

In response to patients suggestions please see responses below……..

**Water chiller/drinks machine or an open window** – *we are unable to provide a water chiller or drinks machine due to cost and also health & safety. Reception will endeavour to ensure a window is open in the waiting area during the warmer climates*

**Why can’t the surgery open weekends?** – *the surgery is part of the GP Extra Scheme where patients can be seen by a GP for routine or emergency appointments after closing and over the weekends. PN appointments and Health Care Assistant Appointments are also available. Please see our Facebook page or website for further information*

**No appointments available 4 weeks in advance. Receptionist not nice** *– the practice recognises that if can sometimes be difficult to book an appointment in advance. The Practice are currently looking at the appointment system to try to improve access. Receptionists are trained regularly on customer care and we always strive to ensure our Receptionists provide a good service. If you feel you do not get a good service please speak to one of our Team Leaders in reception.*

**Difficulty getting an appointment at 8.30 – when I finally get through all 12** **appointments taken** – *the practice has increased staff capacity on the telephones to help with busy telephone periods. You can also book appointments online.*

**Clean seats in waiting room more often –** *the practice will check with the domestics to ensure chairs are cleaned regularly*