**NOTICE TO PATIENTS**

**PATIENT SURVEY FEEDBACK RECEIVED FOR 2014/2015**

**THIS IS WHAT OUR PATIENTS TOLD US:**

1. **You liked the phone access**

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1. **You liked being able to speak to your GP**

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1. **Getting your results over the phone**

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1. **You had no problems getting into the building**

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1. **You found the premises clean**

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**6. You told us that reception staff maintained confidentiality**

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**7. You found our reception staff helpful**

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**8. You told us that you found getting to see your doctor was fairly quickly**

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**9. You told us that you were able to see the doctor the same day or within two days**

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**10. If you were not seen urgently – why? – Time offered did not suit**

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**11. You liked that you were able to book in advance**

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**12. You were satisfied with the care you were receiving at the surgery**

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