

Any comments on the above questions	Is there anything that we could do differently to improve the service
Long waiting time - 55 mins	No
Would prefer an appointment due to time issues with work	More telephone lines required at busy times, i.e. Monday mornings. I don't agree with the receptionist asking why I'm ringing. That's between me and my GP.
You want to see the DR and not have to explain to the receptionist <u>WHY</u> you want to see the DR. That's between DR and patient	More phone lines for making appointments especially on a Monday morning form 8.30 - 9.00am. Everybody wants to get through then.
I felt it be offered was very good happy with new service, good idea	No
Lovely nurse	No
I was very impressed by the quickness of phone call to seeing nurse all within 15mins	Keep this up and you won't get any complaints from me.
My son has cancer and my GP is very understanding, helpful and takes a big wait off my head	Keep it up
My only complaints are when trying to contact reception for an appointment at 8.30am. I get the answer machine then try again after putting the phone down the line is busy for a long time, e.g. between 1 1/4 - 1 1/2 hours.	To see a doctor under 36 hours and not to wait a week (Own doctor) unless it is an emergency, there I can honestly say was excellent on the two occasions that was needed.
	Early morning arrangements for appointments can be a delay, then it can be difficult to make arrangements to suit public transport. It could be convenient for country patients to have priority the first 15 minutes of calls.
	No
I have had both a GP face to face during the last few weeks including more recently a same day conversation. Both times the doctor was excellent at actually listening to what I was needing and asked appropriate questions.	
A huge improvement on systems in the past.	
Brill, didn't realise so was very happy I could come in.	Thanks.