**Bramhall comments**

All in all – excellent and patient friendly

I am very happy with the service we receive

It would be useful to have counselling services based at the surgery

Very happy with the overall service

Not sure if there is a Mental Health specialist at the Practice, info on line would help and a response via newsletter

Compared to horror stories in the media this is a utopian practice!

Doctor to give more time – cant read rest

Transfer of notes from previous Doctors ( not your fault!) But notes were not up to date

Good surgery excellent care – no problems

Everyone always tries to be helpful and cheerful

We are very lucky to have such good surgeries in our area and have no negatives really – would change extended opening hours

Being aware that I could see a Doctor if the situation requires it in an emergency

Happy with the service

Constantly having nurse appts cancelled, happened 3 times this year!

Receptionists seem overworked

This Practice has the nicest receptionists I have ever encountered, particularly Angie, Susan and Sarah – such lovely girls!

Some improvement in customer care required for some receptionists

Can get very hot in waiting rooms

I am very happy with the service I receive at this surgery. Staff are polite and doctors friendly

Phone line in the mornings takes an age to answer, sometimes end up phoning Shaw Heath for a Bramhall appt. Generally satisfied with the service

Its fine – well done! You are doing a great job. Thanks

Very good service

I have tried to register for online access but not worked – haven’t received letter to set it off?

Overall happy with the service most of the time

Very pleased with my GP – very thourough and helpful

Waiting room needs updating – not changed much in 50 years!

Have to go to Bramhall Health Centre for ear syringing

Chairs not comfortable for long wait

3 times this year my son has emailed for a repeat script – got a reply but not ready to collect

Job well done!

Tried to get diabetic appt, asked to ring back in 5 days as more will be available – supposed to be 6 weeks

Generally a good service, enjoys patient group participation, enjoys helping surgery provide a good service

Improve Dr Rooney’s manner – I find him brusque and unkind

I have always had very good treatment here – been on list 40 years

I have no problems with the service given, I would even say it is excellent

Fantastic Doctors – thankyou

Improved communication via email – i.e notification of changes to practice times and closures

Waiting room echoey/open plan/noisy

All doctors and nurses at this practice are a credit to us – thankyou

Easier to make appointments by telephone please. It often takes a few minutes to get a response or another attempt/try again

The reception staff are very helpful and do try to find an appointment with a Doctor. To allow continuity of care with the same doctor when a problem is diagnosed

Excellent, very caring practice, reception very pleasant

Open longer hours

Always satisfied with treatment and by all staff

Find the surgery and staff very helpful

Always been very satisfied with dedicated care over last 17 years

Would prefer to go back to how it was out of hours Doctors on call and not a locum, not used it for sometime but easier if it’s the practice doctor

Answer the phone quicker

The extent of date range in advance appointment

One receptionist if very rude – she is not here today

Some doctors don’t seem to listen at what you are trying to say

Staff and Doctors are courteous and helpful

Waiting time are sometimes longer due to appointments over running but that ok as Doctors are showing care and not treating us on a conveyor belt

More available no urgent appointments

Make it easier to see the same GP during treatment of a particular illness

When working I find it very difficult to make an urgent appointment ( depending on receptionist!!)

Perhaps having a single doctor as a point of reference so if they are free that’s who I see and if not it defaults to whoever is free

Very happy with the service being given

Don’t like explaining my medical problems over the phone

Phone answered more often

Phone manner of receptionists has got better

Not having to fight for emergency appt or explain things over the phone

Long delay in seeing a nurse to get a blood test done

An annual MOT for patients over 50, I have never been offered one yet I understand this is common practice in many other practices in the UK

I switched to this practice from another which I was deeply dissatisfied with. This one is 1,000,000 times better so keep up the good work

More privacy when talking to receptionists about prescriptions/medical problems

Not happy with one particular receptionist said at top of her voice that my prescription for Fluoxetine was ready! The waiting room was full and I was extremely embarrassed

Availability for home visits

Extremely happy with my GP – Dr Devine and also I find the receptionists to be helpful

Improve car parking

Very happy with the Practice, Doctors are all helpful and informative and I have always found it easy to see a Doctor

Nothing – it is very good

Have receptionists that smile!

Bench seat a little upright, haven’t been enough seats on odd occasion

I am more than happy with the level of care/service you provide

It can take a while to see the nurse and I have had nurse appointments cancelled because she is not available

Don’t like screens/windows at other practices but maybe if a more discrete option made available? Upstairs not comfortable – seats facing each other don’t allow for knees or long legs. I definitely feel there is a huge improvement with reception staff over the phone and in person over the year so really pleased with that

Very satisfied with most aspects of the Practice

A drop off Doctor for children out of hours because if its not an emergency you can not see one and sometimes your children can be really poorly and you need good advice ASAP

Continuity with Doctor

Open at weekends? . Mostly a great crowd

Very good service

Satisfied, all ok

Wait too long to see a Doctor

Want copies of reports and tests. Clock in reception. Louder room number announcement

Vending machine for long waits. Well run practice

Parking – excellent care

Waiting room needs updating however its warm and bright. We have always had excellent service

To see a Doctor on same day

My husband had a fasting blood test appt at 8.50 am, he got a phone call at 8.15 am to cancel, was this necessary? He had inconvenienced his evening to fast, surely someone was in who could take blood even though the nurse was sick. It’s a great surgery we feel in good hands and well supported

Getting through on phone difficult at times, mostly in the afternoon

Chairs a bit close together

The noticeboards look a mess! Also too many notices around

Very happy with surgery – the staff are friendly and always helpful

Sometimes a bit busy but always nice friendly staff and doctors – they all go the extra mile, Dr Siriwardena and Dr Yazici are my favourites

Everyone can see you whilst waiting, don’t like my name being called out, don’t like being looked at. Free coffee!. I love coming to the surgery as everyone is so nice and helpful

Receptionists friendly and helpful

Results of blood tests etc are not passed on

Too long wait to see consultant at Stepping Hill, been waiting months

Everyone here works hard and are always happy to help in every way

Susan very helpful

Sometimes it is not easy to get through. Your staff have to answer the phone aswell as man reception and I am sure this is hard for them. The phones are sometimes very busy especially in the mornings. It would help to have more access at busy times. Overall your success is out growing the premises. There is nothing you can do to change reception area and the car park is very congested. Some patients will not be happy to talk in reception openly. I have not been compromised by this but am aware of others when I talk to staff

Very good reliable service from all except repeats which have been a problem. Wish slightly longer with GP

Have polite receptionists – they are so rude! Unhelpful and attitude – not all but most

No clock, seats old and hard. Wish Dr listen and don’t watch clock and be doing prescription before finished

Wish the Dr I prefer to see was here more days. I am happy with the help and attention I receive from all at the Practice

I think the new online booking system is a really good idea and very convenient

Make it easier to get through on phone

Wanted a female doctor but no available so I was advised to ring next morning and emergency clinic at 8am

People who work full time can’t get appt, just Saturdays – they fill up quickly

All the Doctors are extremely competent thank you and most receptionists are discreet and polite

Be able to see a Dr at my own surgery when I want as I am limited due to work

Doctors not as patient as they used to be. The time to finalise illness takes too long time. Eg my husband had hernia and gallstones and took two years to get to the bottom of it, when get seen Doctor said “its all in your head” instead of sending him for a scan where they finally found out

Speak clearly on speaker for hard of hearing

More smiles! Happy with the service provided other countries would be delighted to have it!

Want friendlier receptionists

Feel reception staff in the afternoon are more friendly and amenable

Receptionist attitude at times isn’t great

All seats are the same height

On the whole the Doctor experience is a good one when I get to see the Doctor I want

One receptionist is rude

Need to keep children occupied and cleaner floor for babies

Wish had on line consultations

I think reception staff attitude/accessibility has improved tremendously

Need more distractions for children

Poor waiting room compared to other surgeries

Sometimes only one receptionist and a very busy surgery

Reception needs refurbishing – plant dead

Install queuing system on phone

Chairs a bit dated

Problem getting through on phone. I am satisfied on the whole. It would appear to be an improvement on the reports one hears of other practices

Its ok as it is

Would like to be taken more seriously. I have attended several times only to be sent away and have to come back as wasn’t taken seriously

A little more confidential reception area, generally a good experience when using the practice – both Drs and Nurses

Too hot. To be taken seriously, frustrated that I haven’t received proper treatment and suffer daily

All very helpful and friendly

Difficulty getting an appt with a nurse due to staff sickness

It was arranged that Dr Rooney told me I should not be entitled to the flu jab but then received a letter in the post to tell me I had to have it, in the period in between I was quite unwell which could possibly have been prevented