**1. Excellent helpful office staff.**

**Reply:** Thank you

**2. There is sometimes a two to two and a half weeks wait for a routine appointment.**

**Reply:** We do our best; we have available – Same Day Urgent appointments, 48 hour, 72 hours and 4 weeks in advance. We will re look at offering two week appointment slots, although appointments do go quickly and are sometimes wasted by patients that do not attend.

**3. Need a clock in the waiting room.**

**Reply:** Our previous clock broke and has been removed, this has not been replaced, and we have no plans to replace it as the majority of patients have a watch or mobile phone with the time on. We would like to use the space for patient information and if you do not have the time, then reception will be more than willing to inform patients of the time.

**4. Stuffy in waiting room, no air circulation.**

**Reply:** Sorry this should not be the case, we have windows that should be open on hot and stuffy days. Reception will be reminded to open windows on hot days but please if you are feeling hot mention this to front desk.

**5. Notice regarding Privacy Phone needs to be on the front of reception.**

**Reply:** We have moved this notice. Thank you for pointing this out.

**6. Nurse Practitioner the name is misleading, patients don’t realise her qualifications.**

**Reply:** Yes we agree the name is misleading, we are arranging a promotion in the waiting room and on our website giving more information about this role.

**7. When on hold for appointments it takes too much phone credit.**

**Reply:** We are a very busy practice, we do experience high volumes of calls at certain parts of the day. You can save a phone call by registering online to book GP appointments, order repeat prescriptions, view medical records. Please ask at reception.

**8. Need a waste bin.**

**Reply:** Thank you for this suggestion, we will purchase one and put this in the waiting room.

**9. Some surgeries TV's inform patients of the work and feedback done by the PPG.**

**Reply:** Yes the practice can do this although, we use our TV to promote health campaigns throughout the year. We will take this comment into consideration.

**10. Can't get online, reception have informed her 3 times nothing can be done.**

**Reply:** This depends on the browser you use for the internet such as Google Chrome or Internet Explorer. Unfortunately this is out of the Practices control.

**11. Lady GP please.**

**Reply:** For the last 3 years the practice has been advertising for a GP but as you may have heard on the news there is a shortage of male and female GP’s. The practice has been unable to recruit a GP, although we now have two Nurse Practitioners who work very closely with our GP’s.

**12. When the Doctor says see me in 2 weeks, why can't an appointment be made that day at reception?**

**Reply:** We do have a system to accommodate this. If the GP wants to see you in two weeks time, they have available protected slots for this. These can only be accessed under the instruction of a GP.

**13. Need same day appointment for children.**

**Reply:** Any child under 12 years of age will have the same day contact with a clinician, as from July 2015.

**14. No anti-bacterial materials available for patient touch screen booking in screen.**

**Reply:** We will provide an antibacterial hand sanitiser in the waiting room.