You said….

We’re grateful for all your kind comments on our Friends and Family Test but of course sometimes things do go wrong. A selection of these are below.

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| GP hadn't submitted the correct blood test form so there was a bit of a delay while the nurse had to find someone to approve it. | We’re sorry to hear this. The GPs do try to order the correct things but of course mistakes do happen. We hope you weren’t delayed too long.  |
| Was given information that I expected, but felt rushed as other questions were not answered  | We’re sorry to hear this. Please do contact the practice manager to discuss further and we will see if we can help  |
| I was shown to a nervous young lady who didn't actually know why I was there which was a concern as my appointment was for blood pressure and heart , while waiting for blood sample nurse i got a text saying I missed my appt. Rcptn did not book me in | We’re sorry to hear this. Please do contact the practice manager to discuss further. There is always a comment on the records as to why you are attending but it is concerning that you weren’t booked in.  |
| I was booked for a shingles jab but apparently I’ve already had one! When I booked it, at the surgery, surely it would have come up on my records, as did the pneumonia jab when I enquired! | Please do contact the practice manager to discuss. We are proactively calling for patients on searches set up by the computer system but if these are wrong it would be useful to find out what happened.  |
| Complete wrong diagnosis. Exercises made my ankle worse. In the end had to pay to go private for correct treatment  | Please do contact the practice manager to discuss. We would very much like to look into this matter further.  |
| My consultation with Kabir Kolapo was very informative. I asked for pain relief and he asked me to see the receptionist for repeat prescription of Naproxin...informed no appointments for pain relief till 9 Oct. as need to see a Doctor. Disgusted. | We have liaised with Kabir and he will now contact the GP to prescribe rather than asking for an appointment to be made. We had hoped he could prescribe but his supervisor has said that this is not possible at the moment.  |
| My appointment with the physio was excellent. When I tried to make a telephone appointment with Dr Andrews I was told she left the practice just before Xmas. I was shocked as neither I or my husband had been informed. | We contacted all patients who were with Dr Andrews to say that she had left and a new GP had taken over. We are sorry that you did not receive this.  |