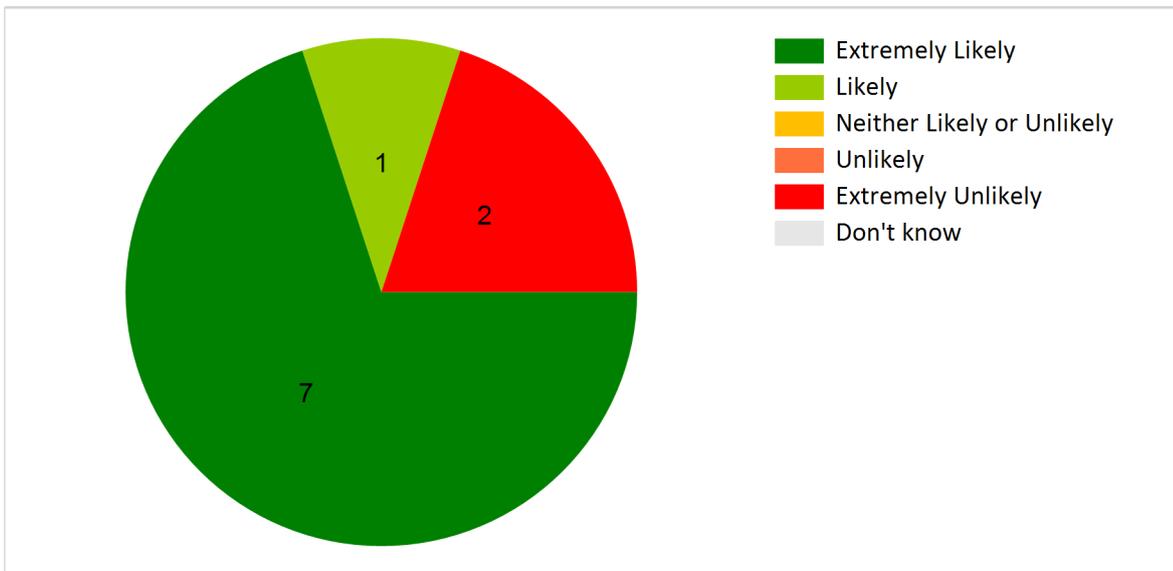


The Mill Medical Practice

Start Date: 01/04/2015 End Date: 30/04/2015

Feedback Type	Reponses
Manual	9
Public	1
Total	10



What is your main reason for choosing that response?

Good Service Attention, the only downside is sometimes there is a difficulty in making an appointment

Excellent service appointment on time and DR Overington very knowledgeable. The receptionist are also friendly and professional

No

The doctors employed by the Mill practise are really good and I have no complaint about them what so ever.

What makes me furious is the horrible appointment booking process. I work in London in a senior role and can NOT just stay away from work if there is a slot available. You can only book a slot a day in advance (my NHS account stopped working). You can only phone in to the automated booking system after 1830 - is this a joke or so? and when I call the receptionist during the day to explain my situation, they do not care and say I need to call in after 1830 when the slots for the next day (and next day only!!!) are released. Do you think I can change my agenda after 1830 if there is a slot available (usually there is not even a decent slot available!)? The people I am going to meet may be travelling in from far away. In order to have an issue investigated, I booked a private appointment (70 GBP). I have raised this with the Doctors before but they said they could not change this.

So good Doctors, but I can't book an appointment with them!

Staff and Doctors are great but it is impossible to get an appointment. Right now I have an ear infection (get them a lot) but I just have to suffer - hopeless.

Firstly the receptionist was extremely helpful in facilitating my appointments. I saw Melisa the practice nurse and Dr Kacker both of these ladies were SUPERB. They treated me compassionately, professionally and humanly. I was given time and patience, all my questions were answered in a non patronising and really informative way. I have very serious medical issues and came away from these appointments feeling far more confident and better informed than at anytime since my diagnosis. thank you.

I never have a problem seeing my doctor or another available doctor on the day I need. A lot of times I can get an appointment first thing in the morning or the same day or end of surgery on same day. I am happy with my medical practice and my doctor.

The standard of healthcare at the Mill Medical practice in Godalming is of the highest order -in every respect. My wife and I have no hesitation in recommending the Practice at every opportunity

Because of the excellent Service given to the patients

Very efficient automated telephone booking system! Twice have rung after 6:30 and got appointment next day.