

# Khattak Memorial Surgery Patient Survey Additional Comments 2014

**Is there anything else you would like to tell us about your experience of our services?**

## **Open-Ended Response**

When we phone in to make appointments it takes time for receptionist to answer. Need two people to help 2 to answer phones. 1 to deal with incoming patients. Also when a time is given patients need to know so there is less waiting

Please put more staff on reception early morning

Make the waiting room bigger

Just keep me informed of any changes/issues

Need two people to answer the phone

Experience is relatively good

Make it easy to make appointment. I do have a good experience with all the staff that have treated me

Most times appointments are given but time is not kept and have been late being seen.

I have been coming to the surgery since 1995 and always get very pleasant behaviour and a good environment. So congratulations and good luck

Morning appointment times, phones are constantly engaged

There shouldn't only be a calling system to get appointment because it is really hard for people who have children and can't call early morning.

Dr Iram and Issa are very good whereas Dr Mussarat isn't friendly or understanding, caring at all. He needs to change his attitude towards patients

Dr Iram and Issa should be in more.

Phoning is a problem as have to be ringing and still don't get appointment because it is too busy. People should be able to walk in and make an appointment

Usually takes too long to get through on phone and get appointments. Service should be more efficient for appointments usually hard to get actual service after is very good.

Today was exceptionally good. GP was excellent with advice on family care and day to day care with medication.

Everythings fine

Everything is ok

No improvements

Make it easier to make appointments

Both surgeries should be at one place

Had an appointment made was seen over half an hour late. some patients spent 20 mins with the doctor. I think everyone should be given a limit of max 10 min to reduce waiting time and very old and young babies should be seen earlier before others like other surgeries

No changes all the staff are great

The surgery provides an excellent service couldn't be happier :)

It's the best doctors i have ever been to

Need more doctors

I think it's ok

It's fine

Change the appointment booking system. The current way of making appointments is very annoying as it is unfair

I am very happy with the service I receive from this surgery

Need to improve answering patients phone call. Appointment to be granted through the internet

Premises - Want health visitor at Mansel Rd more convenient

Keep it as it is . Some time we have difficulty to make appointment if this was easier it would be better.

We are happy thanks