

Is there anything good about your healthcare ?	Is there anything that could be improved ?	Any other comments?
		The overall service is excellent.
	Same day appointments	
		Overall very good service.
		Everything good and satisfactory
On the whole an excellent Surgery		New telephone system is infuriating and its difficult to make appointments
I have always received excellent healthcare service		
		Excellent treatment with all Dr's
		Dr Crouch very nice and helpful
		Very pleased with the service we have always had
		Very satisfied the whole team are excellent.
	In the nine years I have been at the surgery I have only been able to see my own Dr twice. No continuity of care.	
		Emergency appt does not cover 'urgent' appointments that may have disappeared by the time of appt.
Reception staff always so helpful and friendly - Thank you	Appointments running more to time.	
The Saturday morning Flu Clinics are well organized & helpful.	Keep the status board of professionals up to date.	There was no communication about Dr Wallers impending retirement and the arrangements which would be in
Am very happy with the service I receive from the Surgery, feel very supported by Dr Di Biasio		Later appointments would be good as I work in London
	A Saturday morning Surgery for a couple of hours would be useful	
	Dedicated doctor preferred -continuity of care.	
		Maybe a quiet Radio. There was one in my last surgery & it put you at ease a bit.

	Need for Emergency appointments on a Saturday	
		Bleep on call board to loud !
		Very pleased with the service provided by Wye Surgery team. Thank you
It is a very good Surgery- Miss Dr Waller	Online availability would be useful as I resent the charges for new telephone system	
	It would be helpful to know how late the Dr is running	
		Great Surgery, great GP's and nurses
Very good Surgery all round		
	It would be helpful to have a Saturday morning Surgery	
		Please ,Please do something about the telephone number-takes far to long to get to reception
especially tee Dr's Nurses and		wye is concerned and treats me with respect.
You are able to see a GP or nurse privately if needed.	The nurses could be available more often.	
	Parking	Expand for the larger catchment area of Ashford
Consultations always thorough	Availability to see usual Dr.	
Community Nursing Services		
	Get rid of the ridiculous phone system - it waists peoples time	
	Get rid of the ridiculous phone system - it waists peoples time	
	Get rid of the ridiculous phone system - it waists peoples time	
		Always dealt with to a high standard

The GP I usually see is very good and takes my medical history into account therefore I do not have to repeat it each time.	Communication about the Practice, I didn't know about late evenings until I filled in this questionnaire, they seem to be booked a month in advance.	The way I see a GP or nurse on the same day is by arriving at the surgery about 8:20am. I usually ave to wait around 3 weeks to see my preferred GP, which is longer than desirable. If I want to see a GP sooner, I have to claim it is an "emergency" and get a same day appointment.
	Appointments outside working hours	
Surgery is excellent with very good & considerate Drs		Seems difficult to get appointments in same week - either have to say its urgent or wait a couple of weeks
Yes the prompt way my problems are dealt with	A more friendly approach from one or two of the Dispensary staff.	
The nurses are fantastic, have been unhappy with Admin in the past but this seems to have improved.	Dr Fox and Dr Crawley and Nurse Practitioner are excellent.	
Very pleases with my Healthcare thank you		
	Appointment to see specific Dr usually takes 2/3 weeks	Telephone booking can take along time to get through
Friendly, caring and professional care.	Prescriptions available to Non-dispensing patients, opening hours on call board.	
	Do not like the new Telephone system	
Been with Surgery since 2010 has been nothing but excellent		Well done N.H.S
		Every time buzzer goes you look up, could we have a different sound for calling patient and normal messages
		Extremely satisfied with the current arrangements
Very personable, friendly approach	Saturday Opening please !	Maybe the surgery could be more proactive in ringing you if there is a problem with your test results

	Later Evening Appointments	
		On the whole I find the whole Surgery excellent
	Would like to see more preventative health services	
	telephone system	
Good in all Departments	No	Staff try very hard to help & please
		Scrap the current telephone system -to impersonal !
	I notice a number of appointments are being missed for patients.	The new telephone system does not help, waiting several minutes to get through it's annoying and expensive
All very good - reception gives a caring approach - Drs excellent.		
Very good links with Diabetic consultants		Overall up to date practice, opportunity for Saturday consultations.
		Quality of Clinicians Excellent
Dr's/Nurses exceptionally good	Availibility of own Dr in shorter waiting time	Overall very good service.
I feel that this Surgery is working with its patients to provide a good level healthcare. I hope the NHS Let this continue	I would like to see a revision to the old telephone system, one which does not cost me more money. I think the new system is neither better for patients, in my experience it is both more costly and less efficient. The Surgery owes it to its patients to improve this system, or it could lose patients.	
		Training given to reception team on how to be more patient friendly
		I feel that the new telephone system is very time consuming and perhaps (not sure) expensive
		Extremely satisfied with service we receive. An excellent Dr's
The Dr's are always very thorough and the antenatel care was excellent		
I have always found the care at Wye very good.		
Surgery pleasant and helpful staff	Routine recalls for tests, there does not seem to be a system for this	Bleep on call board to loud !
		Overall an excellent service, occasionally the receptionists can be rude or impatient.

		Always receive excellent care from doctors/nurses/midwives at Wye Surgery
	Availability to see usual Dr.	Surgery very good
Fantastic Surgery	Parking is very difficult on some days, Saturday appointments would be good.	
There are some very caring staff who understand the worry going to the Dr can create- not all staff but still a bonus.	The opportunity to see Dr of Choice more quickly	
	Provision for Emergencies at the weekend.	
	telephone system	
	Dispensary staying open later	
Generally very impressed	No	
	Opening on Saturday for the working people	
I always feel the Drs are very thorough.	Being able to book appointments on line would be a lot easier	Parent & child parking space would be helpful.
Dr Crouch very good at listening to problems	I want to see the same Dr all the time.	Reception staff are always very helpful
Always available to get an appointment quickly	Parking space	On the whole Wye surgery provides an excellent service, for which I am grateful.
		Dr Crawley & Dr Crouch are in my view, really brilliant Dr's & wye Surgery is massively enhanced by them. I have just seen Dr Crawley and as usual found him attentive, helpful with a brilliant manner and I assume(&hope) medical knowledge.