

## NHS Friends and Family Test – Results

### Surgery Question:

*'If we could secure additional funding to improve the facilities at our Practice, what change(s) would you like to see?'*

### **December 2017**

No suggestions received this month.

#### **Additional comments:**

- Friendly fast service and doctor gave me good advice.
- Kind and efficient.
- Prompt polite efficient service. Thank you.
- GP very approachable and gave constructive advice.
- Friendly environment and reassuring and professional advice.
- Very informative.
- Dr Buttner is excellent. Very kind, supportive and helpful. Thoroughly recommend this surgery to everyone.

### **November 2017**

#### **Suggestions received:**

- Coat hooks for outdoor clothes when attending surgery.

#### **Additional comments:**

- Great service.
- Good service.
- The doctor was nice and friendly.

### **October 2017**

No suggestions received this month.

#### **Additional comments:**

- First class service.
- Can always get an appointment on the day or within a few days. Staff at reception always friendly and polite, even when busy.
- First class service with a smile.
- Nurse testing my hearing was very helpful and Dr Evans is always superb.

### **September 2017**

No suggestions received this month.

#### **Additional comments:**

- Very helpful and friendly surgery, providing a great service to their community.
- I was seen earlier than my appointment time and the reception staff were helpful.
- Excellent service.
- As always, I could explain my situation to someone who listened and found the right solution.
- I have been with this practice for many years and have, in general, been pleased with the support I have been given.
- Very efficient service.
- Really caring staff who explain things well and go the extra mile to help the whole person.

## August 2017

### Suggestions received:

- Be able to book appointments online – *Surgery comment: We do provide this service.*
- Magazines in waiting room. *Surgery comment: you are welcome to bring in reading material while you wait for your appointment.*

### Additional comments:

- Thank you Dr Oakley for your patience and understand and sound advice. I really appreciate it.
- Because they help me – child's comment.
- Very friendly, easy to make appointments. Excellent service all round.
- Always get an appointment when needed. Doctors always friendly and helpful.
- Keep going please. Thank you.
- Good consultation.
- Prompt courteous service.
- Satisfactory.
- Received reassurance and explanation.
- Relaxed appointment, not rushed.
- Happy staff.

## July 2017

No Suggestions received this month.

### Additional comments:

- Fiona has carried out syringing of ears and removal of dead skin extremely well last week and today. Made a tremendous difference to clarity of hearing prior to next week visit to audiology
- **Childs comment** – *Make my tummy stop hurting*
- **Childs comment** – *It is good that you help people if they have bad injuries*
- Pleasant discussion with Dawn
- Because you are very helpful
- Dawn who took my blood was lovely, welcoming, friendly and made me feel comfortable
- Prompt appointment and very good care
- Wasn't seen within ten mins of my appointment time
- Because they are very nice and kind
- Seen promptly and felt well listened to

## June 2017

### Suggestions received:

- Kids' books in the waiting area (*Childs comment*) **Surgery comment: We are no longer able to provide children's books for our waiting room due to infection control. Please feel free to bring along your own books for your children to read whilst they wait.**
- Better plasters – more colours (*Childs comment*)

### Additional comments:

- Prompt service with a smile
- Prompt and great information and service
- Very good experience and treatment
- Great service
- Very prompt – kind
- Very impatient and rude manner of speaking to a patient
- Because my doctor was very friendly and explained everything clearly
- The check-up was good – Doctor was nice (*Childs comment*)

- Because of the thorough explanation given by Dr Chau at my diabetic review and the care shown.

### May 2017

#### Suggestions received:

- Toys or books for children in waiting room ***Surgery comment: We are unable to provide books or toys for the waiting room due to infection control. Please feel free to bring your own entertainment for your children.***

#### Additional comments:

- Receptionists helpful about my so re-registering on returning from university
- *Childs comment:* The nurse was quick at giving my injections
- Because you are very helpful
- Answered extremely likely because its true
- Because you are good

### April 2017

#### Suggestions received:

- I think we should be given a regular check-up for Diabetes, cholesterol and blood pressure. Have not been called in for this. Only when I requested it. ***Surgery comment: we do currently provide these check-ups but only for patients who have been diagnosed with these particular health problems.***
- Generally great service - thank you. Only improvement area is getting an appointment for blood samples – takes too long. ***Surgery comment: we are trying to accommodate this by adding more clinics where we can. We had an extra clinic this month in which 5 people missed their blood appointment.***
- Periodic review of medical equipment with a view to update
- Some additional reading material. ***Surgery comment: due to infection control we are unable to provide reading material. We have a television screen with health and wellbeing information on for our patients to watch whilst they wait. You can also bring your own reading material with you.***

#### Additional comments:

- The treatment we have received over the past 48 years has been wonderful
- Excellent treatment over the years
- Treatment we have had has been wonderful. And special thanks to Dr Evans for being so helpful and understanding.
- Nurse was fantastic and provided great detail
- Swift and easy
- Easy to make an appointment
- *Childs comment:* You give us medicine or cream to get better. I think you're all perfect
- *Childs comment:* They always give the best advice
- *Childs comment:* They give advice and it is their job to help

### March 2017

#### Suggestions received:

- Quiet music in the waiting room
- On site pharmacy
- Online appointment booking/app. ***Surgery comment: We already have an online system called Patient Access. Once registered you can book appointments, request repeat prescriptions and also see test results, immunisation history and coded information. Please see reception for more information.***
- Publishing test results online in a secure area. ***Surgery comment: Please see above comment on how to do this.***

**Additional comments:**

- Professional as ever and much care taken to make patient feel comfortable.
- Dawn Armstrong was excellent, very helpful
- Friendly and helpful
- I always get an appointment
- Love this practice. I have always found the staff very helpful and supportive and have always been able to get an appointment for my children when needed.

**February 2017**

**Suggestions received:**

- Would like to see more appointments available for working patients – i.e evenings/weekends with your own doctor. Blood test appointments should be more available. ***Surgery comment: we already have two late clinics with GPs in the week and we are open two Saturday mornings a month. Blood test waiting times are due to staff sickness which is unavoidable.***
- Mental health assessments and treatments. That's the area which seems most underfunded yet most hard pressed?

**Additional comments:**

- Your carpark is s\*\*\*. You need more spaces. ***Surgery comment: We are unable to make more car park spaces.***
- Easy to make appointment

**January 2017**

**Suggestions received:**

- If there were more childrens toys (*childs comment*)
- If there were more childrens books (*childs comment*)

**Additional comments:**

- Helpful advice, prompt service
- Excellent treatment by the diabetic nurse
- Excellent service – thanks
- Friendly and efficient
- Quick, efficient appointment
- Excellent service from Dr
- Excellent service
- Surgery still not accessible enough. Visited with my daughter and 9 week old twins – unable to bring pram into waiting room means she can't come on her own. I live 150 miles away
- The doctor checked me and made me better (*childs comment*)
- Good advice (*childs comment*)
- There was a table for children (*childs comment*)

**December 2016**

**Suggestions received:**

*This month we received no feedback on what we could do better.*

**Additional comments:**

- Doctor was nice
- Quick and direct
- Good service
- First Class
- Because you are very helpful

- We think you are all efficient, helpful and kind. Only concern is that you may become too busy when more residents of Crowthorne need you
- We can get appointments easily. The doctors are kind. *(childs comment)*

### **November 2016**

#### **Suggestions received:**

- Take blood samples at practice rather than having to go to Frimley or Aldershot to give samples. *Surgery comment – we have clinics here at the surgery and will only send you to Aldershot if we do not have a suitable time for you.*

#### **Additional comments:**

- We are extremely lucky to have such a friendly efficient surgery where you can be seen on the day if necessary. Exceptionally fantastic surgery.
- You are very helpful
- Friendly staff
- Everything well done
- Very efficient and friendly service
- Friendly and efficient and resolved my problem
- Lovely manner

### **October 2016**

#### **Suggestions received:**

- More things to do while you are waiting *(child's comment)*
- Soft music in waiting room
- Coffee

#### **Additional comments:**

- Received on time and very helpful
- Rapid diagnosis
- Efficiency and courtesy
- Human GPs! And why wait one month for an appointment for a blood test when a asthma check can be done the next week? If asthma was a problem I'd request an appointment *(Surgery comment – we have different nurses who are trained in particular areas. We have three nurses that can see for asthma and only two for blood tests)*
- In comparison to other surgeries, in my experience (84 years!) the facilities and service are already excellent.
- You had hand gel and had some seats to sit on *(child's comment)*

### **September 2016**

#### **Suggestions received:**

- Bigger Car park

#### **Additional comments:**

The service was good  
Immediate appointment

### **August 2016**

#### **Suggestions received:**

- Sound proof screen
- Extra nurses

#### **Additional comments:**

- Stop knocking the NHS. This surgery is an excellent example of how good it can be! Well done!

- Thank you for always being very lovely and helpful
- Receptionist staff patronising and rude at times
- Very pleased
- Very good service
- One cannot judge for other views

### **July 2016**

#### **Suggestions received:**

- Another Large plant in the waiting room to replace the previous one

#### **Additional comments:**

- We have only lived in Crowthorne for 6 months. We have found this practice to be very good, don't have to wait long at all for appointments, waiting room time is also quite short. All in all a very satisfactory service in all areas. All staff are very pleasant.
- Always well cared for
- Very helpful and efficient.

### **June 2016**

#### **Suggestions received:**

- Could the patients be invited to bring up to date magazines into the surgery waiting room to help pass time (*surgery comment – we are unable to have magazines in the waiting room due to infection control. We now have a TV screen with health information on to help with the waiting time*)

#### **Additional comments:**

- Been using the surgery for 30 years
- Fast and timely, great advance service
- Friendly staff
- Considerate
- Good fast service
- People were nice. It's very clean (Childs comment)

### **May 2016**

#### **Suggestions received:**

- More Parking
- More physiotherapy and blood tests (*surgery comment – physio appointments are not made at the surgery but through Wokingham Hospital*)

#### **Additional comments:**

- Don't use the surgery frequently enough to comment, but very improved with the availability and ease of booking appointments
- Always helpful – try to fit in an appointment to suit needs. Used the surgery for many years and been very happy with the Doctors, Nurses and Receptionists.
- Friendly and efficient practice. Everyone from the Doctors to the Nurses to Reception staff. Can't fault them.
- Appointment system works well. Rarely have to wait more than 10 minutes.
- The service is excellent all round; the receptionists are very helpful. Appointment availability is always good and my Doctor is a fantastic Doctor.
- Same day appointment readily available. Reassuring GP's.
- Very friendly, fast and efficient service. Well Done.
- First class efficient and professional service
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## **April 2016**

### **Suggestions received:**

- Online access to records (*Surgery comment – we already have this service – PATIENT ACCESS*)
- Minor operations (*Surgery comment – we hold a minor surgery clinic for mole removals*)
- Less waiting time for blood pressure testing machine

### **Additional comments:**

- I feel I am always listened to and treated as an individual not just another patient
- Because staff are friendly and good
- Very quick service and very sharp needle – no pain
- There was not a long wait and the doctor was nice
- Service with a smile
- I have always been able to get appointments – doctors response has always been sympathetic and problems have been resolved. Doctors have taken me seriously.
- Responsive and caring practitioners and good appointment system
- We are very happy with all aspects of this GP practice

## **March 2016**

### **Suggestions received:**

- (Child Comment) – Some quiet music
- It might be nice for a TV/Monitor to watch while waiting for those of us arriving early
- Larger surgery, more doctors
- Perhaps a well man clinic
- Ability to make appointments online (*surgery comment – we already have this service*)
- A water dispenser in the waiting area
- A few magazines (women's and men's) to read while in waiting room

### **Additional comments:**

- I find the surgery services – doctors, nurses etc very accessible. When I hear stories from friends about how long they have to wait for an appointment I realise we are very fortunate. Thank you for the great service you provide!
- Always helpful receptionists, great at finding appointments, especially for children. Really kind, caring, friendly doctors. Professional service. Listen to your needs. Just brilliant.
- Rude.
- Just keep up the good work. Well done all!
- Another visit to the GP Dr Chau and once more I received perfect advice and care. Grateful to be kept well and alive.
- Parking can sometimes be an issue. Otherwise I think the treatment and care I get here is exceptional. Thank you.
- We always get good treatment from you.
- Dr Oakley is really lovely and knowledgeable.
- Quick to see me on the same day.
- Doctors with more time to listen.
- The doctors and nurses and all the staff are fantastic.
- Physiotherapist gave me time and practical and helpful ideas. Thanks to Niall.
- I don't usually talk to people about my doctor appointments that often so therefore I am unlikely to recommend a specific doctor to visit.
- Some appointments seem rushed.

## **February 2016**

### **Suggestions received:**

- It would be good to have better parking (new tarmac)

- Ear facilities – to have ears vacuumed to get wax out. I have to go to Binfield
- A clinic to check moles (*Surgery comment – we already offer this service*)
- Podiatry free for all and available to surgery
- Availability for more time slots (*Surgery comment – we are open two late nights a week – Tues and Thurs and two Saturdays a month*)

#### **Additional comments:**

- I have nothing but praise for the new Wokingham Road Surgery; doctors (my Dr is Dr Evans) and reception staff. I truly value the service I receive.
- No changes – services are very good ☺
- The new receptionist is not as agreeable as the old ones, rather abrupt on the telephone. Not sure who she is or which one
- Dr Oakley saw me during her lunchtime to review an ongoing issue – very impressed
- We were very impressed with your suggestions re care for my wife who has M.S. your actions have improved our lives considerably. Thank you
- Always an excellent service – please don't change
- The present service is excellent. I have always been able to make an appointment without any problem. Sometimes it can be difficult to park, but never impossible – it is just a quick walk up the road. We are very lucky to have access to the GPs at this surgery
- Got rid of the childrens toys and all magazines for germs?? Will you stop people coughing and sneezing in the waiting room? Totally ridiculous.
- Receptionists and doctors are polite and efficient and give one confidence.
- All the staff are very good, caring and attentive. Never any complaints. Keep up the good work in looking after me.
- I am very satisfied with this doctors surgery
- Dr Evans gives care and attention all the time. He is very understanding and I feel very safe with him.
- The staff on reception are always helpful. Dr Evans is very approachable, understanding and a wonderful doctor.
- Everyone is very helpful and a delight to meet with
- Excellent, speedy, friendly and efficient service – what more can you ask for??
- I have always found doctors and staff extremely kind. We have never had a problem getting an appointment
- I think that Dr Evans is an approachable and listening doctor. It's excellent that a patient is able to telephone and obtain an appointment the same day. Keep it up!
- Unfriendly receptionists, awful doctors with the exceptionally awful Dr Chau in charge. Only doctor worth seeing is Evans but he seems to get booked really quickly.
- Easy to get appointment on same day
- Dr listened and was understanding
- Childrens comments:
  - "They didn't hurt me. I got medicines. I got better"
  - "Dr Evans is fantastic"

#### **January 2016**

##### **Suggestions received:**

- Additional Parking
- Privacy for the reception area – too noisy
- TV Information screens in waiting room
- Childrens play area
- More parking facilities
- Kids' books/toys for kids and older kids in waiting room

- Quietness from our reception ladies. Although they are great ladies we do not want to hear their conversations with phone patients.
- Weekend coverage (*Surgery comment – we are open twice a month on a Saturday*)
- Simple dermalogical procedures (*Surgery comment – we already have this service*)

**Additional comments:**

- An excellent service is always delivered here.
- The surgery is extremely well run. I am able to access a doctor's appointment when I need one. I would like to praise both doctors and receptionists.
- The nurse talked me through the smear test each step which I found extremely helpful.
- Extremely happy with all services provided.
- Excellent service and my doctor was brilliant and all friendly at the surgery
- Professional and kind as always
- Excellent surgery and service.
- Please play the classical music I donated (*Surgery comment - thank you to this very kind patient. Unfortunately we have had to remove our stereo system so we don't currently have the facility to play any music*).
- All perfect
- This is a very friendly surgery.
- I visited for the very first time in years, I am 84 years old and I was not asked about my physical health by practice nurse. I think people in this age should be looked after and monitored my properly.

**December 2015**

**Suggestions received:**

- Resurface the car park and revamp it.
- Bring back the magazines and childrens corner.
- Separate the reception from the waiting room.
- Soundproof the toilet from the waiting room.
- Somewhere to lock bikes in the car park please.
- More parking facilities.

**Additional comments:**

- Keep up the very good work that you all do! Thank you.
- Very helpful and friendly.
- Friendly and efficient service.
- Empathetic, efficient and kind.
- All have prompt response and a human voice on the phone. Great service always.
- Good fast service.
- Friendly and efficient.
- Everything was explained to me very well which put me at ease.
- On time appointment and good service.
- I find Dr Evans to be extremely helpful and kind.
- Very helpful as always.

**November 2015**

**Suggestions received:**

- A few things for the children to play within the waiting area?
- Additional nurses – difficult to make an appointment.

**Additional comments:**

- Today Dr Chau was very helpful, but previous visit was not a good experience.

- Great service.
- Very understanding doctor.
- Helpful.
- Excellent service, lovely receptionists.
- We are satisfied.
- Everything was as expected.
- Excellent service.
- The nurse was friendly.
- Dr Stringer was very helpful and very pleasant.

### **October 2015**

#### **Suggestions received:**

- Support for mental health issues, eg. Counselling for adults and children, workshops for children to deal with anxiety, stress etc. CAMHS (?) is so under resourced that they only help those who are suicidal; helping those with problems before reaching this point would be good.
- Open Saturday normal hours (sorry!)
- a) More car parking spaces b) greater accessibility to blood tests c) someone available to discuss minor ailments/problems, d) annual examination/discussion, e) group meetings to discuss fitness levels and nutrition.
- Increase in car parking spaces.
- Parking – probably impossible. Quicker turnover of prescriptions.

#### **Additional comments:**

- Excellent service provided by the practice.
- Professional.
- Efficient and friendly.
- Very friendly, helpful service.
- Quick service, on time and even gave me my flu jab.
- Dawn is great at handling me when I have a blood test which I do not like. She is quick, minimises pain and is friendly.
- Friendly, fast service.
- Good, efficient service.
- GP rather abrupt, lacked gentle bedside manner.
- I would like to register my disgust that health and safety has stopped childrens books in the doctors surgery. Since when has a child got ill from reading a book in a public place! What is the world coming to?!
- Excellent service provided to our whole family across the generations. Always been able to get appointments when needed. Great link service to local pharmacies also. Very happy.

### **September 2015**

#### **Suggestions received:**

- Bring back a physiotherapist (*Surgery comment – we have a physiotherapist visit once a week*)
- Improve the parking surface area at the front. Otherwise, excellent. Stop knocking the NHS.

#### **Additional comments:**

- Very friendly, helpful and on time. Thank you.
- Very helpful.
- Dr Evans found solutions for my problems.
- Speed and efficiency.
- Ease of appointment. Caring for any needs.
-

## **August 2015**

Suggestions received:

- Separate reception from waiting area.
- Weekend support, at least Saturday.
- Dr Chau & Dr Evans have been extremely helpful.
- I am quite satisfied with this practice. Clean, airy waiting room, receptionists are pleasant and we can usually get an appointment very quickly, with the doctor we ask for. Can we have our magazines back in the waiting room please.
- Wider opening times.

### **Additional comments:**

- One of the receptionists just went to the loo. I'm in the waiting area and heard! I'm here for a midwife, booking an appointment. More privacy to what my appointment is for would have been nice. Consistency with appointment announcements.
- Just keep up the good work.
- Not sure I'm qualified to say. Service is excellent as far as I'm concerned.
- No need for improvements. General comment – staff have been extremely helpful over recent months, and have gone to great lengths to assist me in managing a new health problem. Thank you!
- Books to read. Why do away with magazines for hygiene reasons when we touch door handles, screens, 2<sup>nd</sup> hand books etc. Kids will miss their toys.
- Superb service.
- Service was good, staff were friendly.
- Friendly and informative.
- Service excellent as usual.
- Great advice from Dr Evans.
- Efficient service.
- Speedy and efficient.
- Excellent manner and care.
- Prescription issues.
- Very good service.
- Good service.

## **July 2015**

Suggestions received:

- More staff – long wait for phlebotomy appointment! Otherwise, a great surgery.
- Just an update to the surgery. This is a great Practice with super staff.
- A pre-schooler friendly GP's room. No sharp objects, desk out of reach, soft area and toys for playing during consultation.
- A more audible sound/call system to the waiting room.
- More emphasis on preventative medicine – eg. Access and encouragement of cholesterol testing, mole clinics, health wellbeing – diet/diabetes/breast screening etc.

Additional comments:

- Great, helpful consultation with Dr Buttner.
- Virtually no waiting time.
- Really good care.
- The doctor was very polite and listened very well.
- Depends how well treatment actually works.
- Straightforward and easy.
- Quick, easy way of dealing with the appointment and to free up time for other patients.
- All completed with no problems.
- Friendly Practice.

- In my opinion this Practice is outstanding. Doctors are caring and available. Just keep the standards as high as they are currently and you cannot go far wrong.

### **June 2015**

Suggestions received:

- I've got the Internet bug so I would like to see Wi-Fi in the building. PS. The receptionists are brilliant!
- Pretty much anything to increase the level of in-practice treatment.

Additional comments:

- Very happy with the practice – always very helpful and willing to help. I have always been given an appointment very quickly, often the same day. Thank you.  
As I am a diabetic I would like to be seen by my doctor at least once a year.
- Quick and efficient.
- Good and punctual.
- Lots of suggestions.
- Excellent service, thank you.
- Appointment on time, lovely nurse.
- Happy with my visit.
- Dealt with effectively and efficiently.
- Very quick and prompt service. Very impressed.

### **May 2015**

Suggestions received:

- A TV in waiting room.
- Longer opening hours each evening as we both work full time and it's hard to get time off for appointments.
- Waiting room needs improving.
- Late evening appointments. On time appointments – this surgery is always 10-20 minutes late. Online subscription service/website. Friendly receptionists.

Additional comments:

- Satisfied with existing arrangements.
- All very good.
- Very satisfied with care at this practice.
- Seen on time, friendly receptionist and efficient doctor.
- Listened to the patient, understanding, fast.
- Comprehensive clinical assessment.
- Friendly.
- Excellent physio treatment I received.
- The appointment was on time.
- Efficient and quick.
- Excellent service and friendly.
- Prompt and well done.

### **April 2015**

Suggestions received:

- More doctors appointments.
- Courtesy is free! Out of hours for busy people. More services.
- Longer opening hours for appointments. Online booking system working fully across all depts.
- Mole clinic.
- Any equipment the doctors need to make their service even better.
- A clearer, speaking intercom, for the hard of hearing.

Additional comments:

- Great experience again. Very happy. Friendly staff.
- I have been coming here over 50 years and have found receptionists, doctors, most helpful, courteous and pleasant.
- Prompt attention and clear advice.
- Always helpful.
- Friendly service and useful advice.

### **March 2015**

Suggestions received:

- Ensure current, fast access to seeing GPs for both urgent and non-urgent appts is maintained.
- Better acoustic privacy between conversations with reception staff and waiting area/other patients waiting.
- Sat morning and Bank Holiday opening.
- Expand podiatry and physio.
- TV for information in the waiting room.
- Evening and Saturday appointments for GP and nurses for blood tests. Would also like to see better pre-bookable appointments for those of us that work far away!
- A water machine for patients.
- Bigger car park.
- Only one thing is communication – 1. To tell us/email when flu jabs are in 2. Why we are not offered NHS healthcheck.
- Improve parking.
- More flexible times for blood appointments.
- Online appointment booking facility. People that are in pain in the waiting area to be given greater priority access to GP despite appointment time. Children under 5 years not attending routine appointment be given priority access and a no waiting more than 10 minute rule be applied.
- Referrals to specialist services to be monitored and chased. Recent referral to CAMMS which were delayed could have resulted in obvious consequences.
- Car parking can be tricky at times but can't see solution to this. Return of baby clinic as I now drive to Shinfield as this is only convenient time for me. I work for IAPT – therapy room would be great here as all rooms are clinical.
- More out of hours appointments.
- More comprehensive information re vaccinations, ie. Date of vaccination, period of validity of vaccination and date of expiry.
- Be able to make appointments online.

Additional comments:

- Seen promptly and courteously.
- Efficient on time, excellent doctor and always warm welcome on arrival.
- Quick appt same day for daughter.
- Very satisfied with the consultation.
- The nurse practitioner was really helpful.
- Always get a good service and prompt attention.
- Always available appointments.
- Problem identified, course of action outlined and actioned – perfect.
- I had a very good day because the doctor was so good to me and I love that doctor.
- Dr Oakley was friendly. The appointment went very well. Dr Oakley was helpful. I came out feeling positive; Dr Oakley made me feel very comfortable and talked to me!!
- A good job well done by all. Well done.

- I am not sure in which area would be best but I am sure the surgery would put any additional money to good use. I have found the service at this surgery to be excellent.
- Very helpful and friendly staff. Very satisfied.
- I would not like to see this practice getting any busier as I am very happy with the service I receive and it's good to know that I can get a same day appointment when required.
- Overall, I find the practice very well ran. Myself and my children always seem to get seen on the day we need to. Occasionally I have found reception staff to be a bit rude!
- I like it as it is. No need to change for change sake.

### **February 2015**

Suggestions received:

- More toys in waiting area for children.
- Better toilets, sitting area. Some flowers and colour in the waiting room
- Automated booking service by phone
- Car park improvements
- Automatic doors

Additional comments:

- Longer lead times for appointments, eg. Over a month. Need at least 3 months minimum
- Additional OOH services to facilitate the needs of working people
- More midwife clinic time and possibly another GP
- I'm extremely happy with this surgery especially when I listen to what other people have to go through when they need an appointment or service with their surgery!
- I have found the facilities extremely good. When I have needed an appointment I have always managed to get one if I have telephoned at 8am
- The practice of treating the symptoms and not looking into the cause
- Extended hours. More flexibility
- More early/late appointments for both doctors and nurses
- Excellent service
- You have always been available within reasonable timescales
- Well Man/Woman clinic in-house. Physiotherapy at the surgery

### **January 2015**

Suggestions received:

- Sat/Sun hours or have additional nurse practitioners to deal with day to day.
- After 5pm consultations.
- Improved parking.
- Online booking for appointments 2 weeks +
- Less waiting times.
- General renewal of equipment and resources.
- Easier access to GP's. More appointments at shorter notice.
- More weekend hours.
- Longer consultation appointments.
- Regular check ups for pensioners.
- More accessible screening (eg. Cholesterol?)
- Website for ordering medication.
- Health checks for over 70's yearly.
- More appointments. Availability outside of core hours Mon-Fri/9-5.

Additional comments:

- The surgery is run well. Happy generally with this surgery.
- A larger, better funded practice would benefit all.

- You already deliver a great, efficient and helpful service
- I'm happy with the facilities. Thanks.
- Especially like being able to see a doctor on the day requested and if possible a consistent doctor or two.
- Reception clean and helpful.
- Currently very efficient.
- I'm happy with the way things are.
- Quite happy with the service as it is.
- Can't say that I would change a thing. Having poor health I have not found the practice wanting. My only wish is that cover over the weekend could be better.
- So nice to be able to come on a Saturday morning.
- Dr Oakley was extremely helpful and gave me her full attention.
- You are an excellent practice.
- I am very pleased with the practice and the GPs look after my family well.
- Satisfied with service I receive.
- I have been looked after very well indeed.
- Always happy.
- Very happy
- Friendlier staff - additional doctors/nurses to make appointments easier.

#### **December 2014**

Suggestions received:

- More car parking space.
- More evening appointments.
- TV in reception displaying health messages. Possibly would make waiting a bit more entertaining.
- Ultrasound and x-ray.
- More privacy whilst checking in using touch screen.
- More accessible entry (automatic doors).

Additional comments:

- It works properly for me. Very caring all the staff and doctors.
- We are both very happy at present. However, some increase in funding, I am sure it would be put to very good use.
- Happy with everything.
- Dr Evans is amazing!
- The staff are absolutely brilliant, caring people 😊

New Wokingham Road Surgery