

Family & Friends Test March 2019

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know	Total
Handwritten	8	0	0	0	0	0	8
Online	179	109	19	29	1	0	337
Total	187	109	19	29	1	0	345

Selection of comments included were:

Extremely Likely:

- The Nurse was very friendly.
- Reception helpful and efficient. My husband needed blood test , results found, And prescription sorted , general politeness of Monday morning receptionists, Karen, Denise and Sharon.
 - Seamless service from gp and Steve the Physio, I saw Dr Quereshi at 11.30 today who prescribed pain killers after examining my shoulder. Then I saw Steve the Physio at 11.45 today who gave me and exercise programme which was excellent.
 - Saw Physio for assessment, superb care and help. Great new service at Audley Mills. Thank you Mr Steven Swindell.
 - Pure professionalism.
 - Back pain – physio services
 - Very polite and very helpful.
 - For their professionalism, care and knowledge.
 - Doctor listened/discussed clearly.
 - Dr Zoe Keeble is so lovely and she understands.
 - The Pharmacist was polite, efficient and very helpful and gave me useful advice.
 - Dr Keeble took time to listen and I didn't feel rushed.
 - Appointment was on time.
 - Very pleasant doctor made me feel at ease and was very attentive. She was very reassuring and would definitely want to see her again.
 - I receive a prompt, friendly and helpful service from Sally Mason each time I contact. The GP's I have seen recently have been very supportive.
 - They are very kind and understanding and helpful.
 - Booked an emergency appointment and really pleased with the outcome.
 - Doctor took time to explain and go through my options.
 - On time , very easy to talk to, happy and pleasant.
 - I saw Dr Jairon Majdneya. She was very friendly and thorough. I used the machine to state that I had arrived.
 - Competence and efficiency.

- Both my GP experience, and my experience with the new physiotherapist was excellent.
- Nurse was lovely.
- He listened to my concerns without judgement.
- Very happy with my treatment by my Doctor.
- Competence of ~~Doctors seen in practice.
- Prompt and professional.
- Very efficient, seen on time for blood test. Nurse very nice and quick.
- Find the staff very friendly and helpful.
- Dr very nice and helpful.
- The doctor I saw was very helpful and quick to sort out why I was there, very polite. I booked online and doctor managed to book me blood test in for the same day. So I would recommend as I have received good service.,
- Friendly and helpful phlebotomists.
- GP gave appropriate treatment and advised to make another appointment. Medication sent electronically to pharmacist for immediate collection.
- Steve the physio assessor was excellent, took his time to understand my pain! A great addition to the surgery.
- Good Dr's and Nurses.
- Always a great service from Audley Mills doctors and nurses.
- Supportive professional advice.
- Quick appointment booked and on time.
- Fast efficient and friendly service. Great advice and help.
- On time, efficient and offered preventative checks.
- If all Doctors were like Dr Whiting you could not improve your services.
- Angela and Maria are excellent.
- Experiences at my GP practice have always been excellent.
- Friendly, professional staff.
- Dr Whiting was very reassuring and easy to talk to.
- Very efficient, Doctor was great , staff helpful despite far too many people in Rayleigh which is going down the drain big time. A very well run practice.
- Dr Whiting. The guy has been through things with me and has mentally and physically helped me. It's funny I was thinking how and who do I speak to, to praise the work he does and then I receive this text. He is amazing, I couldn't speak highly of him enough.
- Dr Genthe was professional, kind and helpful. A first class doctor.
- On this occasion I couldn't fault the service.
- She was understanding, had read my notes and was very helpful.
- Helpful friendly receptionists, and all the doctors I have seen have been compassionate kind and caring.
- The Nurse was very thorough and friendly and took time to explain what she is going to do and what is going to happen with my cervical smear.

- The Nurse was extremely thorough and explained everything regarding my travel requirements.
- Ability to make appointment easily, friendly staff.
- I just had a blood test today: the appointment was on time and the nurse was very pleasant and efficient.
- Nice Doctors.
- Good quality doctors with an empathetic view of any symptoms you present.
- Both Lucy Saville and Steve the Physiotherapist were very good and informed me of how to do exercises that will help me.
- Good range of services, Excellent website.
- Resolved my problem, discussed further options if the medication does not work. I like the phone back service.
- Dr O'Keefe was friendly and attentive, He listened to all I had to say and after examining me, he referred me to Southend hospital there and then. He answered all my questions and didn't make me feel rushed. No complaints at all. Thank you.
- Such a nice caller.
- Very helpful.
- Excellent.
- We have been with you for many years without any problems.
- The self signing in went well and the appointment was reasonably on time.
- I was given the help I needed.
- Was seen on time, very professional and friendly.
- Was seen at my appointment time by a friendly nurse. Quick and painless blood test.
- Good services and advise from doctor's.
- Fast service with nurse appointments.
- The nurse we saw was so nice, very kind and my daughter and I (both had appointments) felt really comfortable talking to her.
- Friendly receptionist followed by appointment on time and friendly, helpful informative doctor.
- Helpful, knowledgeable and friendly.
- GP was really friendly and kind, difficult to discuss problems over the phone. I wasn't able to get a face to face appointment with the GP I wanted but consultation was very good on the phone.
- Polite and prompt service.
- Fast and efficient.
- Very good service , Dr O'Keefe took the time to listen to me and offered a lot of help. I have brought up the question with reception on several occasions of a water fountain in the waiting room. I did ask reception for a glass of water which was no problem but took a while to get it and obviously other patients had to wait to speak to receptionist which they wouldn't have to do if there was a water fountain in the waiting room.
- Excellent Service with a warm and friendly attitude.
- Reassurance and helpful experience.

- A very nice Dr Patel checked my medication with me and asked how I was feeling etc.
- I find the surgery very good, friendly staff, always cheerful and very helpful. Doctors are good, very thorough understanding and helpful as are the nurses and pharmacist too.
- On time helpful GP.
- I had a blood test this morning and the nurse was wonderful confident and efficient! The only problem I had was trying to get through on the telephone to book.
- Easy to book. Sufficient time allowed. Helpful advice.
- Always very good service.
- Never failed to help me.
- I had my smear test done this afternoon and was extremely nervous in the building up to my appointments, but the nurse was so lovely and caring that she made me feel totally relaxed and it all went very well.
- Doctors are always excellent as well as other staff.
- Always get good prompt service.
- Only waited 10 minutes and the nurse was very nice and helpful.
- Good Service.
- GP was understanding and listened to me. Thorough examination.
- Easy if booking a 5 minute phone appointment for routine stuff.
- Great.
- Dr Keeble is helpful and understanding. Her advice over each appointment has helped me take serious steps towards improving my mental health.
- Always found the doctors to be so helpful and understanding.
- The physio assessment with Steve Swindell is excellent. I cannot thank you enough for providing me with this NHS treatment.
- Can't complain about service. If you're happy and able to get there before 7am then perfect.
- I was seen on time and Doctor was very helpful.
- Excellent doctors.
- Good friendly doctors treated well.
- Call-back very good, emergency appointment Doctor very good and helpful.
- Dr Zoe Keeble was very considerate, patient and understanding and is helping in a very pro-active and professional manner to resolve my health issues.
- The booking online and the variety of services is very comprehensive. Dr Arikawe would benefit from a more pleasant bedside manner and does little to put you at ease but she is efficient and confident and I trust her diagnosis.
- A good all round service, thank you.
- Received a great service.
- Helping my Son.
- Nurses put you at ease and have time for you.
- Quick reliable service.

- We have been with the surgery for many years and always found everyone very helpful.
- Always helpful and polite.
- Efficient and stress free.
- Good prompt and friendly service.
- Good friendly professional service.
- Great service, just ran late.
- Fantastic doctor.
- On this occasion a very nice friendly doctor.
- Cheerful personality.
- Quite efficient service except so busy it's difficult to get an appointment.
- Not always able to get through on phone.
- Very helpful.
- This Doctor was the best I have spoken to. Very clear and thorough and a lovely kind manner. Couldn't fault her.
- Good service.
- My worries were answered and left me feeling much better.
- Good service and I feel comfortable.
- The question I asked was answered. Not at the first time of asking, but we got there.
- Very efficient. Doctor was great, staff helpful despite far too many people in Rayleigh which is going down the drain big time. Very well run practice.
- I only had blood taken so it was easy to get appointment, unlike trying to get a doctor's appointment which is almost impossible.
- Polite and punctual service.
- Very thorough and friendly doctor although seems to run behind with appointments.
- Excellent range of services available and care from all staff.
- Friendly nurse.
- Was advised of everything.
- Just a good service with an honest interest.
- Easier to book appointment.
- Dr O'Keefe is the best Doctor at this practice in my opinion. He listens and is extremely understanding. Shame the receptionists aren't as polite and understanding.
- Easy access to service. Appointment on time.
- Blood test – Marie Brown – I was a bit upset and she took the time to listen to me especially as I know she was very busy.
- I was seen very quickly by a very friendly nurse. The reception staff were a bit abrupt though but it was a very busy time for them.
- Doctor was really helpful, listened and didn't ignore what I was saying.
- Good booking system, doctor listens and doesn't dismiss concerns.
- Dr O'Keefe and Mr Stephen Swindell have been fantastic with my problems.
- Very nice doctor.

- Excellent doctors just need to make it easy to get a late in the date appointment.
- Doctor phoned on time and saved a visit.
- The GP had requested I return as he was not sure if his prescribed treatment would work. I was seen on time and offered blood test to check further. I received a good assessment of my health.
- Very quick and efficient appointment for blood test.
- Dr Whiting is always a brilliant doctor, He cares and he wants to know about you. Never in my life have I had a doctor like Dr Whiting, he is the tops.
- Prompt sympathetic service.
- Dr O'Keefe was very professional and receptive to my concerns regarding my health and the end result after my meeting was first class. I received an X-ray for my lungs at a nearby Health Centre within 4 hours. Excellent service thanks very much.
- Quick professional showed empathy. Appointment was available the same day.
- Excellent physio help.
- Seen on time and procedure completed quickly and professionally. Advice offered.
- Kind helpful and efficient.
- Have always received excellent service.
- Friendly prompt and professional
- Please see email written to practice manager regarding the new physio arrival to the practice.... Fantastic idea.
- Friendly nurses, one explained what was needed and what she was going to do. Put me at ease.
- Quick efficient service, really friendly, approachable and professional. I booked the appointment one day and was seen the next.
- I can always get an appointment, usually when I need one and the options of face to face or telephone appointments is useful.
- Friendly, polite and professional.
- Good service and helpful, prompt attention to my problem.
- When booking my appointment through the receptionist she was very polite and helpful. I was seen by the nurse on time and she put me at ease and explained all I needed to know and was very informative.
- A new patient here, so a much closer wait time to my appointment than previous surgery. Friendly receptionist and the chatty nurse put me at ease.
- Love the new physio service.
- I have no complaints. The Doctor was so thorough and explained everything so clearly. Couldn't fault her. Also the receptionists are so kind and understanding.
- Appointments easy to arrange with good choice of dates and times. Actual times are accurate with minimal waiting. Results returned quickly and available on line to review.

- Visited physio Mr Swindell , very very good , knowledgeable and extremely helpful, saved me the need to see doctor.
- Listened carefully to my concerns and made referral. Only problem was with the original text from the surgery telling me I had an appointment (I hadn't made it) It said I should go to the surgery for my appointment but when I checked online, it showed it was a telephone consultation. I walked to the surgery early morning to double check as I didn't want to miss the appointment. (couldn't get through on the phone) it would have been better if the text confirmed it was a phone appointment please to avoid confusion.
- Very punctual relaxing and friendly service.
- Friendly doctor and seen on time.
- Nurse was so attentive and supportive and gave great advice.
- Appointment available on Saturday, doctor provided a professional and understanding approach to the issues I raised and initiated appropriate clinical action.
- Professional, friendly and prompt.
- I found she listened and took her time to help me.
- Prompt and efficient phone consultation.
- Was seen promptly. Friendly and efficient appointment, received everything I came for.
- They're very helpful.
- Very helpful professional and kind.
- Totally satisfied with the treatment.
- Kind professional and swift.
- Efficient and professional
- Professional prompt and friendly.
- Quick and easy reviewing medication.
- Clear explanation, didn't rush /listened to me and put me at ease. Excellent.
- Excellent doctor and a helpful receptionist.
- Steve the physio is very understanding of my problems and genuinely wants to help me.
- Staff are polite, caring, helpful and knowledgeable.
- Well organized and good services.
- Good GP practice, great reception staff and well signposted reception area.
- Very good surgery that explains and gives excellent advice and at the same time reassuring.
- All staff are very considerate and professional.
- Please could we have a water fountain in the waiting room. I've asked this several times.
- Doctor listens and takes onboard my concerns and comes up with suggestions to help. The nurse I saw today was brilliant.
- Even though I was late because I fell over, they still saw me.
- Went to see the physiotherapist today and he was super efficient and it was easy to book an appointment.

- The recruitment of an “in house” physiotherapist at Audley Mills Surgery is very positive and helpful. Apart from the excellent treatment and advice I received not having to travel to Southend Hospital is very helpful not least because of the cost. (parking fee £3.10)
- Book appointments online, and often able to get one soon (friends who have to queue up at their surgery first thing in the morning to have a chance of getting one)
- Attended for a blood test today, very good asked her if she could help me with pain in my hip (joke) she explained to me about the physio practice at the surgery, made me an appointment within an hour attended physio , excellent service. A big thank you.
- Very friendly staff and efficient service.
- Informative.
- Physio at surgery very good idea. Session informative and helpful.
- Dr Zoe Keeble spent a long time with me, checked my symptoms and organised a chest X-Ray immediately. Very supportive.
- Honest, friendly and professional.
- Have found practice very friendly and efficient.
- Very friendly helpful staff, excellent service.
- Dr Keeble listened to my concern and enabled me to explain without rushing.
- Easy to book an appointment with a physio online.
- Very satisfied with the appointment.
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Likely:

- It depends which doctor you see. My experience with the three doctors I’ve seen has been excellent.
- I was seen promptly but normally there is a wait. The nurse today was absolutely fantastic. She was friendly, caring and made me feel comfortable for my treatment.
- Online appointments you can book in the future.
- On time.
- Good doctor service.
- I am likely to recommend as Dr Quereshi was thorough, patient and considerate.
- Thorough GP.
- Doctor that I visited was a great help but getting an appointment or talking to a receptionist is a nightmare.

- I have a good rapport with my chosen GP who I am mostly able to see or speak to when I need to.
- Very good friendly service but appointment was not on time.
 - Phlebotomists are brilliant, but sometimes tricky to get Doctor appointment.
 - Service is generally good, but I'll break it down as follows: Reception:- mostly professional but could do with being a bit friendlier. They are, after all the first people generally that patients interact with. Sometimes I get the impression that they're either miserable gatekeepers or just can't be bothered.
- I don't think any one of them has ever said, sorry for the wait, or how's your day today? Phlebotomy/Nurses :- They're all fantastic. Gold star for their bedside manner irrespective of child or adult . Doctors :- inconsistent in care and interest. Some are very thorough, kind and approachable. Others fall way short of expectations with choice of language and casual approach and in the worse case scenario, some give off a " can't be bothered impression". I appreciate you are a very busy practice, but a little more consistency in emotional intelligence wouldn't go a miss.
- Appointment time.
- Had phone back appointment today with Dr Arikawe and was dealt with promptly and efficiently as usual thank you.
- Dr Ukata (unsure of spelling) was patient and extremely helpful to me, he listened to what I had to say and suggested a blood test to begin with. I left his office feeling reassured and happy.
- Appointments are available daily.
- Dr O'Keefe is a wonderful and caring doctor who has time for you.
- Combining two appointments both on time.
- Prompt and friendly.
- Most of the Doctors are good. It's hard to book an appointment.
- Difficult to get face to face appointment, end up doing a phone consultation just to get an appointment to see someone.
- Appointment was at least 20 mins late and very quick consultation, felt a little rushed as I didn't really get time to ask questions/concerns. May need to make another appointment so a little disappointing. Usually excellent.
- Very efficient.
- Dr spent a lot of time listening and resolved the problem including a commitment to follow up and research to find the correct medication.
- Very happy with how the appointment went and felt very reassured/confident progress being made.
- You are a very popular surgery but maybe too popular.... Therefore extremely busy.... Your doctors are very good too.
- Generally satisfied with the overall practice.
- The doctors are very good but the appointment system leaves a lot to be desired.
- The nurse was brilliant who treated me but I had quite a long wait.
- The doctor I saw was really helpful.
- Physio I was was great and referred me back to stroke team, no quibbles or worries about budgets.
- I found the doctor very unsympathetic and rushed to get me off the phone. A real disappointment.
- Running smoothly and on time.

- My doctor really made me feel less anxious.
- Telephone consultation efficient, Doctor seemed knowledgeable and answered my questions.
- The staff are friendly and helpful 95% of the time. Easy for people to moan but they aren't the ones dealing with the public every day (particularly the receptionists who probably take most of the flack)
- Dr Keeble is the most caring and knowledgeable doctor youo have.
- Can book my appointment, be seen by the doctor and get treatment with ease and minimum delay .
- Excellent doctor takes time to listen and offers good sound advice.
- Friendly staff.
- Need to keep working on the appointment system. Putting appointments on the system. Putting appointments on the system online at midnight is not a good solution.
- I was initially not happy that it was a telephone follow up but was very impressed by the attention I was given. I don't know if this is a one off because the doctor I was speaking to was so nice and considerate. Would it be the same if it had been somebody else? I don't know the answer to that.
- More available face to face appointments.
- My appointment was on time and the doctor was very attentive.
- Didn't have to wait too long, maybe 10 minutes after appointment time. Receptionist was helpful. Doctor was helpful, efficient answered my questions. Whole visit took half an hour.
- Most things worked efficiently making sensible use of technology (email) where reasonable to do so. I got a quick appointment for my blood test.
- Great service, just ran late.
- Fantastic doctor.
- On this occasion a very nice friendly doctor.
- Cheerful personality.
- Quite efficient service except so busy it's difficult to get an appointment.
- Not always able to get through on phone.
- Very helpful.
- This Doctor was the best I have spoken to. Very clear and thorough and a lovely kind manner. Couldn't fault her.
- Good service.
- My worries were answered and left me feeling much better.
- Good service and I feel comfortable.
- The question I asked was answered. Not at the first time of asking, but we got there.
- Very efficient. Doctor was great , staff helpful despite far too many people in Rayleigh which is going down the drain big time. Very well run practice.
- I only had blood taken so it was easy to get appointment, unlike trying to get a doctor's appointment which is almost impossible.
- Polite and punctual service.
- Very thorough and friendly doctor although seems to run behind with appointments.
- Excellent range of services available and care from all staff.
- Friendly nurse.
- Was advised of everything.
- Just a good service with an honest interest.
- Easier to book appointment.

- Dr O'Keefe is the best Doctor at this practice in my opinion. He listens and is extremely understanding. Shame the receptionists aren't as polite and understanding.
- Easy access to service. Appointment on time.
- Based on reported waiting times at other surgeries, Audley Mills appears more efficient in handling its patient base.
- Seen on time, friendly phlebotomist.
- Friendly and helpful.
- I have always received good attention when needed.
- They always listen to you.
- Calls answered quickly at reception, not answer service saying busy.
- Difficult to see the doctor I would prefer.
- Speedy service.
- Was only a tablet review with the pharmacy on the phone, but he was very helpful and revised my tablets.
- The call from the pharmacist was punctual and I was treated politely.
- Got an appointment on same day and saw a competent thorough doctor who put my mind at ease and discharged me without need for further treatment.
- Punctual appointment and friendly staff, no problems.
- At this appointment I had good care with the nurse.
- Thorough in examination and short wait time at surgery.
- Treatment was good and appointment was prompt.
- Good.
- Dr Majdnaya was very pleasant and helpful.
- Very helpful.
- Being able to book an appointment without queuing at 6.30am in the morning as had previously not been able to book online for a particular GP.
- Trying to get appointment with my choice of doctors
- I am happy with the service provided.
- If you need a chat with a doctor over the phone, the service is easy.
- Helpful staff.
- Great service from the doctor. Very difficult to initially obtain an appointment.
- I had to wait for over 30 minutes on Friday 22nd March and about 15 minutes today Tuesday 26th March.
- Difficult to get an appointment with same GP each time and who knows your history.
- Prompt follow up appointment.
- Spoke to a doctor that knows my history which made it very simple.
- All staff are great and helpful especially Vicky on reception, she went out of her way for me and I'm very grateful. It's hard getting an appointment, the surgery is over subscribed therefore getting an appointment is extremely hard but I'm glad you can book in advance again if need be.
- I was listened to.
- Good range of doctors.
- Doctor I liaised with was very attentive.
- Doctor saw me on time.
- Easy online booking process, no delay in GP seeing me.
- Had rude doctor.
- The nurse I saw was lovely and really helpful but I found the reception staff very abrupt which came across a bit rude.

- I very rarely visit the doctors as I find it so hard to get an appointment. However on this occasion I had a very lovely doctor who put me at ease as the procedure I was having was not the most comfortable, so I would recommend her again for anyone else having the same procedure.
- Felt a little rushed on call the day before but face to face the next day was great.
- Make it easier to get appointments, online at midnight isn't great.
- Both my appointments I had to wait 40 minutes for first one then another 20 minutes for the second appointment.
- The doctor was fantastic.
- Saw a really good doctor. She explained the issue well and the reasons I might be experiencing the symptoms. Really felt like she took as long as we needed and didn't feel rushed at all.
- As a surgery I cannot fault, getting an appointment.

Neither likely nor unlikely:

- Reception staff need to considerably improve engagement skills and attitude. Rude, Unhelpful and inaccurate with information. Doctor could show better they are listening to patients. I recognise they probably are but are usually writing and reading and listening but not looking at the patient.
 - The appointments are taken by people visiting the surgery before they become available on the phone, very frustrating.
 - Some of the GP's there are very nice and helpful and listen. Others are a bit abrupt.
 - My telephone consultation was delayed by over an hour!
 - Don't listen and look back at past history as appointment time too short.
 - Difficult to make a face to face appointment.
 - It's very difficult to book an appointment. Recently it took three days.
 - Certain doctors do not seem to be sufficiently thorough with medical assessment.
 - I was left a message to say there was a message for me at reception but got there to be told it was cancelled. I had to leave a client in Chelmsford early (I'm a carer) to get there where is she had told me on the answerphone message I would have still been with him. Very unprofessional.
 - Because all the doctors are under pressure.
 - Please make it easier to get an appointment, for people who need to work full time , it can be very stressful.
 - I think to book an appointment for the next day at midnight is rubbish. It should be from 10pm or 6.30 that morning as people can't stay up that late and more appointments available and also that when you go to the doctors you should see the same doctor, not a different one each time so they know your history.
 - Actual GP was lovely and helpful but unfortunately trying to get an appointment in the morning can be a nightmare.

- GP appointments take too long, you should be able to see your GP the same day.
- Appointments always seem to run late. Today it was 30 minutes late. You need to allow extra time for appointments.
- I was calling for pain killers after shoulder surgery, but was made to feel I was some sort of addict. Was not nice.
- There appears to be weaknesses in the system. Getting appointments can be difficult and there appears to be lack of diligence in studying a patients history.
- Admin is poor but appreciate introducing major changes to deal with an increasing number of patients so hope things return to previous good practice.
- It's really hard to get a doctors appointment with the system you have.

Unlikely:

- Compared to friends I feel treatment isn't as good.
- It's too difficult to get an appointment and then the appointment is never long enough for the issues at hand.
 - The Doctors are fantastic, but the repeat prescription service is abysmal. I don't understand how I can speak to a doctor to request medication which should have been sent and I have to then waste my time chasing up the surgery and waiting another hour for the prescription. Not fun when you have two young children with you and it happens so often.
 - Just average.
 - Appointment booking system is appalling. Difficult to get appointment even if trying at midnight which is not a reasonable time and no chance of seeing same Doctor for continuity of care.
 - Hard to get an emergency appointment by phone, had to go to the surgery to get an appointment which isn't always easy when unwell.
 - I arrived at reception on time and informed receptionist that my other half and four month old daughter (who the appointment was for) were running slightly late, to which I was told "don't worry just let me know when they arrive." They arrived 7 minutes late but had to wait for the lift to reception as was using a pram. By the time they got to reception it was 10 minutes late and the receptionist refused the appointment. I had taken time off work to be at the appointment as my other half suffers with postal natal anxiety and struggles to do the appointments on her own. I understand that she was late for the appointment, however I would have hoped your staff would have been a little understanding of the situation considering her young age and the importance of vaccinations.
 - Cannot get an appointment, had to set my alarm for midnight so I could get an appointment, terrible now.
 - Doctor I saw today couldn't get rid of me quick enough and still had to book an appointment with a different doctor which isn't for 2 weeks now.

- I don't feel like I'm getting the problem diagnosed. I've been worried about a mole for over a year now. It's accompanied by a deep ache in my left shoulder.
- Hard to get an appointment, doctors are often late and sometimes the staff aren't that friendly.
- My appointment was changed and the lady who took my blood wasn't friendly at all (I think she may have attended the red wedding on Game of Thrones , she was that friendly)
- My appointment was for 13.10, I was called into see doctor 13.35 and I was the only person there, no apology . Just not good enough.
- Unhelpful.
- Unhelpful and without empathy when I attended today. Doctor error not producing blood test paperwork. Could not ask doctor who was in practice (as informed by phlebotomist) for paperwork. Have to have another appointment probably at someone else's expense to get paperwork that should have been issued in the first place. Waste of doctor time and my time.
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Extremely unlikely:

- Doctor didn't call me for my booked appointment and marked the call as completed online. Receptionists are rude too.
- Find the receptionists unfriendly and not helpful, can never get a face to face appointment with my preferred doctor.
- It's impossible to get an appointment
- The GP I saw was rude, vague and not interested in what I was trying to say. I felt so let down and low.
- It's next to impossible to get an appointment. When you get a phone appointment they tell you, you then have to come in so I don't really see the point. My prescriptions aren't set online so I have to keep coming to the surgery despite asking for this as I have a child who needs continuous medication and when it does go through, it takes far too long to arrive from the pharmacy.
- Lack of investigation. Lack of interest in patient care and quality of life. Did not seem interested in solving my issue but instead insisting what it isn't. No further action despite having persistent symptoms.