

* **“Longer opening hours & improvement in answering calls – never get through easily”**
* **“Phones”**
* **“Better chance of getting seen by a Doctor when you phone at 8am”**

**“Surgery does not allow advance appointments”**

* **“Getting to see your ‘own’ Doctor in a shorter time – sometimes it’s a 4 week wait!!”**
* **“Getting through on telephone (although uses online access)”**
* **“Longer hrs/Saturday surgery”**
* **“Getting through on the telephone is very frustrating!”**
* **“Long delay before getting an appointment (if not an emergency)”**
* **“Patient access”**
* **“As someone who prefers quiet to noise, I find the background music/radio in the waiting room irritating. Work days are long so more evening surgeries would be useful”**
* **“Trying to get an appointment, came at 8am to get an appointment, and as stood up desk, appointment had just gone”**
* **“Should be open till 10pm each night for working folk”**
* **“Access to out of 9-5 appointments”**
* **On one occasion, medication was not removed adequately and two lots were taken – she was asked to use her own discretion”**
* **Reduce waiting times and have more available slots with reduced wait appointment times with preferred Doc & Nurse”**