

➔ Ronald on his Local GP Practice

A resident shares his positive experiences of his local Practice.

“I have just registered with this practice and received my new patient check today. From the time I registered, until my appointment with the nurse, I have encountered a very positive experience. The receptionists are helpful and polite, which has been a rare quality I have encountered at previous practices.

During my appointment, I was pleasantly surprised to find that my records had already been transferred over from my previous practice. Again, in previous experiences, this has been a rare occurrence. The nurse I saw was extremely attentive, thorough and was able to signpost me to the relevant GP, following the assessment.



‘Excellent care that is timely and thorough’

“The nurse I saw was extremely attentive.”

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On a final note, It was recommended that I sign up for their electronic service, which enables remote booking of appointments, ordering repeat prescriptions and access (although limited) to my records.

I have already recommended this practice to my family who are currently booked at another practice where the service has often been found to be substandard and I would strongly recommend this surgery to others who are local and looking for a new GP practice in the area.”

➔ ... and Roxanne on Hers...

A resident writes negatively about her Practice.

“I am disgusted by this surgery. First and foremost, the receptionists phone answering abilities are laughable - who has time in their day to sit on hold for 25 minutes? Unfortunately I do not have the means to pay for these phone bills. When you are lucky enough to talk to someone, you are greeted by rude, unhelpful and uncaring staff.

The first day I called 12 times, when I was answered the receptionist told me I had the wrong number and patched me through without explanation, to where I was left on hold for 25 minutes.



Roxanne tried for 3 days to get an appointment

When I called to book a review appointment, to discuss the current medication I am taking, with a specific doctor I was told that "we are unsure if the doctor will be in the surgery that day" (in 2 days time) and that I can see a different doctor. When I explained why I needed to see that certain doctor they responded very sarcastically "well, what would you do if that doctor was on annual leave?". I did not appreciate the tone.

This was the third day in a row I had tried to get in contact with the surgery to get an appointment, on one morning I called 32 times (evidence of which I have on my call list) with no answer. Completely unacceptable. Needless to say when my treatment is finally addressed I will be transferring to a different surgery. Having said that, my GP is a wonderful doctor and was extremely helpful in helping me with my condition, so I will be sorry not to see them for treatment in the future.”

“I was left on hold for 25 minutes.”

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