



Field summary for q8a

Is there anything we could do to improve the quality of our service?

Answer	Count	Percentage
Answer	28	23.33%
No answer	92	76.67%

ID	Response
5	Yes when I ring to pick the call.
4	To be able to get an afternoon appointment when ringing in the morning due to working.
6	All the time in this year 2019 we find it very hard to get an appointment, we are unable to come to the door in a morning.
7	Couldn't get an appointment for 4 days, was fully booked only one GP on. Was that GP who rang me and made an appointment for today, should've been on 11.6.19 tues. Dont think made appoint for emergency when been very ill, it's 111 and upto a&e.
10	Not good getting appointments in morning
11	No, very happy
14	Review appointment system
20	Waiting time to see doctor and getting an appointment over the telephone is really hard
39	No
38	Service is very good from entering to leaving, a very big well done everyone
40	Very difficult to book an appointment by telephone. Telephone surgery always busy from 8.30am - 9am, when we get the line all appointments have been taken off.
44	Good
52	Allow more time for making appointments. Lower the length of waiting time to see GP.
74	Sometimes feel rushed when seeing a doctor, feel concerns could be addressed better
77	Have never had any problem with anything about the practice or staff
84	All working well for me
89	Book appointments online without registering.
99	I've had no issues
100	Verry satisfactory
103	No
108	Nothing I can think of
111	Cannot think of anything, it's perfect for me
112	Excellent service
114	Not at all think they all do a brill job and Dr's care about your health
116	Can't think of anything
122	Appointment easier
126	I don't think so always great care and reception always so helpful. Thank you.
130	A GP needs to listen more to patient and not make them feel stupid or they are making stuff up, eg suggestion after being in a coma to go back to work for 2 hours a week