

## Comments Jan 2019

- **Lovely doctors**
- **It's hard to get an appointment**
- **Very friendly, good doctors**
- **You can never get in to see a doctor. You have to be on deaths door or druggie or not working class – can't get in when needed**
- **Practice very good but appointments by phone is ridiculous – 4 mins before you get to speak to someone**
- **Been with the practice since care of my mother. Overall I have always been satisfied with the practice. The appointment system is regularly running late and I do not like the new phone system. Otherwise ok**
- **Waited a long time for my appointment, doctor running behind**
- **Excellent and prompt service**
- **We have been informed that you are not taking on any new patients**
- **Friendly staff. Close to our house**
- **Receptionists are pleasant and doctors are willing to help you no matter what the problem**
- **Never had any issues and always manage to get an appointment**
- **Very good doctors**
- **Because it is hard to book an appointment**
- **Local**
- **Dr Mooney very nice**
- **Very helpful when I needed an urgent appointment for my little girl, she was seen the day she needed to**
- **Reception staff very helpful**
- **Most of the GP's are excellent and the reception staff are very good and helpful**
- **Waited a long time for appointment but nice staff**

- **Very long time before you can get an appointment**
- **Can usually get in on the day – especially with online booking**
- **Receptionists take the time out to get you the right level of care**
- **Get an appointment or to come in and sit in for a slot. Very friendly reception staff, doctors are brilliant with my son**
- **I've been a patient here for about 8 years. Always found staff and (certain doctors) very efficient**
- **Always had good care. Making appointments can be tricky but it's the same with doctors**
- **Been with practice for 30+ years and have always been treated well**
- **Being able to book appointments online is a lot better now**
- **Good service. Down side long wait for appointment & phone**
- **I find the doctors very efficient, understanding and there's a good two way rapport**
- **Nice friendly staff and doctors who always listen and help**
- **The doctors that I see, although this isn't easy, are extremely good**
- **Long wait**
- **This practice has always been helpful to me and my family. However, it is getting more and more difficult to get an appointment**
- **Friendly staff, good doctors**
- **Great doctors**
- **Good Surgery, nice staff but can be hard to get an appointment**
- **This is our family practice, struggle to get appointments, staff very friendly**
- **Been with surgery since Dr Manning etc Never had any issues. Doctors absolutely amazing**