

'One-of' suggestions from Patients		Dalgety Bay Surgery	
Pens do not work	Rowlands Staff very helpful	Online appointment system great	
Some Staff need training on Mental Health Issues especially those who take incoming telephone calls.	Appointment delay up to 1hr, used screen to book-in but GP was not aware of someone waiting.	Too many registered patients, appointment difficult to get.	
Self referral to Physio is no longer patient friendly	Continuity seeing same GP	It would be good to know of each GPs speciality	
Self check-in never works	Depending on which GP room is being used, it can be difficult for a disabled person getting there from reception.	Chairs with arms are great for disabled people	
Clear out all posters and replace with pictures	Water fountain needed	Need area to park bicycles	
Cannot get access to Website	Lights could be dimmer?	No reading material for male patients I.e Farmers weekly	
Finding consulting room can be confusing	More use made of Notice Boards	Appreciate Dr Zheng's articles in the Diary	
Frustrating you cannot book an appt more than 2 wks in advance			

'One-of' suggestions from patients		Inverkeithing Surgery	
Screen to show more health info	Display local kids pictures in seated area	Only one Disabled parking space	
Tissue and hand cleaner in seated area	Triage service first class	Having ANPs speeds up treatments	
Two reception windows are confusing	Miss the Bible that used to be on the table	Physio' and 'Chill Out Classes' in Inverkeithing please. Many elderly patients do not have transport to Dalgety Bay.	