

Number	Comments – 2013 GPAAQ
1	Main complaint appointment system. All is well if something can be arranged 2 weeks ahead. The 8.30am ring in is difficult by the time the engaged tone is clear and access to receptionist is available doctor usually fully booked.
2	I would like to be able to make an appointment at the reception desk and not over the phone as I am deaf.
3	Dr Billings good and helpful with regards my breast cancer, Dr T is very good with the rest of my family.
4	Parking difficult.
5	Making appointments by telephone is VERY frustrating the telephone number is usually engaged from 8.30 thro till 9.00am by which time it is too late to get an appointment, particularly to see the same Dr.
6	I always find Staff and Drs at the Surgery to be very friendly and efficient, but I would prefer to be called by my Christian name this would create a more personal relaxed village atmosphere.
7	More friendly receptionists- More appointments available throughout the day.
8	Very happy with Practice
9	I have no fault to find about any of the GP's whatsoever & never have had.
10	Receptionists – Helpful? Depends on which one most very helpful one NOT.
11	Always a first class service.
12	Having only used the NHS service since it started and lived in Surrey since moving to Broadway 25 years ago without doubt BCS is the best Surgery in every detail and to my mind the best in the country.
13	Think this is the best practice in this area.
14	Always excellent
15	Fabulous
16	Thank you very good
17	It would be useful to make appt ½ days in advance as not always urgent to be seen on the day. Also phoning at 8.30 is awkward if doing school run, by time you call at 9-9.15 all apps for day can be gone especially if you want to see a particular GP.
18	Some members of staff are more efficient than others. Some of the Reception staff have been quite rude/abrupt.
19	Open at weekends and more GP's
20	Compared to remarks made by friends about their Surgeries, I think we are very well served here (but then at the moment I rarely attend).
21	Getting through on the phone.
22	Good and friendly

23	I find the appointment system frustrating as on most occasions you need an appointment that day (Which is the system) and unless you can get through on the phone at 8.30 they have usually all gone by 9.30 -10.00am and you are unable to be offered an appointment the next day and get the same result! It seems that is necessary to insist that you are seen that day and that doesn't feel comfortable as I know how busy everyone is.
24	I would like to be offered more preventative care i.e. routine blood pressure, cholesterol, blood tests or even keep well clinics.
25	Problem with treatment/flu jab – confusion with age.
26	I feel that the fact you ring from 8.30 to be told at 9am when you finally get through there are no appointments and when you say its for a child or it is important you get one – Why would you be ringing if you didn't need to see a doctor. Appointment system is a nightmare.
27	It is difficult to get through on the phone in the mornings and this must cause some difficulty. If the proposed increase in housing in Broadway goes ahead I support the practices view that another doctor would be needed. I would not favour (for the same reasons) if non catchment arrears patients were to register. I think our GP Practice is excellent.
28	Difficult to get through to reception from 8.30 sometimes by the time you get through say 9am no vacancies left for that day.
29	Extreme difficulty in getting through on phone is very frustrating
30	Phoning – 8.30am onwards not very east after 9.30 very easy.
31	Difficult to get through on the phone impossible to park.
32	Everyone without exception is a pleasure to have any dealings with.
33	More personal answering phones in the morning i.e. first thing.
34	All doctors and staff are excellent trying to get through on phone is difficult parking also difficult.
35	Generally an overall very good practice
36	We are very lucky to have such an excellent surgery.
37	I usually feel comfortable & at ease at the Surgery. All the doctors are friendly and gentle with my two young children
38	Very helpful in all things
39	Would help if ring back was taken off Surgery telephone line as does not work anymore.
40	Improvement in appointment times over the last year change in telephone line is an improvement.
41	Always consistent with my vit b prescription. Super Practice.
42	Very pleased never any problem only small car park
43	We are so lucky to have this Practice.
44	I only moved to Broadway May 2012, so far so good.
45	Difficulty in phoning at 8.30 so continuously engaged.

46	Not easy to get through to make appointment. Urgent appointments need definition.
47	Whilst I appreciate the phones are busy first thing in the morning I tried for 15 minutes (Between 8.30-8.45) to ring and make an appointment. Line engaged between these times. By 8.45 all appointments for today had apparently been taken although someone finally fitted us in. Thank you.
48	I have been involved in the health service for a number of years and do understand and have come into contact with GP's across the country and for this reason generally have a deep dislike for the profession based on incompetence, financial motives and various consistent behaviours. However the Practice should be very proud to include Emma Billings, with great sincerity and understated I do believe from our experience she is an exceptional GP based on her manner and willingness to go beyond the call of duty and a real integrity in her consultations. A true pleasure to deal with an ambassador to the GP Practice. Generally you should be very proud of the Surgery whilst I am unsure about clinical outcomes the practice GPs seem to be head and shoulders above the country norm. Very good experience with Dr Hughes today- more engaging than last time.
49	It is a great practice but lately getting an appointment on the day is a nightmare! From 8.30am when the phone lines are open it is impossible to get through. When you eventually get through all the appointments for that day are gone! Try again tomorrow but exactly the same! Try again the next day- no change! Eventually manage to get squeezed in on an URGENT appointment, which you tend to feel guilty about, because it is necessary but not URGENT! I suppose the answer is to go to the surgery when it opens at 8.30 and queue, but living 5 miles away this isn't possible. Sorry to complain- as I do appreciate the service, but this is very frustrating. Thank you. It must be a difficult for the receptionists who do an excellent job. Many thanks