

Wye Surgery **askmyGP**

Patient Feedback, Aug 2018 - Feb 2019

17 Feedbacks. 15 Positive and 2 Negative.

1. AS my problem was acute. This was picked up the same day and dealt with despite my error. I was enormously impressed with the treatment at Wye Surgery
2. Thanks so much for yesterday. Much appreciated
3. Was contacted quickly, had an appointment on the same day and help with my issue. Very happy - thank you!
4. A quick response. Saves wasting the Drs time. A shame I didn't use it sooner.
5. Was contacted quickly, had an appointment on the same day and help with my issue. Very happy - thank you!
6. Fantastic service, thank you.
7. This is a perfect service. No waiting in long telephone queues and problems resolved very quickly. Also, extremely good when an error has been made an apology is forthcoming. That means an awful lot with patient-Dr relationship and trust.
8. Needed to see a GP urgently and the system enables this to happen efficiently. Good to give patients options on how to interact with the surgery.
9. I am new to the surgery and I am delighted with the speed and efficiency of this service, so much easier than waiting by the phone for a call
10. Thank you very much. I think this new service is better in the case of minor matters, as it uses up less GP time.
11. First time user of the system, very good indeed and will use again
12. It's my first time using this system and I am very impressed. I received a very quick response to my request sent this morning. Will not hesitate in using this service again. Many thanks.
13. Great service now that we can quickly ask advice from the doctors if the enquiry is not urgent.
14. GP gave a very helpful reply dealing with the issues comprehensively
15. I received a reply timed at 18.39 asking me questions but no facility to reply. It looks as though the doctor has closed my question??!!! I will have to contact them on Monday.
16. Initially I could not log in, but whatever was happening has been resolved, and I have now had my request responded to, thank you so much.
17. Thank you for your reply. An explanation of why the 'drugs' were not repeated when I requested them would have been appreciated and would have saved a second request, a trip to the chemist , 2 phone calls to the practice which took a long time to be connected, an "task" note from the dispensary team to the doctor, and a request on Ask My GP.