

## **REDWOOD HOUSE SURGERY**

### **Patients comments from 2012/13 Survey**

#### **POSITIVES**

- My experience has always been positive.
- Keep up the good work.
- Maybe people could sign up for a SMS/Text reminder service to remind them of appointments which may make it easier to cancel if they feel better but forgot about a future appt.
- Redwood House is a well organised and forward planning surgery. The extended Dr and Nurse hours, plus nurse run clinics etc. Phlebotomy services is a great asset. Reception ladies are approachable, efficient, friendly and helpful.
- Good surgery.
- I consider myself lucky to have such an excellent team of carers.
- The Practice Manager and other members of staff are always helpful, professional and competent in their various roles. It's a pleasure always coming here!!
- Generally very happy with the service.
- All staff helpful and very polite. Medical staff excellent. Always feel complete confidence in advice and treatment advised.
- Your brilliant.
- I have never had an issue with getting an appointment for non emergency or emergency. I think the way in which appointments are given here is excellent.
- All is fine with me.
- Need another doctor as appointments are hard to get on the day.
- Thank you for taking an interest in our opinion.
- A lovely, old fashioned, practice . This is a compliment not a criticism. The reception staff are always welcoming and helpful. All the doctors are supportive.
- An excellent surgery in all respects. Long may it continue this way!
- The surgery is always helpful and try to accommodate our appointments etc at short notice.
- Always pleasant, helpful staff on phone and in person.
- I have been meaning to write a letter. I find the service (all staff) at Redwood House absolutely brilliant. I can get an emergency appointment if I need one and always get the help I need. Thank you all.
- First class.
- Very happy with all the surgery.
- The system seems to work well
- no complaints.
- I find the practice meets all my requirements.
- Everyone we deal with have always been very helpful and it is very much appreciated.
- Very good, helpful and friendly.
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- The staff at this surgery are friendly and supportive, a great asset. Doctors are patient and sympathetic, a good bedside manner.
- Never had any problems (really like the new male doctor)
- Very happy with the service.
- Excellent service and advice at all times.
- Always been very helpful when trying to get emergency appointments for my children.
- Well satisfied with Doctor/Nurse services and courteous reception staff (over 40 years with the surgery).
- I have been with the surgery since 1971 and cannot fault the excellent service our family have had from all Doctors and staff. Thank you.
- Patients for 20 years. Staff are always helpful and supportive.
- Very friendly receptionists which is rare at doctors surgeries. Very good that you can always get an appointment.
- I think this practice has been excellent and really helpful through my illness.

## ● **Negatives.**

- Booking system needs improvement.
- Not sure if you have recently changed the system but I have struggled to get appointments recently. It is not always easy to call at 8am and if you are a few minutes late there are none available.
- I find phoning on morning appointment difficult as phone is very busy. The old practice of making an appointment in advance is better.
- It used to be a perk of the surgery to get appointments at short notice, but of late they have become very busy and at times you have to wait for weeks.
- Needs a clear opening time and what other services are available in this clinic. i.e. health checks etc.
- Very difficult to book appointments. Typically none for 4 days unless call at 8am on the day – have to ring a multiple of times. Has meant call several days to get an appointment.
- When phoning for appointments women can be rude, and not very helpful.
- Appointments are not as easily attainable as they used to be.
- Have problems getting appointments, sometimes, and getting through on the phone in the mornings.