

Patient's comments Friends and Family test

September 2017

Appointment on telephone not good, don't know how to use online.

Go back to diary appointments and book anytime to get an appointment

I can't there too many problems

Today im waiting

On time more friendly staff

Staff need more training

Answer the phone

More technical training for front line staff

They should improve their service more training should be given to staff.
It used to be better a few years ago not anymore.

Go back to old system for flu jabs too long to wait now

More doctors 7 day service

Fewer patients

There are long queues when waiting for your call to be answered. Would
be nice to have calls answered more quickly

Very good

I think regular users should have routine phone appointments to free up
surgery.

Sara and sobia and rhuksana are very good work. Helping injury the
help for them thank you.

Better staff

Have a play room in here to occupy children. Little bit more creative

More doctors

Dr Asif brilliant

Contact with patient if there is an issue with prescription. Sobia was unhelpful for sorting out online issues.

More walk in surgeries

Phones

Farzana very good service

Farzana is very good at talking

It's a lot better since the staff and phone appointments

Sooner routine appointments

We need clever operators

Please keep up with your hard work

Please improve appointment system

Possibly less que on the phones

Good receptionist Farzana

Dr Zaheer very understanding and my daughter felt relaxed with him.

Good and all the questions were answered very pleased with GP service very good doctor Dr Asif

Water in waiting room

Dr Asif very helpful

Not having to waiting on call when patients ring otherwise receptionist are polite.

Farzana and Laura were very helpful and friendly

Dr Zahir was nice and made sense of my confused state very nice, receptionist Laura and Farzana

Having more receptionist like Laura and Farzana

Just keep your service like this please.

Everything was spot on

The staff Farzana and Sarah was great help and very pleasant to talk to
Sobia office manager was excellent with very good service listen to my
concerns.