

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

A very good practice.

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.

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.

Attended for flu jab

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.

Excellent in every respect

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.

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.

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

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

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

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

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

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

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

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

I've always been satisfied with the service provided

More continuity via female GPs OR restore to previous continuity

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.

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

No further comments

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

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.

Overall excellence

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

Practice is to good for its capacity

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

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

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

Thank you for your advice and help always appreciated

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

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

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

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.

You need more staff to take pressure off you
