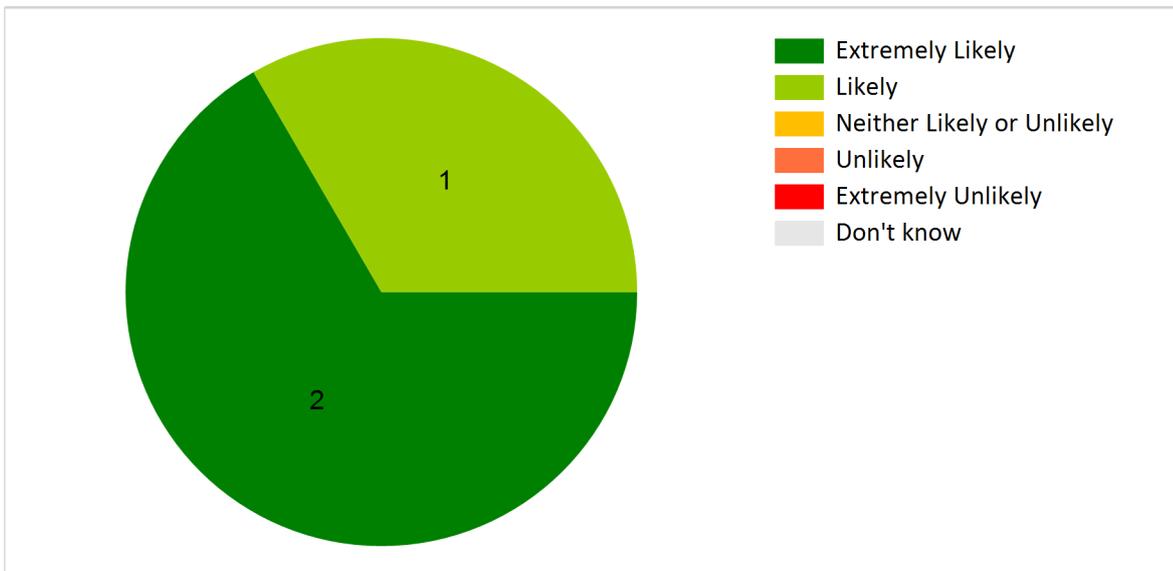


# The Mill Medical Practice

Start Date: 01/06/2016 End Date: 30/06/2016

Feedback Type	Reponses
Manual	2
Public	1
<b>Total</b>	<b>3</b>



## What is your main reason for choosing that response?

Have been a patient with this Practice (and, previously, as The Square Surgery) for many, many years and have always received wonderful care. However, today I had an appointment booked for 09.10hrs and was still sitting in the waiting room 30 minutes later with no explanation as to why there was such a wait. Eventually, I left the waiting room, went downstairs to Reception, where I was told that they were a doctor short and that other doctors were having to cover the absent doctor's patients and that I should be the next patient to be seen. Rushing back upstairs to the waiting room, fervently hoping that my name hadn't been called whilst I was away (it hadn't been) I was eventually seen 40 minutes after my original appointment time. Considering the dreadful public transport provision which serves this surgery - buses only about every 2 hours - this can cause real problems. I really do feel that there should be a system by which patients waiting can be informed of any delay without them having to leave the waiting room and risk missing being called. This is in no way a criticism of the the doctors who are great and we all know that delays happen, but surely, surely, you should let waiting patients know of any delay. I would also mention the most dreadful availability of online appointments - I understand appointments are released to the net at 6.30 p.m. daily but bitter experience has shown that unless you are waiting, fingers poised, at that time, then invariably the message is: 'There are no appointments available for you to book'. But your appointments system is a whole new can of worms which I do not intend to fully address here.

No Comment

Friendly and helpful