

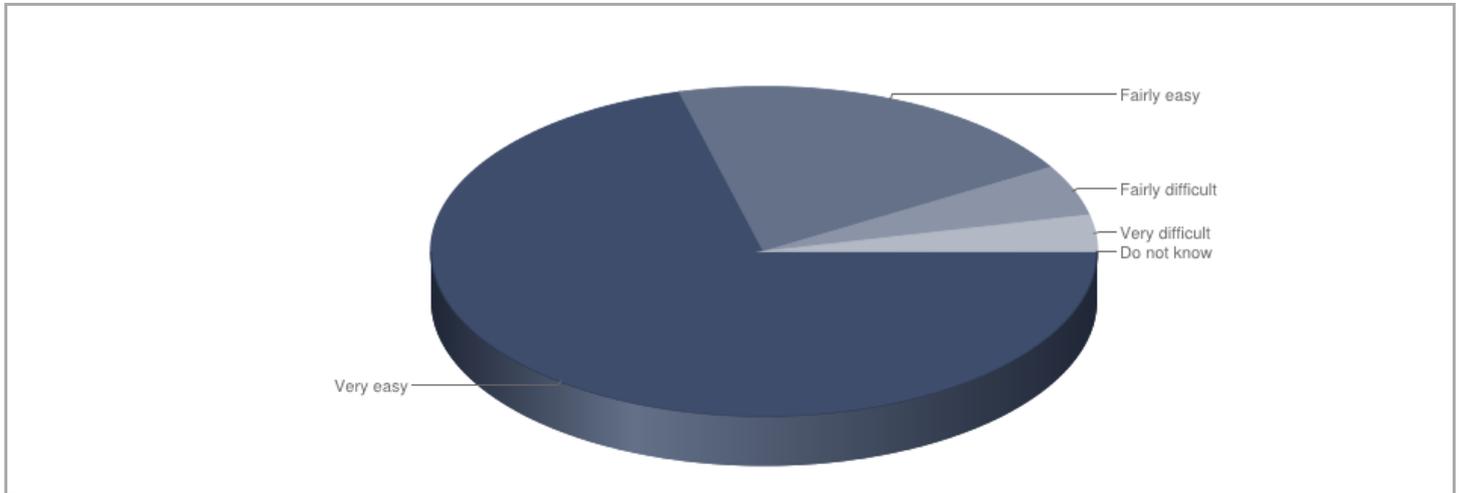
Ashville Medical Practice

We Asked:

'''

How easy or difficult do you find getting into the building at the surgery?

Single answer question or grid (answers per option add up to roughly 100%)

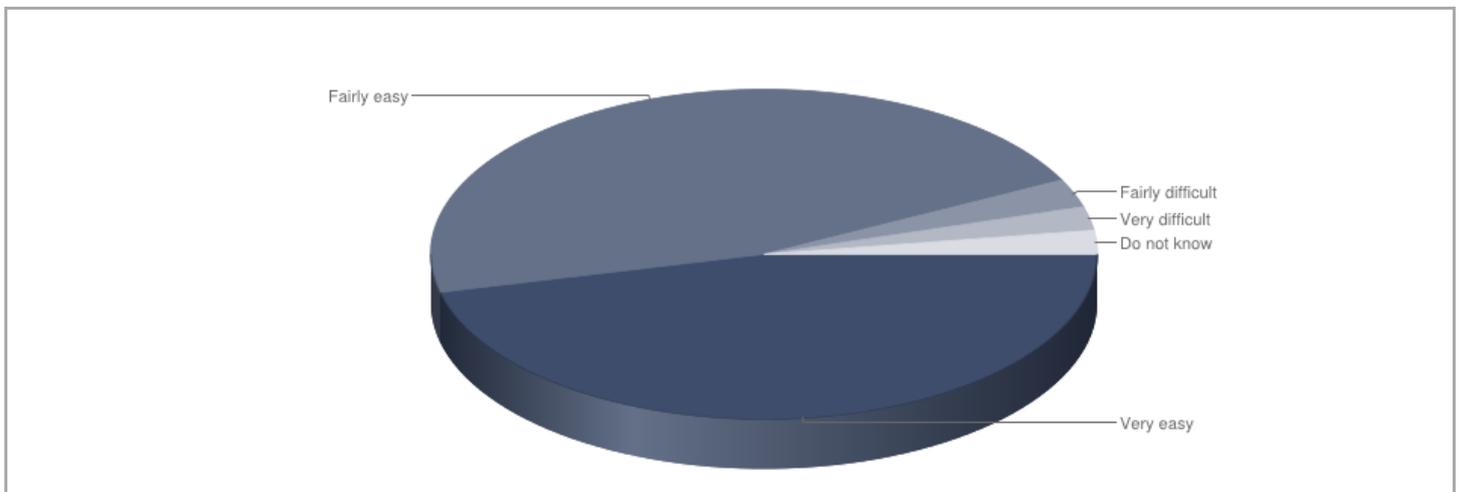


Option:	TOTAL
	(277)
Very easy	85%
Fairly easy	10%
Fairly difficult	3%
Very difficult	2%
Do not know	0

Base: 277 out of 277 people answered this question

In your opinion how easy or difficult would it be for people with disabilities to move around the surgery?

Single answer question or grid (answers per option add up to roughly 100%)



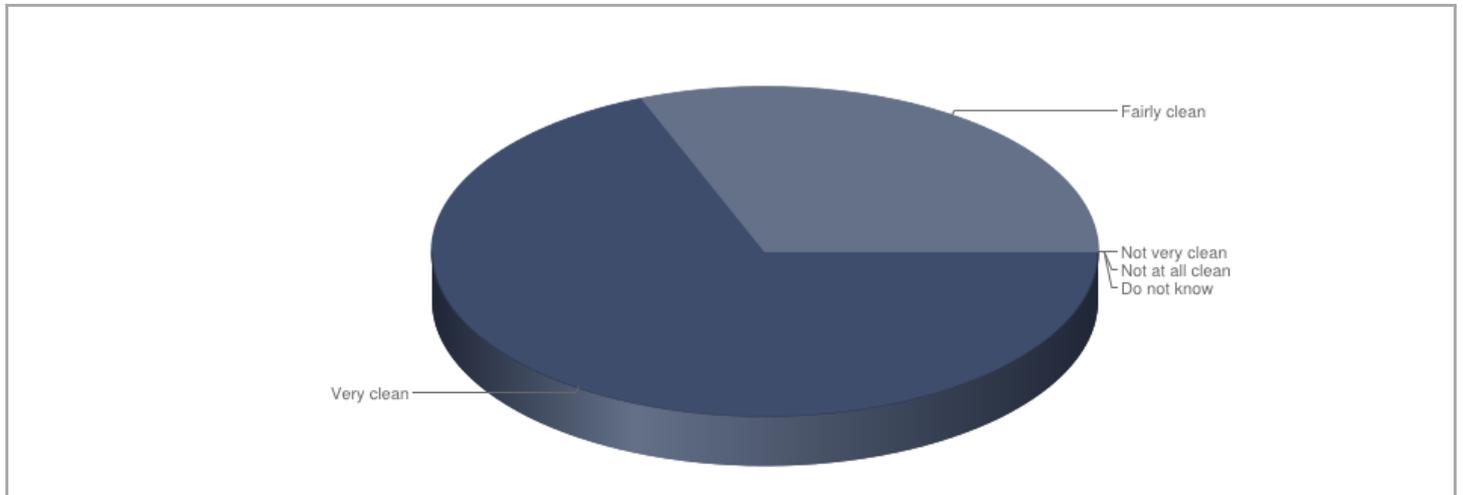
Option:	TOTAL
	(275)
Very easy	45%

Option:	TOTAL
	(275)
Fairly easy	49%
Fairly difficult	2%
Very difficult	2%
Do not know	2%

Base: 275 out of 277 people answered this question

How clean is the surgery?

Single answer question or grid (answers per option add up to roughly 100%)



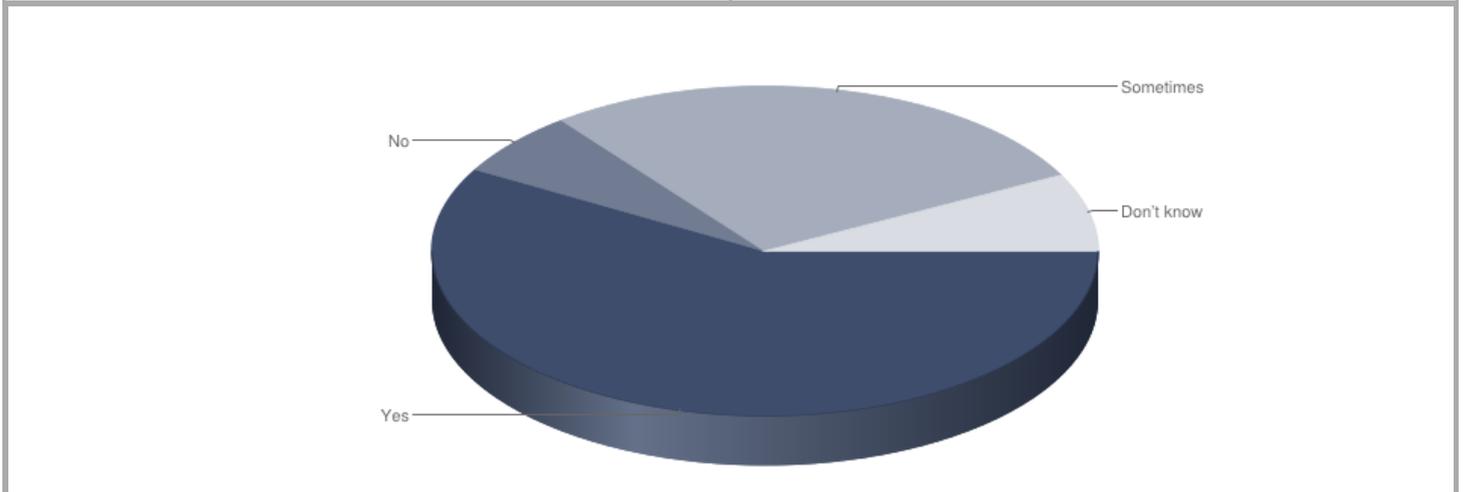
Option:	TOTAL
	(276)
Very clean	84%
Fairly clean	16%
Not very clean	0
Not at all clean	0
Do not know	0

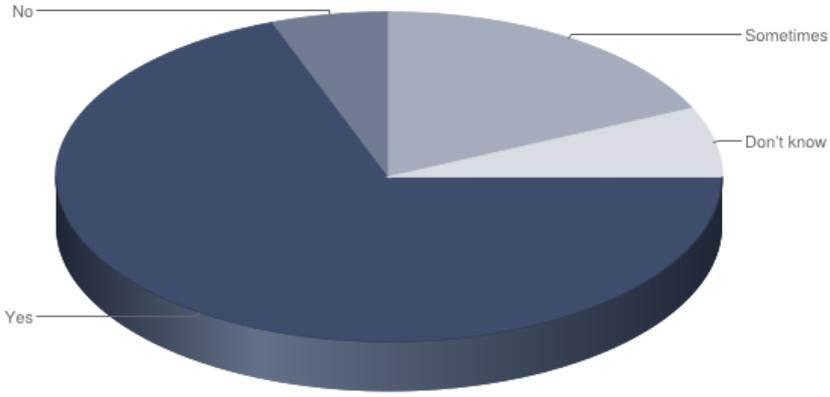
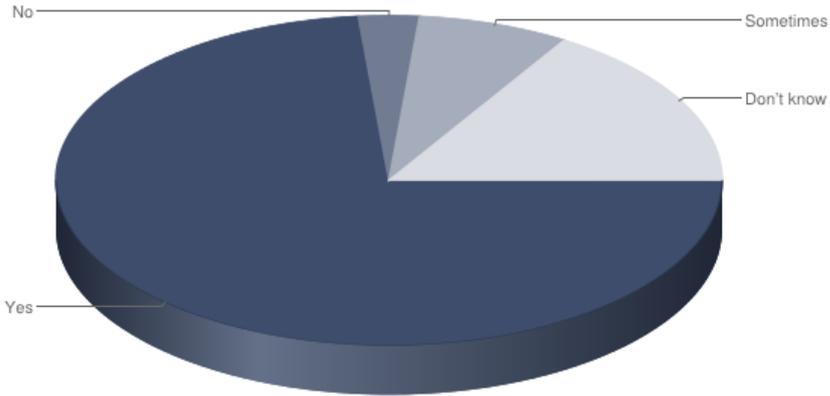
Base: 276 out of 277 people answered this question

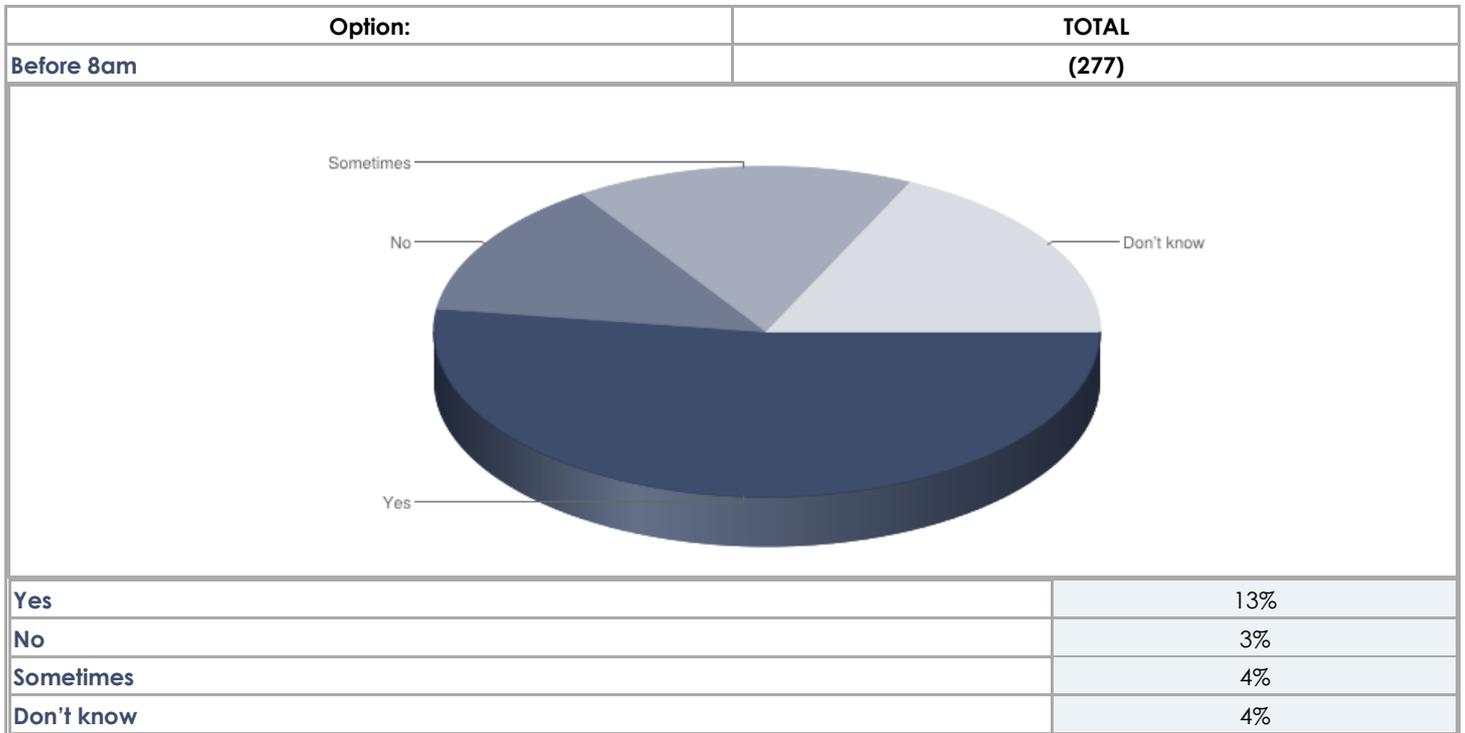
The surgery has extended opening hours before 8am Monday to Friday and after 18.30pm on Monday Evenings. Which of these extended opening times do you prefer when you want an appointment with a Dr?

Multiple answer question or grid (answers per row option may add up to more than 100%)

Option:	TOTAL
Before 8am	(277)



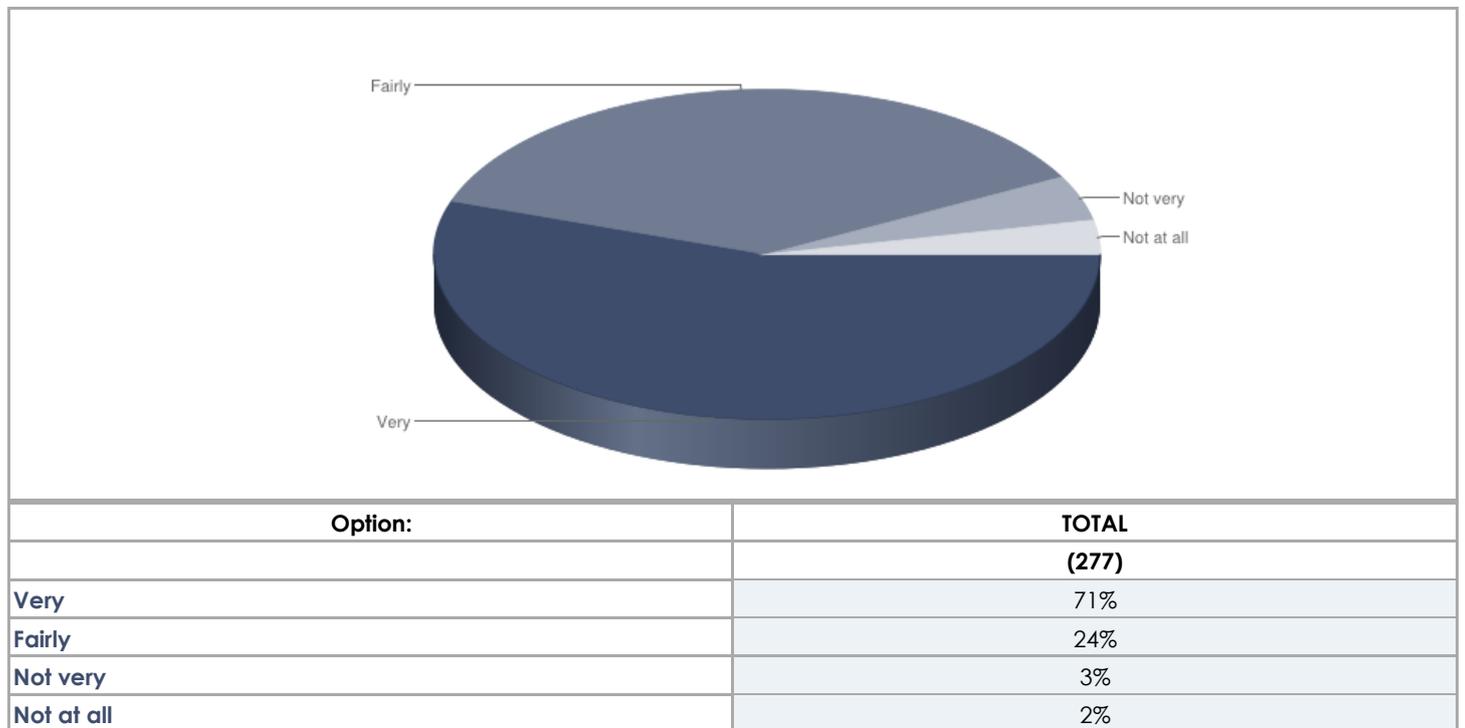
Option:	TOTAL
Before 8am	(277)
Yes	17%
No	2%
Sometimes	8%
Don't know	2%
After 18.30pm	
	
Yes	22%
No	2%
Sometimes	6%
Don't know	2%
Both times are suitable for me	
	
Yes	38%
No	1%
Sometimes	4%
Don't know	8%
Do not need an appointment in the above times	



Base: 277 out of 277 people answered this question

How helpful do you find the receptionists at the surgery?

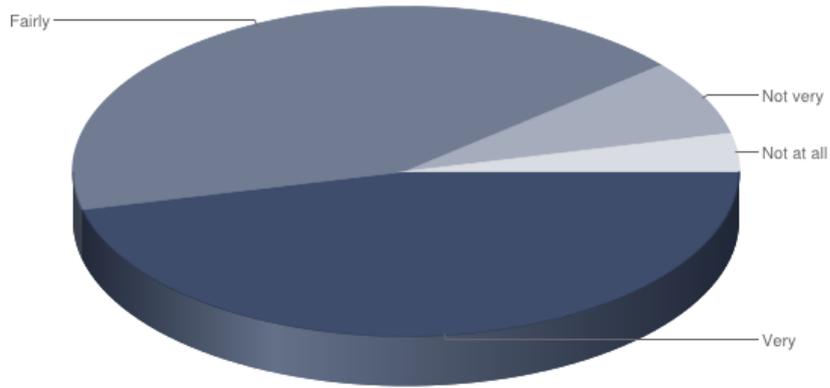
Single answer question or grid (answers per option add up to roughly 100%)



Base: 277 out of 277 people answered this question

How helpful do you find the receptionists on the telephone?

Single answer question or grid (answers per option add up to roughly 100%)



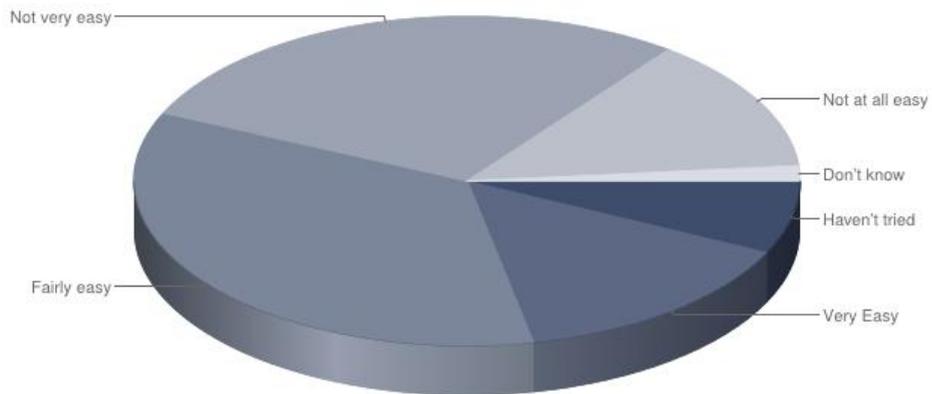
Option:	TOTAL
	(274)
Very	58%
Fairly	34%
Not very	6%
Not at all	3%

Base: 274 out of 277 people answered this question

In the past 6 months how easy have you found the following? Please put a tick in one box on each row
Multiple answer question or grid (answers per row option may add up to more than 100%)

Option:	TOTAL
	(277)

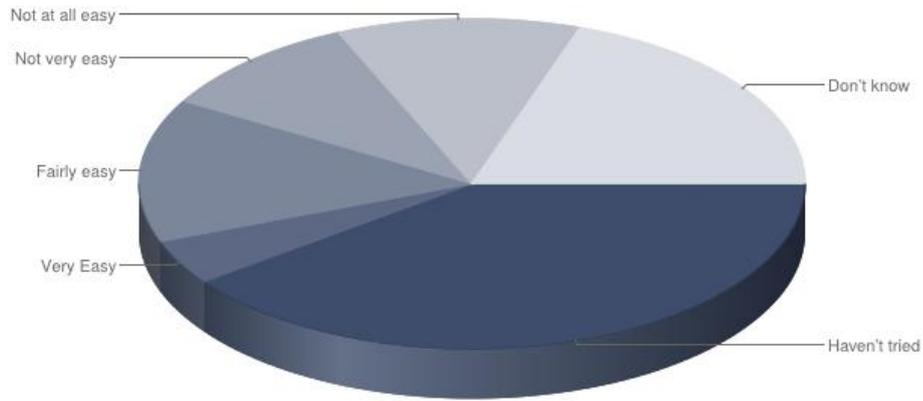
Getting through on the phone



Haven't tried	7%
Very Easy	14%
Fairly easy	34%
Not very easy	27%
Not at all easy	13%
Don't know	1%

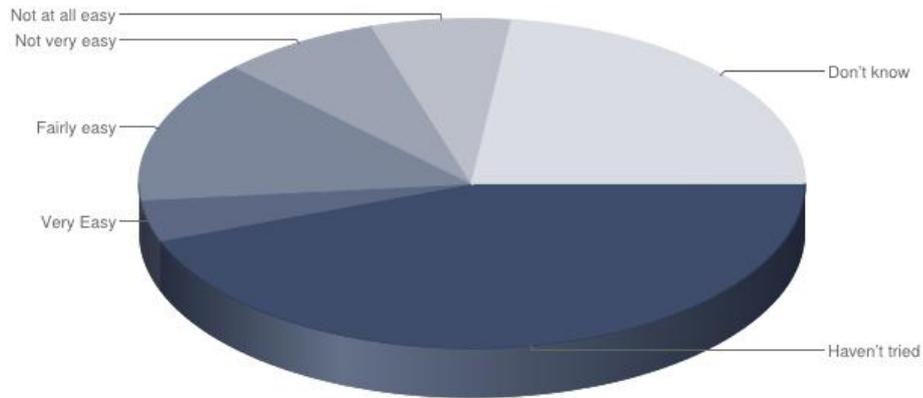
Speaking to a Doctor on the phone

Option:	TOTAL
	(277)



Haven't tried	33%
Very Easy	4%
Fairly easy	12%
Not very easy	8%
Not at all easy	10%
Don't know	16%

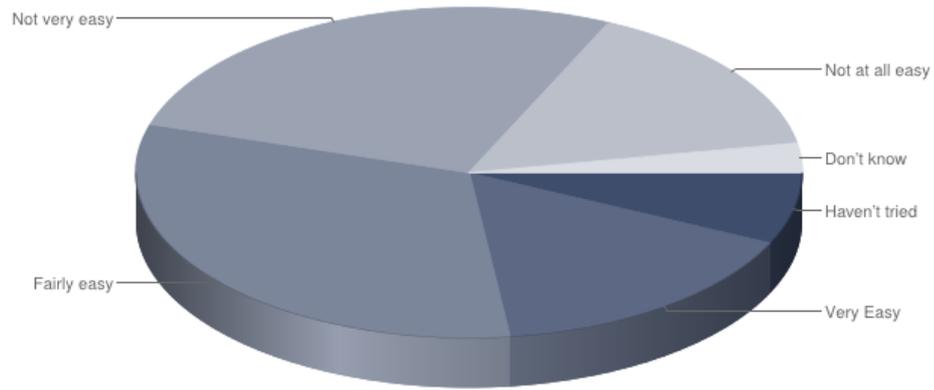
Speaking to a Nurse on the phone



Haven't tried	35%
Very Easy	3%
Fairly easy	11%
Not very easy	6%
Not at all easy	5%
Don't know	18%

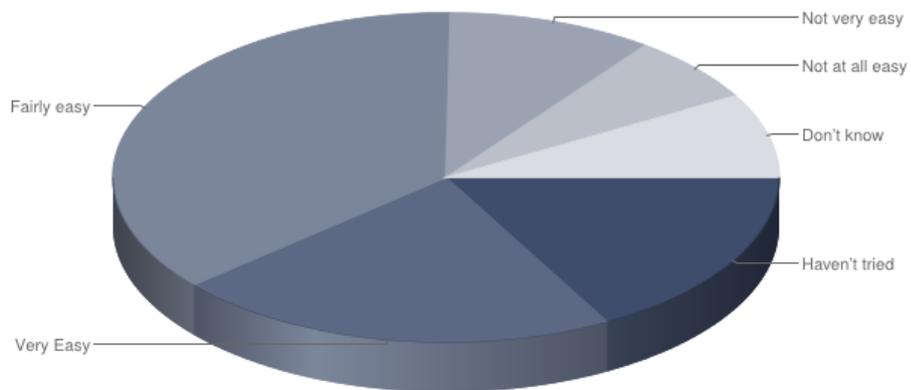
Booking an appointment with a Dr

Option:	TOTAL
	(277)



Haven't tried	6%
Very Easy	14%
Fairly easy	28%
Not very easy	24%
Not at all easy	13%
Don't know	3%

Booking an appointment with a Nurse

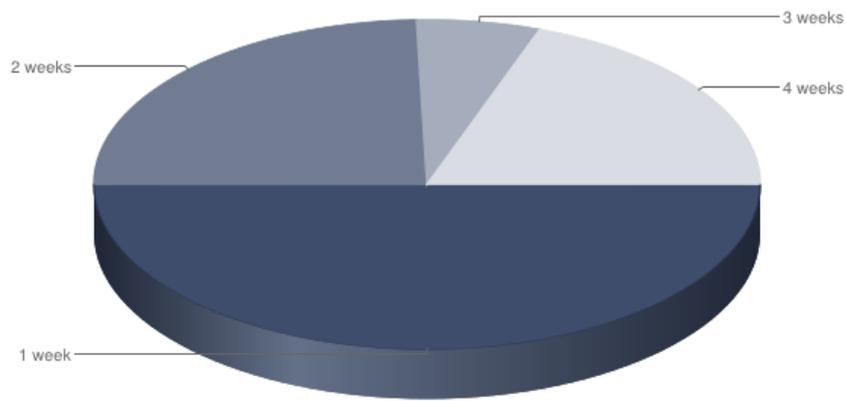


Haven't tried	14%
Very Easy	18%
Fairly easy	30%
Not very easy	8%
Not at all easy	5%
Don't know	7%

Base: 277 out of 277 people answered this question

How far in advance would you like to be able to book an appointment?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(275)
1 week	64%
2 weeks	18%
3 weeks	4%
4 weeks	14%

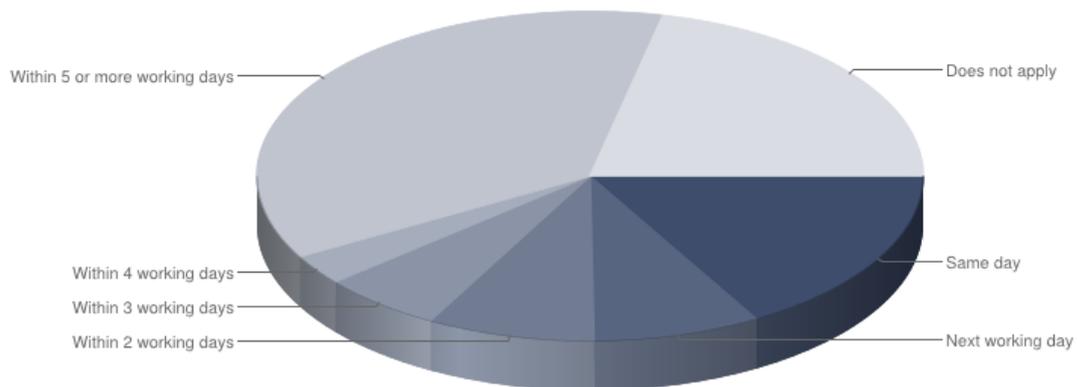
Base: 275 out of 277 people answered this question

Thinking of when you have wanted to see a particular Dr (tick one box only)

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(270)

How quickly do you usually get to see that Dr

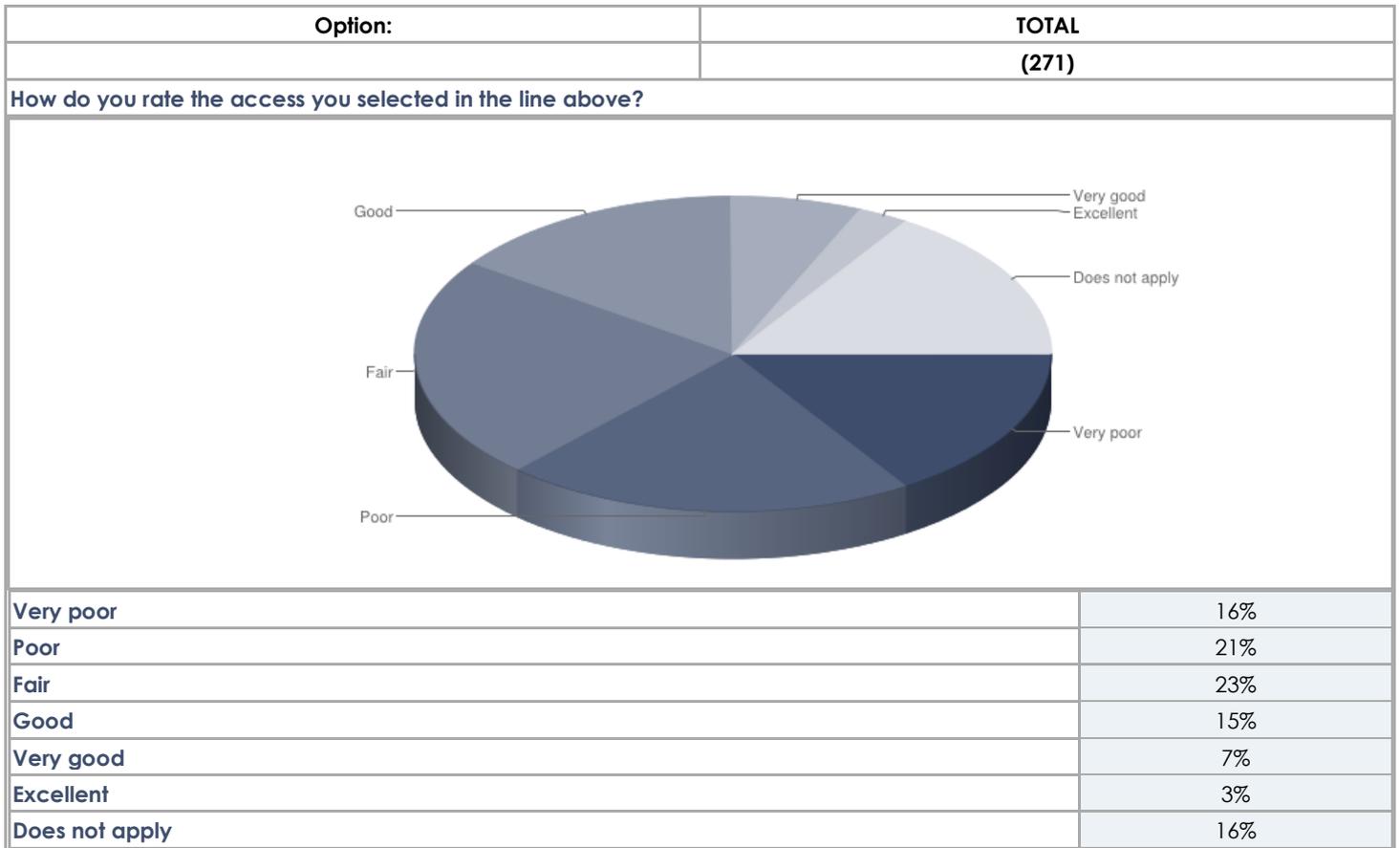


Same day	17%
Next working day	8%
Within 2 working days	8%
Within 3 working days	6%
Within 4 working days	3%
Within 5 or more working days	37%
Does not apply	21%

Base: 270 out of 277 people answered this question

Thinking of when you have wanted to see a particular Dr (tick one box only)

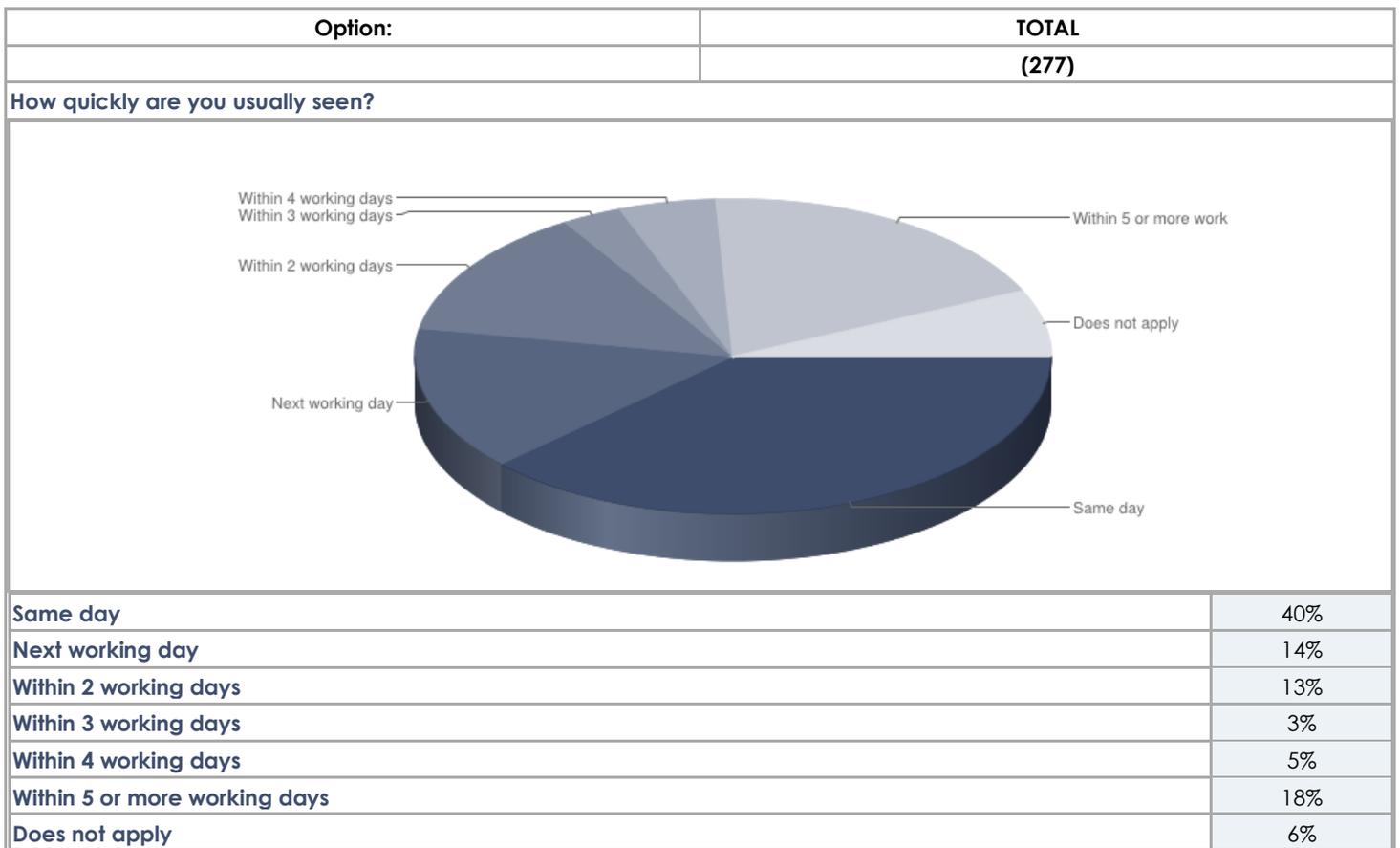
Single answer question or grid (answers per option add up to roughly 100%)



Base: 271 out of 277 people answered this question

Thinking of times you are willing to see any Dr (tick one box only)

Multiple answer question or grid (answers per row option may add up to more than 100%)



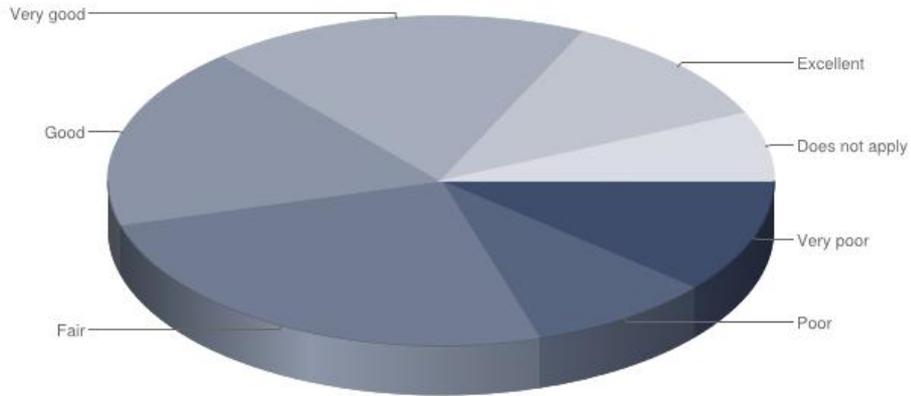
Base: 277 out of 277 people answered this question

Thinking of times you are willing to see any Dr (tick one box only)

Multiple answer question or grid (answers per row option may add up to more than 100%)

Option:	TOTAL
	(277)

How do you rate your selected option in the line above?

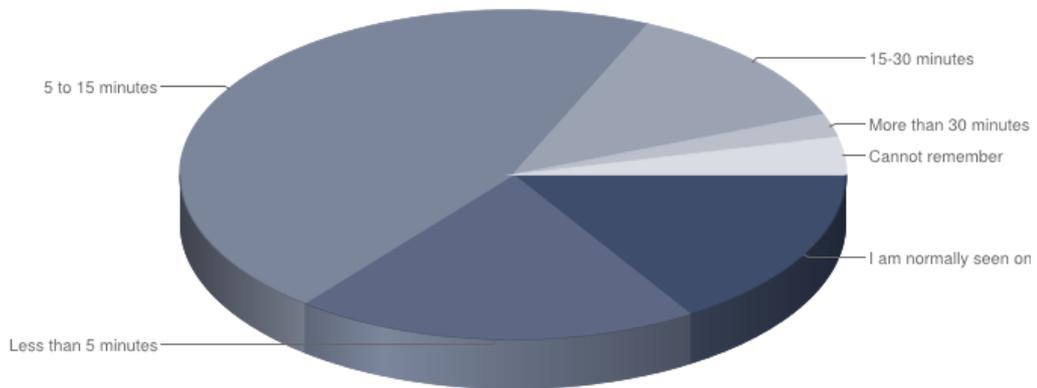


Very poor	11%
Poor	9%
Fair	25%
Good	17%
Very good	18%
Excellent	11%
Does not apply	6%

Base: 277 out of 277 people answered this question

How long after your appointment time do you normally wait to be seen?

Single answer question or grid (answers per option add up to roughly 100%)

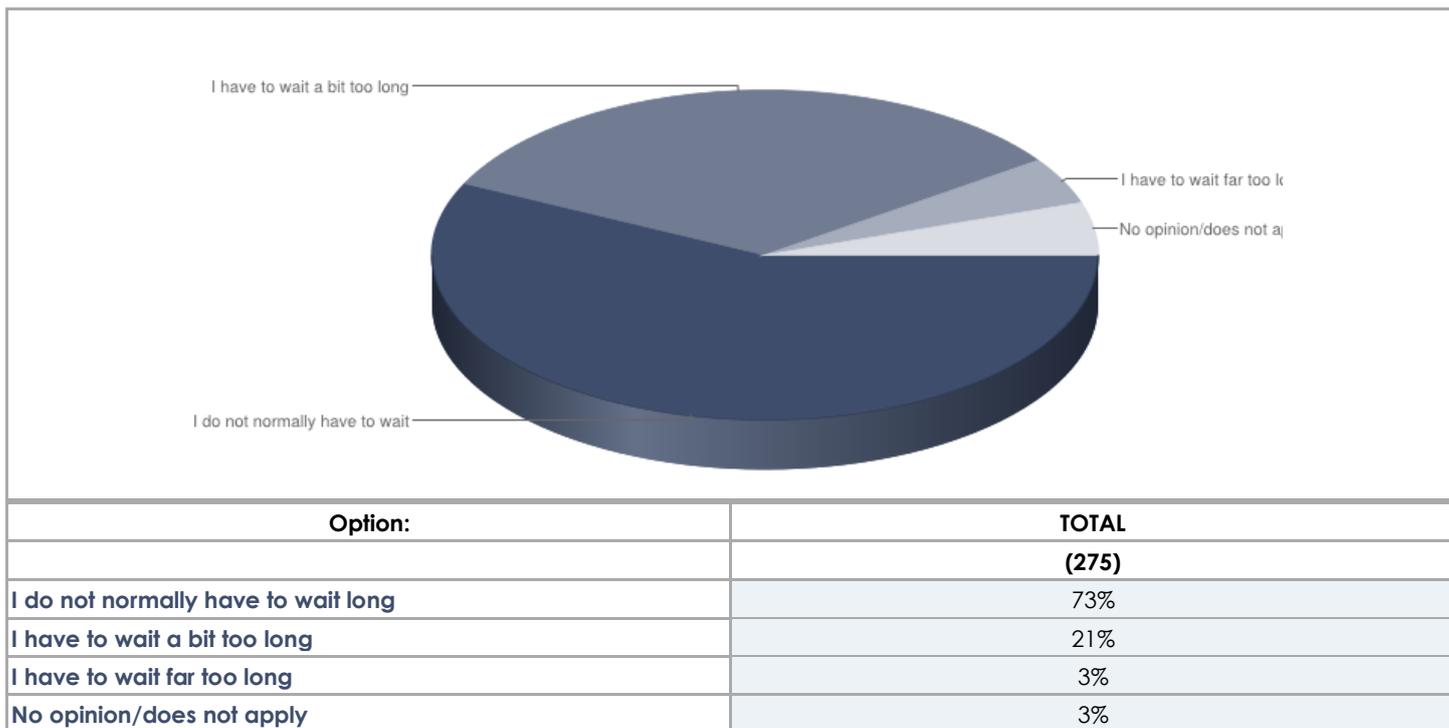


Option:	TOTAL
	(276)
I am normally seen on time	13%
Less than 5 minutes	16%
5 to 15 minutes	57%
15-30 minutes	10%
More than 30 minutes	2%
Cannot remember	3%

Base: 276 out of 277 people answered this question

How do you feel about how long you normally have to wait to be seen?

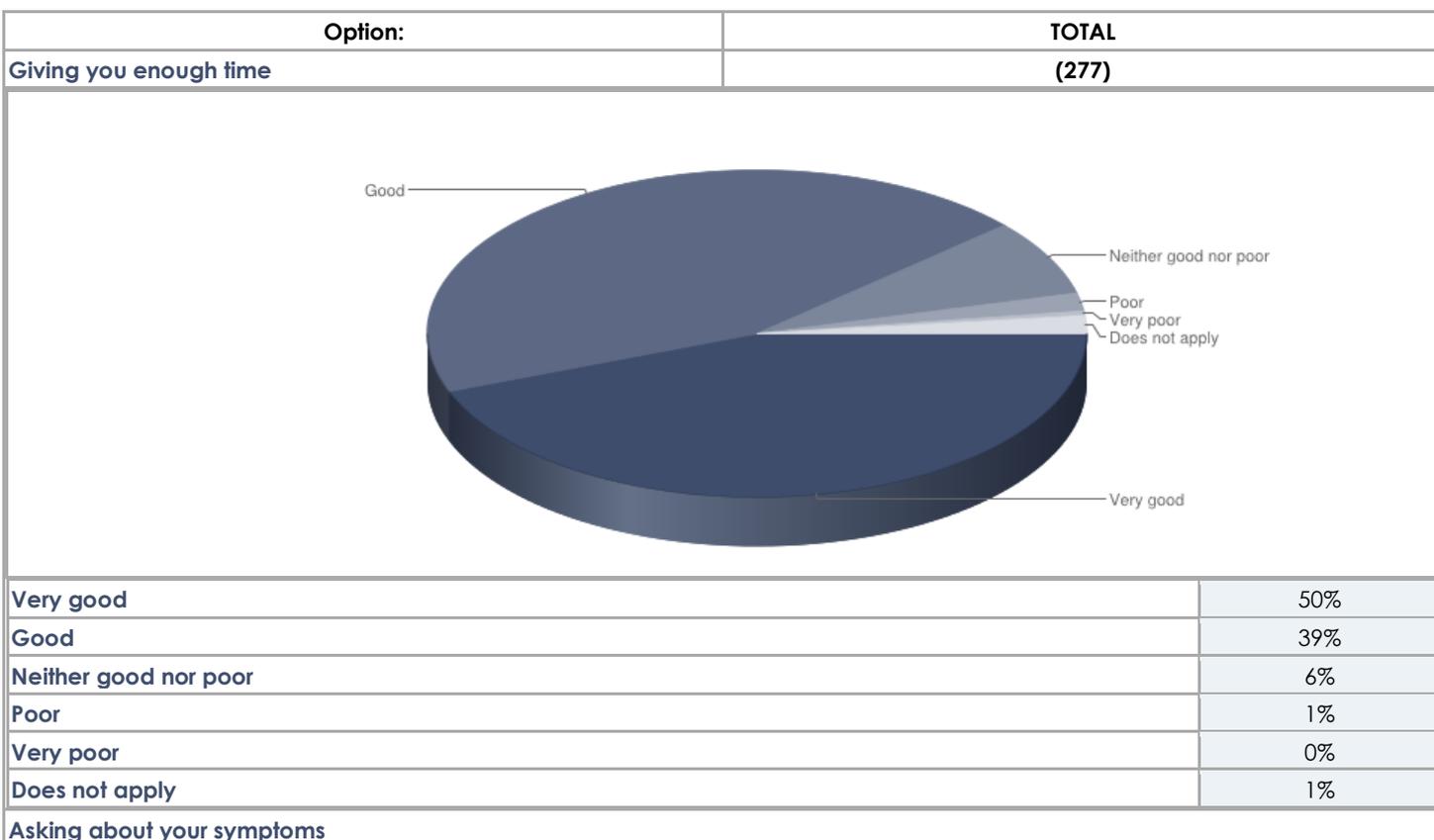
Single answer question or grid (answers per option add up to roughly 100%)

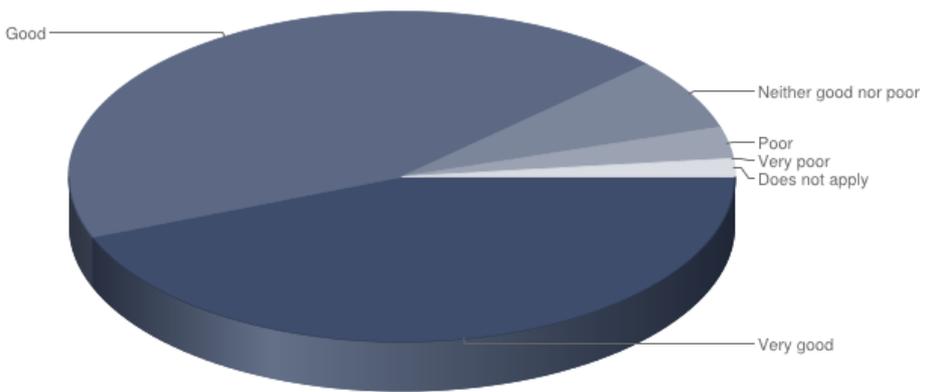
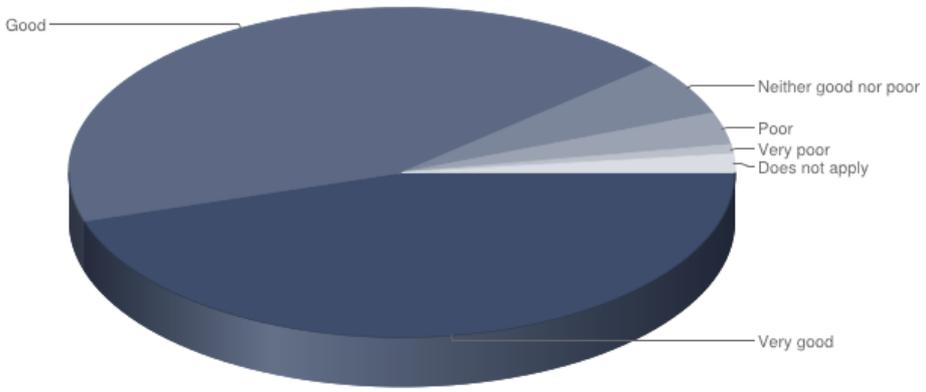


Base: 275 out of 277 people answered this question

The last time you saw a Dr at the surgery how good was the Dr at each of the following? Please put a tick in one box on each row.

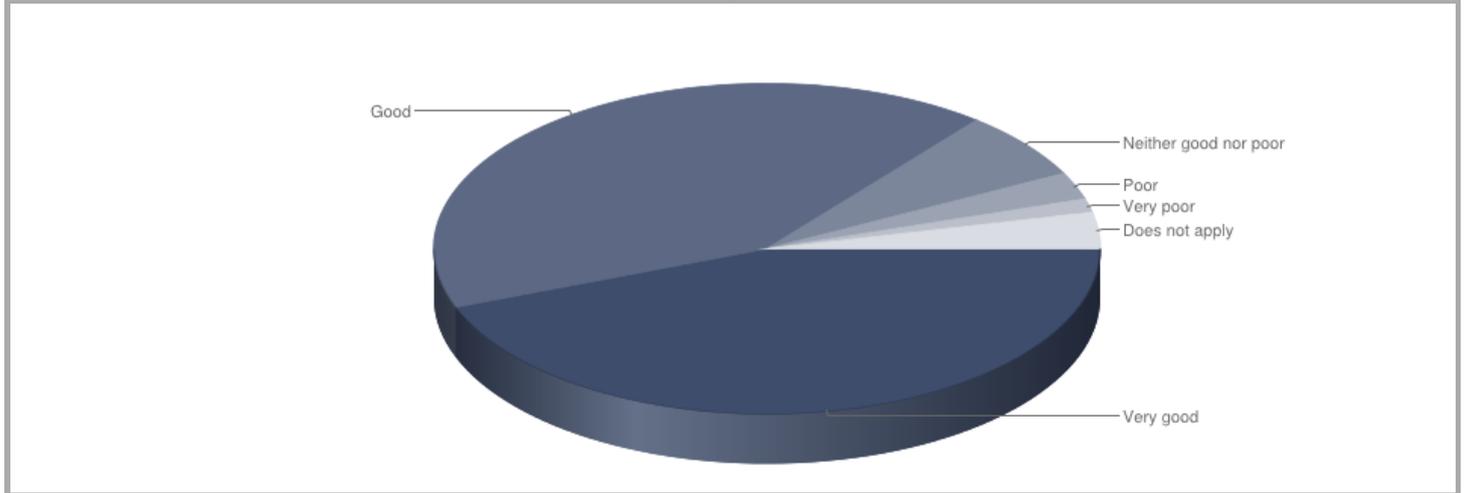
Multiple answer question or grid (answers per row option may add up to more than 100%)



Option:	TOTAL
Giving you enough time	(277)
	
Very good	45%
Good	36%
Neither good nor poor	6%
Poor	3%
Very poor	0
Does not apply	1%
Listening	
	
Very good	49%
Good	35%
Neither good nor poor	4%
Poor	3%
Very poor	1%
Does not apply	1%
Explaining tests and treatments	

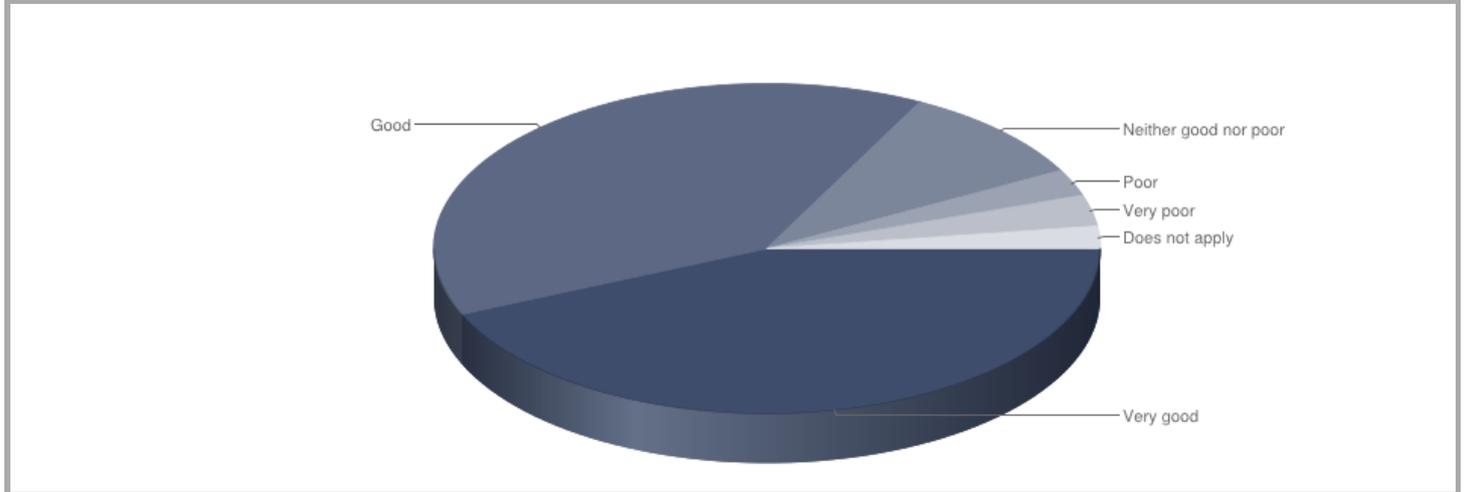
Option:	TOTAL
Giving you enough time	(277)
<p>A 3D pie chart illustrating the distribution of responses for the option 'Giving you enough time'. The chart is divided into six segments: 'Very good' (38%), 'Good' (34%), 'Neither good nor poor' (8%), 'Poor' (4%), 'Very poor' (1%), and 'Does not apply' (4%).</p>	
Very good	38%
Good	34%
Neither good nor poor	8%
Poor	4%
Very poor	1%
Does not apply	4%
Involving you in decisions about your care	
<p>A 3D pie chart illustrating the distribution of responses for the option 'Involving you in decisions about your care'. The chart is divided into six segments: 'Very good' (38%), 'Good' (35%), 'Neither good nor poor' (7%), 'Poor' (3%), 'Very poor' (1%), and 'Does not apply' (6%).</p>	
Very good	38%
Good	35%
Neither good nor poor	7%
Poor	3%
Very poor	1%
Does not apply	6%
Treating you with care and concern	

Option:	TOTAL
	(277)



Very good	47%
Good	34%
Neither good nor poor	5%
Poor	2%
Very poor	1%
Does not apply	3%

Taking your problems seriously



Very good	45%
Good	32%
Neither good nor poor	8%
Poor	2%
Very poor	3%
Does not apply	2%

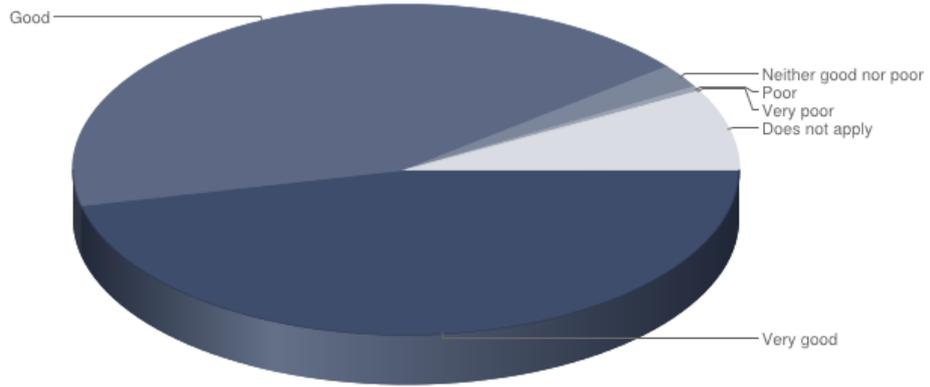
Base: 277 out of 277 people answered this question

The last time you saw a Practice Nurse or Nurse Practitioner at the Surgery, how good were they at each of the following? Please put a tick in one box on each row

Multiple answer question or grid (answers per row option may add up to more than 100%)

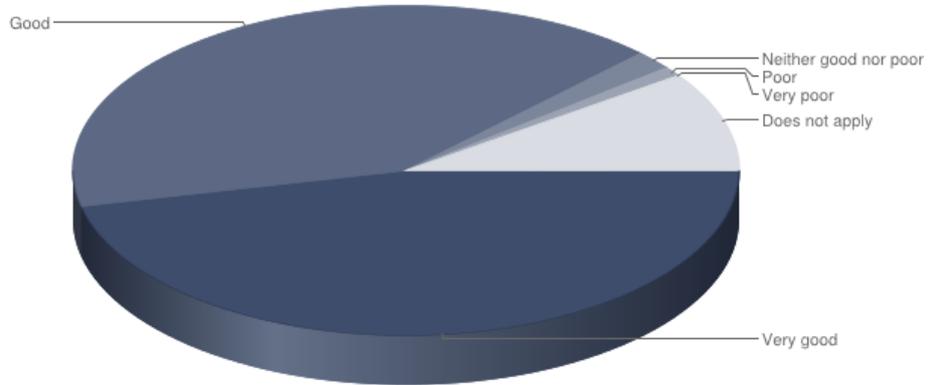
Option:	TOTAL
	(277)
Giving you enough time	

Option:	TOTAL
	(277)



Very good	57%
Good	33%
Neither good nor poor	2%
Poor	0%
Very poor	0
Does not apply	6%

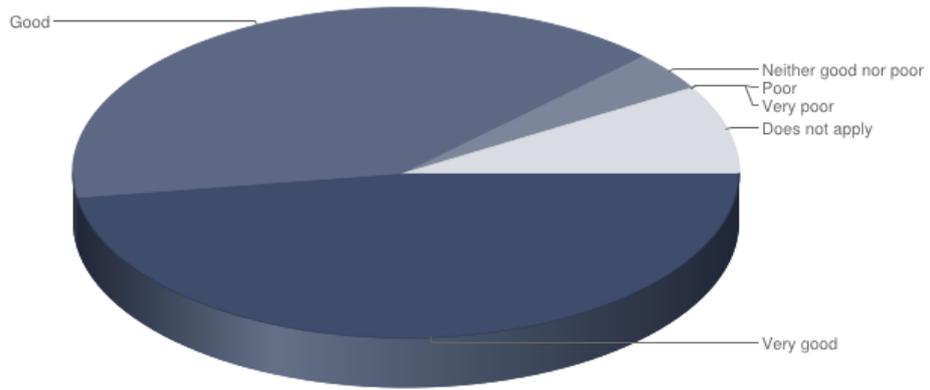
Asking about your symptoms



Very good	50%
Good	32%
Neither good nor poor	1%
Poor	1%
Very poor	0
Does not apply	8%

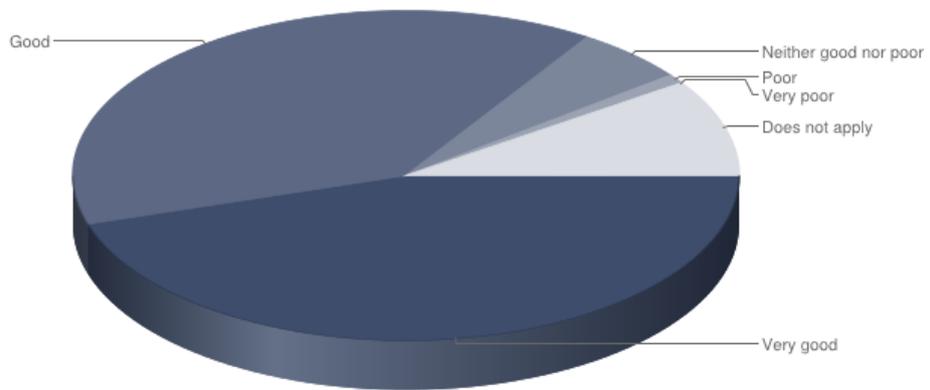
Listening

Option:	TOTAL
	(277)



Very good	53%
Good	30%
Neither good nor poor	3%
Poor	0
Very poor	0
Does not apply	6%

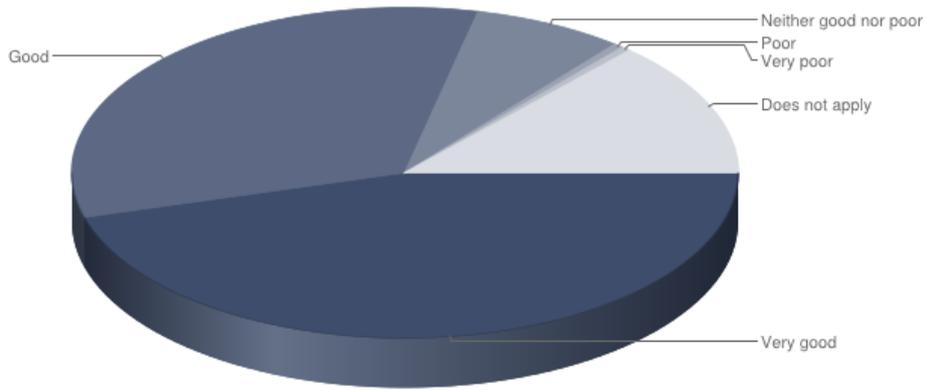
Explaining tests and treatments



Very good	47%
Good	31%
Neither good nor poor	4%
Poor	1%
Very poor	0
Does not apply	8%

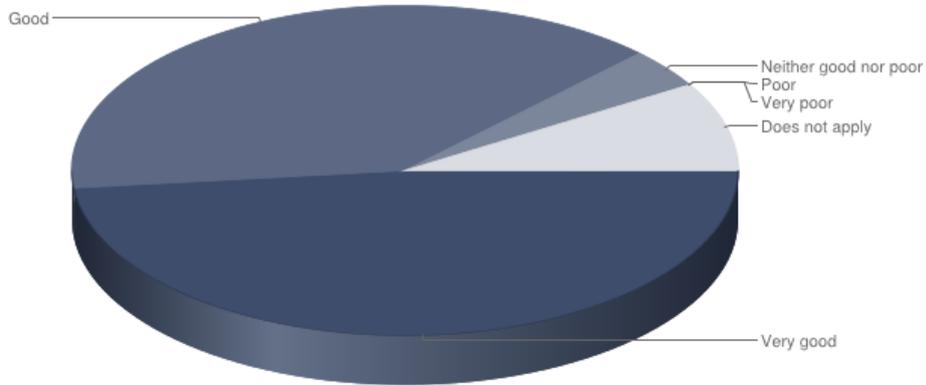
Involving you in decisions about your care

Option:	TOTAL
	(277)



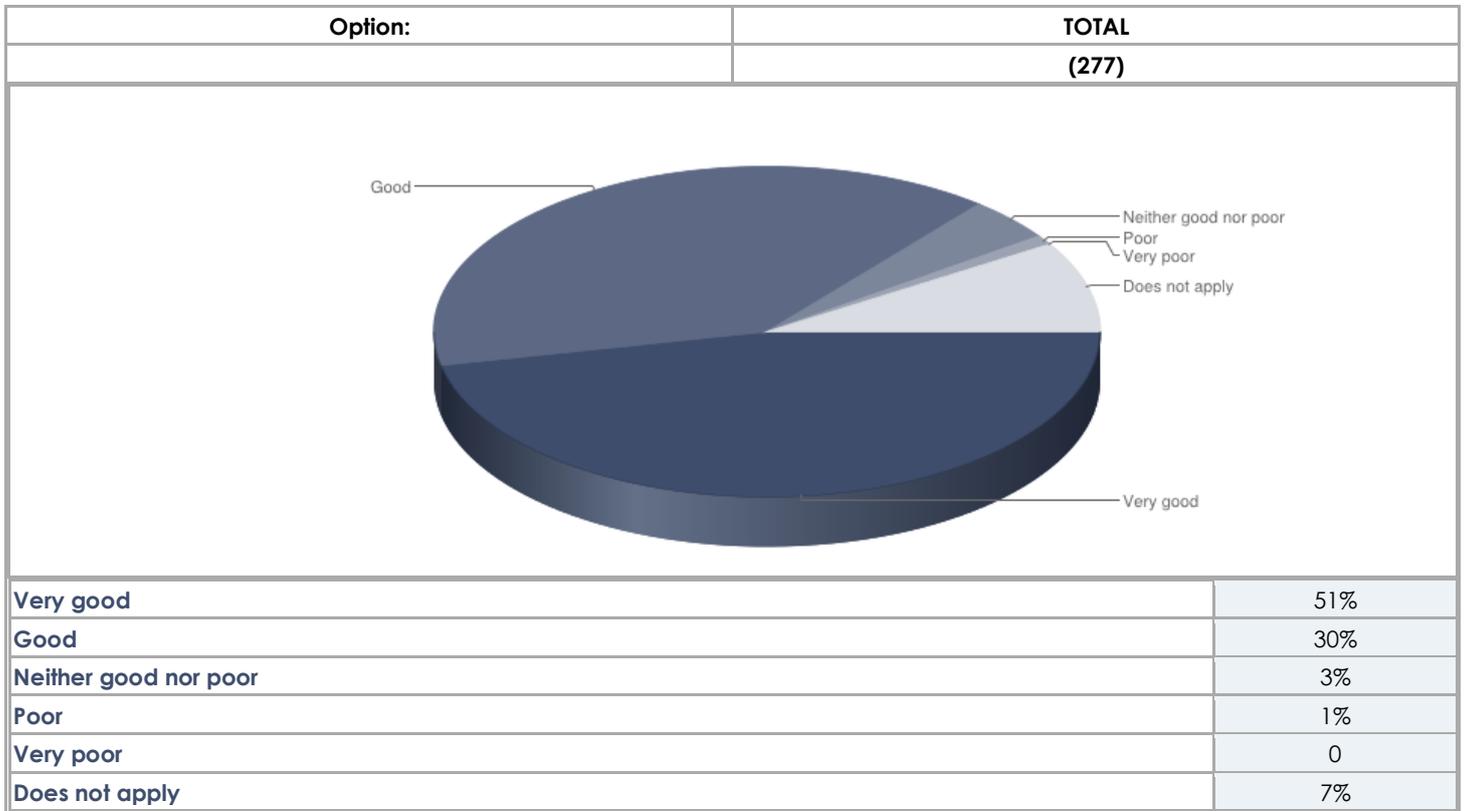
Very good	46%
Good	26%
Neither good nor poor	6%
Poor	0%
Very poor	0%
Does not apply	10%

Treating you with care and concern



Very good	53%
Good	29%
Neither good nor poor	3%
Poor	0
Very poor	0
Does not apply	6%

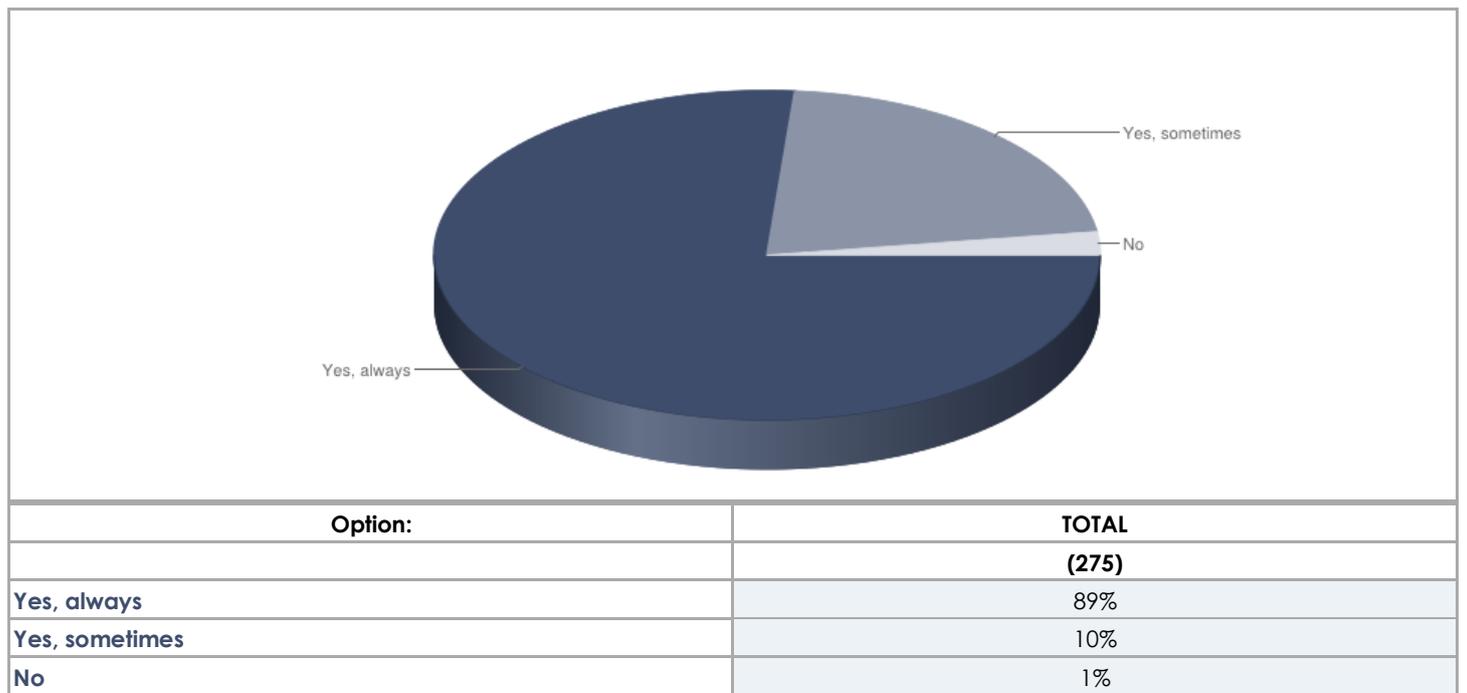
Taking your problems seriously



Base: 277 out of 277 people answered this question

Did you feel you were treated with respect and dignity while you were in the surgery?

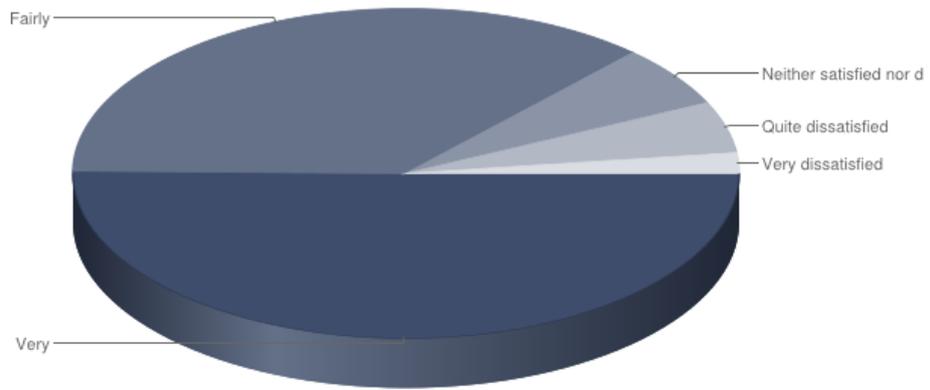
Single answer question or grid (answers per option add up to roughly 100%)



Base: 275 out of 277 people answered this question

In general, how satisfied are you with the care you receive at the Surgery?

Single answer question or grid (answers per option add up to roughly 100%)

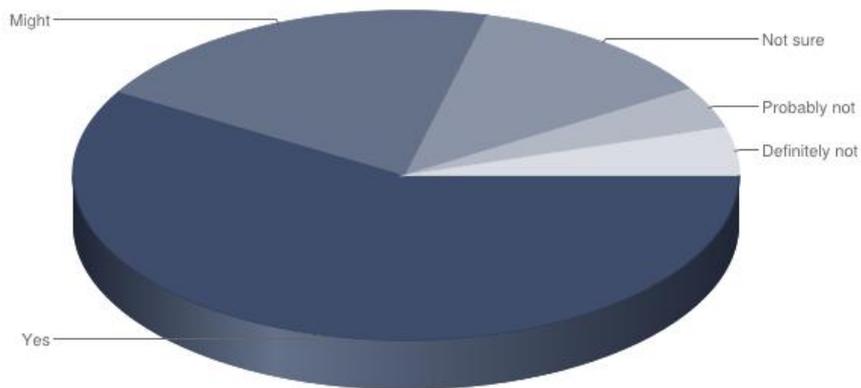


Option:	TOTAL
	(275)
Very	64%
Fairly	27%
Neither satisfied nor dissatisfied	4%
Quite dissatisfied	4%
Very dissatisfied	1%

Base: 275 out of 277 people answered this question

Would you recommend the Surgery to someone who has just moved to your local area?

Single answer question or grid (answers per option add up to roughly 100%)

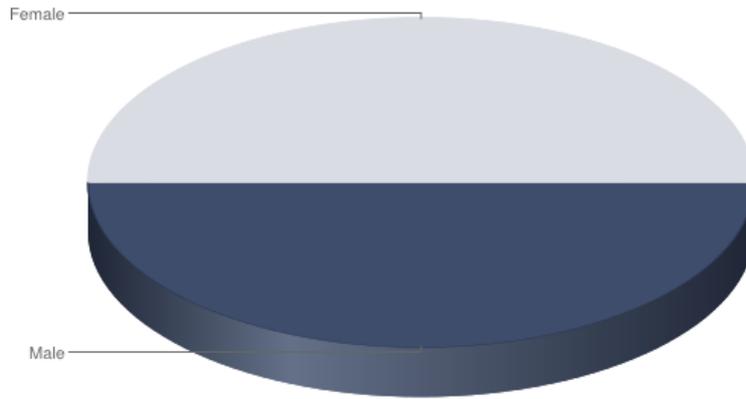


Option:	TOTAL
	(275)
Yes	74%
Might	13%
Not sure	8%
Probably not	3%
Definitely not	3%

Base: 275 out of 277 people answered this question

Are you male or female?

Single answer question or grid (answers per option add up to roughly 100%)

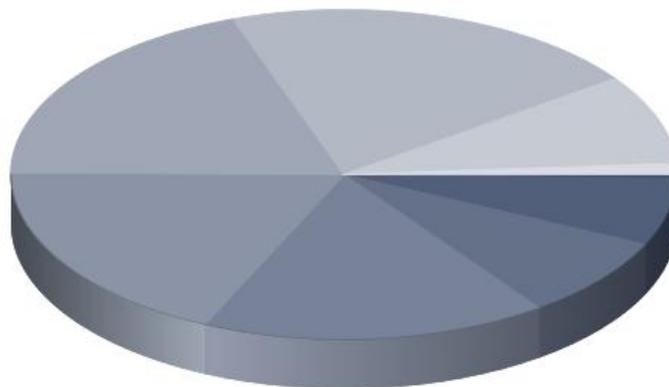


Option:	TOTAL
	(272)
Male	40%
Female	60%

Base: 272 out of 277 people answered this question

How old are you?

Single answer question or grid (answers per option add up to roughly 100%)

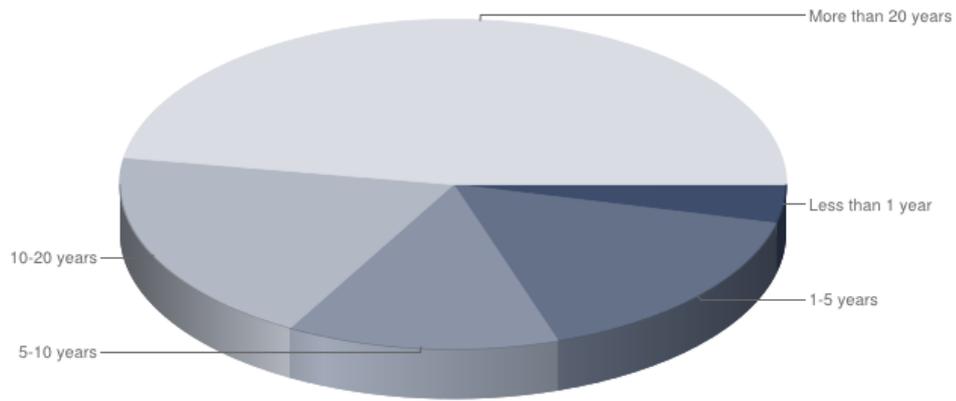


Option:	TOTAL
	(273)
Under 18	0%
18 - 24	7%
25 - 34	8%
35 - 44	17%
45 - 54	18%
55 - 64	19%
65 - 74	21%
75 - 84	9%
85 and over	1%

Base: 273 out of 277 people answered this question

How long have you been a patient at the surgery?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(274)
Less than 1 year	3%
1-5 years	12%
5-10 years	10%
10-20 years	15%
More than 20 years	59%

Base: 274 out of 277 people answered this question

Please use this space if you wish to add any further comments or suggestions

Large free-text box

Option:	TOTAL
	(68)
Comments:	<p>if you use the surgery frequently then you will be on first name terms and getting an appointment will be easy.but if you visit once a year you are treated like a lepper! sorry no appointments available, because the regulars have got them all.when i feel unwell i want to see a doctor that day if i am working which i do then i av to fit an appointment around work. finally WHY as thousands of pounds been spent on computer systems only to find when i log in to my account to book an a appointment- sorry none available phone the surgery!waste of time</p> <p>I find getting to the surgery difficult because of the distance from my home. I used to be able to get a bus easily but now they have been stopped.</p> <p>When I ring to make an appointment, it usually takes more than 7 days and I never see my doctor.</p> <p>Satisfactory.</p> <p>Unable to book any appointments in advance, have to ring at 8am to get a Drs appointment. This is very poor service, as cannot see a Dr of choice, and cannot make an appointment that is suitable to fit in with work, even if it is not urgent you have to ring on the day, and take an appointment that day. This means losing pay at work in order to discuss something routine but necessary.</p> <p>I am very dissatisfied with the amount of time it takes for someone to answer the phone when you are trying to get an appointment. I rang on my mobile and it was still ringing after 8 mins. I then rang on my house phone and had both the phones ringing at the surgery to see which would answer first. I couldn't believe it when they answered the house phone</p>

Option:	TOTAL
	<p data-bbox="1134 143 1182 172">(68)</p> <p data-bbox="815 199 1473 360">which had only been ringing a minute when my mobile wasn't answered, so I rang off on the mobile and answered my house phone. Why did they ignore my call for 8 minutes but answer another call which had only been ringing 1 minute. That's not fair for people trying to get an appointment.</p> <p data-bbox="815 394 1473 528">After seeing a doctor/nurse and they have given me a sample of blood/urine to hand in at reception it would be better to be able to hand it over straight away and not join the queue of patients waiting to check in for their appointment time.</p> <p data-bbox="815 562 1426 611">Would be better if you could phone and get to see the doctor that day instead of two weeks down the line.</p> <p data-bbox="815 645 1481 694">I did something to my back and when I wanted to be seen I had to wait a fortnight, by then it had resolved itself.</p> <p data-bbox="815 728 1497 1137">I find speaking to the Receptionists sometimes very difficult as test results aren't explained and I spent 4 days being told by Receptionists that no appointments were available, even emergency appointments, despite describing sharp pains in my back whilst pregnant. These sharp pains then ended with me being hospitalised for 48 hours with a kidney infection and dehydration. In the end, the only way I got an appointment was by threatening to attend A&E at BDGH. 43 hours after being admitted to hospital, I received a phone call stating I had a simple water infection and to collect a prescription from the desk and then a call the following day to check I had been prescribed the correct medication by the hospital. I find this behaviour extremely unnerving as this delay in being fitted in for an appointment and then the delay in the results meant I had a delay in treatment.</p> <p data-bbox="815 1171 1497 1332">Getting appointments is really hard to see a specific Dr within 2 weeks and at times no appointments are available. I find that once I have seen the Dr I wanted and given a card from the doctor for a follow-up appointment, then it seems to receptionist have magically got availability in the system????? Within 2 weeks.</p> <p data-bbox="815 1366 1422 1415">I would like to be able to book all appointments on the website</p> <p data-bbox="815 1449 1497 1583">Most important for me is being able to see a doctor straight away when I'm ill and not to have to make appointments days/weeks in advance. Maybe come along and wait for those who are prepared to see any doctor, which you should be if you are ill.</p> <p data-bbox="815 1617 1458 1644">More access to nurses in pm or evening, not just mornings.</p> <p data-bbox="815 1677 1275 1704">Fed up with Doctors changing frequently.</p> <p data-bbox="815 1738 1477 1832">The process of booking a visit could be made a lot less irritating if the phone was answered more swiftly. The phone seems to ring for an eternity before it is finally responded to. Other than that the service is usually excellent.</p> <p data-bbox="815 1865 1490 2056">I find it much much harder to get an appointment now since the online booking facility was disabled. It is much more inconvenient now to get an appointment at all when you want one and the 2 week bookings system where appointments can be made up to 2 weeks ahead is not very good. It would be great if online booking of appointments could be returned in some form.</p> <p data-bbox="815 2089 1299 2116">Reception think they are Dr and very nosey.</p>

Option:	TOTAL
	<p data-bbox="1134 143 1182 172">(68)</p> <p data-bbox="815 226 1276 255">I'm happy until I'm ill and want a Doctor!!!</p> <p data-bbox="815 282 1493 528">I find trying to make an appointment or even to make contact with the surgery is very frustrating we do not visit the doctors on a regular basis but sometimes we need to see a doctor to be reassured we should continue with prescribed medication or my wife is ill and needs attention. Our doctor is Dr Scargill and has known us for the whole time she has been at the practice. Perhaps you could change us to a doctor who is more accessible, one we could see within a week when we are ill...'</p> <p data-bbox="815 562 1493 723">I've normally found most of the doctors very good but on my last visit I felt that the doctor was indifferent to me and my symptoms, that they didn't believe me although they referred me for further tests, the tests at least proved that my symptoms existed. I felt saddened by this visit though and I am now reluctant to make an appointment.</p> <p data-bbox="815 757 1469 835">Getting appointments is a joke, how are you supposed to know if you're going to be poorly weeks in advance. When you are ill it takes forever to get an appointment.</p> <p data-bbox="815 869 1469 920">Telephone not being answered when trying to contact the surgery.</p> <p data-bbox="815 954 1469 1005">It is always too warm (worse when you are unwell). Dr xxxx is very impatient and doesn't like to listen to you.</p> <p data-bbox="815 1039 1493 1167">appointment system very poor, when you need to book an appointment in advance if it's to be longer than a two week wait, has we've already experienced this problem and what's the point of on-line booking if it's not available to use. it's a nightmare whoever thought of this idea well done to you ...</p> <p data-bbox="815 1200 1493 1749">Some of the questions are a bit too general and don't allow for comments the question about waiting to see a doctor can vary a lot depending on doctor seen and circumstances. My last visit to the surgery was very upsetting for me I felt like I was being interrogated. I spent half my birthday sorting needed prescriptions that had been requested a week before. I feel the administration has taken over too much, even the doctors seem to be tied by administration. I thought the surgery was to tend people in medical need. I asked my doctor to put my pain killers back on repeat and she said I had to contact the prescription clerk to do this, I can't even understand why they were taken off in the first place. Are your clerks better at prescribing now than the doctor? I am really upset with the practice especially at the moment and your appointment system is useless asking folk to phone in at 8am you can't get through then if you do all appointments are gone this can go on for weeks. It's just ridiculous. There is more I could say but I'd be here all day I shall make an appointment to see the practice manager maybe they can explain to me why the surgery has gone to pot.</p> <p data-bbox="815 1783 1493 1834">in order to see the doctor of your choice the internet booking service should be reinstated with some urgency.</p> <p data-bbox="815 1868 1453 1946">Receptionists could be more helpful and understanding about peoples circumstances not everything is black and white surely some leeway could be allowed .</p> <p data-bbox="815 1980 1461 2058">The receptionist I made an appointment with today was lovely, nice to hear a happy voice on the other end of the phone (28/9/12 AM).</p> <p data-bbox="815 2092 1493 2121">Only being to get appointments at 8am is really inconvenient.</p>

Option:	TOTAL
	<p data-bbox="1134 143 1182 172">(68)</p> <p data-bbox="815 199 1082 228">Should be more flexible.</p> <p data-bbox="815 255 1497 472">I FIND THAT EVEN THOUGH THE RECEPTIONIST ARE BUSY THEY TRY TO SPEND TIME WITH PATIENTS AND EXPLAIN THINGS AS EASY AS POSSIBLE, I'D STRANGLE SOME OF THEM THAT I SEEN WHEN I'VE BEEN IN THE SURGERY. THEY DO A GOOD JOB AND NOT ALWAYS APPRECIATED I DON'T KNOW MANY OF THE DOCTORS AT THE SURGERY NOW BUT THE ONES THAT I HAVE SEEN HAVE BEEN FRIENDLY AND HELPFUL WHATEVER I HAVE TO COME WITH. TWO WORDS NOT SAID ENOUGH THANK YOU</p> <p data-bbox="815 506 1461 640">More appointments should be available to those who actually work. Receptionists should not be able to ask the nature of the problem and then decide whether it is an emergency or not. I would not ring for an appointment if it wasn't an emergency!</p> <p data-bbox="815 674 1501 808">It is very useful if the doctor can prescribe over the phone (this occurred for me last year during very bad weather). If condition is one which is not serious and person has had before i.e. antibiotics etc. -Next day appointments with SAME Dr. each time.</p> <p data-bbox="815 842 1453 893">Getting an appointment is practically impossible. Find the receptionist very rude & unhelpful</p> <p data-bbox="815 927 1501 978">I have always found the doctors, nurses and receptionists very good.</p> <p data-bbox="815 1012 951 1041">Lovely Staff.</p> <p data-bbox="815 1066 858 1095">OK.</p> <p data-bbox="815 1122 1485 1279">In general this is a well organised pleasant surgery. I have been a patient at this practice for 67 years and have seen the service evolve and improve greatly. I can talk quite frankly to the doctors and can honestly say that I have been treated with respect and care. Same day appointments are important to me.</p> <p data-bbox="815 1312 1493 1503">I do not always want an appointment the same day and want to book one when it is convenient for me as I work. The only problem I have is the booking system. If I need to book an appointment in advance, I can't, which I DO NOT understand. I cannot always ring at 8am or 2pm as I teach during these times. Sometimes this causes me a great deal of stress, particularly as I take regular medication.</p> <p data-bbox="815 1536 1493 1727">I do not always want an appointment the same day and want to book one when it is convenient for me as I work. The only problem I have is the booking system. If I need to book an appointment in advance, I can't, which I DO NOT understand. I cannot always ring at 8am or 2pm as I teach during these times. Sometimes this causes me a great deal of stress, particularly as I take regular medication.</p> <p data-bbox="815 1760 1453 1812">I have twice been patronised by a doctor and I don't see these doctors now. We see Dr. Gabriel who is excellent.</p> <p data-bbox="815 1845 1334 1874">The appointment system has greatly improved.</p> <p data-bbox="815 1908 1485 2036">please could you resume the ability to book appointments online that was a very helpful tool. i could sometimes get an appointment at very short notice which meant i could see a doctor in a blank space that may have cropped up in my day.</p> <p data-bbox="815 2069 1493 2121">I find that most things are dealt with by nurses, which may be sufficient but I am not so confident about that. I have found</p>

Option:	TOTAL
	<p data-bbox="1134 143 1182 170">(68)</p> <p data-bbox="815 197 1497 389">that it has been hard to make an appointment to see any doctor for anything other than an emergency/immediate issue or a repeat visit. on the 2 occasions when I asked for an appointment I was told that there was nothing under 3 weeks which I find unacceptable. I would rather go back to the turn up and queue system and then at least you would know where you are.</p> <p data-bbox="815 421 1497 528">i would like to know when you are going to be able to make appointments back online then i will be to book an appointment at the time it suits me because sometimes I can not get through on the phone with other commitments thanks</p> <p data-bbox="815 560 1497 667">I have just been quoted 7 days for an appointment which I find totally unacceptable. I only visit the doctor if necessary and all other methods have failed (i.e. products from the chemist and a reasonable amount of self curing time).</p> <p data-bbox="815 698 1230 725">Could be more people on reception.</p> <p data-bbox="815 757 1406 784">Surgery is particularly clean and Dr Scargill is the best.</p> <p data-bbox="815 815 1445 864">It is not easy to pre-book appointments especially on the phone for a certain Dr.</p> <p data-bbox="815 896 1158 922">Thank you for looking after me.</p> <p data-bbox="815 954 1497 1061">Have more time and respect the few of us that do work and spend less time with people, like druggies and alcoholics and people that are on benefits just because we are from Kendray we are not all the same.</p> <p data-bbox="815 1093 1453 1142">The new surgery is much better for access and everything else. I am very happy with the service provided.</p> <p data-bbox="815 1173 1453 1254">At busy times would it be possible to have more than one receptionist available? There are times when you have to wait in a queue for a considerable period.</p> <p data-bbox="815 1285 1497 1527">the appointment system is ridiculous. Why can you only get an appointment by ringing at 8am for morning apps or 2pm for afternoon apps when the receptionist is fully aware which doctors are in the surgery each day. What happened to online advanced booking which allowed you to see the doctor of your choice and at a time more convenient to the patient. Since the introduction of new staff and practices this medical practice appears to be run more for the convenience of the staff than it is for the patient.</p> <p data-bbox="815 1559 1445 1608">The doctor I saw today was a lot better than I have seen previously.</p> <p data-bbox="815 1639 1497 1688">Some of the receptionists are extremely helpful and if you do get to speak to one of these it makes for a good outcome.</p> <p data-bbox="815 1720 1497 1912">I feel the receptionist are very rude and make it quite difficult to get an appointment I do not think a patient should have to explain to a receptionist what the problem is and why they are wanting to see a dr, the appointment service is ridiculous not being able to pre book an appointment if a joke, I have been a patient at this doctors for over 20 years and feel the service is disgusting.</p> <p data-bbox="815 1944 1497 2051">In general the practice is excellent, especially when it comes to the care of children. I do feel however, the clumsiness of communication between the hospital and surgery results in patients requiring more appointments.</p> <p data-bbox="815 2083 1497 2110">I wish the surgery was easy to get to, if you haven't got a car</p>

Option:	TOTAL
	(68)
	<p>the hill is too steep. We could do with a bus that would come up Redhill Avenue. There is a lot like me that can not walk to the surgery. It also would be better if the doctor's rooms were downstairs for those like me that will not get in a lift.</p> <p>Don't have to come here that often (once in 2 years).</p> <p>Be able to book in advance without calling at 8am.</p> <p>I think it would be nice to be able to get an appointment a little better if you are needing attention but your condition is not listed on your emergency list. You are made to feel awkward if you ask for an emergency appointment when it is not what you think is one but we as patients are experiencing problems that we deem necessary to see a doctor.</p> <p>I find that I have never had any need to complain. I am always treated with respect.</p> <p>It would be helpful to have a permanent telephone receptionist. The wait is sometimes too long.</p> <p>I can never get an appointment on a convenient day or time, I just have to take whatever is left. I work full time and it is difficult to come in and out of work for appointments.</p> <p>I would like to be able to ring and make an appointment at any time during office hours and not be told to ring back at 08.00 the next day - I have been requested to do this even for non urgent appointments.</p> <p>It is hard sometimes to get appointments to fit around work and school when you need them. The receptionist is always pleasant, nicer than my old doctors.</p>

Base: 68 out of 277 people answered this question