

## Comments about access and waiting times

#3 Q6 I do find making an appointment very frustrating. – Phone just before 8am, lines closed of course, - continue only to find at 8am line is engaged. Mostly get through during the next 5 minutes only to find the doctor I prefer to see is fully booked due to patients who need a follow up appointment, which I do understand. Unfortunately my only option to make an appointment is by phone, and I don't really see how you could improve your present system, but it would be nice.

Q8 I don't mind waiting to see my doctor. Each patient should be given time to fully express their problem and not be rushed off.

#7 Wait far too long for an appointment. The doctor never sees you on time and you never get the doctor you want to see.

#9 The waiting area is very good

#12 All excellent

#13 Very difficult to arrange early appointments. Particularly with nurse.

#15 (Named Patient – wanted us to know) I sometimes get annoyed as you expect to be seen at or as close to the time set. I do appreciate doctors are busy, but sometimes, so are patients!! Listen Up! Other than this I have no problem whatsoever. Thank you.

#16 FB would be nice. Lovely service. Thank you.

#17 Waiting for more than 3 minutes for the phone to be answered not good and then to be told you cannot see the doctor or nurse you wish to see. Again not good. Especially when that person has told you to make an appointment.

#20 Overall I have no issues at all with the surgery access and waiting times are good.

#21 Q8 I don't mind. This is dictated surely by how long each patient needs with the Doctor. I generally have no problems. It's not always possible for patient's list to run to time. I wonder how the poor doctors feel when people don't turn up or they are late. I am very satisfied with my Drs and the ladies at reception.

#27 Fairly good

#36 No Problem

#40 Well Sometimes it takes longer than allocated time But I'm not at work I also Can take up their time so works both ways.

#45 I've always found the access and waiting times acceptable

#46 The waiting times can take too long but sometimes this can't be helped

#47 Very Good

#52 Well Done

#54 Car parking can be a problem.

#55 No Issues

#60 Have always been able to get an appointment the same day when phoning in. Very rare these days most have to wait a week at some surgeries. Very good service. Always satisfied with the way I am treated.

#66 I find reception staff very helpful. The waiting times are not too long some patients need a little longer with the doctor – so no problem to wait.

#68 Bad trying to get in touch at 8 o'clock in the morning would be better if you could day before for next day.

#69 Good since new telephone service, so much better, waiting times all good. We must realise that sometimes we have to wait a little longer if doctors are busy.

#71 Access good, waiting times usually not long, perhaps delay if doctor called out. Not a problem.

#73 Waiting times good. Access to parking is restrictive.

#74 Booking has improved greatly since changing of the phone number.

#75 As I am retired any wait is not a problem

#78 Moved here in March 2013 and we are very pleased with all areas of the doctors and staff.

#80 Sometimes I get frustrated if I have somewhere else to go. But when I see the person who has been in a long time I realise they need the doctor more than me. I don't mind too much as there always seems to be people worse than me. I hope it does not change.

#81 It is very upsetting when being told 'no more appointments today – ring again at 8 tomorrow'. I've never managed to book one of the bookable appointments ahead of time – more of these might help.

#85 I have not used the new phone system. I found the old one good because you knew what number in the line you were.

#86 I was waiting for over 45 minutes passed my appointment time. Only one lady came out of the room, so I can't understand how she could have 50 minutes of time.

#88 Access very good. Waiting times not always spot on, but understandable some appointments do go a little overtime.

#91 Having read the leaflet that came with this sheet I now know that I can book late in the day for next day appointments. I thought one had to phone on the day. This changed my answer to Q1

#93 Not very good car parking

## Other Comments

#1 I think it is too long to wait for blood tests eg myself a wait for 2 weeks and then when I had to have further blood tests a three week wait, also my husband had a 2 week wait, does not seem acceptable when the blood tests are to determine if you have a problem, and this could delay your treatment

#3 I am very thankful to be a patient at Whittington Moor Surgery. I have been with the practice many years and through all these years the doctors have been caring and first rate.

#7 Have to wait far too long for blood tests. Never no available appointments unless it's a month later. Not good! When you don't feel well. Get better receptionists. They are rude and unhelpful when you phone or when you are here in person. I have never had a good receptionist in seventeen years!

#9 Very satisfied with all treatment, it is always given with caring and kindness. Also new number is much better.

#12 Wonderful, professional service throughout surgery.

#13 Very difficult to get early appointments, I leave for work early and if I am unable to get an early appointment I lose a full day's work.

#15 (Named patient) I have been at the surgery for a while now and I cannot fault them in any way. I have always been treated with politeness, help and respect. I have recommended them to many people and I will continue to do so. The staff are polite, as are the doctors. I can HONESTLY say I have NO complaints about the surgery and I don't expect I will do in the future – I hope!

#16 Smile 😊

#20 Very good overall, quite satisfied

#32 Why is the surgery telephone number a 0844 number and not a local number. Could this be a premium rate telephone number?

#34 Q15: More Saturdays

#38 I really appreciate the care and support given to my family by various members of the practice. I don't feel that you view as "just a job"

#40 Do go out of the way to help

#47 The practice is very efficient and friendly

#48 Q15 No Problem

#54 Car parking can be a problem.

#60 Staff and Doctors always polite. Usually made to feel at ease. Highly recommended surgery. I am 83 years old. This surgery is the only one I have been registered with. I think that says it all.

#69 I find W/Moor surgery is a wonderful surgery. Outstanding caring Doctors, nurses and the ladies on reception most helpful. I have been with W/Moor surgery since I was a child now 73 so keep up the good work. Let it stay like it is now it is excellent.

#71 The surgery does it's best to please, as we know that can't be everybody. The staff have always done their best to oblige and are very pleasant. The doctors give time to listen and help accordingly. The nurses are always very helpful and do well for their workload. The surgery is always very clean and welcoming. Well done for flu vac.

#73 We are very lucky to live within walking distance of this excellent surgery and are very grateful for all of your service and the care we receive. Thank you

#74 Fully satisfied with the reception and medical staff

#80 We have almost always been satisfied. Sometimes after several visits we have had to ask for a referral to hospital which has delayed treatment causing unnecessary problems.

#82 I can offer the highest praise for the doctors, nurses and receptionists at your surgery. I'm extremely happy to be on this practice's patient list and very satisfied with my treatment here.

#83 I usually find staff and doctors at the surgery helpful and pleasant. I have been coming to this surgery since 1980 and at the present time I don't intend changing.

#84 We have been with this practice just over 12 months and have found the doctors very caring and helpful

#85 I find the personal touch good when you are called in by the doctor or nurse. It is better than looking at a screen as in some practices and being called into room number x.

#86 1. It would be better if when I require a blood test I could get one done quicker.

#88 You have a very good working team and improvements in reception enhances your surgery. Very bright and clean to walk into.

# When the doctor told my son-in-law she wanted to see him in a week's time with his results he tried to make an appointment only to be told by the receptionist he couldn't book in advance. Surely if a doctor told him to do it you should be able to.

# Not enough car park spaces are available

# minor operations procedures should be brought back