

EAST NORWICH MEDICAL PARTNERSHIP
FRIENDS FAMILY COMMENTS 2018 2019

Dates	Site	Rating	Response
07/02/2019	Sprowston ENMP	Extremely Likely	Come back to see me in 4 weeks but then the diary isn't made up and you have to go back.
04/01/2019	Sprowston ENMP	Extremely Likely	Easier to get an appointment on the day you wanted. Very hard to get through to surgery on the phone and a long time on hold not knowing if you will get an appointment.
07/08/2018	Sprowston ENMP	Extremely Likely	Friendly
21/09/2018	Sprowston ENMP	Extremely Likely	I feel the receptions doctors clinical staff at sprowston do an excellent work, taking into consideration the considerable pressure they all face on a daily basis.
22/08/2018	Sprowston ENMP	Extremely Likely	Well I managed to get in today at a time which suited me, that was a surprise. Only thing I'd say is I had a bit of a wait before I was called to be seen.
14/01/2019	Sprowston ENMP	Extremely Likely	A better appointment booking system to save my wife standing for half an hour at 7.30 in the cold.
12/10/2018	Sprowston ENMP	Extremely Likely	A little bit of quiet music or TV on in the waiting rooms.
28/09/2018	Sprowston ENMP	Extremely Likely	Able to book appointment in advance.
18/03/2019	Sprowston ENMP	Extremely Likely	Actually on this occasion there is nothing. Normally trying to book an appointment has been my biggest problem with the surgery. But I was offered an appointment.
15/01/2019	Sprowston ENMP	Extremely Likely	All fine, thanks.
11/02/2019	Sprowston ENMP	Extremely Likely	All fine.
01/10/2018	Sprowston ENMP	Extremely Likely	All good thanks.
08/10/2018	Sprowston ENMP	Extremely Likely	All good!
18/09/2018	Sprowston ENMP	Extremely Likely	All good.
11/02/2019	Sprowston ENMP	Extremely Likely	All good.
11/02/2019	Sprowston ENMP	Extremely Likely	ALL gratitude to Dr G Bastable, the best GP that I have ever had the privilege of being treated by. Your practice is excellent.
20/02/2019	Sprowston ENMP	Extremely Likely	All is ok.
28/02/2019	Sprowston ENMP	Extremely Likely	All OK thanks.
11/09/2018	Sprowston ENMP	Extremely Likely	All ok.
11/02/2019	Sprowston ENMP	Extremely Likely	All ok.
02/11/2018	Sprowston ENMP	Extremely Likely	All very good however reception desk could be more private.
02/01/2019	Sprowston ENMP	Extremely Likely	All was good today, gp extremely knowledgeable.
18/03/2019	Sprowston ENMP	Extremely Likely	All was great- very efficient and caring. Many thanks.
16/10/2018	Sprowston ENMP	Extremely Likely	All was quite satisfactory this visit thank you.
28/09/2018	Sprowston ENMP	Extremely Likely	Always satisfied with the service I always receive thanks.
04/03/2019	Sprowston ENMP	Extremely Likely	Always very satisfied with treatment and kindness.excellent surgery the staff from top to bottom. Wouldn't get better service anywhere else.
22/01/2019	Sprowston ENMP	Extremely Likely	An improved System online to give more of a chance of booking online appointments and also more access online to medical records etc.
12/10/2018	Sprowston ENMP	Extremely Likely	Appointment availability.
11/01/2019	Sprowston ENMP	Extremely Likely	Appointment availability.
31/12/2018	Sprowston ENMP	Extremely Likely	Appointment booking.
01/02/2019	Sprowston ENMP	Extremely Likely	Appointment system
14/08/2018	Sprowston ENMP	Extremely Likely	Appointment system difficult to book appointments - on day.
24/09/2018	Sprowston ENMP	Extremely Likely	As I have said before would not change a thing ... nice surgery ... and nice people who work there ...
04/03/2019	Sprowston ENMP	Extremely Likely	As i have said before, have a better system for appointments.
29/11/2018	Sprowston ENMP	Extremely Likely	As yet I do not know, keep doing as well as you do.
13/10/2018	Sprowston ENMP	Extremely Likely	Availability of appointments when you ring.
29/10/2018	Sprowston ENMP	Extremely Likely	Availability of appointments.
16/01/2019	Sprowston ENMP	Extremely Likely	Based on today's appointment, nothing.
15/08/2018	Sprowston ENMP	Extremely Likely	Based on today's visit there is nothing to change.
07/09/2018	Sprowston ENMP	Extremely Likely	Be more punctual.
04/03/2019	Sprowston ENMP	Extremely Likely	Being able to book appointment with doctor.
19/12/2018	Sprowston ENMP	Extremely Likely	Being able to book appointment.

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11/09/2018	Sprowston ENMP	Extremely Likely	Being able to book my next appointment in 8 weeks time.
06/11/2018	Sprowston ENMP	Extremely Likely	Being able to book my next appointment.
19/12/2018	Sprowston ENMP	Extremely Likely	Being able to book my next appt with my doctor in a months time.
13/10/2018	Sprowston ENMP	Extremely Likely	Being able to get a appointment when needed and not in a couple of weeks.
26/09/2018	Sprowston ENMP	Extremely Likely	Being able to see a Doctor at short notice I realise the surgery cannot be blamed for this !!
29/01/2019	Sprowston ENMP	Extremely Likely	Being more flexible with blood tests request from patients.
03/01/2019	Sprowston ENMP	Extremely Likely	Better availability of appointments.
10/12/2018	Sprowston ENMP	Extremely Likely	Book appointments in advance.
16/11/2018	Sprowston ENMP	Extremely Likely	Booking appointments in advance for follow up appointments would be good. Online appointment booking system has been disappointing as so few appointments.
09/08/2018	Sprowston ENMP	Extremely Likely	Booking appointments.
19/03/2019	Sprowston ENMP	Extremely Likely	Booking appointments.
22/10/2018	Sprowston ENMP	Extremely Likely	Brighter, more caring ladies who answer the telephone. To make us feel "we matter"at the first, important point of contact.
05/02/2019	Sprowston ENMP	Extremely Likely	Can patients who have to queue outside from 7.30am at least to get a same day appointment be allowed to sit in waiting room.
23/11/2018	Sprowston ENMP	Extremely Likely	Cannot think of anything having only used the service a few weeks we only moved here recently
03/12/2018	Sprowston ENMP	Extremely Likely	Can't think of anything, it's sometimes a little difficult to get an appointment, however I believe you all do your very best, thank you.
23/07/2018	Sprowston ENMP	Extremely Likely	Cant think of anything.
29/08/2018	Sprowston ENMP	Extremely Likely	Can't think of anything. In and out job done no problem. Nice and straightforward.
13/10/2018	Sprowston ENMP	Extremely Likely	Can't think of anything. In and out job done no problem. Nice and straightforward.
19/10/2018	Sprowston ENMP	Extremely Likely	Change nothing. All fine. Thanks
06/11/2018	Sprowston ENMP	Extremely Likely	Change your call system for appointments.
03/01/2019	Sprowston ENMP	Extremely Likely	Clearer numbers for the waiting rooms.
29/10/2018	Sprowston ENMP	Extremely Likely	Could be helpful if we could book an appointment to see the doctor a day or two before.
25/01/2019	Sprowston ENMP	Extremely Likely	Couldn't be better.
11/03/2019	Sprowston ENMP	Extremely Likely	Cut down phone message.
03/01/2019	Sprowston ENMP	Extremely Likely	Diagnose correctly.
11/02/2019	Sprowston ENMP	Extremely Likely	Do away with the long introduction when you ring on the phone.
19/12/2018	Sprowston ENMP	Extremely Likely	Don't try to fix what is not broken just keep doing what you are as well as you do will be enough.
05/10/2018	Sprowston ENMP	Extremely Likely	Drink machine.
12/09/2018	Sprowston ENMP	Extremely Likely	Easier access to Doctors and Nurses appointments in a shorter timescale.
27/11/2018	Sprowston ENMP	Extremely Likely	Easier appointment making.
22/03/2019	Sprowston ENMP	Extremely Likely	Easier appointment making.
28/12/2018	Sprowston ENMP	Extremely Likely	Easier making of appointments.
17/09/2018	Sprowston ENMP	Extremely Likely	Easier phone access just to be able to speak with someone with queries .
26/02/2019	Sprowston ENMP	Extremely Likely	Easier to book an appointment.
13/10/2018	Sprowston ENMP	Extremely Likely	Easier to get an appointment in the first place. Phone system is hideous and difficult to get appointment when needed.
13/10/2018	Sprowston ENMP	Extremely Likely	Easier to get through for appointment perhaps, but always satisfied with treatment.
16/01/2019	Sprowston ENMP	Extremely Likely	Easier to get through to book appointments.
15/03/2019	Sprowston ENMP	Extremely Likely	Easier to get through.
15/08/2018	Sprowston ENMP	Extremely Likely	Easier to make a appointment I find the recording is too long making you miss out on a possible appointment.
11/09/2018	Sprowston ENMP	Extremely Likely	Easier to make appointments. I needed HRT yearly review with a doctor. I couldn't get an appointment by calling up in the morning.
31/12/2018	Sprowston ENMP	Extremely Likely	Easier to pre book doctor appointment.
29/10/2018	Sprowston ENMP	Extremely Likely	Easter to make an appointment.
21/01/2019	Sprowston ENMP	Extremely Likely	Every thing is ok.
25/02/2019	Sprowston ENMP	Extremely Likely	Everything is fine nothing to change.
06/02/2019	Sprowston ENMP	Extremely Likely	Everything is fine thank you.
31/10/2018	Sprowston ENMP	Extremely Likely	Everything is ok.

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01/08/2018	Sprowston ENMP	Extremely Likely	Everything seems to be fine considering the workload and constraints you have to work to. Well done!
27/07/2018	Sprowston ENMP	Extremely Likely	Excellent care, no changes required.
09/11/2018	Sprowston ENMP	Extremely Likely	Experience was very good, so nothing to add. Thank you.
14/03/2019	Sprowston ENMP	Extremely Likely	Fantastic service as always.
07/02/2019	Sprowston ENMP	Extremely Likely	For doctors and patients together to push government to get all types of flu vaccine to surgeries before pharmacies and not to continue this back door method.
27/02/2019	Sprowston ENMP	Extremely Likely	For me nothing.
29/10/2018	Sprowston ENMP	Extremely Likely	For the appointments to run on time.
29/01/2019	Sprowston ENMP	Extremely Likely	For the customers to be more respectful of the staff, I don't care whether you've got atheletes foot and diabetes there's no need to be rude.
05/11/2018	Sprowston ENMP	Extremely Likely	Friendly receptionists.
28/09/2018	Sprowston ENMP	Extremely Likely	From my personal point of view, you all are so good - just keep doing what you do.
11/03/2019	Sprowston ENMP	Extremely Likely	Generally I actually like the Aslake Close practice and the excellent doctor few who must be one of the most diligent thorough medicos in christendom.
16/10/2018	Sprowston ENMP	Extremely Likely	Get an appointment easier.
21/02/2019	Sprowston ENMP	Extremely Likely	Get rid of the long message on the phone lines.
12/11/2018	Sprowston ENMP	Extremely Likely	Get the autocheck in to work consistently so you don't have to queue for the receptionist to confirm arrival.
05/11/2018	Sprowston ENMP	Extremely Likely	Get the self sign in machine to work! Nothing else needs changing.
31/10/2018	Sprowston ENMP	Extremely Likely	Get through in the mornings and not have to wait 20 mins on the phone before it is answered.
07/12/2018	Sprowston ENMP	Extremely Likely	Get to pick up my prescription at Sprowston.
04/03/2019	Sprowston ENMP	Extremely Likely	Get your check in computer sorted. Get your exterior doors sorted.
30/10/2018	Sprowston ENMP	Extremely Likely	Getting an appointment easier.
17/01/2019	Sprowston ENMP	Extremely Likely	Getting through in the first place.
06/08/2018	Sprowston ENMP	Extremely Likely	Getting to see a doctor on the day not being told no appointments available try again tomorrow.
20/12/2018	Sprowston ENMP	Extremely Likely	Good question.
10/12/2018	Sprowston ENMP	Extremely Likely	GP was running 50 minutes late. Would have been good to have been informed of the delay.
17/01/2019	Sprowston ENMP	Extremely Likely	Had a bit of a wait but considering how busy you are I would say change nothing. Doctors and staff all very nice and helpful. Can't really ask for more w
21/02/2019	Sprowston ENMP	Extremely Likely	Happy with the service.
13/10/2018	Sprowston ENMP	Extremely Likely	Have a shorter queue.
20/11/2018	Sprowston ENMP	Extremely Likely	Have more pre bookable appointments available.
12/12/2018	Sprowston ENMP	Extremely Likely	Having an annual appointment for a mini health check for the over 70's would be much appreciated!
01/08/2018	Sprowston ENMP	Extremely Likely	Having been a patient of ENMP, both at Thorpe and Sprowston since moving back to Norwich in2001, there has been many changes for the better.
31/07/2018	Sprowston ENMP	Extremely Likely	I am completely happy with the services I receive from ENMP, I would particularly like to say a heartfelt "Thank you" to all staff who work there.
18/09/2018	Sprowston ENMP	Extremely Likely	I am completely satisfied with the treatment I have received. Lovely Doctors and Reception Staff.
24/01/2019	Sprowston ENMP	Extremely Likely	I am happy with the system.
24/07/2018	Sprowston ENMP	Extremely Likely	I am happy with the treatment offered at this point.
31/01/2019	Sprowston ENMP	Extremely Likely	I am very satisfied with my treatment,but it would be great if it was easier to get appointments quicker with the doctor or medical staff.
09/08/2018	Sprowston ENMP	Extremely Likely	I can't say I particularly like the voice on recorded message but like that you are in a queue now and don't have to keep ringing and got to see who I wanted.
02/11/2018	Sprowston ENMP	Extremely Likely	I can't think of one thing - there was no long wait to be seen and doctor good as always.
14/08/2018	Sprowston ENMP	Extremely Likely	I don't have an answer for this one I always come down first thing in the morning to book an appointment rather than hold on to the phone.
10/12/2018	Sprowston ENMP	Extremely Likely	I don't know.
28/01/2019	Sprowston ENMP	Extremely Likely	I don't need to here that message everytime we ring. Make it easier to get in to see a Doctor.
11/12/2018	Sprowston ENMP	Extremely Likely	I don't think that you could improve on anything you all are doing a marvellous job already thank you.

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13/10/2018	Sprowston ENMP	Extremely Likely	I don't think there is anything that could be changed all perfect in my opinion.
15/08/2018	Sprowston ENMP	Extremely Likely	I dont think you could, just a big shame we can't get appointments quicker.
06/08/2018	Sprowston ENMP	Extremely Likely	I had to wait 50 minutes after my appointment time to be seen.
13/10/2018	Sprowston ENMP	Extremely Likely	I have always been treated well at the surgery.
12/09/2018	Sprowston ENMP	Extremely Likely	I have found the surgery most professional in their dealings with me and my husband and the care we have both received is appreciated by us.
10/08/2018	Sprowston ENMP	Extremely Likely	I have no complaints with the service I received from the surgery, doctors or staff. Please keep up the great service.
18/07/2018	Sprowston ENMP	Extremely Likely	I have to say the same thing every time. How can all appointments be gone at 4 minutes past 8?
26/10/2018	Sprowston ENMP	Extremely Likely	I only have praise for the doctors and nurses.I have had excellent care from everyone. Thank you.
18/03/2019	Sprowston ENMP	Extremely Likely	I think the practice does well as it is.
20/08/2018	Sprowston ENMP	Extremely Likely	I think the waiting to see the doctor/nurse. I always have to wait about 10 min.
19/02/2019	Sprowston ENMP	Extremely Likely	I was happy with everything.
14/02/2019	Sprowston ENMP	Extremely Likely	I was happy with the care and treatment I received thank you.
28/12/2018	Sprowston ENMP	Extremely Likely	I was very pleased, the receptionist was really helpful I was able to book another follow on appointment there and then, unlike St Williams Way surgery.
05/11/2018	Sprowston ENMP	Extremely Likely	I would not change anything amazing surgery and lovely staff.
17/01/2019	Sprowston ENMP	Extremely Likely	I would not change anything the service I received today was excellent. Thank you.
01/02/2019	Sprowston ENMP	Extremely Likely	I would prefer to always be able to use your medical practice.
21/02/2019	Sprowston ENMP	Extremely Likely	I wouldn't change anything currently!
11/03/2019	Sprowston ENMP	Extremely Likely	If the auto check in system could work it would make it so much easier for the receptionist team and patients.
14/09/2018	Sprowston ENMP	Extremely Likely	I'm always satisfied and appreciate everything many thanks.
22/09/2018	Sprowston ENMP	Extremely Likely	I'm very happy with all my treatment you give me thank you!
27/02/2019	Sprowston ENMP	Extremely Likely	I'm very happy with the treatment I get from you!
01/11/2018	Sprowston ENMP	Extremely Likely	Improve ability to make appointments on the day.
04/03/2019	Sprowston ENMP	Extremely Likely	Improve the online appointment system. There are never any appointments available.
03/08/2018	Sprowston ENMP	Extremely Likely	Is fine.
21/11/2018	Sprowston ENMP	Extremely Likely	It's a very good service.
04/03/2019	Sprowston ENMP	Extremely Likely	It's great as it is.
26/11/2018	Sprowston ENMP	Extremely Likely	I've always been treated very well, so has my daughter. I don't think things can be improved. Thank you.
26/02/2019	Sprowston ENMP	Extremely Likely	Keep some follow up appointments free for patients to book maybe 2-3 weeks in advance. So emergency on the day, routine and follow up.
22/03/2019	Sprowston ENMP	Extremely Likely	Length of appointments.
15/01/2019	Sprowston ENMP	Extremely Likely	Length of pre-recorded message could be shorter when ringing to arrange appointments at ENMP surgeries Sprowston/Thorpe m. Otherwise happy with everything.
22/09/2018	Sprowston ENMP	Extremely Likely	Length of telephone queue.
13/10/2018	Sprowston ENMP	Extremely Likely	Less patients.
14/03/2019	Sprowston ENMP	Extremely Likely	Let us know when we book in that they are running 20 minutes late. Running late can't always be avoided but please inform us so we know.
12/12/2018	Sprowston ENMP	Extremely Likely	Longer opening hour possibly.
14/03/2019	Sprowston ENMP	Extremely Likely	Lots more staff and less waiting but thats right across the board saving pressure.
15/08/2018	Sprowston ENMP	Extremely Likely	Make all the telephone advice occur after putting the caller onto the queue not before- really annoying.
11/09/2018	Sprowston ENMP	Extremely Likely	Make an easier way to make an appointment.
24/07/2018	Sprowston ENMP	Extremely Likely	Make appointments easier to make.
21/11/2018	Sprowston ENMP	Extremely Likely	Make getting an appointment easier.
13/10/2018	Sprowston ENMP	Extremely Likely	Make it easier to book appointments online.
20/07/2018	Sprowston ENMP	Extremely Likely	Make it easier to get an appointment. 24 minutes waiting for the phone to be answered is not good.
06/12/2018	Sprowston ENMP	Extremely Likely	Make it easier to make an appointment to see a doctor!
17/10/2018	Sprowston ENMP	Extremely Likely	Make it easier to make an appointment.

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21/12/2018	Sprowston ENMP	Extremely Likely	Make it easy to get an appointment for any one who has not got the internet phone calls take an age.
20/11/2018	Sprowston ENMP	Extremely Likely	Make it more convenient to make appointments.
04/09/2018	Sprowston ENMP	Extremely Likely	Make the appointment system easier!
09/10/2018	Sprowston ENMP	Extremely Likely	Make the fluad vaccine available to under 75s who have heart or lung conditions.
07/12/2018	Sprowston ENMP	Extremely Likely	Make the message on the shorter.
18/07/2018	Sprowston ENMP	Extremely Likely	Making it easier and quicker to see a doctor when needed.
18/09/2018	Sprowston ENMP	Extremely Likely	Mayb somehow have reception so cannot be heard by patients waiting for a doctor.
30/11/2018	Sprowston ENMP	Extremely Likely	More appointment slots , but think you have a good system of phoning.
13/10/2018	Sprowston ENMP	Extremely Likely	More appointments available.
05/02/2019	Sprowston ENMP	Extremely Likely	More available appointments.
13/10/2018	Sprowston ENMP	Extremely Likely	More disabled parking but otherwise a very busy flu injection morning and queues of people.
09/11/2018	Sprowston ENMP	Extremely Likely	Well done Sprowston ENMP for your quick response to all situ
09/11/2018	Sprowston ENMP	Extremely Likely	More nurses to take bloods so don't have to keep going to the walk in center.
16/01/2019	Sprowston ENMP	Extremely Likely	More parking space.
18/03/2019	Sprowston ENMP	Extremely Likely	More personal interaction.
29/11/2018	Sprowston ENMP	Extremely Likely	More readily available appointments.
04/12/2018	Sprowston ENMP	Extremely Likely	More toys for children to play with.
07/11/2018	Sprowston ENMP	Extremely Likely	Next year I would appreciate a text from you inviting me to make an appointment or a timeline of the flu jab programme.
12/10/2018	Sprowston ENMP	Extremely Likely	Nice background music would be comforting also a vending machine for tea and coffee? I must say how really nice the receptionists are nowadays.
29/11/2018	Sprowston ENMP	Extremely Likely	No
06/11/2018	Sprowston ENMP	Extremely Likely	No change necessary. Gentle and efficient doctor who made me feel at ease - thank you.
20/09/2018	Sprowston ENMP	Extremely Likely	No change needed.
13/10/2018	Sprowston ENMP	Extremely Likely	No improvements necessary flu vaccine appointment was spot on time.
19/07/2018	Sprowston ENMP	Extremely Likely	No need to change anything,as everything is just right. Thanks for reliable service.
22/11/2018	Sprowston ENMP	Extremely Likely	No need to change anything.
22/11/2018	Sprowston ENMP	Extremely Likely	No nothing everything okay thanks.
23/07/2018	Sprowston ENMP	Extremely Likely	No one answered phone when tried to phone earlier in the day.
01/02/2019	Sprowston ENMP	Extremely Likely	None .
05/10/2018	Sprowston ENMP	Extremely Likely	None, the nurse that saw me was absolutely perfect, thank you so much for an excellent service.
30/08/2018	Sprowston ENMP	Extremely Likely	None.
27/11/2018	Sprowston ENMP	Extremely Likely	Not having to queue up in morning to make sure of an appointment.
30/07/2018	Sprowston ENMP	Extremely Likely	Not having to queue in mornings.
19/10/2018	Sprowston ENMP	Extremely Likely	Not having to queue outside at 7.30 am to get an appointment as it's hopeless on the phone.
28/02/2019	Sprowston ENMP	Extremely Likely	Not having to wait so long to see my doctor. Having to come down very early in morning for same day appointment.
04/01/2019	Sprowston ENMP	Extremely Likely	Not really .
08/03/2019	Sprowston ENMP	Extremely Likely	Not such a long recorded message to get an appt . I was number 20 having started call at 1 minute past 8.
14/03/2019	Sprowston ENMP	Extremely Likely	Not sure that I can think of anything.
02/11/2018	Sprowston ENMP	Extremely Likely	Not sure.
07/03/2019	Sprowston ENMP	Extremely Likely	Not sure.
09/11/2018	Sprowston ENMP	Extremely Likely	Not too long waiting for the treatment.
13/12/2018	Sprowston ENMP	Extremely Likely	Not wait so long for an appointment.
07/08/2018	Sprowston ENMP	Extremely Likely	Nothing
15/08/2018	Sprowston ENMP	Extremely Likely	Nothing
17/08/2018	Sprowston ENMP	Extremely Likely	Nothing
17/08/2018	Sprowston ENMP	Extremely Likely	Nothing
20/08/2018	Sprowston ENMP	Extremely Likely	Nothing

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22/08/2018	Sprowston ENMP	Extremely Likely	Nothing
12/09/2018	Sprowston ENMP	Extremely Likely	Nothing
24/09/2018	Sprowston ENMP	Extremely Likely	Nothing
28/09/2018	Sprowston ENMP	Extremely Likely	Nothing
13/10/2018	Sprowston ENMP	Extremely Likely	Nothing
13/10/2018	Sprowston ENMP	Extremely Likely	Nothing
13/10/2018	Sprowston ENMP	Extremely Likely	Nothing
13/10/2018	Sprowston ENMP	Extremely Likely	Nothing
13/10/2018	Sprowston ENMP	Extremely Likely	Nothing
13/10/2018	Sprowston ENMP	Extremely Likely	Nothing
24/10/2018	Sprowston ENMP	Extremely Likely	Nothing
06/11/2018	Sprowston ENMP	Extremely Likely	Nothing
09/11/2018	Sprowston ENMP	Extremely Likely	Nothing
14/11/2018	Sprowston ENMP	Extremely Likely	Nothing
26/11/2018	Sprowston ENMP	Extremely Likely	Nothing
26/11/2018	Sprowston ENMP	Extremely Likely	Nothing
27/11/2018	Sprowston ENMP	Extremely Likely	nothing
27/11/2018	Sprowston ENMP	Extremely Likely	Nothing
29/11/2018	Sprowston ENMP	Extremely Likely	Nothing
05/12/2018	Sprowston ENMP	Extremely Likely	Nothing
06/12/2018	Sprowston ENMP	Extremely Likely	Nothing
06/12/2018	Sprowston ENMP	Extremely Likely	Nothing
27/12/2018	Sprowston ENMP	Extremely Likely	Nothing
03/01/2019	Sprowston ENMP	Extremely Likely	Nothing
04/01/2019	Sprowston ENMP	Extremely Likely	Nothing
04/01/2019	Sprowston ENMP	Extremely Likely	Nothing
04/01/2019	Sprowston ENMP	Extremely Likely	Nothing
06/02/2019	Sprowston ENMP	Extremely Likely	Nothing
07/02/2019	Sprowston ENMP	Extremely Likely	Nothing
11/02/2019	Sprowston ENMP	Extremely Likely	Nothing
14/02/2019	Sprowston ENMP	Extremely Likely	Nothing
14/02/2019	Sprowston ENMP	Extremely Likely	Nothing
20/02/2019	Sprowston ENMP	Extremely Likely	Nothing
04/03/2019	Sprowston ENMP	Extremely Likely	Nothing
04/03/2019	Sprowston ENMP	Extremely Likely	Nothing
11/03/2019	Sprowston ENMP	Extremely Likely	Nothing
14/03/2019	Sprowston ENMP	Extremely Likely	Nothing
18/03/2019	Sprowston ENMP	Extremely Likely	Nothing
07/11/2018	Sprowston ENMP	Extremely Likely	Nothing - was very satisfying.
02/08/2018	Sprowston ENMP	Extremely Likely	Nothing !
13/10/2018	Sprowston ENMP	Extremely Likely	Nothing , 1st class .. Thank you.
28/11/2018	Sprowston ENMP	Extremely Likely	Nothing ... I always find i get 1st class treatment from whoever doctor I have . Thank you.
29/11/2018	Sprowston ENMP	Extremely Likely	Nothing ..
24/09/2018	Sprowston ENMP	Extremely Likely	Nothing all ok thanks
25/03/2019	Sprowston ENMP	Extremely Likely	Nothing as had no problems. Seen by very friendly lady.
21/01/2019	Sprowston ENMP	Extremely Likely	Nothing at all
05/11/2018	Sprowston ENMP	Extremely Likely	Nothing at all as your service is second to none.

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Dates	Site	Rating	Response
28/08/2018	Sprowston ENMP	Extremely Likely	Nothing at min.
04/03/2019	Sprowston ENMP	Extremely Likely	Nothing at this time.
09/01/2019	Sprowston ENMP	Extremely Likely	Nothing but your phone system to book doctors appointments needs improvement.
20/07/2018	Sprowston ENMP	Extremely Likely	Nothing every is all OK.
18/10/2018	Sprowston ENMP	Extremely Likely	Nothing everyone polite.
13/03/2019	Sprowston ENMP	Extremely Likely	Nothing excellent service all round , thank you.
07/08/2018	Sprowston ENMP	Extremely Likely	Nothing great service well done! And thank you.
18/03/2019	Sprowston ENMP	Extremely Likely	Nothing happy with things as they are.
20/12/2018	Sprowston ENMP	Extremely Likely	Nothing I don't think you can change much more.
28/01/2019	Sprowston ENMP	Extremely Likely	Nothing I find staff and doctors are all caring.
17/12/2018	Sprowston ENMP	Extremely Likely	Nothing I was pleased with my experience.
20/09/2018	Sprowston ENMP	Extremely Likely	Nothing I was very happy.
22/01/2019	Sprowston ENMP	Extremely Likely	Nothing I'm extremely happy.
18/03/2019	Sprowston ENMP	Extremely Likely	Nothing- it was faultless.
06/09/2018	Sprowston ENMP	Extremely Likely	Nothing more to add.
15/11/2018	Sprowston ENMP	Extremely Likely	Nothing much to improve all satisfactory.
05/12/2018	Sprowston ENMP	Extremely Likely	Nothing needs changing for me.
31/10/2018	Sprowston ENMP	Extremely Likely	Nothing needs to be changed.
04/03/2019	Sprowston ENMP	Extremely Likely	Nothing needs to be changed.
01/11/2018	Sprowston ENMP	Extremely Likely	Nothing needs to change.
15/01/2019	Sprowston ENMP	Extremely Likely	Nothing now as you have the phone system to let you know how many people in the queue and when you come to the appointment too.
02/11/2018	Sprowston ENMP	Extremely Likely	Nothing on this occasion.
28/12/2018	Sprowston ENMP	Extremely Likely	Nothing on this occasion.
20/11/2018	Sprowston ENMP	Extremely Likely	Nothing on this occasion. Service was excellent.
25/10/2018	Sprowston ENMP	Extremely Likely	Nothing on this visit.
14/09/2018	Sprowston ENMP	Extremely Likely	Nothing quite happy. It would be nicer if you could have a quicker response when phoning.
30/08/2018	Sprowston ENMP	Extremely Likely	Nothing really I have myself worked for the NHS for 30 years so I am fully aware there's never enough time or money for the numbers you work with.
14/08/2018	Sprowston ENMP	Extremely Likely	Nothing really,I have always been very well treated,especially by Dr Bastable,he's second to none!
17/01/2019	Sprowston ENMP	Extremely Likely	Nothing really,I've always been very well treated.
20/08/2018	Sprowston ENMP	Extremely Likely	nothing staff are always polite and welcoming.
03/10/2018	Sprowston ENMP	Extremely Likely	Nothing staff do best with appointments etc and lack of staff.
09/11/2018	Sprowston ENMP	Extremely Likely	Nothing thank you.
21/08/2018	Sprowston ENMP	Extremely Likely	Nothing that I can think of.
05/12/2018	Sprowston ENMP	Extremely Likely	Nothing that I could think of. Thanks
24/09/2018	Sprowston ENMP	Extremely Likely	Nothing this time.
19/10/2018	Sprowston ENMP	Extremely Likely	Nothing to change.
22/09/2018	Sprowston ENMP	Extremely Likely	Nothing today it all worked well.
24/09/2018	Sprowston ENMP	Extremely Likely	Nothing today the treatment I received has been first class, speedy, friendly and much appreciated. Thank you NHS.
05/10/2018	Sprowston ENMP	Extremely Likely	Nothing today.
09/10/2018	Sprowston ENMP	Extremely Likely	Nothing very good care.
28/03/2019	Sprowston ENMP	Extremely Likely	Nothing very happy with the care.
17/01/2019	Sprowston ENMP	Extremely Likely	Nothing very helpful, friendly and professional.
02/08/2018	Sprowston ENMP	Extremely Likely	Nothing wrong with Sprowston, but the Well-being wait list is vey long indeed!
24/12/2018	Sprowston ENMP	Extremely Likely	Nothing you do a great service only have praise for you. Thank you.
13/10/2018	Sprowston ENMP	Extremely Likely	Nothing!
17/09/2018	Sprowston ENMP	Extremely Likely	Nothing, as always customer service is brilliant. Keep up the good work & thank you.

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02/01/2019	Sprowston ENMP	Extremely Likely	Nothing, at the moment you are doing excellent.
12/09/2018	Sprowston ENMP	Extremely Likely	Nothing, great service. It was always frustrating trying to get a same day appointment but the new automated queuing system takes away any stress.
29/11/2018	Sprowston ENMP	Extremely Likely	Nothing, I received excellent care.
10/12/2018	Sprowston ENMP	Extremely Likely	Nothing, it was a very pleasant and helpful experience.
14/03/2019	Sprowston ENMP	Extremely Likely	Nothing, it's always great
04/03/2019	Sprowston ENMP	Extremely Likely	Nothing, my nurse Hayley put me at ease. Thank you for your care xx
29/11/2018	Sprowston ENMP	Extremely Likely	Nothing, my nurse was lovely made me feel very at ease
28/09/2018	Sprowston ENMP	Extremely Likely	Nothing, nurse was very nice.
08/11/2018	Sprowston ENMP	Extremely Likely	Nothing, other than getting appointments sooner but understand that you have limited resources. Very happy with the practice.
15/11/2018	Sprowston ENMP	Extremely Likely	Nothing, the care and experience I received today was excellent.
31/01/2019	Sprowston ENMP	Extremely Likely	Nothing, very good care.
23/07/2018	Sprowston ENMP	Extremely Likely	Nothing.
03/08/2018	Sprowston ENMP	Extremely Likely	Nothing.
15/08/2018	Sprowston ENMP	Extremely Likely	Nothing.
20/03/2019	Sprowston ENMP	Extremely Likely	Nothing.
04/03/2019	Sprowston ENMP	Extremely Likely	Nothing. All good.
15/08/2018	Sprowston ENMP	Extremely Likely	Nothing. All was good.
27/07/2018	Sprowston ENMP	Extremely Likely	Nothing. I was seen before my appointment time, all my concerns were addressed and overall my experience was positive.
13/10/2018	Sprowston ENMP	Extremely Likely	Nothing. It was all good. Thank you.
16/10/2018	Sprowston ENMP	Extremely Likely	Nothing. It's excellent service for care and treatment.
25/03/2019	Sprowston ENMP	Extremely Likely	Offer a cup of coffee in the waiting room.
21/12/2018	Sprowston ENMP	Extremely Likely	OK as is thanks.
03/01/2019	Sprowston ENMP	Extremely Likely	On this occasion there was nothing that could be improved.
13/10/2018	Sprowston ENMP	Extremely Likely	On-line appointment booking.
18/03/2019	Sprowston ENMP	Extremely Likely	Online booking system. Thank you.
28/11/2018	Sprowston ENMP	Extremely Likely	Only shorten the answer phone message.
03/01/2019	Sprowston ENMP	Extremely Likely	Only waiting times but this is out of your control. So happy with my appointment and treatment.
20/09/2018	Sprowston ENMP	Extremely Likely	Open later in evening so people can have appointments after work.
30/07/2018	Sprowston ENMP	Extremely Likely	Open Saturday maybe.
13/10/2018	Sprowston ENMP	Extremely Likely	Open Saturdays or later on weekdays.
08/08/2018	Sprowston ENMP	Extremely Likely	Opening for appointments on a Saturday.
03/01/2019	Sprowston ENMP	Extremely Likely	Perhaps the long wait, but I know it can't be helped.
10/01/2019	Sprowston ENMP	Extremely Likely	Please keep up the good service.
13/10/2018	Sprowston ENMP	Extremely Likely	Please say thank you to all staff for a brilliantly organised event.
23/08/2018	Sprowston ENMP	Extremely Likely	Please sort out your appointment system.
29/11/2018	Sprowston ENMP	Extremely Likely	Possible improvement could be decreasing of the waiting time at the phone for the booking in the morning. But I couldn't figure out how this could be done. Otherwise everything is good.
18/07/2018	Sprowston ENMP	Extremely Likely	Pre booked appointment could be more helpful. Only an opinion.
06/08/2018	Sprowston ENMP	Extremely Likely	Pre booking for patients who need to re visit.
07/02/2019	Sprowston ENMP	Extremely Likely	Probably to go back to the open surgery where you can turn up and wait.
19/03/2019	Sprowston ENMP	Extremely Likely	Quicker and easier appointments.
16/10/2018	Sprowston ENMP	Extremely Likely	Quicker appointment times.
12/11/2018	Sprowston ENMP	Extremely Likely	Quite satisfied with the care and attention.
22/10/2018	Sprowston ENMP	Extremely Likely	Really happy with service.
28/03/2019	Sprowston ENMP	Extremely Likely	Reduce the answer phone message.
13/10/2018	Sprowston ENMP	Extremely Likely	Reduce the length of the messages when we call and change the music as hanging on for half an hour it's somewhat repetitive.

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22/09/2018	Sprowston ENMP	Extremely Likely	Reduce waiting time to see Dr. at appointment time !
13/10/2018	Sprowston ENMP	Extremely Likely	Replying with regards to my visit to the surgery today for a flu injection, nothing. Completely satisfied.
05/03/2019	Sprowston ENMP	Extremely Likely	Sadly not within your control. NHS desperately needs more funding!!! I always receive a warm, professional excellent service. Thank you.
21/11/2018	Sprowston ENMP	Extremely Likely	Satisfied.
20/03/2019	Sprowston ENMP	Extremely Likely	Self check in working again.
09/08/2018	Sprowston ENMP	Extremely Likely	Shorten the answer message you have to listen to before you get through to speak to reception.
25/07/2018	Sprowston ENMP	Extremely Likely	Shorter phone message when waiting to speak to someone, please.
06/08/2018	Sprowston ENMP	Extremely Likely	Shorter waiting time, would be good!
13/12/2018	Sprowston ENMP	Extremely Likely	Shorter waiting times and seeing the doctor one wants to see in a shorter time than having to wait 3 weeks on a pre bookable system would be great.
24/10/2018	Sprowston ENMP	Extremely Likely	Shorter waiting times for appointments.
13/10/2018	Sprowston ENMP	Extremely Likely	Sometimes it is difficult to make an appointment especially trying to phone through at 8 am.
25/01/2019	Sprowston ENMP	Extremely Likely	Super practice. Proud to tell people about my practice.
11/03/2019	Sprowston ENMP	Extremely Likely	Tea or coffee and biscuit on entry? ?? I'm only joking no there is nothing I would change.
05/02/2019	Sprowston ENMP	Extremely Likely	Telephone answer message shorter.
18/03/2019	Sprowston ENMP	Extremely Likely	Telephone appointment bookings could be improved, however I understand that a large volume of patients are attempting to book appointments at the same time.
12/12/2018	Sprowston ENMP	Extremely Likely	THANK you everything is good.
02/08/2018	Sprowston ENMP	Extremely Likely	That we could always see the same Doctor.
13/10/2018	Sprowston ENMP	Extremely Likely	That we could always see the same Doctor.
26/10/2018	Sprowston ENMP	Extremely Likely	That we could always see the same Doctor.
23/01/2019	Sprowston ENMP	Extremely Likely	That we could see the same Doctor every time we see a GP.
15/02/2019	Sprowston ENMP	Extremely Likely	The 45 minutes wait I had on my last appointment.
13/10/2018	Sprowston ENMP	Extremely Likely	The appointment system as you cannot make them with in the 4 weeks and when you need to ring after that time you still can't get an appointment!
23/10/2018	Sprowston ENMP	Extremely Likely	The appointment system not able to book in advance only on the day.
17/09/2018	Sprowston ENMP	Extremely Likely	The care and treatment couldn't be any better. If there was one thing I would change it would be the awful music you get when your out on hold on the phone.
23/01/2019	Sprowston ENMP	Extremely Likely	The care treatment is so nice I do not have suggestions to improve the system. I am grateful for your great service to your patients.
21/01/2019	Sprowston ENMP	Extremely Likely	The check in at reception is not very confidential, considering new data protection rules.
04/02/2019	Sprowston ENMP	Extremely Likely	The good service you get from receptionist to the Doctorsrs to the nurses.Thank you.
28/01/2019	Sprowston ENMP	Extremely Likely	The nurse was excellent. She was informative, considerate and caring. The procedure itself was quick and painless. Please pass on my sincere thanks.
02/10/2018	Sprowston ENMP	Extremely Likely	The nurses there are absolutely lovely, as was the last Dr I saw (young lady). My nurse today again had time to answer my questions as well as being very busy.
18/10/2018	Sprowston ENMP	Extremely Likely	The phone line process to book.
13/10/2018	Sprowston ENMP	Extremely Likely	The service i get is fine, its always easy to find fault.
25/02/2019	Sprowston ENMP	Extremely Likely	The water dispenser would have had cups.
13/02/2019	Sprowston ENMP	Extremely Likely	There are never enough appointments but that can't be helped.
17/01/2019	Sprowston ENMP	Extremely Likely	There is nothing I would change. Thank you.
14/11/2018	Sprowston ENMP	Extremely Likely	There is nothing that can be done staff within the practice are lovely and nurse who administered my son's flu nasal spray was very child friendly.
05/12/2018	Sprowston ENMP	Extremely Likely	There is nothing that I would need improved.
22/01/2019	Sprowston ENMP	Extremely Likely	There is nothing to change staff are very polite and professional.
04/03/2019	Sprowston ENMP	Extremely Likely	There is nothing. I am always pleased with the friendliness and helpfulness of the staff. The parking is good, the waiting room is pleasant. All good.

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Dates	Site	Rating	Response
04/03/2019	Sprowston ENMP	Extremely Likely	There isn't anything I can think of improving but I would like to say the nurse I saw today for a smear test was absolutely amazing she was so kind.
04/03/2019	Sprowston ENMP	Extremely Likely	There isn't anything I would change.
28/02/2019	Sprowston ENMP	Extremely Likely	There's nothing I would change.
01/03/2019	Sprowston ENMP	Extremely Likely	They were very thorough.
03/12/2018	Sprowston ENMP	Extremely Likely	This is not related to today's visit butTo destigmatise .. and treat any patients who have mental health issues and treat them as equals.
13/10/2018	Sprowston ENMP	Extremely Likely	This morning was very organised, no changes to be made.
15/03/2019	Sprowston ENMP	Extremely Likely	To be able to book an appointment would be excellent as it's hard with the timescales I have to be able to just phone in the morning and hope to get an appointment.
07/08/2018	Sprowston ENMP	Extremely Likely	To be able to book appointments in advance would be good.
03/10/2018	Sprowston ENMP	Extremely Likely	To be fair using the surgery as I have so far I think you are all doing a very good job considering the resources you have at your disposal. Thank you.
13/11/2018	Sprowston ENMP	Extremely Likely	To be open 7 days a week.
27/11/2018	Sprowston ENMP	Extremely Likely	To book appointments online.
16/11/2018	Sprowston ENMP	Extremely Likely	To change the dreadful music when your on hold on the phone it's really not what you want when your feeling unwell.
20/07/2018	Sprowston ENMP	Extremely Likely	To do more research on the patients illnesses.
19/09/2018	Sprowston ENMP	Extremely Likely	To get an appointment quicker.
21/09/2018	Sprowston ENMP	Extremely Likely	To keep with the same doctor.
22/02/2019	Sprowston ENMP	Extremely Likely	To make it easier to get an appointment by phone instead of having to come all the way to the surgery.
13/10/2018	Sprowston ENMP	Extremely Likely	To make it easier to get appointments to see a doctor.
11/09/2018	Sprowston ENMP	Extremely Likely	To make more appointment s available to see GP.
17/09/2018	Sprowston ENMP	Extremely Likely	To make the ring in 'automated chat' not so long
13/12/2018	Sprowston ENMP	Extremely Likely	To not have to wait so long for an appointment.
28/01/2019	Sprowston ENMP	Extremely Likely	To see Doctor of your choice as we all have different personalities
26/10/2018	Sprowston ENMP	Extremely Likely	To see the Doctor of your choice as we all get on differently with different people.
11/02/2019	Sprowston ENMP	Extremely Likely	To see the same Doctor each time.
17/12/2018	Sprowston ENMP	Extremely Likely	To understand anorexia more and the complications it involves.
29/08/2018	Sprowston ENMP	Extremely Likely	Too make the message when get though shorter.
07/01/2019	Sprowston ENMP	Extremely Likely	Treatment today was very good and efficient. Thank you.
16/11/2018	Sprowston ENMP	Extremely Likely	Try and cut out the queueing in the morning at 8 am.
02/10/2018	Sprowston ENMP	Extremely Likely	Try and keep to appointment times but I appreciate the difficulties of this.
20/12/2018	Sprowston ENMP	Extremely Likely	Trying to book an appointment.
11/12/2018	Sprowston ENMP	Extremely Likely	Trying to make an appointment easier.
21/09/2018	Sprowston ENMP	Extremely Likely	Trying to see the same Dr every time if possible.
07/01/2019	Sprowston ENMP	Extremely Likely	Under the pressure you must be under you are doing a superb job. It must be very hard for you all with the constant phone calls.
30/01/2019	Sprowston ENMP	Extremely Likely	Very good reception welcome & waiting areas. Computer to register patients @ entry not working, but I didn't mind as I prefer human contact!
06/08/2018	Sprowston ENMP	Extremely Likely	Very happy with service. Impressed with new water machines!
15/03/2019	Sprowston ENMP	Extremely Likely	Very satisfied with the way it is. Thank you.
25/03/2019	Sprowston ENMP	Extremely Likely	Waiting so long on phone call. Appointment system needs refreshing.
25/02/2019	Sprowston ENMP	Extremely Likely	Waiting time , but it's understandable why sometimes was have to wait .
17/08/2018	Sprowston ENMP	Extremely Likely	Waiting time both in the phone and in the waiting room.
12/10/2018	Sprowston ENMP	Extremely Likely	Waiting Time for appointments.
31/01/2019	Sprowston ENMP	Extremely Likely	Waiting times shorter however I understand that every persons needs of the doctor differ and length of appointment needed.
31/10/2018	Sprowston ENMP	Extremely Likely	Waiting times to make an appointment in the telephone.
26/11/2018	Sprowston ENMP	Extremely Likely	We arrived early but had to wait ten minutes before a member of staff came to check us in.

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30/07/2018	Sprowston ENMP	Extremely Likely	We honestly had a flawless experience. Got straight through on the phone to a fab team on reception. Dr Barnstable running perfect on time and efficient.
20/12/2018	Sprowston ENMP	Extremely Likely	When you call the surgery it would be useful to find out straight away where abouts you are in the queue.
31/01/2019	Sprowston ENMP	Extremely Likely	Wish you could pre-book appointments other than on the day or for 1 months time.
11/02/2019	Sprowston ENMP	Extremely Likely	Working doors.
18/09/2018	Sprowston ENMP	Extremely Likely	Would it be posable to shorten the message on the phone thanks.
13/08/2018	Sprowston ENMP	Extremely Likely	Would it be possible to shorten the answer phone message.
26/10/2018	Sprowston ENMP	Extremely Likely	You are doing ok.
10/01/2019	Sprowston ENMP	Extremely Likely	You were all fine at my medical examination - but Dr Singh was worried that she was running late and keeping other patients waiting.
02/11/2018	Sprowston ENMP	Likely	Better access to doctors, especially if the patient calling doesn't use the service often, to call and not get an appointment is soul destroying.
10/10/2018	Sprowston ENMP	Likely	Easier to make appointments - sometimes can be on phone for half an hour in a queue and still not get an appointment. Also having to ring at 8 am when it opens.
20/12/2018	Sprowston ENMP	Likely	If we could book appointments for the next day and not have to stand out in the cold in the early morning to make sure you get one.
20/02/2019	Sprowston ENMP	Likely	Make it a lot easier to phone in the morning to book an appointment, instead of having to queue up before 8am to get an appointment for that day.
23/11/2018	Sprowston ENMP	Likely	A slightly shorter wait would be appreciated.
03/10/2018	Sprowston ENMP	Likely	Ability to book appointments ahead.
19/11/2018	Sprowston ENMP	Likely	Ability to make forward appointments for non-urgent consultations.
19/11/2018	Sprowston ENMP	Likely	All good.
11/03/2019	Sprowston ENMP	Likely	An appointment system that you can book for one or two days ahead without having to phone the morning of.
04/09/2018	Sprowston ENMP	Likely	Appointment booking system is poor. Online prescription service is patchy- it always locks me out and having to go to surgery to unlock is unwieldy.
31/12/2018	Sprowston ENMP	Likely	Appointment system.
30/01/2019	Sprowston ENMP	Likely	Appointment system.
13/10/2018	Sprowston ENMP	Likely	Appointment time.
20/12/2018	Sprowston ENMP	Likely	Appointments available at Thorpe.
08/02/2019	Sprowston ENMP	Likely	Appointments on time.
17/10/2018	Sprowston ENMP	Likely	At the moment nothing.
11/12/2018	Sprowston ENMP	Likely	Availability of appointments, late evening opening.
29/10/2018	Sprowston ENMP	Likely	Availability of appointments.
13/10/2018	Sprowston ENMP	Likely	Be able to get appointments booked for the next day,
02/01/2019	Sprowston ENMP	Likely	Being able to book appointments in advance,
25/03/2019	Sprowston ENMP	Likely	Being able to book the appointment online,
22/02/2019	Sprowston ENMP	Likely	Being able to get an appt with a doctor when required,
18/03/2019	Sprowston ENMP	Likely	Being able to make an appointment without hanging on the phone for three quarters of a hour.
23/08/2018	Sprowston ENMP	Likely	Being able to make appointments in advance,
13/12/2018	Sprowston ENMP	Likely	Being able to see if the same doctor if possible, all the time .
16/11/2018	Sprowston ENMP	Likely	Better appointment availability for non urgent issues.
18/07/2018	Sprowston ENMP	Likely	Better appointment services.
30/01/2019	Sprowston ENMP	Likely	Can't think of anything at the moment, very helpful.
01/08/2018	Sprowston ENMP	Likely	Care and explanation of treatment to come was excellent.
02/08/2018	Sprowston ENMP	Likely	Care ok, appointment system awful.
08/01/2019	Sprowston ENMP	Likely	Change the midwives name on the booking in screen - it still says Claire!
26/03/2019	Sprowston ENMP	Likely	Deal with queue on the phone with Sprowston!!! So I'd say, answer the phones as quickly as Thorpe Health Centre.
19/12/2018	Sprowston ENMP	Likely	Didn't know seeing nurse practitioner was option... please promote this option. Thanks.

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04/03/2019	Sprowston ENMP	Likely	Easier appointment booking without listening to the long automated messages.
18/07/2018	Sprowston ENMP	Likely	Easier appointment system, almost impossible to get through to make an appointment, have to phone at 8 but that's the time most people are travelling to work.
23/10/2018	Sprowston ENMP	Likely	Easier to get an appointment.
13/10/2018	Sprowston ENMP	Likely	Easier to get GP appointments.
23/01/2019	Sprowston ENMP	Likely	Easier to get through to make appointments.
29/10/2018	Sprowston ENMP	Likely	Fix the self check in machine.
01/08/2018	Sprowston ENMP	Likely	Forward booked appointments.
12/09/2018	Sprowston ENMP	Likely	Get rid of Doctor Singh she's rude and dismissive.
17/01/2019	Sprowston ENMP	Likely	Get your check in screen to work, it hasn't worked in ages.
24/01/2019	Sprowston ENMP	Likely	Getting an appointment easier.
27/02/2019	Sprowston ENMP	Likely	Getting appointment easier.
06/02/2019	Sprowston ENMP	Likely	GP was very good and knowledgeable, it is often difficult to get a appointment ,
15/11/2018	Sprowston ENMP	Likely	Happy with things at surgery.
14/01/2019	Sprowston ENMP	Likely	Have more appointments available to book on the day and not have to wait 4 days to get an appointment and a 20min queue to get through.
14/01/2019	Sprowston ENMP	Likely	Have more doctor appointments available daily, more doctors or less patients.
03/01/2019	Sprowston ENMP	Likely	I appreciate it's a common problem with most surgeries and not a lot can be done, but it would be nice if it was easier to make appointments in the first instance.
10/12/2018	Sprowston ENMP	Likely	I did not like to queue outside the surgery before 8am surgery open, to ensure an appointment for the day.
28/02/2019	Sprowston ENMP	Likely	If there is going to be a delay please let us know when we check in. Thanks.
30/08/2018	Sprowston ENMP	Likely	If when you request a certain doctor he is unavailable you should be able to book when he is.
11/02/2019	Sprowston ENMP	Likely	Improve the appointment system.
31/01/2019	Sprowston ENMP	Likely	Improve the appointment system as the current situation is awful.
02/01/2019	Sprowston ENMP	Likely	Initial phone reception, a little politeness goes a long way.
04/02/2019	Sprowston ENMP	Likely	Interior door to waiting room not working!
25/10/2018	Sprowston ENMP	Likely	It is good as it is.
07/08/2018	Sprowston ENMP	Likely	It is ok it a long time on phone to get through to see anyone.
16/08/2018	Sprowston ENMP	Likely	It is quite awkward working full time and not being able to book appointments in advance. Otherwise the service and care is very good.
12/02/2019	Sprowston ENMP	Likely	It takes a long time to get trough with that man who talks all the time on the telephone.
19/07/2018	Sprowston ENMP	Likely	It was good, but, a water cooler in the waiting room would help.
13/10/2018	Sprowston ENMP	Likely	It was ok for me to join the long line outside but some may have found it too long to stand, also we were lucky it was a lovely day, as it could have been raining.
03/08/2018	Sprowston ENMP	Likely	I've too little experience of the Sprowston centre to answer that.
15/10/2018	Sprowston ENMP	Likely	Just calling to make appointments.
05/12/2018	Sprowston ENMP	Likely	Just to see your own doctor sometimes.
18/12/2018	Sprowston ENMP	Likely	Keep closer to appointment times.
06/11/2018	Sprowston ENMP	Likely	Less time on the phone waiting for an appointment.
06/08/2018	Sprowston ENMP	Likely	Let us book appointments for the next day.
25/07/2018	Sprowston ENMP	Likely	Make appointments more easily accessible.
08/02/2019	Sprowston ENMP	Likely	Make appts more accessible. Its crazy trying to get an appointment to see a GP.
17/12/2018	Sprowston ENMP	Likely	Make it easier to actually get through on the phone to make an appt.
14/08/2018	Sprowston ENMP	Likely	Make it easier to get an appointment. Nothing was available on line for a non urgent slot.
07/08/2018	Sprowston ENMP	Likely	Make it easier to get an appointment/less time to wait for one.
13/10/2018	Sprowston ENMP	Likely	Make it easier to get appointment. 3 week wait is too long and impossible to get on the day appointment after 9.30.
30/01/2019	Sprowston ENMP	Likely	Make it easy to get an answer from the reception when you need an appointment.
13/02/2019	Sprowston ENMP	Likely	Make waiting time shorter.
14/11/2018	Sprowston ENMP	Likely	Making booking appointments more easy to make.

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Dates	Site	Rating	Response
13/11/2018	Sprowston ENMP	Likely	Maybe send a text to tell us know if doctors are running more than 10 minutes late, my appointment was 25 mins late.
25/07/2018	Sprowston ENMP	Likely	More appointment availability.
10/09/2018	Sprowston ENMP	Likely	More appointment availability.
22/03/2019	Sprowston ENMP	Likely	More appointments available.
31/01/2019	Sprowston ENMP	Likely	More availability to doctors and nurses.
19/10/2018	Sprowston ENMP	Likely	More available appointments so it is easier to get an appointment. Is it possible to have duty doctors to see people on a walk in and wait basis.
04/09/2018	Sprowston ENMP	Likely	More doctors.
10/09/2018	Sprowston ENMP	Likely	More pre bookable appointments available.
21/03/2019	Sprowston ENMP	Likely	My appointment didn't finish until nearly 1pm and was asked to make another appointment. I waited to do this, but reception staff were keen to be finished for lunch.
17/12/2018	Sprowston ENMP	Likely	My appointment was 30 minutes late with no explanation why.
25/02/2019	Sprowston ENMP	Likely	My treatment and care was excellent. The problem I have is booking appointments with minimal impact on my work day.
19/07/2018	Sprowston ENMP	Likely	No changes
18/02/2019	Sprowston ENMP	Likely	No complaints about care or treatment received.
05/11/2018	Sprowston ENMP	Likely	Not so long messages answering phone.
06/12/2018	Sprowston ENMP	Likely	Not sure
25/02/2019	Sprowston ENMP	Likely	Not sure
01/03/2019	Sprowston ENMP	Likely	Not sure
06/03/2019	Sprowston ENMP	Likely	Not sure
24/07/2018	Sprowston ENMP	Likely	Not to be half hour late into appointment, consequently I was then late for work.
24/09/2018	Sprowston ENMP	Likely	Nothing
03/10/2018	Sprowston ENMP	Likely	Nothing
13/10/2018	Sprowston ENMP	Likely	Nothing
11/01/2019	Sprowston ENMP	Likely	Nothing
17/01/2019	Sprowston ENMP	Likely	Nothing
06/03/2019	Sprowston ENMP	Likely	Nothing
24/09/2018	Sprowston ENMP	Likely	Nothing needs to change for what I was there for, a blood test.
11/03/2019	Sprowston ENMP	Likely	Nothing on care and treatment.
22/01/2019	Sprowston ENMP	Likely	Nothing really, I was quite happy with my appointment and the experience
17/09/2018	Sprowston ENMP	Likely	Open at weekends.
20/09/2018	Sprowston ENMP	Likely	Phone lines not to be cut off while waiting and more doctors available.
18/03/2019	Sprowston ENMP	Likely	Please make sure when I make an appointment with a nurse that when I get to the doctors that nurse is actually in that day. Thank you.
06/12/2018	Sprowston ENMP	Likely	Quicker response to my initial enquiry ie. after I had handed in my holiday form. Even if just an acknowledgement of receipt of form.
13/10/2018	Sprowston ENMP	Likely	Re flu jab? Reduce queuing time. There must have been at least 60 people ahead of me when I arrived (on time).
25/09/2018	Sprowston ENMP	Likely	Reception happier but rest lovely.
01/03/2019	Sprowston ENMP	Likely	Reducing the waiting time- by the time I was called in to my appointment it was half an hour later than my scheduled time.
11/02/2019	Sprowston ENMP	Likely	Some kind of sound proof screen across reception, as everyone can hear all conversations by staff on phones.
30/07/2018	Sprowston ENMP	Likely	Stop letting your good staff leave and pay them enough to stay and keep doing a good job .
22/09/2018	Sprowston ENMP	Likely	Surgery was late opening, over 10 minutes so was in a long queue.
06/09/2018	Sprowston ENMP	Likely	Telephone message when ringing for an appointment. It goes on and on and on.
07/02/2019	Sprowston ENMP	Likely	That Dr Singh let me speak after she's asked me a question she does not listen to what you are trying to tell her.
23/07/2018	Sprowston ENMP	Likely	The ability to book doctors appointments in advance.
29/11/2018	Sprowston ENMP	Likely	The introductory phone message needs to be shorter. It's over 2 mins long, a long to wait to be connected to receptionist when feeling ill and wanting appointment.
25/03/2019	Sprowston ENMP	Likely	The long waiting time.
17/12/2018	Sprowston ENMP	Likely	The nurses attitude.

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20/09/2018	Sprowston ENMP	Likely	The waiting times. Was seen around 20 mins after my appointment time. Also the machine for appointments wasn't working so I had to queue up.
25/01/2019	Sprowston ENMP	Likely	There was only one lady on reception who was on the phone when we arrived. There were 2 ladies in the back area talking when they could have seeing to patients.
14/09/2018	Sprowston ENMP	Likely	To be able to book appointments for future dates rather than same day ones .
28/12/2018	Sprowston ENMP	Likely	To be able to get an appointment quicker.
13/02/2019	Sprowston ENMP	Likely	To be able to get appointments.
10/09/2018	Sprowston ENMP	Likely	To be able to make an appointment more easily.
28/01/2019	Sprowston ENMP	Likely	To change the appointment set up so if you need to speak to the reception in an emergency you don't have to listen to the notices first and then find out there are no appointments.
22/09/2018	Sprowston ENMP	Likely	To get appointment. Thank you .
26/07/2018	Sprowston ENMP	Likely	To have a diabetic clinic with a nurse and doctor as you had a few years ago.
07/02/2019	Sprowston ENMP	Likely	To speak to a receptionist instead of listening to 5 minutes of gobbledegook and be able to see the doctor of choice!
08/01/2019	Sprowston ENMP	Likely	To stop the queues.
02/08/2018	Sprowston ENMP	Likely	Treatment and care are fine, it's queueing to ensure an appointment.
24/01/2019	Sprowston ENMP	Likely	Treatment was fine.
04/01/2019	Sprowston ENMP	Likely	Try to keep it at Sprowston as only live a few minutes away. Thank you.
13/10/2018	Sprowston ENMP	Likely	Try to minimise queues by asking folk to keep to their appointment times.
13/10/2018	Sprowston ENMP	Likely	Try to minimise the queue for the flu jab by allocating people to a block of time rather than a specific time.
04/02/2019	Sprowston ENMP	Likely	Wait times
28/09/2018	Sprowston ENMP	Likely	Waiting time
17/01/2019	Sprowston ENMP	Likely	Waiting times for appointment/ blood tests 2 +weeks for blood tests mm !!
23/07/2018	Sprowston ENMP	Likely	When booking an appt not get a running commentary on how busy they are and make me feel like I shouldn't be booking an appt I have been requested to!
09/10/2018	Sprowston ENMP	Likely	Would it be possible for patients who queue before 8 am to get an appointment, to wait in the waiting room, particularly with winter imminent?
01/02/2019	Sprowston ENMP	Likely	You are and always have been incredibly good with all my care. Thank You.
01/08/2018	Sprowston ENMP	Neither Likely or Unlikely	A friendlier receptionist and signs to explain which way to go to the room nominated.
23/01/2019	Sprowston ENMP	Neither Likely or Unlikely	Appointment system is useless. Got the last appointment and I was 11th in the queue.
14/12/2018	Sprowston ENMP	Neither Likely or Unlikely	Appointment system.
15/01/2019	Sprowston ENMP	Neither Likely or Unlikely	Appointment system.
12/12/2018	Sprowston ENMP	Neither Likely or Unlikely	Being able to book an advance appointment.
06/02/2019	Sprowston ENMP	Neither Likely or Unlikely	Being able to book an appointment before the day of the appointment.
28/03/2019	Sprowston ENMP	Neither Likely or Unlikely	Being able to make a Doctors appointment when you want one.
21/08/2018	Sprowston ENMP	Neither Likely or Unlikely	Bridget, nurse is amazing and was very supportive. Unfortunately some of the GPs talk at you.
17/09/2018	Sprowston ENMP	Neither Likely or Unlikely	Cut down waiting times.
28/11/2018	Sprowston ENMP	Neither Likely or Unlikely	Do something about the appointments system, trying to get an appointment in a realistic timeframe is the most frustrating, stressful experience
22/09/2018	Sprowston ENMP	Neither Likely or Unlikely	Doctors being more accessible ie being easier to get appointments .
16/10/2018	Sprowston ENMP	Neither Likely or Unlikely	Easier appointment booking to see same doctor for continuity.
28/12/2018	Sprowston ENMP	Neither Likely or Unlikely	Easyier to appointments.
28/09/2018	Sprowston ENMP	Neither Likely or Unlikely	Extra amiable staff.
18/09/2018	Sprowston ENMP	Neither Likely or Unlikely	For appointment booking to be made easier.
26/09/2018	Sprowston ENMP	Neither Likely or Unlikely	Getting easier appointments.
19/12/2018	Sprowston ENMP	Neither Likely or Unlikely	I always have to wait on average half hour every time I have been.
25/03/2019	Sprowston ENMP	Neither Likely or Unlikely	I'm afraid that one of your reception team can be rather unprofessional- I would not expect a team staff member to swear when replacing the phone in front of you.

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13/11/2018	Sprowston ENMP	Neither Likely or Unlikely	It was a good experience, my usual surgery is Thorpe.
11/02/2019	Sprowston ENMP	Neither Likely or Unlikely	Keep to time for appointments Not 50 mins late as mine was last night.
27/11/2018	Sprowston ENMP	Neither Likely or Unlikely	Listen more.
13/10/2018	Sprowston ENMP	Neither Likely or Unlikely	Make appointments easier to book.
18/02/2019	Sprowston ENMP	Neither Likely or Unlikely	Make it possible to actually get an appointment.
26/11/2018	Sprowston ENMP	Neither Likely or Unlikely	Make it possible to book COPD check ups.
06/02/2019	Sprowston ENMP	Neither Likely or Unlikely	Make sure the sign in screen works at all times. Cut back on the message talk when you telephone in. All is needed is a receptionist to answer the phone.
26/10/2018	Sprowston ENMP	Neither Likely or Unlikely	More appointment availability.
18/09/2018	Sprowston ENMP	Neither Likely or Unlikely	More appointment availability on the day you ring.
13/09/2018	Sprowston ENMP	Neither Likely or Unlikely	More appointments.
31/01/2019	Sprowston ENMP	Neither Likely or Unlikely	More appointments.
05/11/2018	Sprowston ENMP	Neither Likely or Unlikely	More doctors working to makee getting an appointment easier.
09/10/2018	Sprowston ENMP	Neither Likely or Unlikely	Much better booking system - queueing up outside from 7:45am is not ideal.
29/11/2018	Sprowston ENMP	Neither Likely or Unlikely	Not having to spend 20 minutes on the phone trying to get an appointment.
31/12/2018	Sprowston ENMP	Neither Likely or Unlikely	Nothing the nurse I saw was fantastic today.
18/07/2018	Sprowston ENMP	Neither Likely or Unlikely	Nothing.
23/07/2018	Sprowston ENMP	Neither Likely or Unlikely	Nothing.
20/02/2019	Sprowston ENMP	Neither Likely or Unlikely	Nothing. Very happy with services.
22/09/2018	Sprowston ENMP	Neither Likely or Unlikely	Only one. To see the same doctor if available would be great too.
16/10/2018	Sprowston ENMP	Neither Likely or Unlikely	Perhaps create more of a sound barrier so staff comments can't be easily heard by patients.
23/10/2018	Sprowston ENMP	Neither Likely or Unlikely	Reception staff and their attitude!!!
26/11/2018	Sprowston ENMP	Neither Likely or Unlikely	Reduce waiting time.
09/10/2018	Sprowston ENMP	Neither Likely or Unlikely	Sort the appointment system out.
11/02/2019	Sprowston ENMP	Neither Likely or Unlikely	Switch off the endless chatter on the phone - all I want to do is make an appointment - it's very annoying!
26/03/2019	Sprowston ENMP	Neither Likely or Unlikely	That I could get an appointment easier and not wait so long .
13/10/2018	Sprowston ENMP	Neither Likely or Unlikely	That the people in reception area treat you with respect
20/02/2019	Sprowston ENMP	Neither Likely or Unlikely	The doctor. Talked over me constantly, seem surprised when he actually found something wrong and then didn't give me any information.
23/08/2018	Sprowston ENMP	Neither Likely or Unlikely	The phone message. Have you listened to it yourselves ? Otherwise all good ! Thank you.
10/08/2018	Sprowston ENMP	Neither Likely or Unlikely	The service from the reception and doctor were good. I am pleased that the receptionist don't ask what's wrong with you anymore when making an appointment.
12/12/2018	Sprowston ENMP	Neither Likely or Unlikely	To be able to get appointments easier
28/02/2019	Sprowston ENMP	Neither Likely or Unlikely	To be able to make an appointment at the surgery and not sit and wait on phone for 30 mins at 8 in the morning.
23/11/2018	Sprowston ENMP	Neither Likely or Unlikely	To get appointments easy and not have to listen to the man talking for 5 mins before joining the queue.
18/09/2018	Sprowston ENMP	Neither Likely or Unlikely	To get appointments more easily.
31/07/2018	Sprowston ENMP	Neither Likely or Unlikely	To see a doctor of my choice when needed also appointments easier.
28/02/2019	Sprowston ENMP	Neither Likely or Unlikely	Waited over 30 mins to be seen.
17/10/2018	Sprowston ENMP	Neither Likely or Unlikely	Waiting on the phone for ages for an appointment.
16/01/2019	Sprowston ENMP	Unlikely	Easier to book appointments, with more flexible options. More staff answering the appointment phone lines in the morning, so we're not queuing for too long
17/09/2018	Sprowston ENMP	Unlikely	Get some more staff! There is not enough staff on the reception.
09/10/2018	Sprowston ENMP	Unlikely	I have a lot of problems and I can never get an appt or see the same doctor. I have to explain everything all over again. I have never had a full mot .
23/08/2018	Sprowston ENMP	Unlikely	A more friendly greeting on arrival. And non judgement from your staff when its read in my notes that I'm not breastfeeding.
29/03/2019	Sprowston ENMP	Unlikely	A more understanding and caring approach from the GP.
22/01/2019	Sprowston ENMP	Unlikely	Accurate appointment times. I was seen 50 minutes after my appointment time and was late to work.

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06/03/2019	Sprowston ENMP	Unlikely	All the time wasted with all the messages before getting through to ask for appointment and not getting one and not being able to see the same doctor.
03/01/2019	Sprowston ENMP	Unlikely	An "emergency" appointment should not be 1 hour behind.
27/07/2018	Sprowston ENMP	Unlikely	Answer your telephones!
12/11/2018	Sprowston ENMP	Unlikely	Appointments are always about 40 minutes late. It would be nice to be seen on time or 10 minutes late at the most.
31/01/2019	Sprowston ENMP	Unlikely	Appointments need to run more on time. I waited 50 minutes after my appointment time, I was in & out within 1 minute.
17/10/2018	Sprowston ENMP	Unlikely	Being able to book an appointment with my chosen GP in advance.
13/10/2018	Sprowston ENMP	Unlikely	Better system for flu jabs. It was chaos this morning. Cars everywhere and elderly people queuing outside
13/10/2018	Sprowston ENMP	Unlikely	By not making everyone phone for a appointment at 8 o'clock in morning, then having to hang on for about 30mins , to be told all appointment have gone.
20/03/2019	Sprowston ENMP	Unlikely	Change your appointment system so it is accessible to everyone, especially those people who work full time. More pre-bookable appointments.
10/12/2018	Sprowston ENMP	Unlikely	Checking my last smear test before booking my appointment.
29/11/2018	Sprowston ENMP	Unlikely	Communication.
11/10/2018	Sprowston ENMP	Unlikely	Customer service.
18/10/2018	Sprowston ENMP	Unlikely	Doctors and nurse's are brilliant. Reception staff are rude and unhelpful. Awful booking experience with them.
18/07/2018	Sprowston ENMP	Unlikely	Doctors and nurses need to be a bit more sympathetic..and to try and help a bit more. Not to go by what just comes up or doesn't come up on their computer screen.
17/09/2018	Sprowston ENMP	Unlikely	Doctors being more understanding and give you time and not brush your concerns off terrible patient care.
15/02/2019	Sprowston ENMP	Unlikely	Earlier knowledge of necessary tests and vaccinations, rather than finding out at a routine appointment.
26/02/2019	Sprowston ENMP	Unlikely	Easier appointment booking, for same or future day to an ample number of doctors.
30/08/2018	Sprowston ENMP	Unlikely	Felt like I was on a conveyor belt. The care I was given was vague as doctor wasn't sure what was up. Pushed to the pharmacy.
05/10/2018	Sprowston ENMP	Unlikely	For the nurse and doctor NOT to google 'how to treat a jellyfish sting' and use wikihow to get treatment ideas, all of which I have tried and do not work.
23/08/2018	Sprowston ENMP	Unlikely	Getting an appointment with the same GP.
26/09/2018	Sprowston ENMP	Unlikely	Improved appointment booking.
13/10/2018	Sprowston ENMP	Unlikely	Introduce a system to rate the speed of need to see the Dr. An experienced clinician to decide, based on problem, whether you need to see the Dr in 1 week.
22/09/2018	Sprowston ENMP	Unlikely	Just to get seen to when you need a appointment.
30/08/2018	Sprowston ENMP	Unlikely	Keep the wait times on self registering machine more accurate.
18/01/2019	Sprowston ENMP	Unlikely	Make sure every appointment is on time, I wait 1 hour past my time before I got seen to.
08/08/2018	Sprowston ENMP	Unlikely	More appointments.
08/08/2018	Sprowston ENMP	Unlikely	More time and empathy.
31/01/2019	Sprowston ENMP	Unlikely	Most docs or nurses are there one day and gone the next and reception staff, so long to answer phone in morning why not more people answering?
16/10/2018	Sprowston ENMP	Unlikely	Not made to feel penalised in your care and treatment from the doctor because you didn't have your flu jab done at the doctors surgery but at your place of choice.
28/02/2019	Sprowston ENMP	Unlikely	Same complaint as always about booking appointments.
13/10/2018	Sprowston ENMP	Unlikely	Some doctors need to be a little more personal.
30/10/2018	Sprowston ENMP	Unlikely	The care and treatment is fantastic and reception staff are lovely. Only problem is the difficulty in getting an appointment quickly.
19/11/2018	Sprowston ENMP	Unlikely	The doctor. Talked over me constantly, seem surprised when he actually found something wrong and then didn't give me any information.
17/08/2018	Sprowston ENMP	Unlikely	The length of the answerphone message while waiting to connect. It would be better to put you in the queue then give the message re time wasting.
08/03/2019	Sprowston ENMP	Unlikely	The nurse was fantastic but getting the prescription was a nightmare why wasn't I just given it like normal I now have to spend more time on telephone to get this sorted.
13/02/2019	Sprowston ENMP	Unlikely	The surgerys administration is in general shockingly bad. But in particular the prescription & appointment systems really need thorough re-evaluating.

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31/01/2019	Sprowston ENMP	Unlikely	The system when you ring, having to listen to that man is so frustrating, when you just want to speak to a human.
18/01/2019	Sprowston ENMP	Unlikely	To allow me to make an appointment to see doctor after being told I need one....having to wait to ring at 8 on Monday is not acceptable.
03/12/2018	Sprowston ENMP	Unlikely	To be able to get an appointment when I need one.
15/10/2018	Sprowston ENMP	Unlikely	To be given accurate information. I've just come home and researched on government pages and found I've been told incorrect information.
12/11/2018	Sprowston ENMP	Unlikely	To see a different doctor.
11/02/2019	Sprowston ENMP	Unlikely	Treatment was excellent. Receptionist was rude and made it clear they were not interested in my enquiry.
07/09/2018	Sprowston ENMP	Unlikely	Try to be more on time, 45 minute wait was just too long.
07/11/2018	Sprowston ENMP	Unlikely	Understanding and empathetic front desk staff.
08/01/2019	Sprowston ENMP	Unlikely	Wait time- put patients appointments back so they are not waiting 40+ minutes.
23/11/2018	Sprowston ENMP	Unlikely	Waiting times. My appointment was 45 minutes behind
14/03/2019	Sprowston ENMP	Unlikely	Waiting times. My appointment was 45 minutes behind.
20/02/2019	Sprowston ENMP	Unlikely	When I book to get seen at a certain time like today for example, my appointment was for 09:40, I didn't actually get seen till 10:20
04/10/2018	Thorpe ENMP	Extremely Likely	Being able to get an appointment when I need it and not havng to wait weeks.
07/03/2019	Thorpe ENMP	Extremely Likely	I was treated really well. The staff from reception through to the nurse were happy, polite and professional. Obviously speaks volumes about the general standard of the practice.
15/01/2019	Thorpe ENMP	Extremely Likely	I'm not regular visitor and to be very fair in my case can't think of anything that needs to change. Appointment same day.
16/11/2018	Thorpe ENMP	Extremely Likely	Make sure the check in machine works properly, today it seemed to be playing up.
17/08/2018	Thorpe ENMP	Extremely Likely	My appointment today went well and only lasted a few minutes, I'm sure you know this already but our biggest moan is not being able to make an appointments.
30/01/2019	Thorpe ENMP	Extremely Likely	Possibly retain contact by letter reminder of needed check up appointment.
11/09/2018	Thorpe ENMP	Extremely Likely	Receptionists with manners. I complained today as I waited 15 minutes on phone this morning and was cut off.
21/09/2018	Thorpe ENMP	Extremely Likely	Sue the Nurse Practitioner has a professional approach.
07/01/2019	Thorpe ENMP	Extremely Likely	To be able to book an appointment with the doctor (not nurse practitioner) in advance (not on the day) as it is not always possible to do same day when I am at work.
17/11/2018	Thorpe ENMP	Extremely Likely	You need a bigger carpark !! Very difficult to park as it is at the moment!! Care and treatment are fine. Struggle to make advanced appointments
04/01/2019	Thorpe ENMP	Extremely Likely	.Nothing
15/10/2018	Thorpe ENMP	Extremely Likely	40 minutes on hold to book an appointment.
15/10/2018	Thorpe ENMP	Extremely Likely	9th in line for app but still waited 30 minutes on phone from 8am until 8.30.but otherwise very good service from doctor.
18/03/2019	Thorpe ENMP	Extremely Likely	A bigger car park I was late for my appointment because I was waiting for a parking space for over 10 mins
04/09/2018	Thorpe ENMP	Extremely Likely	A call or text message to relay blood test results would be good.
28/03/2019	Thorpe ENMP	Extremely Likely	A email highlighting the discussion you had with the Doctor, as at times I find it difficult to remember key points.
05/10/2018	Thorpe ENMP	Extremely Likely	A private helicopter to get to appointments!!!
03/12/2018	Thorpe ENMP	Extremely Likely	A shorter message on your phone.
15/10/2018	Thorpe ENMP	Extremely Likely	A way to book appointments via text.
03/08/2018	Thorpe ENMP	Extremely Likely	Absolutely nothing everyone is amazing
26/02/2019	Thorpe ENMP	Extremely Likely	Absolutely nothing!!! "Why fix it if it isn't broken" the saying goes, from my experience everyone at Thorpe ENMP is brilliant, credits to all of them!
14/12/2018	Thorpe ENMP	Extremely Likely	Absolutely nothing. I am very happy with everything. Thank you
02/08/2018	Thorpe ENMP	Extremely Likely	Absolutely nothing. I am very happy with everything. Thank you.
11/02/2019	Thorpe ENMP	Extremely Likely	Advance appointment booking.
31/01/2019	Thorpe ENMP	Extremely Likely	Advise SMP how to be as efficient and caring as yourselves!
14/12/2018	Thorpe ENMP	Extremely Likely	All good, thanks.
11/09/2018	Thorpe ENMP	Extremely Likely	All good.

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24/10/2018	Thorpe ENMP	Extremely Likely	All is fine at the moment.
05/02/2019	Thorpe ENMP	Extremely Likely	All ok here.
09/11/2018	Thorpe ENMP	Extremely Likely	All ok.
07/01/2019	Thorpe ENMP	Extremely Likely	All ok.
15/01/2019	Thorpe ENMP	Extremely Likely	All ok.
21/09/2018	Thorpe ENMP	Extremely Likely	All the staff are always so helpful and friendly. Having the pharmacy open the same times as the practice would help.
19/11/2018	Thorpe ENMP	Extremely Likely	All was good.
24/08/2018	Thorpe ENMP	Extremely Likely	Always an excellent service! Sue the Nurse Practitioner is fabulous.
13/11/2018	Thorpe ENMP	Extremely Likely	Answer phone too long.
16/01/2019	Thorpe ENMP	Extremely Likely	Appointment on time or near.
25/09/2018	Thorpe ENMP	Extremely Likely	Appointment system.
06/09/2018	Thorpe ENMP	Extremely Likely	Appointments with nurse available the same day as doctor requests tests.
28/02/2019	Thorpe ENMP	Extremely Likely	As a working person who often works out of this area I would value the opportunity to book a visit in your Thursday slots within two or three week slot, thanks.
17/10/2018	Thorpe ENMP	Extremely Likely	As I have a profound hearing loss would like to make it easier to book appointments.
21/01/2019	Thorpe ENMP	Extremely Likely	As I only came to have a blood test there's nothing that I think needs changing.
17/11/2018	Thorpe ENMP	Extremely Likely	Be able to book an appointment ahead of time.
20/03/2019	Thorpe ENMP	Extremely Likely	Be able to book appointments in advance.
11/01/2019	Thorpe ENMP	Extremely Likely	Be able to get appointments on the day more easily.
04/09/2018	Thorpe ENMP	Extremely Likely	Be able to make Doctor appointments in advance rather than only on the day.
05/11/2018	Thorpe ENMP	Extremely Likely	Be on time. I waited 30 minutes after the appointment time.
10/08/2018	Thorpe ENMP	Extremely Likely	Being able to book ahead for appointments.
06/08/2018	Thorpe ENMP	Extremely Likely	Being able to book your appointment at any time in the day & not just at 8 am & maybe opening weekends.
29/01/2019	Thorpe ENMP	Extremely Likely	Being able to get a blood test within the time requested by your own doctor!
13/02/2019	Thorpe ENMP	Extremely Likely	Being able to get an appointment in advance- more for my mum than me. She is elderly and can never get through on the phone.
02/10/2018	Thorpe ENMP	Extremely Likely	Being able to get through on the telephone at 8am to book an appointment. By the time you get through usually all the day's appointments have gone.
07/02/2019	Thorpe ENMP	Extremely Likely	Being able to make general advanced appointments.
13/08/2018	Thorpe ENMP	Extremely Likely	Being able to phone any time of the day to make appointment.
08/11/2018	Thorpe ENMP	Extremely Likely	Being able to prebook appointments easier.
31/12/2018	Thorpe ENMP	Extremely Likely	Better access on phone call appointments waited 25 minutes this morning before getting through. Thank you.
21/01/2019	Thorpe ENMP	Extremely Likely	Better car parking facilities for the blue badge holders.
17/11/2018	Thorpe ENMP	Extremely Likely	Bigger car park.
22/01/2019	Thorpe ENMP	Extremely Likely	Book Nurse appointment on online services?
20/09/2018	Thorpe ENMP	Extremely Likely	Booking system needs to be available for advanced appointments sooner.
13/12/2018	Thorpe ENMP	Extremely Likely	Cannot improve on an already excellent service.
16/01/2019	Thorpe ENMP	Extremely Likely	Cannot think of anything.
19/03/2019	Thorpe ENMP	Extremely Likely	Cannot think of anything.
03/12/2018	Thorpe ENMP	Extremely Likely	Cannot think of anything. Experience and treatment very good. Thanks.
14/01/2019	Thorpe ENMP	Extremely Likely	Cannot think of anything. You are doing fine!
18/01/2019	Thorpe ENMP	Extremely Likely	Can't think at present.
11/09/2018	Thorpe ENMP	Extremely Likely	Can't think of a thing. Am very happy the way you take care of me !
17/11/2018	Thorpe ENMP	Extremely Likely	Can't think of a thing. Thank you.
04/01/2019	Thorpe ENMP	Extremely Likely	Can't think of any thing that needs changing happy with GP treating me a also staff are very helpful and pleasant thank you.
10/10/2018	Thorpe ENMP	Extremely Likely	Cant think of anything!
07/02/2019	Thorpe ENMP	Extremely Likely	Can't think of anything, all good, thank you
09/01/2019	Thorpe ENMP	Extremely Likely	Cant think of anything, only waiting times, but waiting means doctor is taking time sorting people out which is good.

EAST NORWICH MEDICAL PARTNERSHIP
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Dates	Site	Rating	Response
22/08/2018	Thorpe ENMP	Extremely Likely	Can't think of anything.
09/10/2018	Thorpe ENMP	Extremely Likely	Can't think of anything.
17/12/2018	Thorpe ENMP	Extremely Likely	Can't think of anything.
08/11/2018	Thorpe ENMP	Extremely Likely	Care & treatment I have no problem with, however, everyone ringing at 8am to get appointment is ridiculous along with the car parking.
16/01/2019	Thorpe ENMP	Extremely Likely	Care and treatment always 1st class.
30/07/2018	Thorpe ENMP	Extremely Likely	Change nothing, you are doing great.
11/01/2019	Thorpe ENMP	Extremely Likely	Change nothing. It was excellent.
27/07/2018	Thorpe ENMP	Extremely Likely	Change the chemist so that patients can always get their prescriptions fulfilled !!
18/01/2019	Thorpe ENMP	Extremely Likely	Change the rude reception staff.
19/02/2019	Thorpe ENMP	Extremely Likely	Cleaning improved. Especially checking in computer area which was dirty. Thank you.
17/11/2018	Thorpe ENMP	Extremely Likely	Completely happy with care and treatment. Thank you Dr Rattner.
07/01/2019	Thorpe ENMP	Extremely Likely	Completely satisfied, thank you.
17/11/2018	Thorpe ENMP	Extremely Likely	Cup of tea while waiting ??
28/01/2019	Thorpe ENMP	Extremely Likely	Current Magazines.
06/08/2018	Thorpe ENMP	Extremely Likely	Cut down on the extremely long messages on the telephone which seemed to go on forever.
25/03/2019	Thorpe ENMP	Extremely Likely	Dealt with in a professional, friendly manner.
31/01/2019	Thorpe ENMP	Extremely Likely	Dedicated support group for diabetes.
26/10/2018	Thorpe ENMP	Extremely Likely	Don't change anything, your service is perfect.
20/02/2019	Thorpe ENMP	Extremely Likely	Don't fix what ain't broke ??
11/09/2018	Thorpe ENMP	Extremely Likely	Don't know
30/11/2018	Thorpe ENMP	Extremely Likely	Don't know
02/01/2019	Thorpe ENMP	Extremely Likely	Don't know
08/03/2019	Thorpe ENMP	Extremely Likely	Don't know
22/10/2018	Thorpe ENMP	Extremely Likely	Dr Scherzinger is a very nice and good doctor. She shows empathy and listens to the patient. Would definitely recommend her.
06/02/2019	Thorpe ENMP	Extremely Likely	Easier access to GP appointments.
28/01/2019	Thorpe ENMP	Extremely Likely	Easier appointment booking.
10/09/2018	Thorpe ENMP	Extremely Likely	Easier appointments, but far better than the old system.
25/02/2019	Thorpe ENMP	Extremely Likely	Easier parking.
28/08/2018	Thorpe ENMP	Extremely Likely	Easier to access an appointment.
05/12/2018	Thorpe ENMP	Extremely Likely	Easier to get an appointment ??
07/03/2019	Thorpe ENMP	Extremely Likely	Easier to get an appointment.
07/01/2019	Thorpe ENMP	Extremely Likely	Easier to get appointments.
01/11/2018	Thorpe ENMP	Extremely Likely	Easier to make appointments to see doctor.
06/09/2018	Thorpe ENMP	Extremely Likely	Easier to make or receive an appointment.
28/09/2018	Thorpe ENMP	Extremely Likely	Encountered no problems, carry on doing what your doing!
26/07/2018	Thorpe ENMP	Extremely Likely	Enlarge the car park!
06/09/2018	Thorpe ENMP	Extremely Likely	Enlarge the car park!
01/11/2018	Thorpe ENMP	Extremely Likely	ENLARGE THE CAR PARK!!!
29/11/2018	Thorpe ENMP	Extremely Likely	Everything ok.
10/09/2018	Thorpe ENMP	Extremely Likely	Everything seems to be very well run.
17/11/2018	Thorpe ENMP	Extremely Likely	Everything was fine.
17/11/2018	Thorpe ENMP	Extremely Likely	Everything was fine.
20/12/2018	Thorpe ENMP	Extremely Likely	Everything was fine.
20/08/2018	Thorpe ENMP	Extremely Likely	Everything was good for me. No need to change anything.
21/09/2018	Thorpe ENMP	Extremely Likely	Everything was great, phone call, parking and appointment
01/11/2018	Thorpe ENMP	Extremely Likely	Everything was perfect
06/09/2018	Thorpe ENMP	Extremely Likely	Everything was to my satisfaction thank you

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Dates	Site	Rating	Response
04/12/2018	Thorpe ENMP	Extremely Likely	Excellent could not be improved
03/12/2018	Thorpe ENMP	Extremely Likely	Excellent in all aspects. Maintain this standard.
23/11/2018	Thorpe ENMP	Extremely Likely	Excellent service from Dr Bastable.
01/02/2019	Thorpe ENMP	Extremely Likely	Extend the car park! 10th time of asking!!
04/12/2018	Thorpe ENMP	Extremely Likely	Facilities good, staff very polite what needs changing
26/09/2018	Thorpe ENMP	Extremely Likely	Find a reason for my conditions - lots of tests but all negative.
09/08/2018	Thorpe ENMP	Extremely Likely	Find my vein the first time
24/12/2018	Thorpe ENMP	Extremely Likely	Flatter parking spaces
17/11/2018	Thorpe ENMP	Extremely Likely	Flu jab well done sometimes a problem getting a appointment but I do understand why
31/08/2018	Thorpe ENMP	Extremely Likely	For the appointment to have been available at my Doctor's surgery luckily I have a car to get there!
29/10/2018	Thorpe ENMP	Extremely Likely	Free donuts lol
01/02/2019	Thorpe ENMP	Extremely Likely	Free WiFi
28/12/2018	Thorpe ENMP	Extremely Likely	From my experience no improvement required
20/11/2018	Thorpe ENMP	Extremely Likely	Get a bigger car park
11/10/2018	Thorpe ENMP	Extremely Likely	Get appointment easily apart from that every thing was fine
20/02/2019	Thorpe ENMP	Extremely Likely	Get the phones answered as quickly at Sprowston as they are at Thorpe
19/09/2018	Thorpe ENMP	Extremely Likely	Getting appointments and being able to see a doctor easily is tremendously difficult. I don't really need to see s doctor and don't come to the surgery often.
23/10/2018	Thorpe ENMP	Extremely Likely	Getting appointments quicker ie within a fortnight
12/03/2019	Thorpe ENMP	Extremely Likely	Getting me better and I know you are trying
21/08/2018	Thorpe ENMP	Extremely Likely	Give me better access to a GP . No fun having to ring at 8 then by the time you get through all appointments are gone at Thorpe & Aslake Close . Disgrace.
06/08/2018	Thorpe ENMP	Extremely Likely	Given the speed and depth of care from the N H S I don't think you can do much more and I thank you for your efforts
19/07/2018	Thorpe ENMP	Extremely Likely	Good care and treatment once you can get an appointment.
05/02/2019	Thorpe ENMP	Extremely Likely	Good receptionist and booked in quickly. Thank you.
22/02/2019	Thorpe ENMP	Extremely Likely	Good taff in general. Just find the phone system annoying.
09/01/2019	Thorpe ENMP	Extremely Likely	Greatly reduce the messages time when phoning in to make a an appointment.
07/02/2019	Thorpe ENMP	Extremely Likely	Had to wait extra 20 minutes as delayed. Would be good if could of had an update via a text message to let me know
16/10/2018	Thorpe ENMP	Extremely Likely	Hand gel after using touch screen for registration.
23/08/2018	Thorpe ENMP	Extremely Likely	Happy with service
06/03/2019	Thorpe ENMP	Extremely Likely	Happy with service and care
14/09/2018	Thorpe ENMP	Extremely Likely	Happy with the experience.
12/11/2018	Thorpe ENMP	Extremely Likely	Happy with the service as it is
07/02/2019	Thorpe ENMP	Extremely Likely	Have a working checking in screen and something to sit on while queueing for the receptionist as a result of the screen not working
12/11/2018	Thorpe ENMP	Extremely Likely	Have always been treated well so i don't there is any change needed
27/11/2018	Thorpe ENMP	Extremely Likely	Have more pre-book appointment's available.
22/09/2018	Thorpe ENMP	Extremely Likely	Have no complaints so happy with the way it is
24/10/2018	Thorpe ENMP	Extremely Likely	Have the technology fully operational to save practitioners the time wasted in coming to collect patients from the waiting area
27/07/2018	Thorpe ENMP	Extremely Likely	Having the same doctor each time I have to come to the surgery
04/02/2019	Thorpe ENMP	Extremely Likely	Hello!
22/10/2018	Thorpe ENMP	Extremely Likely	Hoping I am kept informed of follow up test results.
06/12/2018	Thorpe ENMP	Extremely Likely	I am always happy with my treatment.
24/10/2018	Thorpe ENMP	Extremely Likely	I am happy only problem is making appointments
21/12/2018	Thorpe ENMP	Extremely Likely	I am happy to be a patient with the clinic thank you
26/07/2018	Thorpe ENMP	Extremely Likely	I am happy with everything
05/12/2018	Thorpe ENMP	Extremely Likely	I am happy with it as it is
07/02/2019	Thorpe ENMP	Extremely Likely	I am happy with my treatment and care so can think of nothing I would change

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Dates	Site	Rating	Response
10/10/2018	Thorpe ENMP	Extremely Likely	I am not able to say that there's anything I would change except maybe a little leeway in the morning for booking appointments
20/07/2018	Thorpe ENMP	Extremely Likely	I am perfectly happy with the treatment I received thank you.
18/10/2018	Thorpe ENMP	Extremely Likely	I am pleased with your approach is stands.Thanks
29/10/2018	Thorpe ENMP	Extremely Likely	I am really happy with the care both I and my husband have. Thank you.
27/07/2018	Thorpe ENMP	Extremely Likely	I am really satisfied with the treatment I get at Thorpe. Thank you.
18/10/2018	Thorpe ENMP	Extremely Likely	I am very happy the way I am being treated therefore I don't need any changers thank you all
22/01/2019	Thorpe ENMP	Extremely Likely	I am very satisfied with the service
10/08/2018	Thorpe ENMP	Extremely Likely	I can think of nothing, as I am satisfied with my care.
01/02/2019	Thorpe ENMP	Extremely Likely	I cannot think of any
04/01/2019	Thorpe ENMP	Extremely Likely	I can't really list one improvement. The booking was excellent and I like the reminder text. I was in on time and the whole appt was very good.
12/02/2019	Thorpe ENMP	Extremely Likely	I can't think of any changers needed for me doctor treating me is very caring and staff in surgery are very helpful and polite thank you
12/11/2018	Thorpe ENMP	Extremely Likely	I can't think of anything to improve my experience as everything was to my complete satisfaction.
15/08/2018	Thorpe ENMP	Extremely Likely	I can't think of anything... Everyone is very professional...
31/12/2018	Thorpe ENMP	Extremely Likely	I don't know
17/12/2018	Thorpe ENMP	Extremely Likely	I don't like having to phone exactly at 8am to get an appointment, it's difficult to sometimes to do that as I work.
19/10/2018	Thorpe ENMP	Extremely Likely	I don't think that you could improve on anything I think that you all are doing a marvellous job already thank you
15/02/2019	Thorpe ENMP	Extremely Likely	I don't think you could improve anything. Very happy with everything I've had done today. Dr Few was excellent as always and his nursing assistant also.
27/11/2018	Thorpe ENMP	Extremely Likely	I had to struggle extremely to get an appointment. I'm a nurse having stress issues and only after speaking with a colleague did I manage to call and ask for an appointment.
14/12/2018	Thorpe ENMP	Extremely Likely	I have never had any problems with getting an appointment to see the nurse, seeing a doctor is another matter!!!
20/09/2018	Thorpe ENMP	Extremely Likely	I have no issues
15/10/2018	Thorpe ENMP	Extremely Likely	I have nothing to add. I always find the treatment and care excellent.
22/03/2019	Thorpe ENMP	Extremely Likely	I have only one minor suggestion and that is to shorten the recorded message played when you phone the practice to make an appointment
19/03/2019	Thorpe ENMP	Extremely Likely	I hold back on health issues sometimes simply because an appointment at the time needed is unavailable
07/11/2018	Thorpe ENMP	Extremely Likely	I know it's probably not possible but to make getting an appointment easier
18/07/2018	Thorpe ENMP	Extremely Likely	I know the nurse was running 10mins late but she apologised, and that was fine by me , 10 mins isnt that late for me
31/08/2018	Thorpe ENMP	Extremely Likely	I know this is not possible, but more parking spaces would be a great improvement.
26/03/2019	Thorpe ENMP	Extremely Likely	I received excellent treatment
17/12/2018	Thorpe ENMP	Extremely Likely	I waited 30 mins-so less waiting time.
20/02/2019	Thorpe ENMP	Extremely Likely	I was very happy with my experience so nothing
24/10/2018	Thorpe ENMP	Extremely Likely	I would like to see the same doctor you are use to seeing
21/03/2019	Thorpe ENMP	Extremely Likely	Ideally waiting time but appreciate you're very busy!
17/11/2018	Thorpe ENMP	Extremely Likely	If it is not broken, don't fix it.
11/03/2019	Thorpe ENMP	Extremely Likely	If patients receive a letter following blood tests informing them that the doctor would like to see them, it would be really helpful if they were allowed to book an appointment.
16/08/2018	Thorpe ENMP	Extremely Likely	If possible to be able to see same doctor
10/12/2018	Thorpe ENMP	Extremely Likely	I'm happy as it is. Thank you.
25/07/2018	Thorpe ENMP	Extremely Likely	I'm happy the way it is.
13/11/2018	Thorpe ENMP	Extremely Likely	I'm quite happy with care and treatment
14/09/2018	Thorpe ENMP	Extremely Likely	Immortality
02/11/2018	Thorpe ENMP	Extremely Likely	Improve the Sprowston Practice ie Staff on reception so did not have to take appointments at Thorpe
20/12/2018	Thorpe ENMP	Extremely Likely	Improve your answering machine messages. The man is so boring and long-winded.
29/09/2018	Thorpe ENMP	Extremely Likely	In a perfect world, being able to make appointments not solely on day of request.
28/02/2019	Thorpe ENMP	Extremely Likely	In my experience no improvement required

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Dates	Site	Rating	Response
08/03/2019	Thorpe ENMP	Extremely Likely	It couldn't, went in within 5mins of sitting down and nurse was very professional.
08/02/2019	Thorpe ENMP	Extremely Likely	It is always a struggle to get appointments when all available ones have been allocated within 10 minutes after the phone lines open at 8am
31/12/2018	Thorpe ENMP	Extremely Likely	It was fine thanks apart from you being busy and I had to wait a bit but I managed to get through on the phone first time ever
03/01/2019	Thorpe ENMP	Extremely Likely	It was fine today ??
23/01/2019	Thorpe ENMP	Extremely Likely	It would be to have a nutritional therapist. To have someone that could give alternative advice to taking drugs alone.
13/11/2018	Thorpe ENMP	Extremely Likely	It's all good very caring
29/08/2018	Thorpe ENMP	Extremely Likely	Its fine
22/09/2018	Thorpe ENMP	Extremely Likely	Its OK as it is
06/08/2018	Thorpe ENMP	Extremely Likely	Its ok thanks
19/07/2018	Thorpe ENMP	Extremely Likely	Just keep recruiting more staff
29/01/2019	Thorpe ENMP	Extremely Likely	Just more staff to stop backlog of work
04/12/2018	Thorpe ENMP	Extremely Likely	Just the waiting time to see doctor. But understand they are busy and appreciate what you all do.
29/11/2018	Thorpe ENMP	Extremely Likely	Keep informed when in waiting room if there is a delay
23/10/2018	Thorpe ENMP	Extremely Likely	Keep up the good work .
17/11/2018	Thorpe ENMP	Extremely Likely	Less of a huge queue this morning for flu jabs but that's not something you can help!
22/10/2018	Thorpe ENMP	Extremely Likely	Less waiting time
30/08/2018	Thorpe ENMP	Extremely Likely	Less waiting time (but I know you can't really control that!)
11/12/2018	Thorpe ENMP	Extremely Likely	Less waiting time for appointment
14/03/2019	Thorpe ENMP	Extremely Likely	Let the machine check in work up to appointment time.
06/09/2018	Thorpe ENMP	Extremely Likely	Long message when ringing.
20/02/2019	Thorpe ENMP	Extremely Likely	Longer appointments
07/08/2018	Thorpe ENMP	Extremely Likely	lower the volume of music while waiting for appointment other wise very happy with the system
07/08/2018	Thorpe ENMP	Extremely Likely	Luckily I have had no negative issues so no suggestions come to mind.
11/03/2019	Thorpe ENMP	Extremely Likely	Make appointments easier to obtain.
28/02/2019	Thorpe ENMP	Extremely Likely	Make appointment more available
25/03/2019	Thorpe ENMP	Extremely Likely	Make appointments easier to get!
14/03/2019	Thorpe ENMP	Extremely Likely	Make Aslake close as good as Thorpe
13/03/2019	Thorpe ENMP	Extremely Likely	Make booking an appointment easier
27/03/2019	Thorpe ENMP	Extremely Likely	Make it easier to get an appointment
08/03/2019	Thorpe ENMP	Extremely Likely	Make it possible to get appointment when needed on the day
15/01/2019	Thorpe ENMP	Extremely Likely	Make waiting room more private
10/10/2018	Thorpe ENMP	Extremely Likely	Making an appointment
22/03/2019	Thorpe ENMP	Extremely Likely	Making an appointment.
17/09/2018	Thorpe ENMP	Extremely Likely	Making appointments
11/03/2019	Thorpe ENMP	Extremely Likely	Making appointments easier to obtain.
04/09/2018	Thorpe ENMP	Extremely Likely	Making appointments!
01/08/2018	Thorpe ENMP	Extremely Likely	Manage to get an appt, and be able to make 1 in advance with dr of my choice.
10/01/2019	Thorpe ENMP	Extremely Likely	Maybe a little more time to discuss issues.
21/12/2018	Thorpe ENMP	Extremely Likely	Merry Xmas
20/08/2018	Thorpe ENMP	Extremely Likely	Minor thing would be to use the automatic sign in, as the was broken, but it didn't detract from the positive experience
14/03/2019	Thorpe ENMP	Extremely Likely	More appointment availability; including pre-bookable appointments.
29/09/2018	Thorpe ENMP	Extremely Likely	More appointments available
24/12/2018	Thorpe ENMP	Extremely Likely	More appointments available .
03/12/2018	Thorpe ENMP	Extremely Likely	More appointments available after 3pm for nurse(blood pressure test) because work will not always let me attend earlier appointments.
17/11/2018	Thorpe ENMP	Extremely Likely	More appointments out of hours
13/11/2018	Thorpe ENMP	Extremely Likely	More disabled parking spaces

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Dates	Site	Rating	Response
17/01/2019	Thorpe ENMP	Extremely Likely	More diverse reading material in the waiting area
31/01/2019	Thorpe ENMP	Extremely Likely	More emergency appointment please
10/12/2018	Thorpe ENMP	Extremely Likely	More flexible appointment arrangements
08/01/2019	Thorpe ENMP	Extremely Likely	More funding for you!
20/11/2018	Thorpe ENMP	Extremely Likely	More GP appts in the evening.
12/12/2018	Thorpe ENMP	Extremely Likely	More GPs available 24/7
24/10/2018	Thorpe ENMP	Extremely Likely	More GPs.
02/11/2018	Thorpe ENMP	Extremely Likely	More nurses
04/12/2018	Thorpe ENMP	Extremely Likely	More nurses
07/02/2019	Thorpe ENMP	Extremely Likely	More nurses
11/03/2019	Thorpe ENMP	Extremely Likely	More nurses
18/07/2018	Thorpe ENMP	Extremely Likely	More online and via email
04/03/2019	Thorpe ENMP	Extremely Likely	More online appointment slots
16/10/2018	Thorpe ENMP	Extremely Likely	More online booking slots
17/11/2018	Thorpe ENMP	Extremely Likely	More patients smiling!!!
20/03/2019	Thorpe ENMP	Extremely Likely	More phone lines
16/08/2018	Thorpe ENMP	Extremely Likely	More pre-bookable appointments
22/02/2019	Thorpe ENMP	Extremely Likely	More prebookable appointments. When I have tried on line at various times , there are non available.
24/01/2019	Thorpe ENMP	Extremely Likely	More pre-bookable bookable just like that but there was supposed to be none left it felt as though I was lied too.
22/08/2018	Thorpe ENMP	Extremely Likely	More routine doctors appointments made available.
17/08/2018	Thorpe ENMP	Extremely Likely	More same day appointments
25/01/2019	Thorpe ENMP	Extremely Likely	More spaces available to park for patients, the staff car park had a closed barrier and lots of empty spaces unused
03/08/2018	Thorpe ENMP	Extremely Likely	More staff to answer phones when booking appointment
18/03/2019	Thorpe ENMP	Extremely Likely	Move all of you to Aslake close including Practice Manager
18/07/2018	Thorpe ENMP	Extremely Likely	My appointment was 9.30 went through at 10.10
15/11/2018	Thorpe ENMP	Extremely Likely	My care and treatment were perfect.
29/08/2018	Thorpe ENMP	Extremely Likely	My expectations were fully met with yesterday, based on that experience alone I have nothing to suggest that would have helped or improved my experience.
27/11/2018	Thorpe ENMP	Extremely Likely	N/A
04/02/2019	Thorpe ENMP	Extremely Likely	N/A
22/09/2018	Thorpe ENMP	Extremely Likely	N/A, service v.good :-)
29/11/2018	Thorpe ENMP	Extremely Likely	NO I think your servise is great you cant improve on something that works so well . A smile from the lovely Receptionist makes my day
02/08/2018	Thorpe ENMP	Extremely Likely	Nicer waiting area with chairs that you don't stick to in hot weather
03/12/2018	Thorpe ENMP	Extremely Likely	No
07/11/2018	Thorpe ENMP	Extremely Likely	No a thing with the care.but the new phone system is not good. Too long to talk to somebody after the recorded message.
19/09/2018	Thorpe ENMP	Extremely Likely	No change
26/07/2018	Thorpe ENMP	Extremely Likely	No change needed
28/03/2019	Thorpe ENMP	Extremely Likely	No changes needed
19/09/2018	Thorpe ENMP	Extremely Likely	No changes required, you are very efficient
19/11/2018	Thorpe ENMP	Extremely Likely	no complaints at all
20/09/2018	Thorpe ENMP	Extremely Likely	No complaints or improvements at all. Thank you.
22/11/2018	Thorpe ENMP	Extremely Likely	No complaints. Friendly staff throughout. Always satisfied.
08/10/2018	Thorpe ENMP	Extremely Likely	No fine thanks
12/03/2019	Thorpe ENMP	Extremely Likely	No improvement needed
19/09/2018	Thorpe ENMP	Extremely Likely	No improvement needed. Dr Bastable is the best GP I have ever had the privilege of being treated by.
20/09/2018	Thorpe ENMP	Extremely Likely	No need to change anything everything is fine
18/12/2018	Thorpe ENMP	Extremely Likely	No need to change. It's good as it is

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Dates	Site	Rating	Response
23/08/2018	Thorpe ENMP	Extremely Likely	No no gripes from me! Thank you
21/02/2019	Thorpe ENMP	Extremely Likely	No nothing it was a good visit and outcome
14/01/2019	Thorpe ENMP	Extremely Likely	No problems, everything went as well or better than I'd hoped for, thank you.
22/10/2018	Thorpe ENMP	Extremely Likely	No today it was good thanks
22/08/2018	Thorpe ENMP	Extremely Likely	No. It's fine for me thank you
24/09/2018	Thorpe ENMP	Extremely Likely	Non. It was first class!!!!
10/08/2018	Thorpe ENMP	Extremely Likely	None
04/09/2018	Thorpe ENMP	Extremely Likely	None
26/09/2018	Thorpe ENMP	Extremely Likely	None
13/12/2018	Thorpe ENMP	Extremely Likely	None
27/02/2019	Thorpe ENMP	Extremely Likely	None
11/03/2019	Thorpe ENMP	Extremely Likely	None
18/12/2018	Thorpe ENMP	Extremely Likely	None as very happy with the service provider thank you
22/03/2019	Thorpe ENMP	Extremely Likely	None was very good
27/11/2018	Thorpe ENMP	Extremely Likely	Northing It's perfect thank you ??
19/07/2018	Thorpe ENMP	Extremely Likely	Not a thing
22/09/2018	Thorpe ENMP	Extremely Likely	Not a thing
30/11/2018	Thorpe ENMP	Extremely Likely	Not have to hear the long message on the phone every time
10/01/2019	Thorpe ENMP	Extremely Likely	Not have to listen to very very long recorded message when making an appt.
12/11/2018	Thorpe ENMP	Extremely Likely	Not having a child going around waiting room on scooter, didn't effect me but did run into an older gentleman!
25/02/2019	Thorpe ENMP	Extremely Likely	Not having to queue outside in the morning to get an appointment
24/07/2018	Thorpe ENMP	Extremely Likely	Not having to queue up at 7-45am to get an appointment.
07/09/2018	Thorpe ENMP	Extremely Likely	Not quite so long telephone message when your waiting to get through to be put in the queue. It goes on a bit !
20/07/2018	Thorpe ENMP	Extremely Likely	Not so much talking on the pre recorded message when calling to make an appointment
24/10/2018	Thorpe ENMP	Extremely Likely	Not sure
20/11/2018	Thorpe ENMP	Extremely Likely	Not sure
13/12/2018	Thorpe ENMP	Extremely Likely	Not sure everything was fine
25/02/2019	Thorpe ENMP	Extremely Likely	Not sure have only visited once
16/11/2018	Thorpe ENMP	Extremely Likely	Not sure that there's anything you need to change
16/01/2019	Thorpe ENMP	Extremely Likely	Not to have to listen to all that long message before you can get through to the reception to make an appointment.
03/12/2018	Thorpe ENMP	Extremely Likely	Not to have to wait outside at 8.00 in the morning
13/09/2018	Thorpe ENMP	Extremely Likely	Not to having to wait 1 hr 15 mins before seeing GP just because he was running late!!
30/07/2018	Thorpe ENMP	Extremely Likely	Not wait so long for an appointment
26/07/2018	Thorpe ENMP	Extremely Likely	Nothing
31/07/2018	Thorpe ENMP	Extremely Likely	nothing
01/08/2018	Thorpe ENMP	Extremely Likely	Nothing
03/08/2018	Thorpe ENMP	Extremely Likely	Nothing
07/08/2018	Thorpe ENMP	Extremely Likely	Nothing
13/08/2018	Thorpe ENMP	Extremely Likely	Nothing
16/08/2018	Thorpe ENMP	Extremely Likely	Nothing
16/08/2018	Thorpe ENMP	Extremely Likely	Nothing
21/08/2018	Thorpe ENMP	Extremely Likely	Nothing
22/08/2018	Thorpe ENMP	Extremely Likely	Nothing
24/08/2018	Thorpe ENMP	Extremely Likely	Nothing
28/08/2018	Thorpe ENMP	Extremely Likely	Nothing
06/09/2018	Thorpe ENMP	Extremely Likely	Nothing

EAST NORWICH MEDICAL PARTNERSHIP
FRIENDS FAMILY COMMENTS 2018 2019

Dates	Site	Rating	Response
06/09/2018	Thorpe ENMP	Extremely Likely	Nothing
07/09/2018	Thorpe ENMP	Extremely Likely	Nothing
10/09/2018	Thorpe ENMP	Extremely Likely	Nothing
11/09/2018	Thorpe ENMP	Extremely Likely	Nothing
13/09/2018	Thorpe ENMP	Extremely Likely	Nothing
18/09/2018	Thorpe ENMP	Extremely Likely	Nothing
20/09/2018	Thorpe ENMP	Extremely Likely	Nothing
20/09/2018	Thorpe ENMP	Extremely Likely	Nothing
22/09/2018	Thorpe ENMP	Extremely Likely	Nothing
25/09/2018	Thorpe ENMP	Extremely Likely	Nothing
25/09/2018	Thorpe ENMP	Extremely Likely	Nothing
29/09/2018	Thorpe ENMP	Extremely Likely	Nothing
29/09/2018	Thorpe ENMP	Extremely Likely	Nothing
29/09/2018	Thorpe ENMP	Extremely Likely	Nothing
08/10/2018	Thorpe ENMP	Extremely Likely	Nothing
10/10/2018	Thorpe ENMP	Extremely Likely	Nothing
30/10/2018	Thorpe ENMP	Extremely Likely	Nothing
05/11/2018	Thorpe ENMP	Extremely Likely	Nothing
06/11/2018	Thorpe ENMP	Extremely Likely	Nothing
06/11/2018	Thorpe ENMP	Extremely Likely	Nothing
07/11/2018	Thorpe ENMP	Extremely Likely	Nothing
07/11/2018	Thorpe ENMP	Extremely Likely	Nothing
09/11/2018	Thorpe ENMP	Extremely Likely	Nothing
17/11/2018	Thorpe ENMP	Extremely Likely	Nothing
17/11/2018	Thorpe ENMP	Extremely Likely	Nothing
26/11/2018	Thorpe ENMP	Extremely Likely	Nothing
28/11/2018	Thorpe ENMP	Extremely Likely	Nothing
29/11/2018	Thorpe ENMP	Extremely Likely	Nothing
29/11/2018	Thorpe ENMP	Extremely Likely	Nothing
30/11/2018	Thorpe ENMP	Extremely Likely	Nothing
03/12/2018	Thorpe ENMP	Extremely Likely	Nothing
06/12/2018	Thorpe ENMP	Extremely Likely	Nothing
06/12/2018	Thorpe ENMP	Extremely Likely	Nothing
10/12/2018	Thorpe ENMP	Extremely Likely	Nothing
12/12/2018	Thorpe ENMP	Extremely Likely	Nothing
14/12/2018	Thorpe ENMP	Extremely Likely	Nothing
28/12/2018	Thorpe ENMP	Extremely Likely	Nothing
31/12/2018	Thorpe ENMP	Extremely Likely	Nothing
31/12/2018	Thorpe ENMP	Extremely Likely	Nothing
02/01/2019	Thorpe ENMP	Extremely Likely	Nothing
04/01/2019	Thorpe ENMP	Extremely Likely	Nothing
15/01/2019	Thorpe ENMP	Extremely Likely	Nothing
16/01/2019	Thorpe ENMP	Extremely Likely	Nothing
24/01/2019	Thorpe ENMP	Extremely Likely	Nothing
12/02/2019	Thorpe ENMP	Extremely Likely	Nothing
12/02/2019	Thorpe ENMP	Extremely Likely	Nothing
21/02/2019	Thorpe ENMP	Extremely Likely	Nothing

EAST NORWICH MEDICAL PARTNERSHIP
FRIENDS FAMILY COMMENTS 2018 2019

Dates	Site	Rating	Response
25/02/2019	Thorpe ENMP	Extremely Likely	Nothing
28/02/2019	Thorpe ENMP	Extremely Likely	Nothing
01/03/2019	Thorpe ENMP	Extremely Likely	Nothing
05/03/2019	Thorpe ENMP	Extremely Likely	Nothing
12/03/2019	Thorpe ENMP	Extremely Likely	Nothing
12/03/2019	Thorpe ENMP	Extremely Likely	Nothing
14/03/2019	Thorpe ENMP	Extremely Likely	Nothing
19/03/2019	Thorpe ENMP	Extremely Likely	Nothing
20/03/2019	Thorpe ENMP	Extremely Likely	Nothing
22/03/2019	Thorpe ENMP	Extremely Likely	Nothing
22/03/2019	Thorpe ENMP	Extremely Likely	Nothing
26/03/2019	Thorpe ENMP	Extremely Likely	Nothing
29/03/2019	Thorpe ENMP	Extremely Likely	Nothing
18/09/2018	Thorpe ENMP	Extremely Likely	Nothing - it was excellent!
18/07/2018	Thorpe ENMP	Extremely Likely	Nothing about the treatment or care, Nurse Bridget made me feel at total ease. Only down side most times I visit surgery is waiting times
13/09/2018	Thorpe ENMP	Extremely Likely	Nothing all good
15/10/2018	Thorpe ENMP	Extremely Likely	Nothing all good thanks
15/02/2019	Thorpe ENMP	Extremely Likely	Nothing all good. Thank you.
03/12/2018	Thorpe ENMP	Extremely Likely	Nothing All was good.
11/01/2019	Thorpe ENMP	Extremely Likely	Nothing all was great
17/11/2018	Thorpe ENMP	Extremely Likely	nothing all was perfect
31/10/2018	Thorpe ENMP	Extremely Likely	Nothing as everyone is awesome xx
05/12/2018	Thorpe ENMP	Extremely Likely	Nothing at all - Dr Himan and other staff at the surgery I have dealt with demonstrate how good the NHS can actually be.
13/11/2018	Thorpe ENMP	Extremely Likely	Nothing at all everything from reception staff to the treatment was great.
09/11/2018	Thorpe ENMP	Extremely Likely	Nothing comes to mind
28/03/2019	Thorpe ENMP	Extremely Likely	Nothing Dr Few was excellent
31/07/2018	Thorpe ENMP	Extremely Likely	Nothing- Dr I saw was brilliant
22/09/2018	Thorpe ENMP	Extremely Likely	Nothing everyone was brilliant as usual
24/09/2018	Thorpe ENMP	Extremely Likely	Nothing everything is fine
31/01/2019	Thorpe ENMP	Extremely Likely	Nothing everything was fine
14/01/2019	Thorpe ENMP	Extremely Likely	Nothing everything was perfect
19/07/2018	Thorpe ENMP	Extremely Likely	Nothing first class already
04/02/2019	Thorpe ENMP	Extremely Likely	Nothing for me needs changing
17/09/2018	Thorpe ENMP	Extremely Likely	Nothing I am very pleased with care and treatment I receive
15/08/2018	Thorpe ENMP	Extremely Likely	Nothing I am very pleased with the treatment I get..
17/11/2018	Thorpe ENMP	Extremely Likely	Nothing I am very satisfied.
08/11/2018	Thorpe ENMP	Extremely Likely	Nothing I can think of
08/10/2018	Thorpe ENMP	Extremely Likely	Nothing I can think of at moment as I've been very happy with the treatment I've received from receptionists and doctors has been excellent.
13/03/2019	Thorpe ENMP	Extremely Likely	Nothing I can think of. I was quite happy thank you.
28/09/2018	Thorpe ENMP	Extremely Likely	Nothing im very happy with all of it
06/09/2018	Thorpe ENMP	Extremely Likely	Nothing it was excellent! Keep up the good work
19/07/2018	Thorpe ENMP	Extremely Likely	Nothing it was really good thank you
17/11/2018	Thorpe ENMP	Extremely Likely	Nothing it was really good thank you
14/09/2018	Thorpe ENMP	Extremely Likely	Nothing it was spot on
20/12/2018	Thorpe ENMP	Extremely Likely	Nothing just stay as you are
14/03/2019	Thorpe ENMP	Extremely Likely	Nothing need change

EAST NORWICH MEDICAL PARTNERSHIP
FRIENDS FAMILY COMMENTS 2018 2019

Dates	Site	Rating	Response
12/02/2019	Thorpe ENMP	Extremely Likely	Nothing needed to be improved. All good.
04/01/2019	Thorpe ENMP	Extremely Likely	Nothing needs improvement
14/09/2018	Thorpe ENMP	Extremely Likely	Nothing needs improving with my treatment
29/09/2018	Thorpe ENMP	Extremely Likely	Nothing needs to be changed
07/12/2018	Thorpe ENMP	Extremely Likely	Nothing needs to be changed
08/02/2019	Thorpe ENMP	Extremely Likely	Nothing other than ease of getting an appointment which every surgery suffers.
11/10/2018	Thorpe ENMP	Extremely Likely	Nothing really
01/11/2018	Thorpe ENMP	Extremely Likely	Nothing really
14/12/2018	Thorpe ENMP	Extremely Likely	Nothing really
24/01/2019	Thorpe ENMP	Extremely Likely	Nothing really
18/10/2018	Thorpe ENMP	Extremely Likely	Nothing really - all staff seem to care which is the most important thing
26/02/2019	Thorpe ENMP	Extremely Likely	Nothing really I think I got the best treatment
20/12/2018	Thorpe ENMP	Extremely Likely	Nothing service was perfect very short waiting time and the Nurse was very friendly and sympathetic to my individual needs.
20/12/2018	Thorpe ENMP	Extremely Likely	Nothing staff were amazing GP very thorough
20/08/2018	Thorpe ENMP	Extremely Likely	Nothing thank you
20/09/2018	Thorpe ENMP	Extremely Likely	Nothing thank you
12/09/2018	Thorpe ENMP	Extremely Likely	Nothing thanks
26/03/2019	Thorpe ENMP	Extremely Likely	Nothing thankyou
14/03/2019	Thorpe ENMP	Extremely Likely	Nothing the nurse was brilliant
13/08/2018	Thorpe ENMP	Extremely Likely	Nothing the service was very efficient
21/12/2018	Thorpe ENMP	Extremely Likely	Nothing the service you provide is first class
22/02/2019	Thorpe ENMP	Extremely Likely	Nothing this this as I am new at this surgery
07/03/2019	Thorpe ENMP	Extremely Likely	Nothing this time
30/08/2018	Thorpe ENMP	Extremely Likely	Nothing to change
25/07/2018	Thorpe ENMP	Extremely Likely	Nothing to change ENMP seems to run very effectively
21/03/2019	Thorpe ENMP	Extremely Likely	Nothing to change, Sprowston Medical Centre on the other hand that's a very different story
13/11/2018	Thorpe ENMP	Extremely Likely	Nothing to change.
07/02/2019	Thorpe ENMP	Extremely Likely	Nothing to change.
03/12/2018	Thorpe ENMP	Extremely Likely	Nothing to improve with care just need bigger car park
20/07/2018	Thorpe ENMP	Extremely Likely	Nothing today
20/08/2018	Thorpe ENMP	Extremely Likely	Nothing today
22/09/2018	Thorpe ENMP	Extremely Likely	Nothing today but usually hard to get appointment
04/10/2018	Thorpe ENMP	Extremely Likely	Nothing very happy
07/02/2019	Thorpe ENMP	Extremely Likely	Nothing was faultless
03/09/2018	Thorpe ENMP	Extremely Likely	Nothing!
31/01/2019	Thorpe ENMP	Extremely Likely	Nothing! Care and waiting time was fine.
07/09/2018	Thorpe ENMP	Extremely Likely	Nothing! Every thing was fine.
15/11/2018	Thorpe ENMP	Extremely Likely	Nothing, all fine
15/10/2018	Thorpe ENMP	Extremely Likely	Nothing, all good
21/12/2018	Thorpe ENMP	Extremely Likely	Nothing, all good
06/03/2019	Thorpe ENMP	Extremely Likely	Nothing, all staff professional and friendly, one of the few GP practices I'm aware of where you can secure an appointment the same day!
15/10/2018	Thorpe ENMP	Extremely Likely	Nothing, always very attentive
12/12/2018	Thorpe ENMP	Extremely Likely	Nothing, Bridget is fantastic
06/09/2018	Thorpe ENMP	Extremely Likely	Nothing, everything was good
19/11/2018	Thorpe ENMP	Extremely Likely	Nothing, first class from everyone.
11/09/2018	Thorpe ENMP	Extremely Likely	Nothing, I am so well looked after.
14/02/2019	Thorpe ENMP	Extremely Likely	Nothing, it was helpful friendly service from booking of appointment through to attending clinic. Thank you

EAST NORWICH MEDICAL PARTNERSHIP
FRIENDS FAMILY COMMENTS 2018 2019

Dates	Site	Rating	Response
04/02/2019	Thorpe ENMP	Extremely Likely	Nothing, it's all good
25/02/2019	Thorpe ENMP	Extremely Likely	Nothing, it's great as it is
06/03/2019	Thorpe ENMP	Extremely Likely	Nothing, keep up the good service. Thanks
31/07/2018	Thorpe ENMP	Extremely Likely	Nothing, looked good to me
22/10/2018	Thorpe ENMP	Extremely Likely	Nothing, Lorraine is very gentle and skilled at taking blood, a professional and lovely lady. I am always pleased when my appointment is with her.
08/10/2018	Thorpe ENMP	Extremely Likely	Nothing, Nurse Bridget was very friendly and professional, she made me feel comfortable and reassured. I would like you to let her know that.
10/12/2018	Thorpe ENMP	Extremely Likely	Nothing, service good, waiting time ok thank you
26/02/2019	Thorpe ENMP	Extremely Likely	Nothing, so far a really good experience.
08/03/2019	Thorpe ENMP	Extremely Likely	Nothing, the reception staff are very helpful and always polite. The doctors are also brilliant
22/03/2019	Thorpe ENMP	Extremely Likely	Nothing, think you all do a great job, thank you
05/12/2018	Thorpe ENMP	Extremely Likely	Nothing, why fix it if it isn't broken?
19/07/2018	Thorpe ENMP	Extremely Likely	Nothing.
23/07/2018	Thorpe ENMP	Extremely Likely	Nothing.
09/08/2018	Thorpe ENMP	Extremely Likely	Nothing.
06/11/2018	Thorpe ENMP	Extremely Likely	Nothing.
17/11/2018	Thorpe ENMP	Extremely Likely	Nothing.
18/01/2019	Thorpe ENMP	Extremely Likely	Nothing.
28/01/2019	Thorpe ENMP	Extremely Likely	Nothing.
31/01/2019	Thorpe ENMP	Extremely Likely	Nothing.
20/02/2019	Thorpe ENMP	Extremely Likely	Nothing.
11/03/2019	Thorpe ENMP	Extremely Likely	Nothing.
18/02/2019	Thorpe ENMP	Extremely Likely	Nothing. A slight delay beeing seen but not an issue. You are all doing a great job - thank you
10/08/2018	Thorpe ENMP	Extremely Likely	Nothing. The care is always good but it would be nice to stick to same doctor.
13/12/2018	Thorpe ENMP	Extremely Likely	Nothing. All good
24/08/2018	Thorpe ENMP	Extremely Likely	Nothing. Also want to add thst the receptionist was very helpful and friendly. Makes all the difference. Thank you.
26/03/2019	Thorpe ENMP	Extremely Likely	Nothing. Completely satisfied.
15/11/2018	Thorpe ENMP	Extremely Likely	Nothing. Doctor was very informative and helpful
07/01/2019	Thorpe ENMP	Extremely Likely	Nothing. Fantastic Doctor seen today. Dr Himan. Excellent- thank you
01/10/2018	Thorpe ENMP	Extremely Likely	Nothing. I was very impressed
31/07/2018	Thorpe ENMP	Extremely Likely	Nothing. Keep up the good work.
16/10/2018	Thorpe ENMP	Extremely Likely	Nothing. Nurse Lesley was very helpful & kind
16/10/2018	Thorpe ENMP	Extremely Likely	Nothing. Thank you
12/12/2018	Thorpe ENMP	Extremely Likely	Nothing. You are all doing a good job
21/11/2018	Thorpe ENMP	Extremely Likely	Ok
24/12/2018	Thorpe ENMP	Extremely Likely	Ok
25/09/2018	Thorpe ENMP	Extremely Likely	On this occasion it couldn't be improved
23/11/2018	Thorpe ENMP	Extremely Likely	Online appointment booking doesn't appear to work
14/11/2018	Thorpe ENMP	Extremely Likely	Only suggestion - the male voice on phone & information given is monotone, dreary & long drawn out; whilst informative there is room for improvement! Thank you.
12/03/2019	Thorpe ENMP	Extremely Likely	Only the trying to book the appointment in the first instance.
15/01/2019	Thorpe ENMP	Extremely Likely	Only to get the blood test sooner than 4th
01/11/2018	Thorpe ENMP	Extremely Likely	Only to reduce the waiting times . But I do realize how busy you are
26/03/2019	Thorpe ENMP	Extremely Likely	Only waiting times, but that is expected.
26/11/2018	Thorpe ENMP	Extremely Likely	Open longer hours for people who work
24/01/2019	Thorpe ENMP	Extremely Likely	Open surgery on weekends.

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Dates	Site	Rating	Response
21/12/2018	Thorpe ENMP	Extremely Likely	Perfect doctor and treatment
28/01/2019	Thorpe ENMP	Extremely Likely	Perhaps appointment easier to get. But I am very happy with the practice
22/09/2018	Thorpe ENMP	Extremely Likely	Perhaps more nurses to give flu jab to avoid a long queue.
02/08/2018	Thorpe ENMP	Extremely Likely	Perhaps texting results of tests - if feasible - my HCA Karen was excellent - not a mark on my arm! Many thanks
30/08/2018	Thorpe ENMP	Extremely Likely	Perhaps the way we book appointments
19/09/2018	Thorpe ENMP	Extremely Likely	Phone system message too long
17/11/2018	Thorpe ENMP	Extremely Likely	Possibly privacy around reception area. Maybe a screen between reception and seated waiting area! Thank you for feedback opportunity
20/08/2018	Thorpe ENMP	Extremely Likely	Pre book able appointments that you don't have to wait weeks for
06/12/2018	Thorpe ENMP	Extremely Likely	Quite happy with the surgery as it is.
19/12/2018	Thorpe ENMP	Extremely Likely	Quite happy.
21/03/2019	Thorpe ENMP	Extremely Likely	Reception staff friendlier. Did job but no smile thank you or any sign of warmth
28/11/2018	Thorpe ENMP	Extremely Likely	Recruit another Respiratory Clinician. My follow up appt is in the new year, due to pressure of patients on one individual.
21/12/2018	Thorpe ENMP	Extremely Likely	Reduce the time of the introductory message when making a 'phone call.
18/03/2019	Thorpe ENMP	Extremely Likely	Respond to the suggestion that I made last November re Flu jabs
05/03/2019	Thorpe ENMP	Extremely Likely	Return administration of repeat prescriptions to the surgery
22/09/2018	Thorpe ENMP	Extremely Likely	Return administration of repeat prescriptions to the surgery
09/08/2018	Thorpe ENMP	Extremely Likely	Return repeat prescription administration to the surgery
28/08/2018	Thorpe ENMP	Extremely Likely	Ringing for an appointment is a pain then when you do get through there are no appointments left
26/10/2018	Thorpe ENMP	Extremely Likely	Satisfied with all
27/12/2018	Thorpe ENMP	Extremely Likely	Satisfied with everything
27/11/2018	Thorpe ENMP	Extremely Likely	Satisfied with treatment thank you
06/02/2019	Thorpe ENMP	Extremely Likely	Saturday appointments
29/08/2018	Thorpe ENMP	Extremely Likely	SawHCA Julie. Fantastic. Thank you for perfect treatment
09/11/2018	Thorpe ENMP	Extremely Likely	See the doctor of my choice on the day I want. Why doesnt the practice use video link's..might be worth thinking about !!!
15/01/2019	Thorpe ENMP	Extremely Likely	Serve us with coffee whilst we wait
16/11/2018	Thorpe ENMP	Extremely Likely	Service very good from my experience
02/01/2019	Thorpe ENMP	Extremely Likely	Shorten the lengthy phone answering system
14/02/2019	Thorpe ENMP	Extremely Likely	Shorten the messages whilst trying to book an appointment
17/12/2018	Thorpe ENMP	Extremely Likely	Shorten the Mjog message please.
15/01/2019	Thorpe ENMP	Extremely Likely	Shorten your answer phone message
14/02/2019	Thorpe ENMP	Extremely Likely	Shorten your phone message, it goes on and on
02/10/2018	Thorpe ENMP	Extremely Likely	Slight wait time for appointment
31/07/2018	Thorpe ENMP	Extremely Likely	So far I am satisfied with the care and treatment I have been given.
04/03/2019	Thorpe ENMP	Extremely Likely	So far nothing
26/07/2018	Thorpe ENMP	Extremely Likely	sometimes hard to get appt
05/09/2018	Thorpe ENMP	Extremely Likely	Sort your phone lines out. Waited over half an hour in a queue to make an appointment.
19/11/2018	Thorpe ENMP	Extremely Likely	Speed it up. 4 month wait for ear nose and throat is crazy
12/12/2018	Thorpe ENMP	Extremely Likely	The ability to book an appointment in advance
23/08/2018	Thorpe ENMP	Extremely Likely	The ability to make appointments sooner.
25/03/2019	Thorpe ENMP	Extremely Likely	The appointment system via phone. Even if I dial at 7:59am, there is a long automatic 'introduction' after which I would be put on a long queue.
14/11/2018	Thorpe ENMP	Extremely Likely	The appointment system.
09/01/2019	Thorpe ENMP	Extremely Likely	The appointment was a great experience, nothing needs changing at present. Thank you.
28/02/2019	Thorpe ENMP	Extremely Likely	The care is excellent, everyone is kind and compassionate. Nothing to change
15/01/2019	Thorpe ENMP	Extremely Likely	The message on the phone when ringing is ridiculous, far too long
19/12/2018	Thorpe ENMP	Extremely Likely	The message when you phone

EAST NORWICH MEDICAL PARTNERSHIP
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Dates	Site	Rating	Response
12/10/2018	Thorpe ENMP	Extremely Likely	The only problem is how difficult it sometimes is to get an appointment and not feeling well can be frustrating
28/02/2019	Thorpe ENMP	Extremely Likely	The phone message is waaaaaaaaaay too long . Could you not have it on at that time In the morning
29/10/2018	Thorpe ENMP	Extremely Likely	The really long answer message when you ring for an appointment
03/08/2018	Thorpe ENMP	Extremely Likely	The service at the Thorpe Surgery today was excellent there is nothing I can think of that could be improved upon.
20/09/2018	Thorpe ENMP	Extremely Likely	The time it takes to see a doctor..
03/10/2018	Thorpe ENMP	Extremely Likely	The voice on the answer phone! Just awful
12/09/2018	Thorpe ENMP	Extremely Likely	The voice on the phone in system is too long . It needs to be occasional please . The number system is ok . Thank you
29/11/2018	Thorpe ENMP	Extremely Likely	The wait for a routine doctor appointment is too long, as you feel that you don't want to attend an emergency appointment.
06/09/2018	Thorpe ENMP	Extremely Likely	The waiting time !!! lol
20/03/2019	Thorpe ENMP	Extremely Likely	There are never enough appointments available. I can ring at 8 am and after all the recorded message can end up 30 in the queue and still not get an appointment.
08/03/2019	Thorpe ENMP	Extremely Likely	There is nothing you could change to improve the quality of care that I received from yourselves as I deem it to be perfect
30/08/2018	Thorpe ENMP	Extremely Likely	There isn't anything which could change my experience as I was more than happy with the service I got
13/09/2018	Thorpe ENMP	Extremely Likely	There may be some merit in not asking the same fool questions every time I go for a standard regular INR appointment. The answer is likely to be the same.
12/02/2019	Thorpe ENMP	Extremely Likely	There nothing I am pleased with the care that my doctor surgery gives me
06/09/2018	Thorpe ENMP	Extremely Likely	There was a very small delay in the waiting room if about 10 mins before i was seen but this really wasn't an issue
20/11/2018	Thorpe ENMP	Extremely Likely	There was about an half an hour wait, but I accept this is part of what happens and should we ever need more time, we'd feel grateful to have it. Dr Few is excellent.
19/10/2018	Thorpe ENMP	Extremely Likely	To be able to book an appointment for the same week without having to book on the day
17/09/2018	Thorpe ENMP	Extremely Likely	To be able to book appointment as its so hard to get an appointment
04/10/2018	Thorpe ENMP	Extremely Likely	To be able to book appointments easy when needed as I work it's difficult to ring on the day at 8.00
15/10/2018	Thorpe ENMP	Extremely Likely	To be able to book appointments in advance
27/03/2019	Thorpe ENMP	Extremely Likely	To be able to book non urgent doctor appointments in advance. Have tried Booking Online appointments, but never any available.
31/12/2018	Thorpe ENMP	Extremely Likely	To be able to book online
17/08/2018	Thorpe ENMP	Extremely Likely	To be able to get appointments easier able to book in advance and get appointments easier on the day
05/11/2018	Thorpe ENMP	Extremely Likely	To be able to make advance appointments with a doctor rather than phone up at 8am for an appt on the same day.
09/08/2018	Thorpe ENMP	Extremely Likely	To be able to phone and book appointments.
09/08/2018	Thorpe ENMP	Extremely Likely	To be able to pre book an app with a specific doctor.
13/08/2018	Thorpe ENMP	Extremely Likely	To be able to pre book appointments when asked to return by doctor
09/08/2018	Thorpe ENMP	Extremely Likely	To be able to see a doctor same day or be able to make an appointment
08/08/2018	Thorpe ENMP	Extremely Likely	To be honest I think that you offer a first class service and all your doctors& staff which includes the chemist staff are all first class :) Thankyou all.
26/02/2019	Thorpe ENMP	Extremely Likely	To change your appointment system.
08/11/2018	Thorpe ENMP	Extremely Likely	To cut short that awfully long message when you ring in.
05/02/2019	Thorpe ENMP	Extremely Likely	To get appointments easier
17/11/2018	Thorpe ENMP	Extremely Likely	To get doctors appointment when needed
22/10/2018	Thorpe ENMP	Extremely Likely	To go back to the old system of making an appointment to see a doctor on a given day rather than the lottery system as is now
03/08/2018	Thorpe ENMP	Extremely Likely	To have been told what the underlying condition causing the in turned eyelid was.
22/10/2018	Thorpe ENMP	Extremely Likely	To see a doctor on the same day would be helpful
08/03/2019	Thorpe ENMP	Extremely Likely	Too much more pressure on good GPs.
01/11/2018	Thorpe ENMP	Extremely Likely	Treatment excellent as always but if the question was for getting past the telephone system then it would definitely be a big 5
27/11/2018	Thorpe ENMP	Extremely Likely	Try to make it easier to get appointment,not having to wait at surgery for opening time.
17/12/2018	Thorpe ENMP	Extremely Likely	Trying to get a appointment,,
17/01/2019	Thorpe ENMP	Extremely Likely	Trying to get the same doctor every time.
25/09/2018	Thorpe ENMP	Extremely Likely	TV screens at a better angle to read whilst seated in waiting area
24/10/2018	Thorpe ENMP	Extremely Likely	Under difficult conditions you're doing fine

EAST NORWICH MEDICAL PARTNERSHIP
FRIENDS FAMILY COMMENTS 2018 2019

Dates	Site	Rating	Response
04/09/2018	Thorpe ENMP	Extremely Likely	Unless you can take me back 30 or 40 years it might help.
08/10/2018	Thorpe ENMP	Extremely Likely	Very happy with the care we receive
13/02/2019	Thorpe ENMP	Extremely Likely	Very happy with the service received and the compassion given during consultations.
01/08/2018	Thorpe ENMP	Extremely Likely	Very happy.
31/12/2018	Thorpe ENMP	Extremely Likely	Very pleased
02/01/2019	Thorpe ENMP	Extremely Likely	Very pleased with care on today's appointment
14/09/2018	Thorpe ENMP	Extremely Likely	Waiting time
14/01/2019	Thorpe ENMP	Extremely Likely	Waiting time
17/01/2019	Thorpe ENMP	Extremely Likely	Waiting time for midwife (40 mins) but understand why (she was medicom that day)
14/03/2019	Thorpe ENMP	Extremely Likely	Waiting time from 9:10-9:39
25/02/2019	Thorpe ENMP	Extremely Likely	Waiting time.
29/10/2018	Thorpe ENMP	Extremely Likely	Waiting times
08/11/2018	Thorpe ENMP	Extremely Likely	Waiting times
19/11/2018	Thorpe ENMP	Extremely Likely	Waiting times
17/12/2018	Thorpe ENMP	Extremely Likely	Waiting times
11/02/2019	Thorpe ENMP	Extremely Likely	Waiting times in surgery
04/12/2018	Thorpe ENMP	Extremely Likely	Well satisfied
22/11/2018	Thorpe ENMP	Extremely Likely	Well satisfied. Nothing to change.
11/12/2018	Thorpe ENMP	Extremely Likely	While I realise appointments run over it may be better to allow 30 min slot for each person to reduce waiting times
19/03/2019	Thorpe ENMP	Extremely Likely	With what resources there are, over all a good service and experience.
06/11/2018	Thorpe ENMP	Extremely Likely	Would not change anything very happy with the doctors.
11/12/2018	Thorpe ENMP	Extremely Likely	Would not change anything very satisfied
15/01/2019	Thorpe ENMP	Extremely Likely	Wouldn't want to change anything my care today was very thougher and professional
20/03/2019	Thorpe ENMP	Extremely Likely	You can't already improve on a 1st class service.
14/01/2019	Thorpe ENMP	Extremely Likely	You could take that horrible voice droning on and on when you ring for an appointment goodness knows how you'd feel if it was an emergency
20/02/2019	Thorpe ENMP	Extremely Likely	You have got it right !!!!
31/07/2018	Thorpe ENMP	Extremely Likely	Your booking system.
05/12/2018	Thorpe ENMP	Likely	This time the reception staff were very polite, however just about every other time I have been to the surgery or phoned, reception staff have been rather rude
14/01/2019	Thorpe ENMP	Likely	A better appointment system
24/12/2018	Thorpe ENMP	Likely	A better phone system to make appointments without long recorded unnecessary message!
29/09/2018	Thorpe ENMP	Likely	A lot longer waiting time than usual.
17/11/2018	Thorpe ENMP	Likely	A nicer waiting room
14/09/2018	Thorpe ENMP	Likely	Ability to make advance appointments for non urgent matters.
17/09/2018	Thorpe ENMP	Likely	Ability to make doctors appointments in advance
08/10/2018	Thorpe ENMP	Likely	Advance appointments being able to be made
02/08/2018	Thorpe ENMP	Likely	All fine - meant to press 1 nothing to change.
08/11/2018	Thorpe ENMP	Likely	All good no concerns at all
04/10/2018	Thorpe ENMP	Likely	All was ok.
03/09/2018	Thorpe ENMP	Likely	Allowing bookings for specific days rather than having to call at 8 am and not being able to get an appointment that day
18/02/2019	Thorpe ENMP	Likely	An easier way to book 'on the day' appointments.
12/10/2018	Thorpe ENMP	Likely	Appointment availability especially for those who work Mon to Fri
05/03/2019	Thorpe ENMP	Likely	Appointment availability online and in advance
03/01/2019	Thorpe ENMP	Likely	Appointment available
03/12/2018	Thorpe ENMP	Likely	Appointment system
20/11/2018	Thorpe ENMP	Likely	Appointments running on time

EAST NORWICH MEDICAL PARTNERSHIP
FRIENDS FAMILY COMMENTS 2018 2019

Dates	Site	Rating	Response
24/08/2018	Thorpe ENMP	Likely	Be able to get an appointment sooner .
10/10/2018	Thorpe ENMP	Likely	Be on time.
31/08/2018	Thorpe ENMP	Likely	Being able to book an appointment at anytime in advance instead of the stress of having to be held in a queue at 8.00am on the day you hope and pray you get one
14/08/2018	Thorpe ENMP	Likely	Being able to book an appointment easily!!!! It's so difficult to get appointments even bookable ones.
31/10/2018	Thorpe ENMP	Likely	Being able to get an appointment without the 8 am scramble!
21/12/2018	Thorpe ENMP	Likely	Being able to make appointments for a few days time instead of ringing and queuing at 8 am
17/01/2019	Thorpe ENMP	Likely	Being able to see doctor sooner and not having to wait 3 to 4 weeks
04/12/2018	Thorpe ENMP	Likely	Being able to see doctor when phone always busy
14/11/2018	Thorpe ENMP	Likely	Better information about appointment system online or notice up in waiting room.
05/09/2018	Thorpe ENMP	Likely	Better information about how procedures change or evolve at the surgery. Quite often its assumed you know. eg this information could be put on the website
29/03/2019	Thorpe ENMP	Likely	Booking system is not satisfactory as you can't book an advance appointment and the queuing system is a bit of a free for all!
30/10/2018	Thorpe ENMP	Likely	Bring the same standard to the Spowston practice
19/12/2018	Thorpe ENMP	Likely	Care fine. Appointment system poor.
11/09/2018	Thorpe ENMP	Likely	Change your appointment system time is wasted while waiting to make an appointment.
22/01/2019	Thorpe ENMP	Likely	Change your appointment system you waste patients time listening to a load of spiel.
27/02/2019	Thorpe ENMP	Likely	Choice of times when booking to see specific GP - if possible thanks
18/03/2019	Thorpe ENMP	Likely	Correct the booking screen to save time.
05/03/2019	Thorpe ENMP	Likely	Delete the extra long announcement we have to listen to at the beginning of the call.
19/02/2019	Thorpe ENMP	Likely	Dr Sherzinger should not be allowed to practice.
18/01/2019	Thorpe ENMP	Likely	Dr sherzinger should not be allowed to practice. She is rude and unhelpful
20/09/2018	Thorpe ENMP	Likely	Ease of appointment making...it certainly raises the blood pressure!
04/01/2019	Thorpe ENMP	Likely	Easier access to appointments
17/11/2018	Thorpe ENMP	Likely	Easier appointments and get rid of the standardised recorded message which is unnecessarily long winded and patronising!!
13/12/2018	Thorpe ENMP	Likely	Easier booking
17/11/2018	Thorpe ENMP	Likely	Easier booking doctor appointments in advance.
01/02/2019	Thorpe ENMP	Likely	Easier to get pre-booked GP appointment.
04/09/2018	Thorpe ENMP	Likely	Easier to get appointments with the same GP if you have long term chronic conditions for consistency of care
15/10/2018	Thorpe ENMP	Likely	Easier to make appointments and times available.
19/09/2018	Thorpe ENMP	Likely	Easier to make appointments over the telephone - always hard to get through
02/11/2018	Thorpe ENMP	Likely	Everything was good, except my appointment was 20 minutes late
31/08/2018	Thorpe ENMP	Likely	Extended hours i.e. Another late evening
21/12/2018	Thorpe ENMP	Likely	For the doctor to be aware of natural fertility awareness
13/08/2018	Thorpe ENMP	Likely	Get rid of Dr Sherzinger
25/02/2019	Thorpe ENMP	Likely	Get rid of the long recorded message service please!
02/11/2018	Thorpe ENMP	Likely	Happy at moment. Nurses lovely
04/03/2019	Thorpe ENMP	Likely	Have more bookable appointments for non urgent cases
30/11/2018	Thorpe ENMP	Likely	I am happy
24/09/2018	Thorpe ENMP	Likely	I do not want anymore texts!
01/10/2018	Thorpe ENMP	Likely	I find the only way I can get an appointment on the morning I need it is to queue up at 8 am outside
01/08/2018	Thorpe ENMP	Likely	I have been having this treatment since 2004 and I am quite satisfied
28/02/2019	Thorpe ENMP	Likely	I would like to be able to book non emergency appointments more easily. The book-on-the-day ones have recently improved thankfully.
14/03/2019	Thorpe ENMP	Likely	Improve appointment availability.
17/11/2018	Thorpe ENMP	Likely	Improve car parking as difficult for elderly who had difficulty parking on the car park.
30/10/2018	Thorpe ENMP	Likely	It was all ok
31/01/2019	Thorpe ENMP	Likely	It would be nice to be able to book appointments in advance instead of having to call on the day.

EAST NORWICH MEDICAL PARTNERSHIP
FRIENDS FAMILY COMMENTS 2018 2019

Dates	Site	Rating	Response
15/08/2018	Thorpe ENMP	Likely	Lack of pre-bookable appointments.
27/03/2019	Thorpe ENMP	Likely	Less queuing time on the phone trying to get an appointment, I was number 40, time I spoke to someone all appointments had gone, I did get an emergency one though
06/02/2019	Thorpe ENMP	Likely	Less waiting as appointment over 30 mins late
10/08/2018	Thorpe ENMP	Likely	Level access could be better.
22/03/2019	Thorpe ENMP	Likely	Make a better appointment system where you don't have to wait Two Weeks for a simple blood pressure check when asked for by the hospital
19/02/2019	Thorpe ENMP	Likely	Make answering message shorter and clearer
29/10/2018	Thorpe ENMP	Likely	Make it available in Sprowston- transport's a problem.
26/11/2018	Thorpe ENMP	Likely	Make it easier to get an appointment please!
29/01/2019	Thorpe ENMP	Likely	Make it easier to make an appointment ??
20/08/2018	Thorpe ENMP	Likely	Make it easier to ring & book an appointment .
22/11/2018	Thorpe ENMP	Likely	Maybe more car parking space...!
26/09/2018	Thorpe ENMP	Likely	More appointment availability
09/01/2019	Thorpe ENMP	Likely	More appointments available
28/08/2018	Thorpe ENMP	Likely	More appointments available when you ring up
30/01/2019	Thorpe ENMP	Likely	More appointments but this is difficult to achieve in today's pressures within the NHS.
20/12/2018	Thorpe ENMP	Likely	More appointments more doctors
03/01/2019	Thorpe ENMP	Likely	More available appointments but I understand the financial constraints GPs are under.
24/09/2018	Thorpe ENMP	Likely	More disabled parking spaces
28/09/2018	Thorpe ENMP	Likely	More nurses
04/03/2019	Thorpe ENMP	Likely	More same day appointments
17/12/2018	Thorpe ENMP	Likely	More than one asthma nurse
14/01/2019	Thorpe ENMP	Likely	Much better welcome than Sprowston for sure
26/11/2018	Thorpe ENMP	Likely	Nicer waiting area
14/09/2018	Thorpe ENMP	Likely	No change needed
05/10/2018	Thorpe ENMP	Likely	No delays - i waited half an hour today
27/09/2018	Thorpe ENMP	Likely	No idea, you're doing great.
17/11/2018	Thorpe ENMP	Likely	No nothing thanks
23/08/2018	Thorpe ENMP	Likely	Not feeling that you have to rush your appointment, especially if you have more than one thing you wish to ask the doctor.
26/02/2019	Thorpe ENMP	Likely	Not having to listen to long message before speaking to receptionist
02/08/2018	Thorpe ENMP	Likely	Nothing
17/11/2018	Thorpe ENMP	Likely	Nothing
30/11/2018	Thorpe ENMP	Likely	Nothing
05/12/2018	Thorpe ENMP	Likely	Nothing
07/03/2019	Thorpe ENMP	Likely	Nothing
25/03/2019	Thorpe ENMP	Likely	Nothing
17/11/2018	Thorpe ENMP	Likely	Nothing ! Happy with my care & attention
21/09/2018	Thorpe ENMP	Likely	Nothing ... excellent this time!
19/11/2018	Thorpe ENMP	Likely	Nothing about care or treatment but when calling the message about MJOG etc is way too long
30/11/2018	Thorpe ENMP	Likely	Nothing at this time.
19/03/2019	Thorpe ENMP	Likely	Nothing they always do their best
24/07/2018	Thorpe ENMP	Likely	Nothing.
17/01/2019	Thorpe ENMP	Likely	Notification of any delay in appt time as wait time was 40mins.
30/01/2019	Thorpe ENMP	Likely	On line appointment booking needs to be improved.
04/03/2019	Thorpe ENMP	Likely	Only that it would be possible to book appointments instead of calling on day
09/11/2018	Thorpe ENMP	Likely	Provide information such ceasing the use of aspirin when the appointment date is made.

EAST NORWICH MEDICAL PARTNERSHIP
FRIENDS FAMILY COMMENTS 2018 2019

Dates	Site	Rating	Response
03/10/2018	Thorpe ENMP	Likely	Put some more relaxing music on the phone system that classical music you play is enough to raise the blood pressure
17/08/2018	Thorpe ENMP	Likely	Quicker appointments.
27/02/2019	Thorpe ENMP	Likely	Quicker NHS referral
17/11/2018	Thorpe ENMP	Likely	Quite happy with both Sprowston and Thorpe surgeries thank you
28/01/2019	Thorpe ENMP	Likely	Reduced waiting for same day appointments on the telephone in the morning.
05/02/2019	Thorpe ENMP	Likely	Same old boring story. Being able to make an appointment without queuing up at 7.50am.
07/11/2018	Thorpe ENMP	Likely	Shorter waiting time
18/03/2019	Thorpe ENMP	Likely	Some one happy on reception
06/03/2019	Thorpe ENMP	Likely	Somehow make more appointments available! I do understand that's pretty unlikely!
08/02/2019	Thorpe ENMP	Likely	Sorry I have only been to see the nurse, to have some stitches out. Which was satisfactory.
29/08/2018	Thorpe ENMP	Likely	Tea and biscuits :)
16/08/2018	Thorpe ENMP	Likely	Telephone booking system.
25/07/2018	Thorpe ENMP	Likely	The access to book an appointment
10/01/2019	Thorpe ENMP	Likely	The answerphone messag on phone is too long
05/03/2019	Thorpe ENMP	Likely	The biggest problem as it has been for years is to try and get a same day appointment.
07/01/2019	Thorpe ENMP	Likely	The nurse I see was lovely and pleasant..
13/12/2018	Thorpe ENMP	Likely	The same in Sprowston
01/02/2019	Thorpe ENMP	Likely	The time it took on hold to make the appointment. Very difficult if you are trying to go to work
18/10/2018	Thorpe ENMP	Likely	The waiting time
05/03/2019	Thorpe ENMP	Likely	To be able to have blood tests daily at the surgery
31/07/2018	Thorpe ENMP	Likely	To be able to see the same doctor
12/10/2018	Thorpe ENMP	Likely	To have a triage appointment system led by a GP for emergency appointments.
04/02/2019	Thorpe ENMP	Likely	To have more appointments available
29/08/2018	Thorpe ENMP	Likely	To see a doctor not practice nurse, no appointments left and phoned at 8am on the dot, shame on the NHS
06/08/2018	Thorpe ENMP	Likely	Try to keep to all appointment times.
06/03/2019	Thorpe ENMP	Likely	Try to keep to appointment time- I had to wait for 30 minutes
17/11/2018	Thorpe ENMP	Likely	Very satisfied with ENMP can't see any need for improvement.
15/02/2019	Thorpe ENMP	Likely	Waiting time both to get the appointment and on the day
13/09/2018	Thorpe ENMP	Likely	Waiting time in the surgery could be reduced to 20minutes
22/10/2018	Thorpe ENMP	Likely	Waiting times for appointments
29/09/2018	Thorpe ENMP	Likely	Would like to book my appointments in advance, rather than wait on phone for ages.
08/10/2018	Thorpe ENMP	Likely	You need more money from government to fund more staff! Good service but it seems everyone is overworked, so funding for people would help
20/11/2018	Thorpe ENMP	Likely	Your current booking system.
30/07/2018	Thorpe ENMP	Neither Likely or Unlikely	A system whereby you get a 15 minute text before your appointment actually starts - cut down the wait, ie; if running late then it's ok if you know and can adjust
28/08/2018	Thorpe ENMP	Neither Likely or Unlikely	Be able to make regular normal appointments without having to phone at 8am. I work full time and it makes planning my day nearly impossible.
27/11/2018	Thorpe ENMP	Neither Likely or Unlikely	I can not comment on this as I only came for a flu vaccination. Apart from the delay in getting an appointment (which was because of the shortage problem)
11/09/2018	Thorpe ENMP	Neither Likely or Unlikely	I suffer from anxiety and find phoning for appointment intimidating the long message about missed appointments made me feel guilty about even asking for an appointment.
04/01/2019	Thorpe ENMP	Neither Likely or Unlikely	Appointment system
08/10/2018	Thorpe ENMP	Neither Likely or Unlikely	Appointment punctuality
18/01/2019	Thorpe ENMP	Neither Likely or Unlikely	Appointments
05/09/2018	Thorpe ENMP	Neither Likely or Unlikely	Be able to book appointments in advance
29/11/2018	Thorpe ENMP	Neither Likely or Unlikely	Better car parking would make things less stressful!

EAST NORWICH MEDICAL PARTNERSHIP
FRIENDS FAMILY COMMENTS 2018 2019

Dates	Site	Rating	Response
06/11/2018	Thorpe ENMP	Neither Likely or Unlikely	Better organisation so patient should not wait 45 min to get an appointment and then to wait 45 min after the appointment time to see the doctor for 5 minutes
16/10/2018	Thorpe ENMP	Neither Likely or Unlikely	Clearer forms for travel inoculations. Bridget was very hostile when I explained our travel arrangements. I did not tick 'trekking' .
11/12/2018	Thorpe ENMP	Neither Likely or Unlikely	Don't get repeat prescription correct on many occasions.
17/11/2018	Thorpe ENMP	Neither Likely or Unlikely	Don't think anything needs changing, it's just I'm more familiar with Sprowston and was only at Thorpe for flu injection.
14/03/2019	Thorpe ENMP	Neither Likely or Unlikely	Dramatically shorten the wait time for appointments for non-emergency. This appointment meant waiting for months in severe pain.
05/09/2018	Thorpe ENMP	Neither Likely or Unlikely	Easier to book an appointment by phone, I rang at 8 am on the dot, after the tedious mans voice went on and on I was number 23 in the queue. It took 32 minutes to get through.
20/02/2019	Thorpe ENMP	Neither Likely or Unlikely	Easier to make appts when doctor needs to see again. less time to wait for blood. As have had to go N&N last 3 times
24/01/2019	Thorpe ENMP	Neither Likely or Unlikely	Felt very rushed. Not friendly. In and out in under 2 mins probably less.
12/11/2018	Thorpe ENMP	Neither Likely or Unlikely	Fine as it is Karen superb nurse thank you
18/07/2018	Thorpe ENMP	Neither Likely or Unlikely	Get in to see a Doctor when we need to and get rid of the message tell us what to do as it takes 3 min or more to get on cold call list
21/01/2019	Thorpe ENMP	Neither Likely or Unlikely	Get rid of the neve rending preamble that we have to endure when trying to make a simple appointment.
18/10/2018	Thorpe ENMP	Neither Likely or Unlikely	Greater availability of appointments
07/02/2019	Thorpe ENMP	Neither Likely or Unlikely	I felt rushed and doctor did not appear particularly interested in my reason why I had come and did not explain things clearly
20/09/2018	Thorpe ENMP	Neither Likely or Unlikely	I only got an evening appointment after several attempts!
18/03/2019	Thorpe ENMP	Neither Likely or Unlikely	I was shocked to be told that I have to wait until 18 April for a blood test my GP ordered. Staff shortages are no excuse.
10/01/2019	Thorpe ENMP	Neither Likely or Unlikely	Improvements on booking an appointment from 8am sharp - I've phoned every day for 2 weeks at 8am & not managed to get an appointment till yesterday.
11/12/2018	Thorpe ENMP	Neither Likely or Unlikely	It must be difficult dealing with so many people but the experience is so formal now there is no time to listen anymore
27/11/2018	Thorpe ENMP	Neither Likely or Unlikely	Make it easier to get an appt
16/10/2018	Thorpe ENMP	Neither Likely or Unlikely	Make it easier to make appointments
29/10/2018	Thorpe ENMP	Neither Likely or Unlikely	Make it easier to see a doctor. Phones very busy in morning and appointments gone before getting through to surgery.
29/09/2018	Thorpe ENMP	Neither Likely or Unlikely	Make the message shorter when you phone up. It's way to long. Also change the music.
11/09/2018	Thorpe ENMP	Neither Likely or Unlikely	More accessible appointment system
29/09/2018	Thorpe ENMP	Neither Likely or Unlikely	More accurate appointment times to avoid a 40 minute delay.
17/11/2018	Thorpe ENMP	Neither Likely or Unlikely	More appointments. Almost impossible to get a Doctor's appointment at Aslake Close surgery. I went four days with appendicitis before getting an appointment.
01/08/2018	Thorpe ENMP	Neither Likely or Unlikely	More availability of appointments. my care was fine the availability is not. I rarely come to the docs for me but usually I need to come if I do
20/07/2018	Thorpe ENMP	Neither Likely or Unlikely	More available appointments
05/09/2018	Thorpe ENMP	Neither Likely or Unlikely	Not having to listen to 4 minutes of speel before getting to reception.
11/03/2019	Thorpe ENMP	Neither Likely or Unlikely	Not sitting on the phone at 8.00 in the morning awaiting to speak to the receptionist to make an appointment ... it can take nearly 20 mins
09/01/2019	Thorpe ENMP	Neither Likely or Unlikely	Over 3 weeks wait for appointment too long. But once there treatment & care very good
18/03/2019	Thorpe ENMP	Neither Likely or Unlikely	Punctuality of appointments
06/02/2019	Thorpe ENMP	Neither Likely or Unlikely	Punctuality of appintments
17/08/2018	Thorpe ENMP	Neither Likely or Unlikely	Reception not losing test results Running 45 minutes at 9.30
14/03/2019	Thorpe ENMP	Neither Likely or Unlikely	
29/09/2018	Thorpe ENMP	Neither Likely or Unlikely	Shorten you answer phone message as it takes far too long to get to the point when you can cancel an appointment. This is very frustrating.
24/08/2018	Thorpe ENMP	Neither Likely or Unlikely	Shorter waiting times, had a baby with me so was a tricky 40-60minute wait. If I received a text to say appointments were running late then I would have come later
22/03/2019	Thorpe ENMP	Neither Likely or Unlikely	The doctor who I saw basically couldn't have cared less and spoke to me like I was stupid. Not great, but gave me what I needed so overall experience was ok.
29/09/2018	Thorpe ENMP	Neither Likely or Unlikely	The flu appointment very poor today long queue my mother 97 felt unwell.
19/11/2018	Thorpe ENMP	Neither Likely or Unlikely	The follow up approach to blood test results. Would be helpful to text when they had arrived rather than calling up, waiting in a queue and taking up the receptionists time.
26/10/2018	Thorpe ENMP	Neither Likely or Unlikely	The nurse I saw was fantastic this is not my surgery had to come as Sprowston surgery had nothing until December!!!

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FRIENDS FAMILY COMMENTS 2018 2019

Dates	Site	Rating	Response
08/03/2019	Thorpe ENMP	Neither Likely or Unlikely	To make appointments to see the Doctor in advance.
17/01/2019	Thorpe ENMP	Neither Likely or Unlikely	Waiting room has cold drafts as people come and go
31/12/2018	Thorpe ENMP	Neither Likely or Unlikely	Waiting room is looking tired and feels shabby - needs brightening up as it's rather depressing sitting there.
09/08/2018	Thorpe ENMP	Neither Likely or Unlikely	Waiting time
12/12/2018	Thorpe ENMP	Neither Likely or Unlikely	Waiting times!
03/08/2018	Thorpe ENMP	Unlikely	Availability of doctors.
03/01/2019	Thorpe ENMP	Unlikely	Bookable appointments
22/10/2018	Thorpe ENMP	Unlikely	Doctor was rude and abrupt. Didn't feel concerns were taken into account. Reluctantly provided a referral when other healthcare professionals said it was important to have one.
12/09/2018	Thorpe ENMP	Unlikely	Doctors to appreciate you know your body and not assume what is going on without properly listening
21/12/2018	Thorpe ENMP	Unlikely	Easier to get appointments
06/02/2019	Thorpe ENMP	Unlikely	For doctors to be more deaf aware. I do deaf awareness training happy to train your staff if you wish
08/01/2019	Thorpe ENMP	Unlikely	Give your receptionist customers service training and tell your GP's to actually listen to patients instead of just typing on the computer
27/11/2018	Thorpe ENMP	Unlikely	Happier receptionists/ being able to get an appointment
09/08/2018	Thorpe ENMP	Unlikely	I am not ungrateful, but I would like to be able to reach some definitive conclusions, this has gone on for approximately two years.
29/09/2018	Thorpe ENMP	Unlikely	I waited for 50 minutes for my flu jab. Very poor management of demand and my time.
17/11/2018	Thorpe ENMP	Unlikely	It is easier for me to go to Aslake close rather than Thorpe.
21/09/2018	Thorpe ENMP	Unlikely	Listening not just fobbing off with easiest / first thought!
14/03/2019	Thorpe ENMP	Unlikely	No to tell me I can get free slimming world because my BMI was high. When I used to have depression and was only 8 and a half stone.
29/09/2018	Thorpe ENMP	Unlikely	Not having to wait 40 minutes for a 1 minute injection.
20/07/2018	Thorpe ENMP	Unlikely	Not waiting 55 minutes to see the doctor
08/11/2018	Thorpe ENMP	Unlikely	Nothing .
25/02/2019	Thorpe ENMP	Unlikely	Nothing it was all 100% perfect thank you.
11/09/2018	Thorpe ENMP	Unlikely	Pharmacy shouldn't close over lunch very inconvenient as I had to drive back again. Also appointments often run very late.
28/08/2018	Thorpe ENMP	Unlikely	To get an appointment would b a good place to start and cut out all the spiel the patient gets on the phone when you just want to speak to someone
17/11/2018	Thorpe ENMP	Unlikely	Visit over 90 year olds every 2 or 3 months please.
27/11/2018	Thorpe ENMP	Unlikely	Waiting time was well over an hour
11/12/2018	Thorpe ENMP	Unlikely	Would be nice if the doctor didn't talk over me the whole time as I didn't feel listened to and the letter I had from a specialist was disregarded
18/10/2018	Thorpe ENMP	Extremely Unlikely	Allow me to book an appointment within a reasonable timeframe and not having to ring up every morning, this is particularly frustrating for working people!
19/12/2018	Thorpe ENMP	Extremely Unlikely	Appointment not 45 minutes late and an explanation of what results meant
15/11/2018	Thorpe ENMP	Extremely Unlikely	Appointment system
20/08/2018	Thorpe ENMP	Extremely Unlikely	Appointments with the GP that you can book in advance within a 2 week period.
13/11/2018	Thorpe ENMP	Extremely Unlikely	Better communication between hospital and surgery
19/12/2018	Thorpe ENMP	Extremely Unlikely	Better customer service skills
12/10/2018	Thorpe ENMP	Extremely Unlikely	BMI has been discredited undetermined health unless muscle mass is measured or considered. I was told to go to slimming world without the doctor looking at me.
20/02/2019	Thorpe ENMP	Extremely Unlikely	By employing receptionists that don't tell complete lies when the are disgracefully rude and abusive to customers/patients .
11/10/2018	Thorpe ENMP	Extremely Unlikely	Communication between departments appears to be vey poor
20/12/2018	Thorpe ENMP	Extremely Unlikely	Enlarge the car park!!!
05/09/2018	Thorpe ENMP	Extremely Unlikely	Fine
22/09/2018	Thorpe ENMP	Extremely Unlikely	Getting an appointment when you need one
07/02/2019	Thorpe ENMP	Extremely Unlikely	GP willingness and ability to listen and show interest.
23/07/2018	Thorpe ENMP	Extremely Unlikely	I am very satisfied with my experience. The only think I would be critical of is the doctor should not give patients options

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Dates	Site	Rating	Response
25/10/2018	Thorpe ENMP	Extremely Unlikely	I'm so sorry it should have been number 1 not 5 I didn't read the full text
30/07/2018	Thorpe ENMP	Extremely Unlikely	It would be nice to book the appointment in advance so I can be seen at the correct time. Hope you can understand this. Thank you
26/11/2018	Thorpe ENMP	Extremely Unlikely	Knowing can get appointment on day needed
19/10/2018	Thorpe ENMP	Extremely Unlikely	Lateness of doctors appointments. I waited 40 minutes
11/02/2019	Thorpe ENMP	Extremely Unlikely	Lateness of doctors appointments. I waited 65 minutes to be seen. This NEEDS to be looked at.
21/02/2019	Thorpe ENMP	Extremely Unlikely	Make it easier to get an appointment without having to wait 4 weeks.
20/11/2018	Thorpe ENMP	Extremely Unlikely	Not make 3 year olds wait over an hour for their appointment
05/09/2018	Thorpe ENMP	Extremely Unlikely	Not waiting so long to be seen
29/09/2018	Thorpe ENMP	Extremely Unlikely	Nothing
15/11/2018	Thorpe ENMP	Extremely Unlikely	Nothing
10/10/2018	Thorpe ENMP	Extremely Unlikely	Nothing care wise, but a polite receptionist would be great instead of a rude one
23/01/2019	Thorpe ENMP	Extremely Unlikely	Nothing. All is good.
19/09/2018	Thorpe ENMP	Extremely Unlikely	Nothing. Always have had good care from Thorpe ENMP.
09/01/2019	Thorpe ENMP	Extremely Unlikely	Other than the annoyingly lengthy phone process to book the appointment, having more than one doctor on would be beneficial.
17/08/2018	Thorpe ENMP	Extremely Unlikely	People skills
01/10/2018	Thorpe ENMP	Extremely Unlikely	Shorter wait to get appointment
12/03/2019	Thorpe ENMP	Extremely Unlikely	Sorry no 5, it is 1 for extremely likely
25/02/2019	Thorpe ENMP	Extremely Unlikely	The appointments are never on time
23/07/2018	Thorpe ENMP	Extremely Unlikely	The reception staff should be there to help patients rather than punish people and refuse booking in for being late 10 mins
29/01/2019	Thorpe ENMP	Extremely Unlikely	The receptionist are very rude and I think they need more training on customer care
28/03/2019	Thorpe ENMP	Extremely Unlikely	The waiting time and insensitivity of the doctor
23/10/2018	Thorpe ENMP	Extremely Unlikely	Time. If patient can be seen 15 minutes of the appointment time
04/02/2019	Thorpe ENMP	Extremely Unlikely	To be able to book an appointment to a particular doctor (e.g. Follow up appointment) in advance .
13/09/2018	Thorpe ENMP	Extremely Unlikely	To have more nurses to deal with the appointments which could be dealt with a nurse eg contraceptive pill nurse blood test nurse etc
06/12/2018	Thorpe ENMP	Extremely Unlikely	To have the patients name called instead of just appear on screen
06/03/2019	Thorpe ENMP	Extremely Unlikely	To listen to patient.
12/10/2018	Thorpe ENMP	Extremely Unlikely	Waiting over an hour to be seen is unacceptable.
12/03/2019	Thorpe ENMP	Extremely Unlikely	We don't ring that often but have always managed to get in the queue to receive an appointment.
18/10/2018	Thorpe ENMP	Extremely Unlikely	You could not improve my experience as everything was as good as could be asked for. I rang in the morning for an appointment in the afternoon and was given.
08/03/2019	Thorpe ENMP	Extremely Unlikely	You need more GP cover, you provided a really good service but the amount of doctors isn't enough resulting in having to keep calling back for an appointment.
15/02/2019	Sprowston ENMP	Extremely Unlikely	For the doctor I seen today to actually listen to me ie let me finish my sentence without talking over me or saying I will refer you to chest X-ray.
24/12/2018	Sprowston ENMP	Extremely Unlikely	I hardly ever go to the doctors and when I do I've normally been suffering for a couple of days as don't want to waste doctors time.
15/01/2019	Sprowston ENMP	Extremely Unlikely	It's not the care as Dr Mutti is brilliant, it's the appointment system that is bad, as we have to ring before 8am and then it's not guaranteed that you get an appointment.
14/11/2018	Sprowston ENMP	Extremely Unlikely	Ability to get an appointment when needed. How can appointment be urgent if you can queue for an hour outside.
15/11/2018	Sprowston ENMP	Extremely Unlikely	Able to be seen on time, I wasn't today because the receptionist hadn't logged me in.
06/08/2018	Sprowston ENMP	Extremely Unlikely	All is fine.
03/08/2018	Sprowston ENMP	Extremely Unlikely	All of it! Horrible experience.
26/03/2019	Sprowston ENMP	Extremely Unlikely	Answer the phones!!!!!!
06/02/2019	Sprowston ENMP	Extremely Unlikely	Appointment system is diabolical.
17/12/2018	Sprowston ENMP	Extremely Unlikely	Appointment system poor to Long to wait for appointment if you can get one.
06/02/2019	Sprowston ENMP	Extremely Unlikely	Appointment system.
07/03/2019	Sprowston ENMP	Extremely Unlikely	Being able to book blood tests when I need them.

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Dates	Site	Rating	Response
23/10/2018	Sprowston ENMP	Extremely Unlikely	Being able to get an appointment.
22/08/2018	Sprowston ENMP	Extremely Unlikely	Being able to make an appointment without ringing @ 8am and being in a queue for 40 mins & still not get an appointment.
18/09/2018	Sprowston ENMP	Extremely Unlikely	Being able to make appointment with out any hassle, able to book an appointment at a time convenient to the patient.
15/11/2018	Sprowston ENMP	Extremely Unlikely	Booking an appointment!!
13/11/2018	Sprowston ENMP	Extremely Unlikely	Came to see the doctor today with chest infection and asthmatic and all she said was rest. I felt very ill and rang up after to make a complaint.
31/07/2018	Sprowston ENMP	Extremely Unlikely	Change my doctor with someone that listened to me.
06/08/2018	Sprowston ENMP	Extremely Unlikely	Doctors that care on any level.
24/01/2019	Sprowston ENMP	Extremely Unlikely	Easier to get appointments.
13/10/2018	Sprowston ENMP	Extremely Unlikely	Everything
08/11/2018	Sprowston ENMP	Extremely Unlikely	Finally when I'm through I'm told no more appointments are left and I have to go through it all again the next morning.
06/03/2019	Sprowston ENMP	Extremely Unlikely	For doctors to spend the time reviewing the notes and not dismiss the patients concerns.
25/03/2019	Sprowston ENMP	Extremely Unlikely	For them to actually listen to what's wrong.
06/09/2018	Sprowston ENMP	Extremely Unlikely	Get more organised.
13/10/2018	Sprowston ENMP	Extremely Unlikely	Have friendly staff who makes you feel you want to visit surgery.
07/11/2018	Sprowston ENMP	Extremely Unlikely	I couldn't specify one thing as there would be several points.
11/01/2019	Sprowston ENMP	Extremely Unlikely	I went to try to a appointment to the Nurse for respiratory test or the Doctor . I have High Blood pressure No Appointment's what can I Do?
06/09/2018	Sprowston ENMP	Extremely Unlikely	Improve telephone system, I don't expect to be forced to listen to a two minute message before I speak to a person.
06/02/2019	Sprowston ENMP	Extremely Unlikely	Improve your appointment booking procedures.
17/09/2018	Sprowston ENMP	Extremely Unlikely	Improved reception staff.
12/11/2018	Sprowston ENMP	Extremely Unlikely	It would be for me not to have to wait at least 30 minutes before my appt every time I visit.
29/10/2018	Sprowston ENMP	Extremely Unlikely	Less time to wait for treatments asked for by doctor. I.e. bloods 1 week later.
13/09/2018	Sprowston ENMP	Extremely Unlikely	Make it easier to get appointments, more appointments need to be made available.
22/09/2018	Sprowston ENMP	Extremely Unlikely	Make it possible to get an appointment for people who work 9 to 5 Monday -Friday .
11/01/2019	Sprowston ENMP	Extremely Unlikely	Make sure the doctor is civil and has time to answer all my questions as this afternoons experience was not a good one.
18/12/2018	Sprowston ENMP	Extremely Unlikely	Making it a more pleasant and welcoming place for patients to attend.
23/01/2019	Sprowston ENMP	Extremely Unlikely	More appointments available.
29/08/2018	Sprowston ENMP	Extremely Unlikely	More available appointments
28/02/2019	Sprowston ENMP	Extremely Unlikely	More doctors and being able to pre book appointments.
07/08/2018	Sprowston ENMP	Extremely Unlikely	More readily available appointments.
10/08/2018	Sprowston ENMP	Extremely Unlikely	No need for improvement.
31/07/2018	Sprowston ENMP	Extremely Unlikely	None.
18/03/2019	Sprowston ENMP	Extremely Unlikely	Not to have to listen when you want to make appioment or cancel or speak to some one . Voice recording is too long.
13/10/2018	Sprowston ENMP	Extremely Unlikely	Nothing it's perfect as is. Thank you for your continued excellent service.
28/08/2018	Sprowston ENMP	Extremely Unlikely	Nothing, I meant to write I would recommend but didn't read the question correctly!
18/09/2018	Sprowston ENMP	Extremely Unlikely	Politer receptionists.
12/09/2018	Sprowston ENMP	Extremely Unlikely	Provide a table of available appointments for a longer period into the future as currently the 3 weeks are always full.
28/02/2019	Sprowston ENMP	Extremely Unlikely	Put the patient first rather than thinking about the funding! Longer time for allocation for discussion with GP.
04/03/2019	Sprowston ENMP	Extremely Unlikely	Some of the doctors. I have never been made to feel the way I did today.
15/08/2018	Sprowston ENMP	Extremely Unlikely	That the doctor would actually listen to what I was saying. She had no interest in anything I said.
19/09/2018	Sprowston ENMP	Extremely Unlikely	The booking system.
14/01/2019	Sprowston ENMP	Extremely Unlikely	The chance to actually get an appointment with a doctor !
28/02/2019	Sprowston ENMP	Extremely Unlikely	The doctor and the waiting time.
07/09/2018	Sprowston ENMP	Extremely Unlikely	The doctor to have actually listened.
13/10/2018	Sprowston ENMP	Extremely Unlikely	To actually do it. We booked a flu vaccine for my son. We turned up; we waited for 30 minutes to be seen by the nurse to be told there are no children's vaccine.

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Dates	Site	Rating	Response
17/09/2018	Sprowston ENMP	Extremely Unlikely	To not have items from repeat prescriptions taken off list without being told about it and have tried to have items put back on for 2 months now.
25/09/2018	Sprowston ENMP	Extremely Unlikely	To not have to remind the doctor that 37 degrees is a perfectly normal body temperature!
13/12/2018	Sprowston ENMP	Extremely Unlikely	To not to be just fobbed off and to be treated like a person not a number.
31/12/2018	Sprowston ENMP	Extremely Unlikely	Too difficult to get an appointment.
26/11/2018	Sprowston ENMP	Extremely Unlikely	Treatment is great. It's just so difficult to contact the surgery and get an appointment. Sometimes not very friendly approach either.
28/03/2019	Sprowston ENMP	Extremely Unlikely	Waiting times are abysmal.
11/10/2018	Sprowston ENMP	Extremely Unlikely	You need to ensure that you check that you text the correct patient, checking spelling and date of birth.
20/09/2018	Sprowston ENMP	Don't Know	:-) 1
14/08/2018	Sprowston ENMP	Don't Know	:-) The Appointment System Of Course !!
30/11/2018	Sprowston ENMP	Don't Know	As previous reply what care or treatment??
13/10/2018	Sprowston ENMP	Don't Know	Be able to get through on the phone, to get an appointment.
13/10/2018	Sprowston ENMP	Don't Know	Closing the door when injected so people queueing can't hear or see
05/02/2019	Sprowston ENMP	Don't Know	Easy availability for appointments.
13/10/2018	Sprowston ENMP	Don't Know	Get a appointment quicker.
04/10/2018	Sprowston ENMP	Don't Know	Getting quicker.
07/01/2019	Sprowston ENMP	Don't Know	Happy with todays care.
12/11/2018	Sprowston ENMP	Don't Know	If it were possible a better system of booking appointments would be helpful.
22/11/2018	Sprowston ENMP	Don't Know	Just to be as helpful as you have always been to see a doctor when I need them and you can't please everyone. Thank you.
14/02/2019	Sprowston ENMP	Don't Know	Just to get an appointment when I really need it but you do the best you can when possible. Thank you.
24/09/2018	Sprowston ENMP	Don't Know	More pre bookable appointments. Don't always need to see a doctor that day and it's difficult to book on the day due to work.
13/10/2018	Sprowston ENMP	Don't Know	No need to I am very pleased with your service from both surgeries. Thank you.
21/09/2018	Sprowston ENMP	Don't Know	Not to be referred to mental health services every time I go even if I've been going to mental health services
03/10/2018	Sprowston ENMP	Don't Know	Not to have to queue up from 7.30am onwards in the mornings to make an appointment as its never possible to get through on the phone.
13/10/2018	Sprowston ENMP	Don't Know	Nothing
12/12/2018	Sprowston ENMP	Don't Know	Nothing
23/01/2019	Sprowston ENMP	Don't Know	Nothing
01/08/2018	Sprowston ENMP	Don't Know	Nothing Everything is going in the very good way thank you.
31/07/2018	Sprowston ENMP	Don't Know	Nothing really to change once you can get an appointment.
22/09/2018	Sprowston ENMP	Don't Know	Organise things!
26/10/2018	Sprowston ENMP	Don't Know	Pre book appointment. More than 1 doctor in attendance!!!!
16/11/2018	Sprowston ENMP	Don't Know	Put water in the bottles.
09/10/2018	Sprowston ENMP	Don't Know	So far you are doing very well.
15/08/2018	Sprowston ENMP	Don't Know	Stay as you are so relaxed and friendly.
22/01/2019	Sprowston ENMP	Don't Know	That I could make a further appointment at the time of my visit (as the Doctor requested). I frequently feel 'fobbed off' by reception, sadly.
19/09/2018	Sprowston ENMP	Don't Know	To change nothing.
26/02/2019	Sprowston ENMP	Don't Know	To be able to book appointment ahead of the day you require it.
12/11/2018	Sprowston ENMP	Don't Know	To be able to make an appointment by phone for the day that you call instead of waiting at 8 o'clock for the surgery to open to get a appointment.
07/01/2019	Sprowston ENMP	Don't Know	To see a doctor about my legs which hurt like mad
28/01/2019	Sprowston ENMP	Don't Know	To shorten the message on the phone.
16/01/2019	Sprowston ENMP	Don't Know	To take a little more time I was in and out in less than 5 minutes and surgery was not busy.
26/10/2018	Sprowston ENMP	Don't Know	Too soon to tell
17/09/2018	Sprowston ENMP	Don't Know	Treatment fine. When busy the receptionist should not have to answer the phone when other staff available behind the screen.
17/09/2018	Sprowston ENMP	Don't Know	Very bad reception service, went to book appointment, came back at the time and cannot have it. Appointment cancelled.
07/08/2018	Sprowston ENMP	Don't Know	Was impressed with everything you are a credit.

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Dates	Site	Rating	Response
13/08/2018	Thorpe ENMP	Don't Know	I'm glad to see the centre is trying to improve patient experience, because to be honest it's been pretty bad for years. Front desk staff are more helpful.
07/01/2019	Thorpe ENMP	Don't Know	After todays treatment I am most satisfied thank you
11/10/2018	Thorpe ENMP	Don't Know	All ok very friendly staff
13/09/2018	Thorpe ENMP	Don't Know	Care is fine
24/01/2019	Thorpe ENMP	Don't Know	Don't know if you can.
16/08/2018	Thorpe ENMP	Don't Know	Don't make booking an appointment a 20 minute experience, how on earth do the elderly cope?
03/10/2018	Thorpe ENMP	Don't Know	I don't think there is anything,
07/11/2018	Thorpe ENMP	Don't Know	I find it very difficult to get to see a doctor
30/07/2018	Thorpe ENMP	Don't Know	I was satisfied with everything thank you
31/07/2018	Thorpe ENMP	Don't Know	It would be not coming down at 8am in the morning. Also to be able to make an appointment in advance if it was necessary.
21/12/2018	Thorpe ENMP	Don't Know	Just a minor point, could you put prescription forms next to posting box in surgery, saves queueing up as the
28/02/2019	Thorpe ENMP	Don't Know	Just stay as you are it's like a little family
04/01/2019	Thorpe ENMP	Don't Know	Move closer to my house
18/07/2018	Thorpe ENMP	Don't Know	My treatment and reception were the best I could have asked for .
03/01/2019	Thorpe ENMP	Don't Know	No improvement needed
20/11/2018	Thorpe ENMP	Don't Know	None
28/09/2018	Thorpe ENMP	Don't Know	Nothing
11/10/2018	Thorpe ENMP	Don't Know	Nothing
21/12/2018	Thorpe ENMP	Don't Know	Nothing
11/01/2019	Thorpe ENMP	Don't Know	Nothing
22/03/2019	Thorpe ENMP	Don't Know	Nothing
29/09/2018	Thorpe ENMP	Don't Know	Nothing I could not wish for a better service ..
31/01/2019	Thorpe ENMP	Don't Know	Only thing would be the long phone message when trying to get through
21/08/2018	Thorpe ENMP	Don't Know	Please don't change anything as the care and treatment was first class
17/11/2018	Thorpe ENMP	Don't Know	Please don't change anything as the care and treatment was first class
11/09/2018	Thorpe ENMP	Don't Know	Polite receptionist
22/01/2019	Thorpe ENMP	Don't Know	Stop texting me
19/03/2019	Thorpe ENMP	Don't Know	The care is excellent that said it all
30/08/2018	Thorpe ENMP	Don't Know	The pharmacy isn't as good as it used to be
29/09/2018	Thorpe ENMP	Don't Know	The treatment that i get is excellent dont need a change
15/01/2019	Thorpe ENMP	Don't Know	Time unfortunately i waited 20 minutes past my appointment time.
07/03/2019	Thorpe ENMP	Don't Know	To have more doctors/appointments available. My last 2 have been cancelled and I have been waiting for over 5 weeks.
26/03/2019	Thorpe ENMP	Don't Know	Treatment was fine it's the appointment system which needs improving
13/09/2018	Thorpe ENMP	Don't Know	Very happy with everything
18/03/2019	Thorpe ENMP	Don't Know	Waiting twenty minutes to get though on phone
26/02/2019	Thorpe ENMP	Don't Know	Whilst Today was not a problem there has been occasions when getting an appointment has been very difficult
16/01/2019	Thorpe ENMP	Don't Know	You do not need to do anything different it was perfect thank you very much