

**Practice Response to Comments:**

***I cannot get an appointment for my 3 month old daughter due to them not being released and when they are released they are no longer available.***

It is Practice Policy that all children under the age of 12 can have same day access to a clinician, during our core opening hours. All Receptionists have been reminded of this policy.

***I can’t get an appointment. I have had to ring a couple of times.***

The Practice has recently audited how many appointments are on offer per week. The results show that on week commencing 14th December 2016, 644 appointments were available for a face to face appointment with one of our Healthcare professionals. From this 65 appointments were wasted through patients that did not attend. This is 10% of appointments that were on offer that week. Therefore it is important for patients to cancel appointments that they cannot attend.

***Getting a Sick Note is impossible if you are a patient undergoing treatment in hospital.***

If a patient is undergoing treatment at the hospital, it is the responsibility of the hospital to provide a Sick Note.

***Thank you for your comments, they are really useful to help improve***

***the service we offer to our patients.***