

## COMMENTS FROM REDWOOD HOUSE SURGERY PATIENT PARTICIPATION GROUP SURVEY 2013/14

### APPOINTMENTS:

- All appts should be within 48hrs of phoning
- I don't like the fact where you have to book so far in advance for an appt with dr and only option for urgent is by chance on a particular day
- Long LONG delays to get routine/non urgent appt. It can be tricky for a patient to decide if the issue is urgent enough to claim a same day appt or if a 2-3 week wait is OK
- The staff are always friendly. We would prefer to ring on the day of the illness for an appt that day and Not to ring at 8am
- It has got harder to make specific appts but as can still see doctor if urgent hasn't been an issue. We are lucky to have such a good surgery
- Surgery appt difficult at times but not all the time

### APPOINTMENT HOURS:

- Great surgery been here for 20 years. You can always get an appt same day when needed. A few 7.30 am appts would be useful
- Should be open to 9pm and at weekends

## WEB:

- Excellent service provided by all staff especially reception ladies. Repeat prescription section of the website needs improvements e.g. increasing the number of items, ticks not to be added as I need items
- Unable to retrieve prescription details on the website in spite of pressing the relevant button

## HAPPY WITH SURGERY:

- Brilliant drs surgery always recommend
- Excellent service. Best GP practice I have ever attended. Thank you all involved
- Generally I am happy with the care provided here
- Have been with surgery for 25+ yrs and remain a very satisfied patient
- I am completing this survey relating to the ease with which I got an appt for my 7 yr old daughter. I have only needed same day appts for my children and have always been extremely satisfied with the service I have received
- I am very happy with the appts service and the care of this GP. Thank you so much for what you do here is brilliant. Thank you
- I find this surgery very helpful as I am not able to drive. Drs are kind and help over the phone
- I think the service provided by this surgery is outstanding. The staff and drs are extremely professional helpful and understanding
- I think this is an excellent surgery. People always helpful and try to fit you in whenever possible. Drs excellent we are very satisfied
- Surgery is run very well very efficient but always room for improvement