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| **Comments** **2018 Patient Satisfaction Survey** |  |  |  |  |  |  |
| When phoning for blood test results, it would be more reassuring if the reception staff could be given a bit more information to pass on to the patient. |  |
| Some staff don't smile much so that would be nice to see happier smiley faced receptionist (A particular person has a grumpy face)  |  |
| Availability for people that have a job 7-5, Monday to Friday. |  |  |  |  |
| Just waiting time on appointment needs to be sorted. |  |  |  |  |
| Everything about the practice is first class. |  |  |  |  |  |
| Everything is very good, great practice after many years of being here, as the same for family. |  |  |  |
| A lot better now you can ring at 8.30 for all day appointments. |  |  |  |  |
| Nope, excellent service. |  |  |  |  |  |  |
| Mug of tea! If early arriving 4 appointment like myself I usually sit on wall outside. Lol.  |  |  |  |
| The only thing I can suggest as an improvement is more telephone support in the morning for appointment booking.  |  |  |
| Sometimes it is very difficult to get through to make an appointment. Sometimes having to dial 40/50 times. Some receptionist can be blunt as if they cannot be bothered. |
| I am happy with the service. |  |  |  |  |  |
| The new telephone answering service could be a little confusing to older patients. |  |  |  |
| The amount of time it takes to get an appointment  |  |  |  |  |
| No |  |  |  |  |  |  |
| No |  |  |  |  |  |  |
| No |  |  |  |  |  |  |
| Appointment - call waiting times. |  |  |  |  |  |
| No |  |  |  |  |  |  |
| Could give more time to their patients. |  |  |  |  |  |
| Everything good. |  |  |  |  |  |  |
| Your telephone always seems busy and often when you get through all the appointments have gone. |  |  |
| Good service already provided. |  |  |  |  |  |
| Have been a patient for many years and the service has always been excellent. |  |  |  |
| Please inform the patient about their lap test results thoroughly & timely  |  |  |  |  |
| No |  |  |  |  |  |  |
| Not that I can think of. |  |  |  |  |  |  |
| Open longer but I believe you would need more staff/doctors to achieve this as they working hard at present. |  |  |
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