

Feedback from patients at our stall during May Fair

We asked patients to consider **one improvement** they would like to see, and to write it down on our feedback sheet

Overall

Quite a number of patients were fully praiseworthy of the service they have been receiving. No really critical comments. "Doing well in demanding circumstances".

Appointments

No unanimity here, even though all patients commenting wanted improvements!

Several patients wanted the opportunity to book online, for very practical reasons, eg being at work. Others pleaded for keeping telephone booking, especially on behalf of people unable to use internet access.

Patient Advisers

Generally positive feedback, but some seen to be more helpful than others.

Suggestions

More doctors needed - this was ticked by several other patients

All blood tests to be at the Surgery - again mentioned by others

Improve communication with patients generally

Provide more information about individual doctors, inc photos

Improve communication and teamwork between the Surgery and other health professionals and services eg midwives

Change reception desk so that discussion is always kept private - not dignified currently.