

12 people making positive comments only

1 person making negative comments only
16 making positive and negative comments

Surgery

High standard of service 1
Good 1
Well run 1

Appointment system

Early morning availability 2

Phone system ridiculous 1
0844 system ludicrously expensive 4
No appointments left 5
Can't get a same day appointment for children 1
Unable to see same doctor 1
Having to wait a week to see own doctor 1

On-line system

Very convenient 6

All staff

Respect and kindness 1
Quality (good) 3
Very welcoming / friendly 2
Caring 1

Doctors

Caring (not all) 1
Male and female available / Choice 1
Choice 1
Female doctors excellent 1
Male doctor excellent 1
Doctors excellent 3
Listen 1
Plenty of doctors 1
Appointments usuallu on-time 2

Some doctors appear uncaring 1

Don't listen 1
Very rare to be seen on time 2
Length of time of app't too short 1

Receptionists

Always polite and helpful 4
Friendly 1

Attitude of receptionists 1
One receptionist very moody 1

Clinics

Excellent diabetic clinic 1
Avoiding trip to hospital 1

Prescription system

Facility to reorder 1

Would prefer 3 months rather than 2 1

Flu jabs

Well organised 1

Cleanliness

General 2

Miscellaneous

Lift in service 1
Location good 1

Referral letter took 11 days to be posted 1

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