treatment. She also has first class interpersonal skills.
- The nurse I saw was happy to explain any queries I had, she was friendly and chatty and made me feel totally at ease.
- Easy online booking for appointments. Always feel GP or nurse cares and has time for you.
- The doctor I saw, took trouble to listen and was very sympathetic and keen to get a solution to my problem for me.
- Excellent service from caring staff.
- First class service and session with GP.
- Medication.
- Trust in individual doctors.
- Kind to me.
- Appointments on time.
- Friendly helpful reception. Very well organised surgery.
- Most of the staff are good.
- Excellent staff and doctors.
- We have generally always been able to get an appointment when we needed it.
- Informative and pleasant nurse.
- Because the surgery is up to date with modern ways of communication and I think that this is one of the biggest needs in the NHS.
- Efficient and friendly.
- She was good.
- Very helpful consultation.
- Consistently excellent.
- Clear advice. Call name from the Dr, a minute or 2 after the agreed time.
- Only because it was a blood test. If you want a doctor you can never get through on the phone.
- Online booking.
- Great GP service, however it did take over 30 calls to get through and make an appointment.
- Able to obtain an appointment very quickly and at the weekend.
- Dr was very understand with my problem and easy to talk to.
- Professional and very caring attitude. Treated like a person and not a number.
- Thoughtful, felt listened to, felt I had time to explain things. Very good service.
- Excellent reminders about appointments with full details. I was seen on time and my practioner was friendly and helpful and the injection was painless.
- The Dr Qureshi and nurses were amazing – took time to listen and were very welcoming.
- Have time to listen to patients.
- Good appointment process and quality discussion with GP.
- Nurse was supportive and listened and explained things to me.
- Got an appointment on the same day and had a thorough check over. Doctor was pleasant, kind and caring.
- The Dr was very thorough on explaining my problems.
- Very helpful consultation.
- Clear explanations. Confident, friendly manner and excellent listener.

- Dr Arikawe is always very professional and helpful. She always listens to what I say and explains everything to me that I don't understand.
- The doctor was very good.
- Been with the surgery for many years and have always been satisfied.
- The nurse was very thorough and gentle.
- Because I always get good, quick service.
- The GP I saw was very helpful and considerate and I really felt he was interested in and helping me with my health issues. There have been times in the past where I have not felt that the practice GP has had this attitude.
- Great Service.
- Confidence in advice given and ability to arrange an appointment without undue delay.
- Dr Monk was calm and reassuring with my daughter.
- With a flare up of a recurrent problem, I was able to see the doctor very quickly and the problem was dealt with; allowing me to carry on as normal.
- Dr Qureshi was very good and diagnosed John's appendicitis immediately and arranged hospital treatment. Thank you so much.
- Very helpful and cheerful nurse.
- Very prompt response and amazed to get an appointment on a Sunday.
- Easy to book online. Friendly receptionist and doctor.
- Good and efficient service.
- Very pleasant doctor.
- Easy appointment and clear explanation from doctor.
- Prompt and dealt with call efficiently.
- I am very pleased with the various doctors and receptionists who have dealt with my concerns since I moved to Rayleigh two years ago.
- Supportive, helpful and reassuring.
- Very quick service.
- Because I got the treatment I went for.
- Helpful and friendly.
- Excellent treatment from Dr Qureshi on Friday the 18th of January. She diagnosed appendicitis which turned out to be correct. Dr arranged for me to go into hospital. Both Dr Qureshi and hospital were fantastic to me.
- Audley Mills are brilliant in every way, better service than any surgery I have dealt with and I have been dealt with a few.
- Have always dealt with any problems that I've had quickly and efficiently.
- Fast and efficient.
- Good friendly service.
- Fantastic service by doctor. What a fab doctor she is when I had not the nicest of treatments.
- Dr Keeble is very approachable and understanding. She offers sound, sensible advice and is invested in the patient's well-being.
- Today I had the kindest and understanding doctor. He so understanding. I'm suffering terribly with hormone problems and today this doctor discussed my problems with a colleague to help me. All staff are professional and caring.
- Never an issue getting an appointment and I like the option of a phone call from a GP.

- I have been most impressed by the help and service I have received by my doctor. Dr Chiu.
- Both doctor and patient understood each other.
- Friendly advice. It wasn't a difficult issue I went in for but Dr Wright was very professional and easy to talk to.
- Medical staff seem very competent and user friendly.
- Nurse very pleasant and careful with injection.
- She listened and checked me over and explained what was going to happen next.
- Very efficient and time saving service.
- Very fast, pleasant, had already read all notes, very helpful and knowledgeable.
- Always a great consultation with Dr Keeble.
- Easy access for consultations including telephone consultations.
- I still think phone lines need to be looked at , average you are waiting 15 mins
- Very friendly and was good at getting blood from me as it is usually a hard job.
- Very easy to book appointment (online or by phone) long opening hours means appointments can be arranged around work commitments.
- Dr Quereshi was wonderful and extremely quick in addressing my needs.
- Excellent service.
- There are three excellent doctors to choose from.
- Polite service efficient prompt appointment.
- Dr Quereshi and Dr Kumar are wonderful and extremely quick in addressing my needs. I am delighted with the service they provide.
- Doctor kind and caring.
- Called at 3.45 re a bad cold and was offered an emergency appointment within 15 mins.
- Very friendly nurses within the practice.
- Very helpful and good advice.
- I find most of the doctors and nurses great.
- Was very easy to make an appointment and everything follows through so easily.
- Excellent GP's very efficient surgery.
- The GP was receptive, listening and understanding of my problems.
- The attitude, understanding and professionalism of my GP.
- I like being able to book online – quick and simple my age is 61.
- Didn't have long to wait.
- Always so approachable, efficient and caring.
- Efficient service can usually have telephone discussion with a doctor or get a same day appointment if that is needed.
- Always get appointment when needed professional care givers.
- Always very friendly and very efficient.
- Very helpful staff and doctors.
- Efficient friendly reception staff. GP was attentive and understanding, he didn't rush me and I was very happy with outcome. I felt informed and relaxed which is great as I have a tendency towards "white coat syndrome".
- Efficient friendly staff and practitioners.
- Seen on time although it was an early appointment, engaging looked at my history from 3 years ago, happy to chat.
- Everything was talked about in minutes and saved the time going to the surgery.

- Found it friendly and engaging there. Could tell that staff genuinely wanted to help me.
- Ease of telephone consultation.
- Excellent care and explanation.
- Excellent communication prior to appointment, ie reminders. Very friendly doctor and made unpleasant exam as positive as possible even though there were 2 trainees observing.
- Friendly and helpful staff and doctors. Thank you for your job.
- The doctor was very thorough, she listened to all my questions and explained things to me, BUT the appointment system is terrible, not only do I have to pay 60p in the car park every time I visit the Doctor to get an appointment, then I have to come back for my appointment during that day. The doctors are good – trying to get appointments extremely bad.
- Easy to obtain an appointment with the phlebotomist.
- I loved the self-check in (I'm new to the surgery and haven't had this kind of service) every staff member I have met have been very friendly and made me feel comfortable.
- Both appointments this past week were bank on time. Everyone most helpful – thank you!
- Good service and lovely role.

Likely:

- Very good doctors at the surgery but still difficult to get an appointment.
- Apart from not getting an appointment quickly, when you do it is excellent.
- Friendly staff, quick and professional.
- Helpful, friendly staff.
- Dr Keeble is thorough and takes time to listen. Excellent doctor.
- Got seen promptly and pleased with the outcome.
- Very efficient.
- Nurse was amazing.
- Easy to use the website, friendly staff and was seen very quickly.
- Lucy was wonderful today as always but I can't tell you how disappointed I am that you are no longer doing ear syringing. Lucy has referred me but I know from previous experiences that it will take months, so I have had to pay private which I just cannot afford because I can't be deaf for even a few more weeks due to my anxieties and I work on the telephones. It's something I have to have done every three months due to dry skin in my ear and narrow ear canal.
- Past experience shows a good doctors practice.
- Dr Tisi.
- Dr was helpful and thorough.
- Online system makes it easier to book appointments.
- Friendlier telephone conversations with doctors. The doctor I saw in person today was great but last week the doctor I spoke to could have been friendlier.
- The doctor explained why I needed to accept the call when the Royal Marsden hospital contact me.
- They are ok.
- Convenience.
- Good service, seen fairly quickly and good enough checks.

- Computer didn't start this morning and so started off running 10 minutes late.
- Friendly nursing staff.
- The only problem I find it getting an appointment on the day or next few days.
- Appointment booking can be difficult and means having to wait up till midnight to book a slot for the next day. Additionally I find some of the reception staff quite impatient and rude to patients arriving for appointments in the surgery.
- I have not seen this happen in the education centre however.
- Phone call back system is efficient and saves a lot of time. The text reminders are also a good feature.
- Drs Service is great but it takes so long to get through and today by 8:30am there was no appointments left for the day. It's good to see lots of doctors listen but how many are actually working at any time? The waiting room is not that busy.
- I had a telephone consultation which I was happy with and the doctor also made me an appointment today to see her in two weeks. So I was happy with that. Meant I didn't have to ring or go online for an appointment.
- Local services.
- I like being able to book non-urgent appointments in advance and telephone consultations when I don't need to be seen.
- Not sure how you could improve on the service I received today.
- Blood test went smoothly and ahead of time, also ECG earlier. Nurse was very nice.
- Spoke to the doctor by phone was very pleasant and helpful and happy for me to proceed via a diet and not medication but was open for me to change my mind and to have another test in 6 months to a year's time.
- I only went for a pneumonia injection. I went in on time and the nurse was very pleasant and very informative.
- Caring staff.
- Convenient locality.
- Quick friendly and efficient services.
- My last appointment was particularly good as I felt I trusted the GP as she is covering all areas to determine my problem. She was friendly and explained everything clearly.
- Understanding doctor.
- Always been helpful and waiting times on surgery are good.
- Doctors and staff are excellent but you internet booking system leaves a lot to be desired.
- Good service.
- Doctor was very informative and clear.
- Nurse very efficient.
- Every GP very helpful but hard to get an appointment.
- Quick at getting an emergency appointment.
- Efficient and helpful.
- All staff are friendly and helpful.
- This is the first time I have had trouble with my GP.
- The doctors are very good.
- Felt totally at ease with Dr Whiting.

- It is often difficult to get answers from the doctors as some seem to not really pay attention and just want to get you out as soon as possible. However others are so caring and you know you're getting the best service.
- Friendly staff.
- Good service.
- Good service, no complaints at all.
- Doctors are helpful and approachable.
- Friendly service.
- The consultation was very good but I did have to wait half an hour to be seen.
- Very prompt and efficient blood test.
- Some of the doctors are excellent and some I would not want to make an appointment with them again.
- Reception staff can often be a little rude.
- I received first class help from Dr Monk.
- Doctors and nurses are very pleasant.
- The phlebotomist finds the necessary vein first time.
- Because it is a good service.
- Dr Horner always gives a first class service and is extremely patient.
- Ease of booking online and helpful staff.
- Dr Tisi is very caring and kind listens to you and has also been excellent with other family members.
- My recent consultation was all that I hoped for and restored my faith in the practice.
- Good service when you can get an appointment.
- Good professional service.
- The doctor I saw was polite, thorough and helpful. He even prescribed a medicine that I could give my son just twice per day as he goes to school rather than the standard antibiotics.
- The doctor was very understanding and helpful. The receptionist was also helpful.
- Helpful and friendly service. Seen earlier than appointment time.
- Spoke to the doctor by phone, very pleasant and helpful and happy for me to proceed via a diet and not medication but was open for me to change my mind and to have another test in 6 months to a year's time.
- Generally efficient. Knowledgeable.
- Doctors are friendly and seem to produce results.
- Good service.
- I saw the nurse today as I do every three months and am very satisfied.
- The GP I saw today was extremely helpful in helping me. Previously others hadn't been quite so useful but today it felt as if the doctor really wanted to listen and help.
- Brilliant and very attentive.
- Very good service from the phlebotomist miss Browne but reception staff let the surgery down. I was told repeatedly to speak up as she couldn't hear me but there was at least 2 maybe 3 other receptionists on the phone in the same small room. Also feel like you are interrupting them when you want to check in or ask a question. But big thumbs up for Miss Browne she was so brilliant and would definitely recommend her.

- I was seen on time by a friendly GP with obviously a professional approach. Everything was explained in simple terms ensuring I understood. The next steps were explained in the same way. Very happy how the session was conducted and ended with a full understanding and an acceptable way forward.
- Service given.
- Happy with doctors and staff at surgery
- Dr Saville who I saw today was thorough considerate and caring. The receptionist was pleasant too. It makes all the difference.
- My appointment was on time, the nurse was nice, explained exactly how my stitches would be removed and how to look after the wounds afterwards.
- It's just not that easy to get an on the day appointment.
- On nearly all my visits I get seen on time. Today my appointment was at 3pm and my name was called bang on 3pm. Very impressed.
- Kind and caring GP.
- On time appointment.
- Felt listened to and not rushed.
- Unable to get an appointment for a few days, once received the phone call appointment was managed efficiently.
- Prompt and efficient.
- Very little waiting.
- Just received letter regarding my diabetic test results not being medical I do not really understand the medical terms in the letter.
- Friendly GPs in main.
- Good service, knowledgeable staff.
- Because I can talk to a doctor without taking time off work.
- More appointments needed, I tried every night for 3 days before getting an appointment, need more face to face not telephone.
- I like the doctor I had the phone call with but it is very difficult to get an appointment and I'm worried about phone appointments and are they a good way of conducting appointments.
- Local surgery.
- The women doctors always listen.
- Very helpful and supportive.
- Waiting time for a non-urgent appointment.
- Great service when seen but can take a while to get an appointment.
- Got X ray results but not conclusive, may have to have more taken so still waiting for diagnosis.
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Neither likely nor unlikely:

- Only 5 or 10 minute appointments. Number of doctors on each week is low as they appear to be occupied with outside activities. Plus takes 2-3 weeks to get an appointment.
- I felt I was in and out very quickly without the doctor taking the time to look at the problem. This was a doctor I had not seen at the practice before and will not repeat a visit to this GP. The practice is normally very good.
- Too long to wait this time.

- I prefer the old system; I think important symptoms could be missed as sometimes just a comment on leaving could be important.
- The doctor I saw today was really rushing me so I didn't get all the information I needed and getting an appointment is a nightmare to which I have to do again now. I have never had this problem before and would not have a bad word about this surgery so hoping this is just a one off.
- Most staff are very helpful but there are one or two I will never go to as they don't know how to treat people. No bedside manner.
- Difficult to make quick appointments.
- Appointments always run late, generally at least 15 minutes. Today my son's appointment was 25 minutes late.
- A waste of time and money, nobody knew why I was there or how it happened, including the pharmacist. He was very nice and had a good conversation but totally wasted.
- Booking online is very complicated and we end up having to disrupt work and school to get an appointment.
- Booking appointment in mornings; no chance after 8:10am.
- I booked an 8:35am appointment for a blood test. I was finally seen at approximately 8:52. I was given to understand these appointments were for people who need them before work to offer a better service. Unfortunately not on this occasion.
- Difficulty in getting appointments – the phone back idea may be good for the practice but rather fails the patient.
- People have their surgeries allocated depending on where they live.
- Better communication between the medical staff or office staff so everyone knows what they have to do and how to carry out different procedures.
- 30 minutes late, doctor couldn't answer my question so I now have to wait 2 days for a telephone consultation.
- Not sure the registrar I saw knew exactly how to treat my symptoms.
- My appointment was 2:20pm. I had my 3 year old daughter and baby with me. I arrived early and still had to wait 45 minutes to be seen. It was the nurse for injections. She apologised for keeping us waiting but no reason as to why. The surgery wasn't busy with many people but yet still had to wait 45 minutes to be seen. Good job it wasn't an emergency.
- When having a phone call from a doctor that I didn't request for a repeat prescription would be a good idea for the doctor to know why he is calling you and what medication I want so that I don't have to explain it all again.
- Difficulty in getting an appointment.
- Unable to make an appointment with a specific doctor as to see the same doctor most times.
- I cannot fault the services that you provide, but it is extremely difficult at times to get an appointment. The 8am time to ring each day is not very good; most appointments have gone when you eventually get through if at all.
- The main reason is that it takes so long for the surgery to answer the phone and when you do get through they can't always hear you and hang up, then you do the same thing over again for them to say there is no available appointments! Not good when you have depression and it then makes you not want to even bother to see the doctor! Even though my experience with different doctors at the surgery have all been great.

Unlikely:

- Called as I have had a headache for over a week. Called at 8:05 and told no appointments only a telephone, so I booked it.
- Dr called and said he can't help as telephone appointments to discuss existing or medicine requirements. His hands were tied and was told to book an appointment. Why the receptionist couldn't have told me this as a telephone call was useless or Dr book me a face to face. Very annoyed.
- The emergency doctor was fine except for being told to go to A&E and not being immediately referred to the medical team as a doctor is supposed to do. Consequently I spent 4 unnecessary hours in distress waiting for treatment. Not good.
- Like a lot of people I work full time but unfortunately if I'm not in work I do not get paid unless I take holiday. I also can't use a phone in worktime so my issue is the only time I can get to a doctor is after half 5 at night. I know you do after hour's appointments but you can never get them. I just think you could do more for people that work full time and all this telephone consultation is a waste of your time because I reckon 90% of the time you have to make an appointment to come in anyway. While you're on the phone consulting you could be seeing a patient one to one personally. I think the phone consultation is a waste of the doctor's time and mine. Cheers.
- So difficult to get an appointment with the doctor who told me to return to her if I was no better after 2 weeks, it will be 5 weeks before I can see her.
- I waited 25 minutes in the waiting room which was empty. I asked the receptionist if she had definitely checked my daughter in for her appointment and she said the delay was because the GP was on the phone. As soon as I sat back down, my daughter's name was called. I don't mind waiting 5-10 minutes for a late appointment but 25 minutes isn't a good enough service.
- So difficult to get an appointment unless you are prepared to arrive at surgery by 7am. Not always possible especially for elderly or disabled patients. Booking on line is only a good idea if you are prepared to stay awake until midnight.
- My 14 year old daughter has been sick for days and cannot get her a doctor's appointment. I shouldn't have to try and get to the surgery at 7am when I am sick myself !!! was only offered one appointment for me today and they wouldn't see her even though she is still a child. !!!
- Hard to get an appointment. I have been to the surgery and had to wait up to 20 minutes and longer when the doctor is running late. I arrived at the surgery 8 minutes late and was turned away. The nurse wouldn't see me so I have missed a blood test.

Extremely unlikely:

- Messy booking system for appointments, specifically rude and abrupt reception staff coupled with a lack of ability to book online appointments makes it very cumbersome process.
- Doctor I spoke to was great but apparently my details on my latest issue were not updated so I can't get referred to a specialist via AXAPPP until the original doctor that I can get an appointment with confirms that has been done. As a professional

that runs a strict business that has to adhere to rules, I find that no updated note since 21/12/18 is awful.

- Can't get an appointment now so don't want any more people joining.
- I booked in with your receptionist and was told you were running behind. An hour later I get a text saying I missed the appointment whilst in your waiting room. I had not been booked in. Then your receptionist was rude.
- Friendly receptionist and doctor.
- I felt the visit was a total waste of time. The Dr I saw had no idea at all what I was talking about. I left and thought what a total waste of time. I got no answers at all I was told if she will speak to her boss. I don't know what the NHS is coming to; she obviously could not have been a qualified GP.
- This surgery is a nightmare. You can never get an appointment other than over a week away. If you wake up at 1am to book online you can get an occasional telephone consultation. The reception team are unhelpful and the GPs just pass you onto the next one so they don't have to take responsibility.
- Unorganised, short staffed, sarcastic and waste time by giving wrong appointment times. Also 60% of prescriptions are incorrect.
- Never able to get an appointment.
- Firstly to book a same day appointment is nearly impossible. Even with a new born baby who was totally refusing to feed was denied an appointment; my healthcare advisor had to call the surgery and request to make a formal complaint to the practice manager to get an appointment. She was only then given one. Secondly the online booking system is supposed to offer next day appointments from midnight for the next day. I have never seen this availability of appointments go online and I have specifically tried to book at midnight on numerous occasions. The majority of appointments online are for bloods. Finally the service and advice I have received from a number of doctors is questionable. I have had to make return bookings with alternative doctors to get a second opinion which has always resulted with conflicting advice to the previous doctor's recommendations. I voice the opinion of so many other patients who I personally know and who I have met in the waiting room and have also made the same observations and complaints as I have.
- I booked my sons appointment over 2 weeks in advance and I attended the appointment an hour early, which was my own mistake. I then went out of the building to sort parking and pick up something quickly, I then arrived back 5 minutes prior to my appointment and sat for a further 20 minute waiting, until I spoke to reception again who advised me that I should have checked back in once I left the building. The receptionist then spoke to the doctor advising him that we were here an hour before our appointment time and he refused to see my son. I was waiting for an appointment regarding his ADHD so as you can imagine I was there over an hour with him which was stressful and frustrating.