



## **Feedback - Friends and Family Test Comments received during May 2015**

Great doctors and practice nurses. Reception is a bit defensive on the phone - particularly about the website and online prescription ordering. The website is v confusing - all info has same weight. Needs much better patient focussed design.

they are a very caring practice and look after your wellbeing to the best of their ability. I recommend the practice every time I get the chance.

My family have been under your care for over 7 years. In that time I have never had to wait for an appointment for me or my children. Liason with the hospital has been superb and you are all fabulous. Exeter is so lucky to have such a great surgery.

Lovely to be met in waiting room by doctor - handshake. Parking can be a problem. Nurse dawn excellent - more such extra trained nurses may ease GP's load.

Is there a community group, run by the practice, that keeps an eye on wider health issues for young and old - issues like depression / loneliness - listening fraught with difficulties, of course - but something "wholistic holistic". Something relating to the complete person and the community / wider family.

I think the service I get from my doctor and nurses are above average. Don't need to change anything. Keep up the good work

My family live in another part of Exeter - have another GP.

Not quick to answer the phone at reception - very slow to take appointment get info. Otherwise everyone helpful and very efficient.

I cannot think of anything to improve this excellent service.

Brilliant service our Dr (Alex Harding) has been fantastic as well as the duty Drs.

More use of IT

None at this moment

Good standards are never finished and should evolve to meet the changing need. This surgery meets this. Well done.

Administration lets down clinicians - Frequently! Not clear for booking online who can take bloods. Would have been nice to be informed about change of GP.

Have had great difficulty over recent months in getting treatment at weekend, bank holidays and evenings. Ill patient had to go to A+E and wait, when should not have had to go out. Lack of home visits is deplored. Nursing service did not ring back / turn up. Own doctor often not available for over 2 or 3 weeks v that only 2 days a week.