

* **“I can never get them on the phone and when wanting an appointment, you have to wait weeks. Reception staff are nasty”**
* **“Later appointments for working people, i.e 7pm appointment, keep late appointments for people who work only”**
* **“When phone to see Doctor, can’t get through have to wait weeks to see Doctor. Staff not helpful”**
* **“As a working person, I have booked evening appointments and still had to wait for my appointment. Perhaps ensure that only working people attend these appointments rather than retired people or children who can attend in the daytime”**
* **“Making appointments particularly if you want to see a specific Doctor”**
* **“Opening hours during the day/weekend. Would be nice to see the GP of choice. Impossible to get appointment. Longer appointment time”**
* **“Depends on the Doctor”**
* **“Chasing up patients for follow-up”**
* **“Old-fashioned Saturday morning surgery”**
* **“My only problem is having to speak to GP to book an appointment. It is not always possible to do this when at work”**
* **“Possibly open during evening for those that work during the day”**
* **“The line in the morning is very busy. Never have opportunity to speak to Doctor”**
* **“Have Receptionists who know what they’re doing and understand people well”**
* **“2-3 days opening late – needs of the service”**
* **“Just trying to get through on the phone”**
* **“Have a different telephone number for emergencies and to cancel appointments. Can take 20 minutes or more to get through”**