



PATIENT PARTICIPATION GROUP



PATIENT SURVEY 2015 COMMENTS



PATIENT'S COMMENTS

<p>Appointments</p> <ul style="list-style-type: none"> • Just to say that I'm not happy with a doctor telling me as soon as I walk through the door I only have 10 minutes • I find the experience of making an appointment whether for myself or my children fairly stressful – getting through to a receptionist, being available for the call back and then arranging a mutually convenient appointment • Appointment process very poor and not easy taking a call back from the doctor due to lack of privacy when calling back • Chasing the doctor all day for an appointment 	<p>Waiting Room</p> <ul style="list-style-type: none"> • Need some pictures in the waiting room • Shame about the new décor • New Reception is terrible – zero privacy, queuing has doubled, not well thought out- what was wrong with it before? • Some kids chairs in Reception would be nice • Please may we have a cold drink (water) dispenser? • Hopefully the check-in will be restored soon? • Think new Reception is not for the better – forced to sit opposite people – only good thing is the radio on • Reception overwhelmed at times – change not for the best/ poor • I really like the pictures in the waiting room • The Reception area is more relaxed and calm – the alterations are very good – job well done!
<p>Privacy</p> <ul style="list-style-type: none"> • More privacy when talking at Reception • I don't like the open desk – everyone can hear what's being said • The chairs are too near the desk, perhaps use a screen? 	<p>Telephone Service</p> <ul style="list-style-type: none"> • My only criticism is the waiting time to answer the phone • Don't like the phone back – if you drive for a living, how can you answer? • Difficulty doctor ringing back – asked for after 6pm phone back
<p>Positive Feedback</p> <ul style="list-style-type: none"> • Very good overall • First time at the new layout – busy for the Receptionist but she coped well • Love the changes. Brilliant! • This Surgery is, in my eyes flawless <ul style="list-style-type: none"> • It's a good chance for Dyneley 	<p>Opening Hours</p> <ul style="list-style-type: none"> • Ability to pick up prescription at weekend or late on working days would be very useful for those that work after 6pm

House patients to let the higher ranks of health care realise that with all the pressure impressed upon a surgery like this is run constantly to a very high standard

- My family and I are always pleased with service we get from our doctors
- Excellent!
- I have been receiving advice and help from the Surgery for more than 30 years. Throughout this time I have received the highest possible standard of treatment in every way - I can't praise you highly enough for everything done to support me and those close to me.
- I continue to be very pleased with the whole Practice experience