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Comments that have been made on our Patient Satisfaction Questionnaire

COMMENTS FROM SURVEY ABOUT WHAT PATIENT LIKED ABOUT THE SERVICE WE PROVIDED:-

efficient
good
late night opening
efficient
Friendly
very good
Polite
good
friendly
efficient
very quick
efficient
seen when late
efficient
very helpfu
everything
very good
very good
good
excellent
quick
good
good
very good
efficient
fine
friendly
very efficient
Friendly
Solution
Self Check
Helpful
friendly
good
quick and understood
good

good
nice staff
consultation
Polite
good
doctor requests appts
Polite
text reminder
efficient
good
friendly staff
good service
friendly
efficient
Polite
very good
helpful
Mixed
Polite
good
speak same language
efficient
customer service
all
good
efficient
efficient
efficient
everything
quick appts
should be open more
everything
nice
helpful and understanding
Satisfied
Helpful
helpful
excellent
good
customer service
Polite
efficient
Polite
reception
Satisfied
Best
fabulous nurse
very good
good
on time
good

efficient
helpful
friendly
very good
everything
don't spend enough time
very good
response good
very efficient
Polite
very good
reassuring
easy appointment
very good
everything
helpful and efficient
good
good
good
Satisfied
everything
very good
good
good
good
opening hours
Helpful
Polite
texting appoint
nice
good
smiling
good
good
Friendly

COMMENTS FROM SURVEY ABOUT WHAT CAN WE DO TO IMPROVE OUR SERVICES:-

flexible appointments
Appointment
open earlier
Longer Hours
open longer
flexible hours
longer opening times
Appointment
Appointment
rid 0844 nom
evening appts
Appointment
Reception
keep it up
to have online service
Avoid Temp Doctors
more doctors for more appointments
waiting times
Appointment
Appointment
communication
understanding
open later
Emergency
more nurses
waiting times
Waiting
excellent
Appointment
waiting times
Female Doctor
wider range of appoint
Telephone
weekend and evening appoimnets
open later
quick phone service
open later
Appointment
Telephone
Appointment
more staff
Satisfied
treat all fair
Appointment
Appointment
Waiting
Appointment
no delay
long wait
see patients on time

Saturday appointments

Appointment

online appointments

keep it up

Improve

Privacy

Longer Consultancy

Privacy

get patient opinion

Appointment

extended hours

timing

time

Longer Hours

Long hours

Waiting

COMMENTS FROM SURVEY FOR ANY OTHER COMMENTS, SUGGESTIONS OR ISSUES ABOUT THE SERVICE THAT YOU WOULD LIKE TO RAISE WITH US:-

book online

Late night opening

Emergency appointment

Hina helpful

Children

quicker appointments wait a week

Alternatives to medicines

book online

More Doctors

appts sooner

Prompt / waiting time

Emergency appointment

open Saturdays

Female Doctor/Telephone

open Mondays

Staff rude / Use of email

maintain

inform patients

Short notice appointment / Holding time on phone

fit everyone an appointment

Reception staff

Satisfied

Reception staff

Reduce waiting appointment time

Staff rude on the phone

need more time to explain

staff excellent

Very efficient & polite

upgrade the premises

good

Consistency

Reception desk

excellent

Phone manner

Staff need to be polite

Extended hours

Nurse

Reduce waiting appointment time