

* **“One GP needs to retire definitely out of touch”**
* **“Sometimes it is a long wait on the telephone to get through”**
* **“I know at lunchtime it’s closed, however would be beneficial to keep open all day long, even if it is limited use of Doctors, so there’s someone available all day”**
* **“Communicate better with the patient”**
* **“Sympathy, desire to care, understanding of pain!”**
* **“Better telephone response”; “Better telephone system and perhaps an e-mail address”**
* **“More phones”; “Telephone lines”; “Phone access”; “Improve telephone lines – contact”**
* **“I always fail to get through on the phone and have to walk to the surgery”**
* **“Just more telephone lines – more if could have”**
* **“Contacting the surgery, as calling by phone will often get very busy. Maybe creating an IVR or calling queue system?”**
* **“I’ve waited at times an hour past my appointment time. Maybe need an updated appointment system?”**
* **“Answering phones”**
* **“Care of patients”**
* **“Increase hours in which you could phone to get same day appointment, at the moment it’s very hard to get through to the surgery at 8am in the morning. Make more same day appointments for morning as well as evening. Possible reduction you have to wait to get a booked appointment with a Doctor of your choice”**
* **“Sometimes it’s difficult to be able to call at the night time, even if you do so, once you get through 9/10 times appointments have all gone”**
* **“Booking appointment for same day – phones are very busy but can’t be helped, I guess!? Focus on prevention through early diagnosis; include ‘alternate’ treatments –acknowledge them please – especially when western medicine can’t work out why symptoms present themselves. However, not all practitioners are reputable – must find right ones”**
* **“Have an extra phone line – always chock block, even by 8:20am all are fully booked, routine appointment can take up to 4 weeks sometimes.**