

| 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.   |