

Category	Suggested Improvements
KEY	A - Appointment, C - Confidentiality, E - Estate, F - Facilities, I - Information, M - Medication, P - Praise, S - Staff
A	Always made to feel guilty taking an emergency appointment on the phone for my children when the next booked appointment is days away. I know it is not an emergency or we'd be at hospital but children can't wait 3 or 4 days when really poorly
A	Web based appointment system would be good
A	Good service but long wait to get through to make appointments by phone and often late running appointments
A	Open on Saturday - but understand why not!
A	Telephone access difficult - phone always busy
A	Opening on Saturday for a limited time, say 9.30-am - 11.30am
A	Emergency appointment offered for 11; this was for a 1 year old. when questioned that was late time and 1 year old needed to see doctor (wouldn't be phoning otherwise) an alternative was given of 9.20 - this should have been given 1st time.
C	Patient confidentiality - reception area - open plan all conversations can be overheard
C, E, S	Never any air circulation. Windows always closed. Germs spread in stuffy atmosphere. One receptionist discusses patients problems in a loud voice at reception! I asked her to speak to me privately once - we went into the corridor where she then let all those in the waiting room know the nature of my problem and she continued to speak very loudly! She is also very abrupt at times. Others at reception kind and helpful.
C, I	Too many notices everywhere. Very cluttered. Reception polite but discuss items with patients so that everyone can hear them. No privacy
C, S	Reception staff not to phone patients from the desk in reception re confidential info, ie re which tests they need (bloods for diabetic) as the whole waiting room can hear.
E	Proper footpath for pedestrians. Pedestrian crossing for A225
E	I think the only improvement could be in the car parking, if there could be more spaces available.
E	Parking as many patients drive to surgery from outside local area
E	car parking could be improved
E	A coffee bar perhaps! I am very satisfied, but the approach road needs improving
E	Parking should be on one side of road only and certainly not immediately opposite the entrance to the car park
E, F	more toilets, better parking facilities
E, F	get a bigger car park, get more than one toilet
E, I	More car parking, less jumbled notice boards, too many leaflets so none read
E, M	Car park greatly needs improvement. Repeat prescription could be done by telephone.
E, P	excellent service- maybe the infrastructure could be upgraded
E, P	Have been especially helpful in our hour of need. Car park inadequate when busy.
F	If the seats were in rows a small play area could be created to the side for small children
F	Some quiet unobtrusive background music in the waiting area to add more confidentiality for visitors at reception desk
I	Display of information and alerting us as patients to particular facts/checks/interventions we should be aware of needs, discussion and proactive actions as space is not used as effectively as it could be.
I	Far too many leaflets make it very confusing and untidy
I	Multiple patient noticeboards with different themes e.g. family care, care of elderly
I	Dispensary opening times could be clearer. Provide information on obtaining patient records/accessing electronically.
M	A two month repeat medication instead of one month
M	I do have a problem with repeat prescriptions, not from the surgery but from WK Chemist, it is now taking a week to get prescription medicine - but it is overcome by getting repeat in early
M	Shorter prescription time
P	None
P	I like it as it is
P	The last medical staff I saw was CL; absolutely brilliant, she is a credit to your team and would make a fab doctor.
P	Letter or reminder sometimes come when you have already made appointments or had tests? It is not that important as surgery gives excellent caring service
P	none required
P	super surgery
P	(Housebound). Some of the questions I am unable to answer as I cannot attend the surgery. I have never had any reason to complain about anything or anybody. Everyone is kind and helpful which I appreciate.

P	(Housebound) Am satisfied with all aspects
S	The morning receptionists are curt and sometimes rude and impatient. It seems that patients are an interruption to their chats to colleagues in the back office. The telephone manner in the mornings is worthy of huge improvements. Telephonists are rude and not very customer focussed.
S	Dispensary staff: some are polite and some very rude and sharp. A few of the receptionists are very rude.
	(Housebound)