

**General comments from patients from the Improving the Practice Questionnaire 2013/14**

A very good practice.

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Although one usually has a wait (running late) to see GP they are always extremely pleasant and give you (most importantly) the time you need for your consultation.

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An excellent practice that always has the well-being at the fore. All the staff seem to work as a team and this has such a positive effect on patient care.

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Attended for flu jab

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Even though I had to wait a fairly long time to get an appointment, I would do the same to get another appointment with the doctor I saw today who was professional and caring.

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Excellent in every respect

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GP surgery is fantastic, very helpful and appointments are usually easily obtainable. Reception staff are professional and kind. I never mind waiting to see Dr. Copson as he spends time with each patient and you are never rushed.

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Had to wait 4 weeks for an appointment with another doctor of my choice as my regular GP off sick. Very satisfied with nursing staff.

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Have always found the practice to be excellent at all levels and in every situation. Thank you all.

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having used this practice for more than 25 years I am highly satisfied with all areas

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I am very happy with the service I receive from this practice.

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I consider my family to be extremely lucky to be patients in this practice. I have no complaints.

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I do not mind which doctor I see although I do like the option of seeing a female doctor if I find it an embarrassing problem. whenever I have asked for a female doctor I have been given one

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I like all the doctors, they are kind and sympathetic. I have been kept waiting for my doctor appointment quite a lot.

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I'm always very pleased with the treatment that I've received. A very big thank you.

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It is becoming increasingly difficult to get appointments quickly with the doctor.

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I've always been satisfied with the service provided

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More continuity via female GPs OR restore to previous continuity

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My wife and I cannot fault the doctors or staff in any way. They are always helpful and will do their utmost to help you if they can.

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Myself I consider all Receptionists, Nurses, Doctors, excellent and polite. The Doctor I normally like to see is Dr Copson/Dr Hopman

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No further comments

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Of all the surgeries I have attended, this is by far the best.

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On one occasion (after a bank holiday) I tried to make an appointment. When I asked if there were any appointments available that day the receptionist laughed down the phone.

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Overall excellence

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Please provide on website what options are available. Example non clinical treatment, acupuncture, chiroprapist, physio please

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Practice is to good for its capacity

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Question6 - Is this a fair question? Doctors thank god are not machines - and give their time in many areas

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slow in arranging follow up hospital appointments - in one case failing gov guidleines (ie 2 weeks)

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Some guidance available online on what we can get from the Walk In Centre if practice is busy?

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Thank you for your advice and help always appreciated

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the level of care from the surgery is very good and the attitude to patients is first class. All the staff treat me with care and respect

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The ongoing series of weekly appointments with Katie has helped my leg heal much better.

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Two week wait for appointment with Dr. Barnard was quite long.

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Wish I could book appointments through the website - phoning 20 times to get through at 8.30 isn't always practical with work shifts etc.

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You need more staff to take pressure off you

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