

* **“When you want to see your own Doctor you cannot see him and her”**
* **“Being able to order repeat prescriptions on the phone”**
* **“Extra telephone lines”**
* **“Only issue for me personally is wait time on the phone”**
* **“Telephone access – not wanting online access”**
* **“Very difficult trying to contact GP for appointments”**
* **“Need to improve phone service – wants 8am appointment”**
* **“Please improve car parking”**
* **“Open practice in afternoon”**
* **“Chances of seeing a Doctor/Nurse within 48hrs – Needs improvement”**
* **“Drop in blood tests, rather than appointment. Would rather get through to Receptionist rather than a recorded press 1 etc when phoning”**
* **“The telephone – Specific option for appointments (e.g 1 for appointments, 2 for anything else)”**
* **“Reducing the length of time to have an appointment”**
* **“Can take 20 to 30 minutes”**
* **“Later appointments for working people, i.e 7pm appointment, keep late appointments for people who work only”**
* **“Telephone – dedicated line for patients?”**
* **“Generally use the practice for getting prescriptions, rarely see a Doctor”**
* **“Poor if there is a meeting in the morning”**