

Patient survey comments

Accessing Your Appointment	Arriving and checking in	Information	Waiting	Consultation and next steps
the staff go out of their way to help you	the staff are pleasant and friendly	the surgery feels like a part of the community with pleasant décor and lots of information	the wait is never long and the surrounding is pleasant	every doctor and nurse I have seen take the time to listen and really understand the issue
staff and doctor always prioritise my appointments to support my health issues	staff very friendly and efficient	very informative waiting area and staff	service always punctual - I have never experienced waiting times in GP surgery	excellent care from GP always
	Calm environment	posters keep patients very informed and involved		
very good	very good	very good	very good	very good
got date and time that suited me	easy checkin	lost of information available	short wait time	midwife very attentive
OK - always a long waiting list	check in on computer	loads of information	didn't take too long	sorted out problem straight away
get looked after	quick	girls are helpful	never had to wait long	good service, always happy
respected - staff showed empathy to my concerns	a nice friendly smile and atmosphere			
all the staff are very helpful				
	receptionist seemed more interested in her computer			calm manner, felt confident with the nurse
more difficult to get an appointment than it used to be				
Eventually! From arrival of letter to appointment took 6 weeks due to lack of morning appointments with nurse for a fasting blood test	very pleasant and helpful		short wait	running dialogue of what was happening very friendly and supportive

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self service	quiet in reception		listened to	listened to
text message very good		staff very good		nursing very caring
not easy to obtain an appointment to see a doctor often 1 week	always a waiting game often only operator		often wait quite a while	ok
I was asked if this time ect suited me. So it made me feel involved	nice atmosphere, staff seem friendly	lots of leaflets ect that you can easily read	nice atmosphere in surgery	staff always polite and at hand to help!
nurse was very nice explained every step of the process		fortunatley or unfortunatley had no time to look on way in as appointment was on time	next to no waiting time appointment on time	all information of what happens next provided
could not get appointment with own doctor. Got to ring in advance				
friendly and helpful staff				I felt listened to and was given a lot of information and advice
	easy process to book in on computer, although staff still present if required	staff always approachable. TV good idea to relax people	appointment 15 minutes late. Doctor apologised. I think he was helping a student	happy with result from Doctor
needed to see doctor without appointment. They were very understanding and told me to come to surgery straight away		very polite	not a long wait	very pleased. I was listened to and felt cared for.
	leadgate surgery staff are always very pleasant and caring			

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seen as urgent	receptionist very professional and personable	easy check in	very quick	
always able to get appointment quickly	very easy to check in. Don't have to wait long for doctor	staff very approachable. Ample leaflets and information available in waiting area	never have to wait long	always helpful. Will always recommend re - visit if have anymore problems
no problems. Lady on phoned listened and helped	no problems. Used self service check in.			
receptionist very helpful and accommodating	explained that I would be seeing both a doctor and medical student. Very informative			
staff always happy and helpful	lovely waiting room and quick check in	lots of information and text messages about appointment is really helpful		very kind and explained everything to me ok
quick appointment within 3 days	friendly	given information I needed	prompt on time	talked through whole procedure. Everything explained
calm atmosphere in surgery not crowded or too noisy	friendly calm staff. Pleasant people	as before	no problem	fab GP Dr. Forbes
staff very helpful	easy to do. Self check in mean very little waiting	very kind and helpful staff	very short wait	doctor astley is lovely
Appointment ect. Was all organised	appointment on time	they are always friendly and helpful	on time	well informed
receptionist helpful with finding suitable time	as asked for feedback			
	friendly staff		a little bit of a wait	doctor friendly and helpful
not worried over my problem	not worried over my problem	not worried over my problem	not worried over my problem	not worried over my problem

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I arrived on time	receptionist was polite and considerate		exact time	very happy with doctor. Thank you
staff always helpful				
range of options offered			very quick	
I felt my opinion was taken notice of	nice area to wait in	good reception staff	good doctor	good doctor
when ever I visit the doctor, no matter what doctor I see, I am always well greeted and treated with respect	always greeted at reception with smiles from the staff	reception staff always make me feel welcome and advise If any new leaflets are available. A valued part of the team	the waiting area is a comfortable area to be in. if there is any delays my GP always says thank you for your patients	whether been seen by a Gp or nurse I am always involved. I am given relative information and what my treatment is and what I require and always feel at eased and cared for
		reception staff very good		
reassured that I needed an appointment				
always able to get appointment when needed	staff always pleasant and helpful	very good	no problem	very good. Helpful
always obliged	helpful	staff obliging	always seen on time	correct information received. Very helpful staff and GP
calm	calm	calm	calm	calm
feel the doctor take time with you. I never feel rushed even when its hard to explain what I mean	never feel the receptionist wants to know more than I want to tell her. That's important to me	for all seem to take time to listen before they answer	as that could be me in that office taking extra time with the GP	I need a appointment for the hospital it was done straight away. I felt involved about it. ( the decision)
	quick and easy	very polite	didn't wait long	
quick, easy	simple process		extremely short time to wait	listened to. Treated with respect and involved in the discussion

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involved in desiding appointment. Some time long wait for appointment if not urgent	easy system	calm environment	never waiting very long	listened to and involved
Very quick appointment after asking to be seen				Instant treatment given eg. Prescription & 1 week appointment
		Reception staff are very good and happy		
Rang surgery early in morning & got appointment	checking in is very easy and stright forward using touch screen	there is always plenty of information on the tv and usually lots of leaflets	very rarely have I been seen on time it is often quite late	plenty of information ans was made to feel happy and relaxed
				friendly staff
staff always friendly and approachable	very easy checking in system	very friendly	good information pre procedure	excellent gp
always can get an appointment to fit around me				information is always helpful and useful
reception staff always friendly and helpful - doctors always caring & have time	self check in quick & easy or staff always helpful			
able to get an appointment when needed	staff always helpful and friendly	as question 2		always feel listened to