

# Friends and Family Test March 2016

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## **Our response to your comments.....**

**Almost impossible to get an appointment and being unable to book advance appointments is ridiculous. I find myself leaving worries I have about both my own and my children's health unchecked as I give up attempting to book an appointment.**

We launched a new appointment system on 5<sup>th</sup> April 2016 following patient feedback and our recent Care Quality Commission inspection. Have a look at posters in the surgery waiting area or on our website for further information

**I just wanted to let you know that I am really happy that you have introduced the booking of appointments on-line. As a full-time working mum it is much easier for me to book those routine appointments. Its really easy to use and gives you a choice of doctors to see. Thank you**

As part of our new appointment system, we are now offering pre-bookable appointments 2 weeks ahead. Visit our website or speak to our Receptionist for further information about Patient Access