

**Peel Group Practice  
2015/2016 - Total Returned 107**

**STOP:**

No complaints noted left blank	<b>69</b>
Waiting time to get an appointment	<b>16</b>
Doctors running late	<b>3</b>
Reception / Triage appointments - being asked too many questions when making an appointment	<b>6</b>
DNA's - missed appointments	<b>9</b>
General	<b>5</b>
(1 had two separate comments)	
<b>Total</b>	<b>108</b>

**Particular comments - STOP**

**DNA's - start charging**  
**Stop asking if appointment is an emergency / asking too many personal questions**  
**Wrong appointment times being given when patient booking appointment** - human error we do try and get patient seen  
**Continuity with same Doctor** - 7 partners and 2/3 trainees - majority GP's part time. Availability to fit in with patients needs can be difficult  
**Older generation taking up early/late appts makes it difficult for workers** - all patients treated the same

**START:**

No complaints noted - left blank	<b>54</b>
Improve waiting time to get an appointment	<b>27</b>
Doctors running late - improve time keeping & communicate delays	<b>1</b>
Reception - more staff to cover front reception	<b>1</b>
Online appointments - to book and cancel online - online access has been introduced up and running since September	<b>1</b>
Text Reminder about appointment	<b>4</b>
<b>Total</b>	<b>88</b>

**Particular comments - START**

**To see same doctor** - appointments are usually available 6-8 weeks ahead of time - patients can book ahead  
**Earlier / Later / weekend appointments** - Practice open 8am - 6pm Mon-Fri  
**Information for arthritis sufferers** - posters on wall and patients can ask for leaflets if required  
**Resources for male cancer issues** - posters on wall and patients can ask for leaflets if required  
**More telephone appointments with a doctor** - this has been increased and working well  
**More telephone lines** - there are 5 telephones in reception, subject to staffing levels they can all be on, but during busy periods you will get the engaged tone  
**Communicate results from blood tests even if okay** - not practical we do ask patients to contact surgery to get their results  
**Using nurses for more minor clinical work** - we now have trained Health Care Assistants who do the minor work enabling the Practice Nurses to do the Chronic Illness Clinics

**CONTINUE:**

No complaints noted - left blank	<b>11</b>
Nice friendly efficient considerate and polite reception staff	<b>30</b>
General - practice is working well, patient satisfied	<b>77</b>
<b>Total</b>	<b>118</b>

**Particular comments - CONTINUE**

**Cleanliness of Practice**  
**Telephone appointments** - excellent can speak to doctor so you can have a private word  
**Online services, prescriptions and appointments**  
**Children's appointments** - parents always spoken to if on triage and appointment usually given  
**Telephone manner improved**  
**Customer Service much better**  
**Practice gives a good service to patients**  
**Excellent Nursing Care**