

# Patient Feedback

Date/Time	Comments
15-08-2018 15:44:42	I appreciate the use of the various systems for patients to access, & means of contact/communication. Thank you all at Wye Surgery :-)
13-08-2018 11:23:08	Its easy to use but feels very impersonal
13-08-2018 09:20:25	Easy to use
02-08-2018 12:14:26	This is a very good way to contact a Doctor.
27-07-2018 10:36:58	quick and easy. No need for a call during work, can be done discreetly at my desk.
23-07-2018 11:26:35	Excellent service. Prompt and personal.
21-07-2018 13:51:38	Very easy to use so far.
20-07-2018 17:04:33	You request a call back you get emailed and this doesn't help at all ontop of that using this service doesn't feel like the surgery care for it's patients it feels like a palm off
12-07-2018 09:22:33	Excellent way of asking a question that can be answered when there is time.
12-07-2018 09:12:09	Excellent resource
11-07-2018 15:08:56	Phoned surgery to be told unable to book appointment an told appointment sheets not available till 23rd July. Incredible
05-07-2018 12:33:50	Easy to work but I don't know how quick the response will be yet. Advised to use this by receptionist as no appointment available
28-06-2018 11:28:27	It seems a very sensible way to get in touch
15-06-2018 12:20:40	Very swift and efficient service. Easy way to get response from doctor quickly.
07-06-2018 18:39:39	I'm confused by the response: Some basic punctuation may clear it up.
05-06-2018 18:59:08	Most helpful and speedy.

04-06-2018 08:58:24	Easy to use but first time I wasn't aware that an appointment had been made for me to see a doctor as nobody told me.
30-05-2018 11:36:48	Easy to navigate
25-05-2018 13:54:08	this is a fabulous service saving over worked doctors time and patients too. thank you
17-05-2018 11:17:33	Very simple to use . However, had to complete ALL details again when telephone number had been provided with international dialling code.
15-05-2018 10:29:52	This seems like an excellent idea - easy to use and saves us and yourselves wasting unnecessary appointment time Thank you
14-05-2018 06:45:08	A very long winded process, also does not always recognize you.
13-05-2018 09:39:10	Excellent service, quick, convenient and easy. As usual from this practice a professional prompt service.
13-05-2018 09:20:46	I received a prompt helpful response Since you don't know what question is coming next, the information I entered was repeated. It might be better if two or more questions appeared on the same page.
08-05-2018 21:39:05	Not enough space to write about issue Very Impersonal this form was used as not happy with the telephone system as no time slot given except for a window of between 4.30 and 6pm. I had to take call in Sainsbury's for the whole world to hear health
04-05-2018 12:14:53	very good service
30-04-2018 10:55:26	Great
30-04-2018 10:38:27	Very good - I really like this option as can take time to explain issue and reduce time taken with GP.
25-04-2018 21:39:20	I have used this device for both myself and my daughter and I have found it an extremely useful tool. It's nice to be able to ask a question without having to take an appointment where it may not be necessary.
18-04-2018 21:36:24	Excellent! Thank you!
18-04-2018 14:18:00	I have failed twice to log back in

16-04-2018 11:23:21	OK but it gave me the choice for a telephone call back, which I requested, but when I sent the message it said the response would only be by email and to call the surgery. This is confusing.
16-04-2018 09:43:39	easy to use, but limited in putting history of complaint, initially
16-04-2018 09:07:15	Quick convenient and able to confront personal issues more easily
13-04-2018 12:12:34	I really like being able to contact my GP via the internet as I do not like using the phone. The process was simple and easy.
12-04-2018 08:34:07	Will wait and see when I get a response.
11-04-2018 21:24:41	Unable to access response despite entering correct user name and password
10-04-2018 15:49:21	Very easy to use - although I am not always sure what is supposed to be stated in each box. 100 characters for the first box is very limiting.
09-04-2018 17:44:20	Not working very well. Although Wye Surgery has sent me a message the system does not respond to my need to access.
09-04-2018 17:44:19	Not working very well. Although Wye Surgery has sent me a message the system does not respond to my need to access.
09-04-2018 13:18:36	Useless you ask for information. You say do I want contact by phone or email. I said phone. You say contact surgery in the normal way. So I've wasted my time in filling in all the information you asked for. Now I've got to go through it again.
06-04-2018 14:35:44	Very informal. Not structured enough to ask specific questions.
05-04-2018 09:06:10	Seems straight forward but would not use for complex medical conditions
03-04-2018 17:23:05	very good idea
03-04-2018 07:56:01	requeseted a sick note. I found this service quick and reliable
29-03-2018 17:24:20	Very easy and convenient

29-03-2018 09:26:13	The review stage hid part of the text, but this reappeared when I scrolled. But this requirement is not obvious.
29-03-2018 08:26:19	i prefer to use the telephone
23-03-2018 11:09:21	Very easy , good idea, hope it works out
21-03-2018 13:41:56	I think this is ideal, as sometimes when I research the information on the internet it can be misleading and at least I know a Dr is answering my specific question related to my/families problems.
21-03-2018 12:04:38	Personally I think that by the time a doctor has sat and answered emails he/she could have seen more patients in person.
19-03-2018 09:50:32	Excellent service!
16-03-2018 19:23:56	Unable to view the response sent to me by the GP which is not useful.
15-03-2018 10:57:45	I like the idea, I will reserve judgment when receive treatment
14-03-2018 11:28:49	Easy to use
08-03-2018 09:31:04	it seems easy enough just a challenge to try explain things in a certain amount of words.
07-03-2018 12:33:35	Instructions not clear. Not easy to follow on first experience.
07-03-2018 11:32:47	Seems like an excellent new system.

Archive Patient FB