

# Family & Friends Test

We take on board all the comments that you make through our Family & Friends Test. Below are some of your comments that we are aiming to improve alongside some of your positive feedback as well.

Comments we aim to improve	Positive Comments
Hard to get appointments on the day.	Friendly, Co-operative staff.
Our only moan is the appointment system.	The aftercare I received after my knee op was second to none by the GP & nurses.
Difficult to book in advance to see a GP.	Everybody at Kingsbridge Practice is very helpful and work hard to sort out your problems.
Can never see a GP of your choice unless you wait 2 weeks.	Convenient location, carer for wife who is housebound.
The issue of privacy at the desk in the only issue.	Good service not long to wait for appointments. Friendly staff.
Very poor out of hours appointments for working people.	Efficient, nurses caring, GP helpful.
Appointments harder & harder to get.	Excellent service from doctors and staff.
Unable to get an appointment before or after working hours.	Always great appointment availability, very competent GP's and very polite and helpful staff throughout the surgery.
Unable to get through when telephoning on the day. Took 5 days to get appointment.	Large number of doctors including female ones.
I find it un-reasonable that you cannot make an appointment prior to the day that you need it.	The help & treatment on Parkinson's is second to none.
	I love this GP because the reception staff are very friendly.
	First class service and attention in all departments.
	Very happy with care.
	The surgery is the best I've ever been to. It's always welcoming. Dr's are lovely (I'm really Dr phobic to) Thank you so much.
	The surgery has been brilliant at getting my children in on the same day. They always have a GP who can call me back to discuss my concerns.