

<b>Practice</b>	<b>Recommend to family and friends</b>	<b>What does the Practice do well</b>	<b>What could the Practice do better</b>	<b>Practice Response (where needed)</b>
Palatine Group Practice	Very Likely	The doctors are very approachable and willing to answer any questions you may have about your illness	Improve the telephone system when trying to book an appointment .	Recently senior receptionist is monitoring ringing phones and trying to ensure staff answer quickly
Palatine Group Practice	Very Likely	The practice offers an excellent all round service, their patients are lucky to have such a dedicated team of professionals offering a continuous excellent care to people in the community.	Currently nothing - the service I receive from them always exceeds my expectations.	
Palatine Group Practice	Neither likely nor unlikely		waiting times - ridiculous getting an appointment - can only get an appointment on the same day if it is an emergency - would an emergency not involve A&E? What if I just need antibiotics for a chest infection or something similar?	We hope that Dr Mark Blackman joining us on February 1st 2015 on 6 sessions per week will help alleviate waiting lists. An 'emergency' appointment would be given for the scenario given here.
Palatine Group Practice	Very Likely	Everything - courteous receptionists, extremely good Doctors - all 100%	It's doing all things well	
Palatine Group Practice	Very Likely	They explain everything. And go through all options of treatment	nothing. They do a great job	
Palatine Group Practice	Very Likely	Responsive, provides specialised support (diabetes)	Charging for DNA's	This would have to be rolled out by all GP Practices to be feasible