

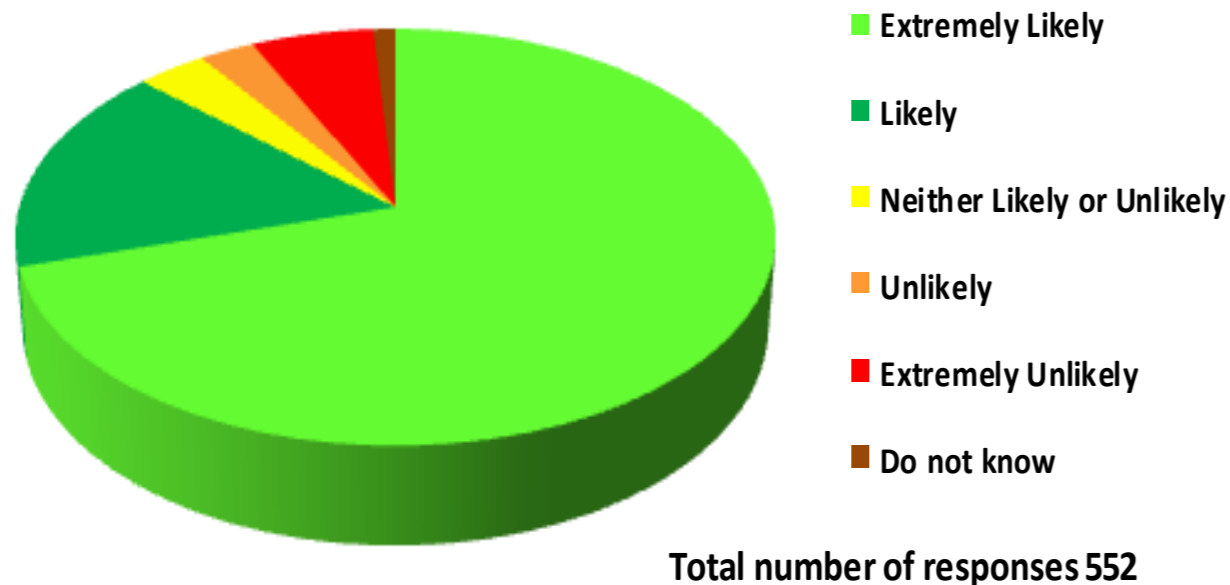


The Friends & Family Test

Sparcells Surgery

Patient Participation

How likely are you to recommend our GP practice to friends & family?



Your comments about Sparcells Surgery

- Thank you for getting my baby in to see the GP so fast. Service great as always.
- Very impressed with the nurse my daughter saw today.
- I am very impressed with all your nurses and would like to say thank you, I don't usually see a doctor now as it isn't needed.
- Excellent service brilliant support for diabetics, professional skilled admin staff just an all round excellent surgery.
- I would like to let you know the nurse that done my smear test was really lovely and made me feel relaxed and gave me good advice.
- Doctor is always thorough and listens to me. Thank you I do appreciate it.



You said:

The receptionist was absolutely lovely today, and so was the doctor, but I couldn't recommend the surgery because it takes 5 weeks to get an appointment!!!

Our response:

There is a national shortage of doctors and nurses, however waiting times would be reduced if patients cancelled appointments they didn't need so they could be given to others, instead of just not turning up and wasting them.

You said:

I would like to have a better choice of appointments and would appreciate an online booking service

Our response:

We offer appointments with a wide range of clinicians. Online booking for some of our appointments will be coming soon.

You said:

Would be nice to have mags to read while waiting to go in

Our response:

Unfortunately magazines can spread infection and this is why we have an electronic noticeboard in the waiting room.

Thank You