**PATIENT COMMENTS & FEEDBACK 2011-2013**

**![C:\Users\general\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\G1TS3UG4\MC900441880[1].wmf]()**

Patients were asked what service they would like us to provide in the surgery and their suggestions are listed below:

Weight Clinic

Practice Feedback

* Due to lack of funding we are no longer able to provide this service, however reception staff will always be willing to weigh you when requested.

Blood tests on the premises

Practice Feedback

* Blood tests can be booked locally by calling 01702 422555, in exceptional circumstances we will provide blood test on the premises.

Something to keep children occupied in the waiting room

Practice Feedback

* Due to infection control we are unable to provide toys in the waiting area.

Opening and closing times on display

Practice Feedback

* Our opening times are on display on our practice website and practice leaflet, in light of patient feedback we will display a poster of our opening times at reception.

Woman’s menopausal clinic

Practice Feedback

* Our practice nurses will always advise on this subject.

HRT implants

Practice Feedback

* This service is normally provided by secondary care.

X-Rays

Practice Feedback

This service is provided locally at Canvey Outpatient Clinic after a referral form has been completed by your GP, this service must be booked in advance and patients are not able to use this as a walk in facility.

**PATIENT COMMENTS**

* Very well run practice, highly recommended
* It would be good to be referred to consultants when there is a

longstanding problem in shorter time and an easier method

* Very good
* Need earlier opening times
* Need a doctor that listens to all symptoms
* Need a doctor that gets here on time all the time
* I feel very lucky to have such a good practice. Many people

are not as fortunate

* I have been a patient here for a few years now and have always

found Doctors, nurses and other members of staff to be friendly

and give a good service.

* GP difficult to understand what he is saying
* Good overall service
* Excellent
* I am very pleased with all the help I get
* Feel like any issues are listened and am given time, much

better than where I was before, very happy

* Been a patient for over 30 years and would not change
* Can be frustrating waiting at times but understandable,

otherwise very good generally

* I have always received very good service and pleasantness

from both staff and doctors

* Excellent doctors who bother to listen and care to general well

being and not just a prescription, nothing is too much.

* Reduce waiting times
* Very good and friendly practice
* We cannot express how grateful we are for all the support from

the doctors and the helpfulness of the receptionists, they are

second to none

* The early morning nurse appointments are very helpful
* Doctors and staff always helpful
* Excellent service can't be bettered