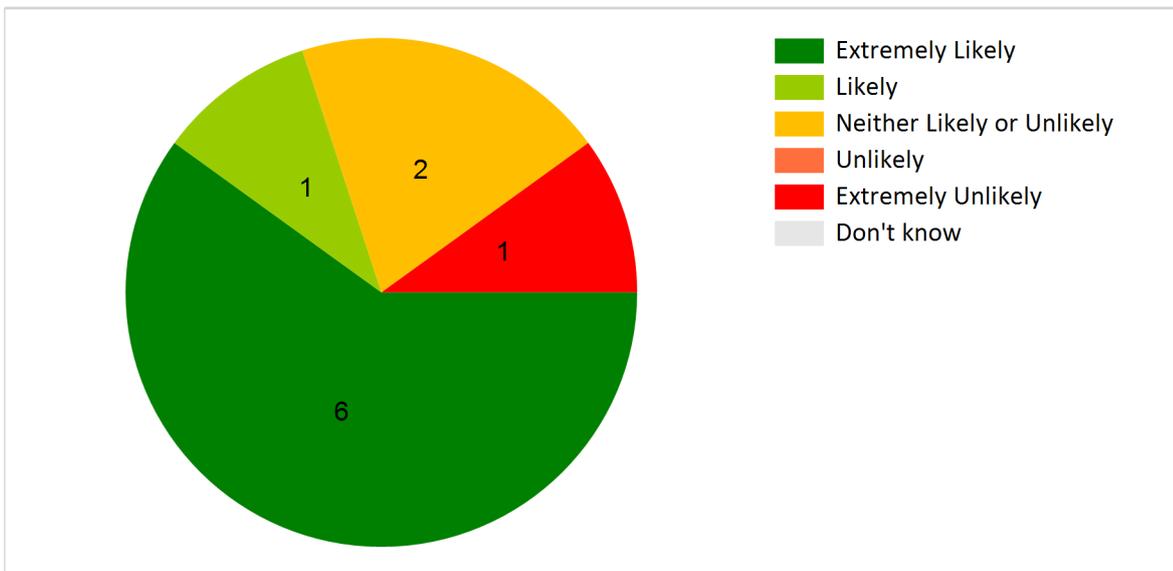


The Mill Medical Practice

Start Date: 01/05/2015 End Date: 31/05/2015

Feedback Type	Reponses
Manual	9
Public	1
SMS	1
Total	11



What is your main reason for choosing that response?

- Lovely practice. Good care. would love a tea and coffee machine and more magazines in the waiting room.
- Unsatisfactory having to phone up on the day and not necessarily being able to see the usual doctor but someone new
- I met with Dr Kacker who is fantastic. She was patient, understanding, sympathetic and listened to my concerns. However, I was deeply alarmed and shocked at the difficulty with which I had to make an appointment. It took a total of 57 phone calls at 8:03 this morning to make an appointment I find this outrageous and deeply concerning
- No comment
- My doctor - very efficient caring and friendly and most reassuring! - Excellent examination of condition. Will even do home visit if needed! Usually possible to get suitable appointment within reasonable time though sometimes a short delay!
- The main reason for my answer is I have trouble getting a appointment with my own (Dr Clark). Today she was very helpful and caring. she is not on the night machine. I have told her about ten times but nothing is done. not everyones got a computer.

The service from the doctors is excellent. However, the appointment system just does not work. The waiting times get longer each time I visit. Even when I am the only one in the waiting room I am still waiting for a least 30 minutes. I have in the past waited an 1hr 20 mins.

1. Too few appointments available, was offered an appointment the day after phoning or 12 days later. This is too long to wait.
2. No issue with GPs themselves always good service from them.

JA

I receive good care.

Feel extremely supported by care and treatment for recent reaction to insect bite (leading to a bad allergic reaction). Both GPs I have seen have been warm, personable, caring, supportive, clear about treatment and simply wonderful. Thank you.