

<b>Horsefair Surgery Friends and Family Test 2016</b>		
<b>Response Date</b>	<b>Patient Comment</b>	<b>Horsefair Response</b>
<b>Jun 14, 2016 11:58 AM</b>	Appointment system ok if you don't work and can wait around all day for someone to call you back. Can't even book an appointment for a weeks time at a time convenient for you. Gone rubbish since about this time last year. No consideration of individual circumstances	We are sorry that you feel we haven't met your needs, all Doctors are offering alternative times for patients to be spoken with. If you would like to call us back and explain when would be convenient to call, we will do our best to accommodate you
<b>Jun 13, 2016 11:07 PM</b>	Too many patients registered with this practice now and is unable to cope with this problem	Thank you for your feedback, we applied to close our list in 2013 when we became victims of our own success and our numbers rose considerably to 17,500. Permission was granted by the NHS in December 2015. There have been no new registrations at Horsefair since, Our list will remain closed until the end of this year.
<b>Jun 13, 2016 8:14 PM</b>	There is a problem with the new appointments system. .....Privacy is VERY important and is sadly missing from the new system.	We have spoken with this patient to offer an alternative consultation and this comment has been fed back to the rest of the team. We will endeavour to ask if it is convenient for the patient to speak at the time of calling back
<b>May 9, 2016 9:10 AM</b>	I used the triage line and found the paramedic extremely helpful and caring. He formulated a good action plan and I ended up going on to have acute surgery the following day. Thank you	Thank you for your feedback we are pleased that you have been satisfied with the service you received
<b>May 7, 2016 1:54 AM</b>	Everyone is always very friendly and helpful. On two occasions recently I have needed help with a debilitating problem. Within 30 minutes of contacting the surgery I was contacted by a doctor or nurse to discuss the problem followed by a doctor's appointment later in the day.	Thank you for your feedback we are pleased that you have been satisfied with the service you received
<b>Apr 23, 2016 12:55 PM</b>	Over the last 2 year this surgery has gone down at speed. I am looking a different surgery and in fairness I wouldn't bring a dying dog here	Thank you for your feedback , We are very sorry that you feel this way. If there is something specific that you would like to discuss with the Practice Manager please ask the receptionist to ask her to call you
<b>Apr 15, 2016 5:37 PM</b>	Trying to make an appointment to see a doctor unhelpful and unwieldy process.Should revert to previous system.	Thank you for your feedback. With the increase in pressure on the few Doctors that we have left at Horsefair it will not be possible to revert to the old system. 50% Patients are finding that this service is preferable for
<b>Apr 5, 2016 10:15 AM</b>	A very helpful and friendly practice. All staff very kind, helpful and hard working. Many thanks.	Thank you for your feedback we are pleased that you have been satisfied with the service you received