

EAST NORWICH MEDICAL PARTNERSHIP
FRIENDS FAMILY FEEDBACK
APRIL-JUNE 2019

Date	Site	Rating	Comments
03/05/2019	Sprowston ENMP	Extremely Likely	Employ more staff like nurse Lesley. She made our visit as a family great.
08/05/2019	Sprowston ENMP	Extremely Likely	Have some bookable appointments available to speak to a doctor the 8 am line takes ages to get through costs credit only to be told no appointments available.
28/05/2019	Sprowston ENMP	Extremely Likely	Improve emergency appointment systems as there are many too many people unable to get appointments without queuing outside the front door from 07:15am
14/06/2019	Sprowston ENMP	Extremely Likely	My appointment was extremely delayed but in the circumstances this was unavoidable and totally understandable . More doctors on duty is the only thing that would help.
14/06/2019	Sprowston ENMP	Extremely Likely	Obviously to be able to make advanced appointments but these are usually weeks ahead. So having to book on the day even when it's not an urgent matter
20/05/2019	Sprowston ENMP	Extremely Likely	Treatment ok. Waiting time 35mins. Although I realise there can be delays due to more pressing medical issues than mine it seemed a long wait
04/04/2019	Sprowston ENMP	Extremely Likely	Try to get my arthritic neck pain treated . As I was proscribed meds but was told by another dr to stop them . So still in pain when it flears up . And i
25/06/2019	Sprowston ENMP	Extremely Likely	Whilst I appreciate the situation regarding getting appointments I find it frustrating ringing at eight in the morning only to be told that there is no appointments available.
01/05/2019	Sprowston ENMP	Extremely Likely	Getting a doctors appointment whenever I ring at 8 I'm 32 in the queue and when I get through 40 mins later there are no appointments available.
11/04/2019	Sprowston ENMP	Extremely Likely	Some empthay would be appreciated. Thank you
12/04/2019	Sprowston ENMP	Extremely Likely	The HCA recently ly took a blood sample from me although id forgotten to book it. Punctual as well. Thank you.
24/06/2019	Sprowston ENMP	Extremely Likely	All appointments all gone when quite urgent, walk-in centre couldn't help either at that time
29/04/2019	Sprowston ENMP	Extremely Likely	A different telephone answering service would be better (automatic that is)
26/04/2019	Sprowston ENMP	Extremely Likely	A lot of the time appointments are very hard to get especially if you try and phone for an appointment.
18/06/2019	Sprowston ENMP	Extremely Likely	A more private area for reception so that the whole waiting room can't hear what you discuss with the receptionist
05/06/2019	Sprowston ENMP	Extremely Likely	Absolutely nothing, feeling lucky with getting seen promptly.
16/04/2019	Sprowston ENMP	Extremely Likely	All Ok
09/04/2019	Sprowston ENMP	Extremely Likely	Answer phone message too long
03/06/2019	Sprowston ENMP	Extremely Likely	Appointments available to book other than on the day !
26/06/2019	Sprowston ENMP	Extremely Likely	At the present time I can't think of any improvement in respect of my care/treatment received.
09/05/2019	Sprowston ENMP	Extremely Likely	Based only on my asthma annual checkup today, nothing, very satisfied
03/06/2019	Sprowston ENMP	Extremely Likely	Be able to book appointment up front, not get in a queue at 7.30am
11/06/2019	Sprowston ENMP	Extremely Likely	Being able to book appointments with out being on the phone for 30 minutes or more
01/04/2019	Sprowston ENMP	Extremely Likely	Being able to get a appointment quicker than it takes now I appreciate the staff do their best with what the NHS gives them!
08/05/2019	Sprowston ENMP	Extremely Likely	Being able to get appointments quicker.
26/06/2019	Sprowston ENMP	Extremely Likely	Being able to get appts easier
08/05/2019	Sprowston ENMP	Extremely Likely	Being easier to get an appointment
01/04/2019	Sprowston ENMP	Extremely Likely	Better availability of appointments which can be booked ahead
10/06/2019	Sprowston ENMP	Extremely Likely	Cannot think of anything that could have been done better
11/06/2019	Sprowston ENMP	Extremely Likely	Can't think of anything!
05/06/2019	Sprowston ENMP	Extremely Likely	Cut the voice mail down if possible when you ring.
05/06/2019	Sprowston ENMP	Extremely Likely	Didn't need 2 x 10 minute appointments only in doctors 7 minutes.
12/06/2019	Sprowston ENMP	Extremely Likely	Difficult to make forward appointmentss. When requested by doctor.
26/04/2019	Sprowston ENMP	Extremely Likely	Don't there is anything
11/06/2019	Sprowston ENMP	Extremely Likely	Easier booking for non urgent issues, 25 mins in the phone queue this morning. That's all.
17/05/2019	Sprowston ENMP	Extremely Likely	Easier to get appointment without queueing outside in the morning
27/06/2019	Sprowston ENMP	Extremely Likely	Easier to make an appointment
17/04/2019	Sprowston ENMP	Extremely Likely	Everything is fine
19/06/2019	Sprowston ENMP	Extremely Likely	Everything that the doctor did for me was fine the only problem is the speech when phoning to make an appointment which last for three minutes.
01/05/2019	Sprowston ENMP	Extremely Likely	Excellent service today so no improvement necessary. Thank you.
16/04/2019	Sprowston ENMP	Extremely Likely	For the doctor to have had time for her lunch.
22/05/2019	Sprowston ENMP	Extremely Likely	Get rid of the long message at 8 o clock. It's bad enough not being able to get appointments and having to listen so long to that makes it even worse.
22/05/2019	Sprowston ENMP	Extremely Likely	Get the patient log in screen repaired this has not been working for many weeks now.
23/04/2019	Sprowston ENMP	Extremely Likely	Get the self check in fixed or working
12/04/2019	Sprowston ENMP	Extremely Likely	Get through on phone quicker

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07/06/2019	Sprowston ENMP	Extremely Likely	Getting an appointment with the nurse was not a long wait which is good. But always very hard to get an appointment with a doctor.
21/05/2019	Sprowston ENMP	Extremely Likely	Getting appointment
01/05/2019	Sprowston ENMP	Extremely Likely	Great service as always.
03/06/2019	Sprowston ENMP	Extremely Likely	I am happy. Thanks.
05/04/2019	Sprowston ENMP	Extremely Likely	I can't think of anything that needs improving.
24/04/2019	Sprowston ENMP	Extremely Likely	I cant think of anything, as i was seen on time, & am happy with that!
08/05/2019	Sprowston ENMP	Extremely Likely	i don't think of anything right now
24/06/2019	Sprowston ENMP	Extremely Likely	Injections wise, nothing
23/04/2019	Sprowston ENMP	Extremely Likely	It was all good thanks
20/05/2019	Sprowston ENMP	Extremely Likely	It was very good so nothing. Dr Few was very thorough
01/07/2019	Sprowston ENMP	Extremely Likely	Just time waiting about I waited hour half wasn't until I ask reception I might been there all night
01/07/2019	Sprowston ENMP	Extremely Likely	Later working
01/05/2019	Sprowston ENMP	Extremely Likely	Make appointment easier to get
13/05/2019	Sprowston ENMP	Extremely Likely	Make appointments easier to obtain. Standing outside in all weathers is deplorable
08/05/2019	Sprowston ENMP	Extremely Likely	Make it easier to get appointments,
03/07/2019	Sprowston ENMP	Extremely Likely	Make it easy to get an appointment with the doctor
13/06/2019	Sprowston ENMP	Extremely Likely	Make me younger??
24/05/2019	Sprowston ENMP	Extremely Likely	Make your answer phone shorter
25/06/2019	Sprowston ENMP	Extremely Likely	Maybe if could book appointments over phone for day of choice
30/04/2019	Sprowston ENMP	Extremely Likely	More access to GPS
24/05/2019	Sprowston ENMP	Extremely Likely	More doctors/nurses available to make it easier to get an appointment.
23/04/2019	Sprowston ENMP	Extremely Likely	More info on HRT
24/04/2019	Sprowston ENMP	Extremely Likely	More staff, doctors, nurses etc to cope with increasing demand
26/06/2019	Sprowston ENMP	Extremely Likely	More support for the excellent and hardworking staff. NHS has a duty to care.
27/06/2019	Sprowston ENMP	Extremely Likely	My care was really good the nurse was excellent and I didn't have to wait. I have always had good experience at this Doctors thank you.
06/06/2019	Sprowston ENMP	Extremely Likely	N/A
18/06/2019	Sprowston ENMP	Extremely Likely	No change,very happy
20/06/2019	Sprowston ENMP	Extremely Likely	No change.
15/05/2019	Sprowston ENMP	Extremely Likely	No problems at all.
10/06/2019	Sprowston ENMP	Extremely Likely	None
12/06/2019	Sprowston ENMP	Extremely Likely	None
20/06/2019	Sprowston ENMP	Extremely Likely	None
08/05/2019	Sprowston ENMP	Extremely Likely	Not a thing I'm very happy??
05/04/2019	Sprowston ENMP	Extremely Likely	Not many doctors available.
04/04/2019	Sprowston ENMP	Extremely Likely	Not much
10/04/2019	Sprowston ENMP	Extremely Likely	Not related to care but whilst waiting on phone to make appointment the long speech on MJOG is not helpful and far too long
23/04/2019	Sprowston ENMP	Extremely Likely	Not such a long wait for appointment.
15/05/2019	Sprowston ENMP	Extremely Likely	Not sure
18/04/2019	Sprowston ENMP	Extremely Likely	Not sure that there's anything that you can change to improve the service you provide
03/06/2019	Sprowston ENMP	Extremely Likely	Not waiting so long on the phone before being put in the queue for my call to be answered, otherwise I am treated very well by all the doctors and staff
01/04/2019	Sprowston ENMP	Extremely Likely	Nothing
02/04/2019	Sprowston ENMP	Extremely Likely	Nothing
16/04/2019	Sprowston ENMP	Extremely Likely	Nothing
17/04/2019	Sprowston ENMP	Extremely Likely	Nothing
25/04/2019	Sprowston ENMP	Extremely Likely	Nothing
29/04/2019	Sprowston ENMP	Extremely Likely	Nothing
01/05/2019	Sprowston ENMP	Extremely Likely	Nothing
07/05/2019	Sprowston ENMP	Extremely Likely	Nothing
13/05/2019	Sprowston ENMP	Extremely Likely	Nothing
15/05/2019	Sprowston ENMP	Extremely Likely	Nothing

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20/05/2019	Sprowston ENMP	Extremely Likely	Nothing
24/05/2019	Sprowston ENMP	Extremely Likely	Nothing
28/05/2019	Sprowston ENMP	Extremely Likely	Nothing
03/06/2019	Sprowston ENMP	Extremely Likely	Nothing
10/06/2019	Sprowston ENMP	Extremely Likely	Nothing
12/06/2019	Sprowston ENMP	Extremely Likely	Nothing
24/06/2019	Sprowston ENMP	Extremely Likely	Nothing
28/06/2019	Sprowston ENMP	Extremely Likely	Nothing
03/04/2019	Sprowston ENMP	Extremely Likely	Nothing - lovely friendly helpful advice from my nurse.
05/04/2019	Sprowston ENMP	Extremely Likely	Nothing ,everything was fine
01/04/2019	Sprowston ENMP	Extremely Likely	Nothing all the nurses are brilliant
12/06/2019	Sprowston ENMP	Extremely Likely	Nothing always happy well looked after brilliant doctors
23/05/2019	Sprowston ENMP	Extremely Likely	Nothing at all
28/05/2019	Sprowston ENMP	Extremely Likely	Nothing from today thank you.
18/06/2019	Sprowston ENMP	Extremely Likely	Nothing I am quite satisfied with my treatment.
24/05/2019	Sprowston ENMP	Extremely Likely	Nothing I can think of
19/06/2019	Sprowston ENMP	Extremely Likely	Nothing it was very good
08/04/2019	Sprowston ENMP	Extremely Likely	Nothing needs to be changed
30/05/2019	Sprowston ENMP	Extremely Likely	Nothing perfect today
08/04/2019	Sprowston ENMP	Extremely Likely	Nothing really
23/04/2019	Sprowston ENMP	Extremely Likely	Nothing really
28/05/2019	Sprowston ENMP	Extremely Likely	Nothing thanks
23/05/2019	Sprowston ENMP	Extremely Likely	Nothing thanks was all good and practice nurse was brilliant
05/04/2019	Sprowston ENMP	Extremely Likely	Nothing that comes to mind. Everything seems to me to be satisfactory. Thank you.
02/05/2019	Sprowston ENMP	Extremely Likely	Nothing the receptionist was really incredibly helpful
03/06/2019	Sprowston ENMP	Extremely Likely	Nothing to change
05/06/2019	Sprowston ENMP	Extremely Likely	Nothing to change
24/04/2019	Sprowston ENMP	Extremely Likely	Nothing to change all satisfactory
04/04/2019	Sprowston ENMP	Extremely Likely	Nothing very good care
23/04/2019	Sprowston ENMP	Extremely Likely	Nothing yet. 1st visit.
23/05/2019	Sprowston ENMP	Extremely Likely	Nothing! Both Helen and your receptionist were lovely
27/06/2019	Sprowston ENMP	Extremely Likely	Nothing, I arrived early and was seen immediately and was treated very well by Nurse Hayley.
03/06/2019	Sprowston ENMP	Extremely Likely	Nothing, regarding yesterdays appointment.
04/06/2019	Sprowston ENMP	Extremely Likely	Nothing, thank you
20/05/2019	Sprowston ENMP	Extremely Likely	Nothing.
23/05/2019	Sprowston ENMP	Extremely Likely	Nothing. I think you do a fantastic job
16/04/2019	Sprowston ENMP	Extremely Likely	Nothing. Keep up the good work.
25/06/2019	Sprowston ENMP	Extremely Likely	Other than earlier access to appointments, nothing thank you. I have no complaints.
27/06/2019	Sprowston ENMP	Extremely Likely	Please get rid of the long boring speech we have to hear on calling surgery
11/04/2019	Sprowston ENMP	Extremely Likely	Please make it easier to book an appointment
13/05/2019	Sprowston ENMP	Extremely Likely	Probably being able to see the same doctor each time so that they know your medical history and you as a person.
20/05/2019	Sprowston ENMP	Extremely Likely	Quicker appointment with requested doctor
05/04/2019	Sprowston ENMP	Extremely Likely	Quicker phonecall responses.
17/06/2019	Sprowston ENMP	Extremely Likely	Reasons for medications better highlighted on doctor's notes so not changed by another doctor
15/04/2019	Sprowston ENMP	Extremely Likely	Ringin at 8am exactly how can I be 29th in the queue?
20/06/2019	Sprowston ENMP	Extremely Likely	See the doctor of your choice
25/04/2019	Sprowston ENMP	Extremely Likely	Shorten the length of time for an appointment!
20/06/2019	Sprowston ENMP	Extremely Likely	Stop the man on the message when you call up. It's too long to listen to before you get put thru. That information can be online & in the doctors.
14/05/2019	Sprowston ENMP	Extremely Likely	Telephone booking
10/06/2019	Sprowston ENMP	Extremely Likely	The care and treatment is always excellent. Wouldn't change a thing.

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23/04/2019	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.
09/04/2019	Sprowston ENMP	Extremely Likely	The receptionist could have been a bit more friendly and a little less officious.
04/06/2019	Sprowston ENMP	Extremely Likely	The recording and music on the phone
29/04/2019	Sprowston ENMP	Extremely Likely	To be able to see doctors quicker
09/04/2019	Sprowston ENMP	Extremely Likely	To see a Doctor, phoned dead on 8.00am and was 29th in the queue. No chance of a Doctor seeing me. Needs investigating and changing. Very poor system.
02/05/2019	Sprowston ENMP	Extremely Likely	Today it was nothing, Helen was very helpful and was very thorough in treating my health problem.
10/06/2019	Sprowston ENMP	Extremely Likely	Treatment is fine but reception staff appear to be short-staffed, not helped by the booking-in user interface not working.
20/05/2019	Sprowston ENMP	Extremely Likely	TV in the waiting room
18/04/2019	Sprowston ENMP	Extremely Likely	Very good service thank you
30/04/2019	Sprowston ENMP	Extremely Likely	Waiting time. 40 minutes after my appointment time
29/04/2019	Sprowston ENMP	Extremely Likely	Waiting times
18/06/2019	Sprowston ENMP	Extremely Likely	Waiting times
08/05/2019	Sprowston ENMP	Extremely Likely	Water dispenser filled up
16/05/2019	Sprowston ENMP	Extremely Likely	Wouldn't change anything. I don't often visit my doctor but when I have done everyone from the receptionist to the doctor have been great.
25/06/2019	Sprowston ENMP	Extremely Likely	You good people should be paid a much higher wage to acknowledge how the general public value your dedication.
28/06/2019	Sprowston ENMP	Extremely Likely	Your hold music is ear split-tingly bad
12/06/2019	Sprowston ENMP	Likely	Be able to pre book another appointment in 2 months instead of having to wait a month before I can do that, the booking system really isn't practical
18/04/2019	Sprowston ENMP	Likely	Have a different system for appointment booking. Very stressful sitting on the phone not even sure if there will be an appointment available when you finally get through.
18/04/2019	Sprowston ENMP	Likely	Today's experience was good, straight in to see the nurse practitioner so no problems today. The only problem I have is if a doctor is running late
16/05/2019	Sprowston ENMP	Likely	I would have preferred the doctor to explain my options to me about HRT rather than tell me to check the internet to make my decision about it.
18/06/2019	Sprowston ENMP	Likely	Its difficult to get an appointment when you ring on the day & cant pre book. Sometimes I would like to bring a carer or friend with me
30/04/2019	Sprowston ENMP	Likely	Add more appointments to online service.
30/04/2019	Sprowston ENMP	Likely	All ok at the moment
04/06/2019	Sprowston ENMP	Likely	Allow appointments to be booked in advance - it's not always practical to have to call at 8am and wait in a telephone queue for 20 minutes
25/04/2019	Sprowston ENMP	Likely	Appointment availability
03/06/2019	Sprowston ENMP	Likely	appointment Availability
17/05/2019	Sprowston ENMP	Likely	Appointments always overrunning. 30 min to 60 min wait usually
22/05/2019	Sprowston ENMP	Likely	Be able to book appointments ahead when advised by the doctor and not have to call back when the system is unlocked.
24/06/2019	Sprowston ENMP	Likely	Be able to make appointments online
08/05/2019	Sprowston ENMP	Likely	Better appointment accessibility.
16/05/2019	Sprowston ENMP	Likely	Care is excellent. But please pass on my appreciation (and that of many people I talk to) to Dr Bastable .
23/04/2019	Sprowston ENMP	Likely	Didn't have to wait long nurse very nice so I wouldn't change anything
09/05/2019	Sprowston ENMP	Likely	Easier access to a doctor.
20/06/2019	Sprowston ENMP	Likely	Easier access to a doctor.
16/04/2019	Sprowston ENMP	Likely	Easier process to get an appointment and more appointments available please
03/04/2019	Sprowston ENMP	Likely	Easier to get appointments
04/04/2019	Sprowston ENMP	Likely	Easier to get appointments.
23/04/2019	Sprowston ENMP	Likely	Everything was fine today but more availability of asthma nurse appointments would be of great benefit.
23/05/2019	Sprowston ENMP	Likely	Happy as it is only problem is parking
02/05/2019	Sprowston ENMP	Likely	Having to wait on the phone while trying to make an appointment
15/04/2019	Sprowston ENMP	Likely	I cannot think of anything
10/05/2019	Sprowston ENMP	Likely	I haven't really had many appointments at the surgery, and I don't feel anything could be changed to be improved.
04/04/2019	Sprowston ENMP	Likely	It takes a while to get seen to
14/05/2019	Sprowston ENMP	Likely	It would be nice if one could see a doctor who knows the patients history and to make an appointment in advance
25/04/2019	Sprowston ENMP	Likely	Just to make sure that information is where it should be and accessible.
20/06/2019	Sprowston ENMP	Likely	Less wait for appointments.
16/05/2019	Sprowston ENMP	Likely	Make it easier to get an appointment

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06/06/2019	Sprowston ENMP	Likely	Make it easier to get appointments.
04/04/2019	Sprowston ENMP	Likely	Make it easier to make an appointment over the phone
06/06/2019	Sprowston ENMP	Likely	More appointments available daily
27/06/2019	Sprowston ENMP	Likely	More appointments available to book in advance
19/06/2019	Sprowston ENMP	Likely	More appointments available.
03/06/2019	Sprowston ENMP	Likely	More prebookable appointments
19/06/2019	Sprowston ENMP	Likely	N/A
10/05/2019	Sprowston ENMP	Likely	Need more doctors who've got the time, sort it !!!
29/04/2019	Sprowston ENMP	Likely	No appointments available after seeing nurse!
25/06/2019	Sprowston ENMP	Likely	Not send me these questionnaires every time
13/06/2019	Sprowston ENMP	Likely	Not sure
23/05/2019	Sprowston ENMP	Likely	Nothing
03/07/2019	Sprowston ENMP	Likely	Nothing
14/05/2019	Sprowston ENMP	Likely	Nothing at present
11/04/2019	Sprowston ENMP	Likely	Nothing to change
12/06/2019	Sprowston ENMP	Likely	Nothing today as the appointment was on time and I was dealt with very well.
02/05/2019	Sprowston ENMP	Likely	Nothing. My appointment was on time today. Doctor is making the appropriate next steps for my treatment. Thank you
26/04/2019	Sprowston ENMP	Likely	Question phone line
07/06/2019	Sprowston ENMP	Likely	Reduced waiting time
07/05/2019	Sprowston ENMP	Likely	The waiting time for a sebhorreic keratosis would be shorter
24/04/2019	Sprowston ENMP	Likely	To be able to get an appt when wanted.
17/06/2019	Sprowston ENMP	Likely	To get the booking in screen working please!
13/06/2019	Sprowston ENMP	Likely	To reduce the time waiting to make an appointment
08/04/2019	Sprowston ENMP	Likely	Waiting times on the phone, having to listen to 10 minutes of information before even being placed in the queue.
26/04/2019	Sprowston ENMP	Likely	Waiting times over running
12/06/2019	Sprowston ENMP	Likely	When I called for the appointment the receptionist was a bit impersonal. When I arrived for my appointment the reception was very friendly and welcoming. The doctor sadly lacked listening skills and I didn't feel cared for
13/05/2019	Sprowston ENMP	Likely	When ringing for an appointment have a choice if a caller wants to listen for information rather than get all the jargon before being told you are number ? in line. Patients who ring just want to go direct to the queue number they are rather than here all the other jargon. That should be a choice through other options.
24/05/2019	Sprowston ENMP	Neither Likely or Unlikely	That I wouldn't have to go down to the surgery at 7.45am queue for an appointment. I'd love to be able to phone and get one .
14/05/2019	Sprowston ENMP	Neither Likely or Unlikely	A better system for booking appointments. Not everyone has time to waste on phone at 8am. And as for the diatribe before you get put on hold.... ridiculous!!!!
29/05/2019	Sprowston ENMP	Neither Likely or Unlikely	Allow more than 14 minutes patient time so that I don't have to queue 30 mins for another appointment.
01/04/2019	Sprowston ENMP	Neither Likely or Unlikely	Appointment system
11/04/2019	Sprowston ENMP	Neither Likely or Unlikely	Availability of appointments. Impossible if you work.
12/06/2019	Sprowston ENMP	Neither Likely or Unlikely	Based on visit today; nothing.
20/05/2019	Sprowston ENMP	Neither Likely or Unlikely	Better appointment system
04/06/2019	Sprowston ENMP	Neither Likely or Unlikely	Ease of getting through for appointments and availability
13/05/2019	Sprowston ENMP	Neither Likely or Unlikely	Getting appointment when needed.
01/05/2019	Sprowston ENMP	Neither Likely or Unlikely	Make it easier to get an appointment
23/05/2019	Sprowston ENMP	Neither Likely or Unlikely	Make to easier to get an appointment

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15/05/2019	Sprowston ENMP	Neither Likely or Unlikely	More available appointments to book in advance.
01/04/2019	Sprowston ENMP	Neither Likely or Unlikely	More doctors available to lessen the wait in the waiting room!
05/04/2019	Sprowston ENMP	Neither Likely or Unlikely	Not make it so difficult to get an appointment
06/06/2019	Sprowston ENMP	Neither Likely or Unlikely	Not wait so long for an appt.
19/06/2019	Sprowston ENMP	Neither Likely or Unlikely	Nothing today, in and out within a few minutes surgery was empty and staff pleasant.
29/04/2019	Sprowston ENMP	Neither Likely or Unlikely	Try and keep to appointment times. Also catch up on the prescription dates.
25/04/2019	Sprowston ENMP	Neither Likely or Unlikely	Waiting time
04/06/2019	Sprowston ENMP	Neither Likely or Unlikely	Waiting times. My son wasn't seen until 30 minutes after his scheduled appointment
05/06/2019	Sprowston ENMP	Unlikely	The rating I gave was a 4 because it is not possible to book an appointment in advance with a GP. Listen to a parent when they tell you their child isn't right, especially one with special needs like ours.
04/06/2019	Sprowston ENMP	Unlikely	
20/05/2019	Sprowston ENMP	Unlikely	Knowing that I can get an appointment with relative ease when I really need one would help.
17/04/2019	Sprowston ENMP	Unlikely	Appointment system
05/06/2019	Sprowston ENMP	Unlikely	Being able to get an appointment! Even ringing in at 8am ...by the time I get through they are gone
06/06/2019	Sprowston ENMP	Unlikely	Customer service.
02/05/2019	Sprowston ENMP	Unlikely	Getting through to the surgery is a nightmare ... the answerphone message is far too long
14/06/2019	Sprowston ENMP	Unlikely	Having more than one dr on and not being 70 mins late
21/05/2019	Sprowston ENMP	Unlikely	I felt like I had to rush my appointment! I had more than one thing wrong with me and the lady I saw only wanted one of them things to sort out! Awful!
21/06/2019	Sprowston ENMP	Unlikely	I have a necrotic wound that needs to be debrided. Thus I need a referral to the wound clinic. However the nurse would not consider my request or any of the information i had to offer. So i am left with no other option than to treat myself at home
25/03/2019	Sprowston ENMP	Unlikely	Improve the appointment booking service and make sure all your reception staff are friendly and helpful to patients.
17/04/2019	Sprowston ENMP	Unlikely	Long wait
01/05/2019	Sprowston ENMP	Unlikely	More available appointments
16/04/2019	Sprowston ENMP	Unlikely	My appointment was at 11 but I didn't get seen till 11:30. I was on time but got no apology for the doctors lateness in seeing me.
02/05/2019	Sprowston ENMP	Unlikely	No long chat before getting through to appointments only to say there is none
20/05/2019	Sprowston ENMP	Unlikely	Start working 7 days like every body else
24/04/2019	Sprowston ENMP	Unlikely	The appointment booking system is awful but what is the solution?
22/05/2019	Sprowston ENMP	Unlikely	The doctor to be more understanding of my condition and more willing to listen to my needs.
24/05/2019	Sprowston ENMP	Unlikely	To see same doctor all the time.
12/04/2019	Sprowston ENMP	Extremely Unlikely	Problems should not be allowed to drag on for 2.5 years while the patient struggles, before a referral to a specialist is made
03/05/2019	Sprowston ENMP	Extremely Unlikely	Continuity with doctors they often want to change medication set by colleague. Ridiculous message when phoning surgery.
11/04/2019	Sprowston ENMP	Extremely Unlikely	Hard to get follow up appointments, not taken seriously, not listened to, notes not being read before prescribing meds or removing prescription items, no apology
10/06/2019	Sprowston ENMP	Extremely Unlikely	Appointment was 30 mins late. Reception staff were rude and sat chatting when there was a queue outside the door
09/04/2019	Sprowston ENMP	Extremely Unlikely	Being able to get an appointment! When I call at 8am and wait in the queue and finally get through the appointments are always already gone.
22/05/2019	Sprowston ENMP	Extremely Unlikely	Employ a doctor that isn't arrogant and one that at least seems to want to earn his or her wages !!
03/06/2019	Sprowston ENMP	Extremely Unlikely	Extremely understaffed
17/05/2019	Sprowston ENMP	Extremely Unlikely	For someone to show they care and not treat as an inconvenience.
24/06/2019	Sprowston ENMP	Extremely Unlikely	Give them more staff docs etc to cope as so busy
09/04/2019	Sprowston ENMP	Extremely Unlikely	I'm never able to get an appointment on the day. I have a 7 month old and have to go to the walk in centre every time.
11/06/2019	Sprowston ENMP	Extremely Unlikely	It would be to not have to wait 40 minutes for my appt and then be told that there are still 3 people in front of me
17/04/2019	Sprowston ENMP	Extremely Unlikely	Lack of available appointments, no continuity with doctor. Not confidential around reception.
23/04/2019	Sprowston ENMP	Extremely Unlikely	Listen to the patient more
07/05/2019	Sprowston ENMP	Extremely Unlikely	Long waiting time after my pre arranged appointments

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Date	Site	Rating	Comments
11/04/2019	Sprowston ENMP	Extremely Unlikely	More appointments. More empathetic doctors.
14/05/2019	Sprowston ENMP	Extremely Unlikely	More doctors.
24/04/2019	Sprowston ENMP	Extremely Unlikely	More helpful staff that actually try to assist. Easier access to appointments and more appointments.
14/05/2019	Sprowston ENMP	Extremely Unlikely	No waiting and more available appointments
02/05/2019	Sprowston ENMP	Extremely Unlikely	Not offer procedures that the doctor isn't confident in
08/04/2019	Sprowston ENMP	Extremely Unlikely	The annoying message you have to listen to on the phone!! Also the ability to actually get an appointment with a doctor would be nice
18/04/2019	Sprowston ENMP	Extremely Unlikely	The receptionists to actually do their jobs instead of standing around chatting to each other when there's a queue!
23/05/2019	Sprowston ENMP	Extremely Unlikely	The receptionists
29/05/2019	Sprowston ENMP	Extremely Unlikely	To be able to get an appointment more easily rather than being 35th in the queue at 8.03am
01/07/2019	Sprowston ENMP	Extremely Unlikely	Treatment is ok but virtually impossible to get an appointment!! Terrible system.
20/06/2019	Sprowston ENMP	Extremely Unlikely	You need another telephone number for patients to ring through. It took me over 20 minutes.
03/05/2019	Sprowston ENMP	Don't Know	Cannot get a pointment as I have got a lot of bad health condishions.
05/06/2019	Sprowston ENMP	Don't Know	Get rid of the man voice on there why you are waiting for an appointment
17/06/2019	Sprowston ENMP	Don't Know	All good. But a larger Car park needed.
09/05/2019	Sprowston ENMP	Don't Know	All good. But car parking space can be a problem
10/06/2019	Sprowston ENMP	Don't Know	Get an appointment without queuing up
17/04/2019	Sprowston ENMP	Don't Know	Having to queue at 8 am because if you phone appointments are gone by time its answered
21/06/2019	Sprowston ENMP	Don't Know	I have always been happy with my treatment
02/05/2019	Sprowston ENMP	Don't Know	I would like to phone instead of having to walk down for a appointment which does not happen as can't get though .Apart from that all good
04/04/2019	Sprowston ENMP	Don't Know	Need an option on your automatic message to bypass very lengthy blurb...would make call cost cheaper and time waiting for response less monotonous.
16/05/2019	Sprowston ENMP	Don't Know	Not so long message on the phone
02/05/2019	Sprowston ENMP	Don't Know	Sorry I can't think of anything to improve the service and care you provide. Thank you
14/06/2019	Thorpe ENMP	Extremely Likely	Allow me to book appointments in advance rather than having to phone every day and wait in a long queue. Not many of us have time to do this
05/06/2019	Thorpe ENMP	Extremely Likely	Allow pre booking appointments at least the day before because I work night shift I get home at 6am and have to get up at 8am to make a call
24/06/2019	Thorpe ENMP	Extremely Likely	I would have liked a test to perhaps be more specific as to the type of infection I am experiencing so it could have been more directly targeted
08/05/2019	Thorpe ENMP	Extremely Likely	If there is a delay over 30 mins it would be nice to know via text so that I could arrive later. Waiting for a delayed appointment by an hour is extremely annoying
24/06/2019	Thorpe ENMP	Extremely Likely	Like most surgeries- more doctors & more appointments
13/06/2019	Thorpe ENMP	Extremely Likely	Make it easier to make appointments on the day instead of waiting outside in the cold and wet. It appears the phones don't get answered first thing
22/05/2019	Thorpe ENMP	Extremely Likely	More government funding to increase GP numbers, allowing for longer appointments and easier availability. Other than that a big 10 out of 10 for all the hard work
16/05/2019	Thorpe ENMP	Extremely Likely	Nothing to do with care or treatment but trying to get through in the morning by the phone it's so annoying listening to the droning message.
18/04/2019	Thorpe ENMP	Extremely Likely	Nothing, couldn't have been happier, from the receptionist finding me an appointment when I really needed to see a Dr. The appointment ran to time
20/05/2019	Thorpe ENMP	Extremely Likely	Nothing, I am happy the way things are, more so the treatment I receive
01/07/2019	Thorpe ENMP	Extremely Likely	Telephoning for an appointment is a non starter because by the time you get through to reception all the appointments have gone. I started to queue at 7.
12/06/2019	Thorpe ENMP	Extremely Likely	Thank you.
10/06/2019	Thorpe ENMP	Extremely Likely	Its difficult to get an appointment especially for people that work full time and can't sit on the phone for at least 30 minutes at 8.00 in the morning.
10/04/2019	Thorpe ENMP	Extremely Likely	Put a blood pressure machine in the waiting room & give results to the nurse or doctors saving them time. I believe there is one in use at the Wroxham surgery which works well.
06/06/2019	Thorpe ENMP	Extremely Likely	Difficulty getting an appointment can be an issue but national problem rather than practice based. Thanks
06/06/2019	Thorpe ENMP	Extremely Likely	It's painful first thing in the morning when after you listen to the message which takes 7 mins, you then get put into a queue of 30 people waiting
20/06/2019	Thorpe ENMP	Extremely Likely	A little more car parking maybe
17/05/2019	Thorpe ENMP	Extremely Likely	A well woman clinic
30/05/2019	Thorpe ENMP	Extremely Likely	Ability to book online appointments. I have the app and can book online but there are no appointments in advance for non emergency .
14/05/2019	Thorpe ENMP	Extremely Likely	Able to book routine appt more easily
24/06/2019	Thorpe ENMP	Extremely Likely	Air con in waiting room
02/05/2019	Thorpe ENMP	Extremely Likely	All fine really, perhaps a bigger car park ?
23/05/2019	Thorpe ENMP	Extremely Likely	All fine thanks
10/05/2019	Thorpe ENMP	Extremely Likely	All good
15/04/2019	Thorpe ENMP	Extremely Likely	All good for me keep up the good work thanks
15/04/2019	Thorpe ENMP	Extremely Likely	All good thanks
07/06/2019	Thorpe ENMP	Extremely Likely	All is good
10/06/2019	Thorpe ENMP	Extremely Likely	All ok

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Date	Site	Rating	Comments
07/06/2019	Thorpe ENMP	Extremely Likely	All was good, thanks.
24/06/2019	Thorpe ENMP	Extremely Likely	Am very hppy with my visit. Thanks
24/04/2019	Thorpe ENMP	Extremely Likely	Appointment bookings. Not sure what else you can do but it's a stressful experience at the moment!!
20/05/2019	Thorpe ENMP	Extremely Likely	Appointment arrangements possible Saturday morning appointments for people who work Monday to Friday and cant get time off work.
25/04/2019	Thorpe ENMP	Extremely Likely	As I have said EVERY TIME - enlarge the car park!!
05/04/2019	Thorpe ENMP	Extremely Likely	Be able to book appointment in advance rather than having to wait on doorstep to get appointment on the day
07/06/2019	Thorpe ENMP	Extremely Likely	Being able to book future appts quicker than over a month. But do like the Lionwood eve/sat option- shame only for new conditions only though.
02/05/2019	Thorpe ENMP	Extremely Likely	Being able to book an appointment in advance, on days off work etc
21/06/2019	Thorpe ENMP	Extremely Likely	Being able to book nurse appointments 12 weeks in advance
02/07/2019	Thorpe ENMP	Extremely Likely	Better availability of appointments.
08/04/2019	Thorpe ENMP	Extremely Likely	Better on line choice and availability of appointments
14/06/2019	Thorpe ENMP	Extremely Likely	Book an appointment in advance instead of having to ring a 8 am in morning to get one with the doctor
25/06/2019	Thorpe ENMP	Extremely Likely	Booking an appointment, can be hard to get through
18/04/2019	Thorpe ENMP	Extremely Likely	Bring back the lovely Nurse Harris
03/06/2019	Thorpe ENMP	Extremely Likely	Can't think of anything
24/04/2019	Thorpe ENMP	Extremely Likely	Can't change a 1st class service. Brilliant surgery.
14/05/2019	Thorpe ENMP	Extremely Likely	Can't think of any changers needed for me personally thank you
17/05/2019	Thorpe ENMP	Extremely Likely	Can't think of any. Quite satisfied with the way it is
18/04/2019	Thorpe ENMP	Extremely Likely	Can't think of anything !!
06/06/2019	Thorpe ENMP	Extremely Likely	Car park
21/05/2019	Thorpe ENMP	Extremely Likely	Car parking
04/06/2019	Thorpe ENMP	Extremely Likely	Change booking system so much time wasted.
14/06/2019	Thorpe ENMP	Extremely Likely	Continue with the excellent service , no change!
04/06/2019	Thorpe ENMP	Extremely Likely	Don't change anything, your service is excellent
25/06/2019	Thorpe ENMP	Extremely Likely	Don't know of any, other than, bigger car park
12/06/2019	Thorpe ENMP	Extremely Likely	Easier to get appointments which probably means more doctors. So don't expect you can do anything about that
15/04/2019	Thorpe ENMP	Extremely Likely	Easier to make an appointment
18/06/2019	Thorpe ENMP	Extremely Likely	Easier to make appointment
12/06/2019	Thorpe ENMP	Extremely Likely	Easier to make appointment
19/06/2019	Thorpe ENMP	Extremely Likely	Everything good no change.
27/06/2019	Thorpe ENMP	Extremely Likely	Everything is perfect sometimes it's hard to get an appointment to see a doctor but it is everywhere
13/05/2019	Thorpe ENMP	Extremely Likely	Everything was fine on the day. Just had to wait 2 weeks to get appointment
04/04/2019	Thorpe ENMP	Extremely Likely	Everything was perfect. Thank you.
21/06/2019	Thorpe ENMP	Extremely Likely	Getting an appointment
13/06/2019	Thorpe ENMP	Extremely Likely	Getting an appointment on the day and having to stand outside and in cold and wet is the only thing that let's the service down
10/04/2019	Thorpe ENMP	Extremely Likely	Give the doctors more time to spend with each patient. They are so rushed and must be under so much pressure.
03/05/2019	Thorpe ENMP	Extremely Likely	Good question
12/06/2019	Thorpe ENMP	Extremely Likely	Have a blood pressure machine in reception that people can use themselves, this would save time all-round. Wroxham surgery has one and it works well.
29/04/2019	Thorpe ENMP	Extremely Likely	Have more doctors and nurses so they not run over 1 hour behind. More staff in surgery's . Staff have so much to do. Thanks
03/07/2019	Thorpe ENMP	Extremely Likely	Having treatment at one appointment and not having to come back twice. Like I had to do with a blood test last week and a blood pressure today.
23/04/2019	Thorpe ENMP	Extremely Likely	I am happy with the care I receive
09/04/2019	Thorpe ENMP	Extremely Likely	I am happy with treatment I receive for me no improvements needed. Thank you
15/05/2019	Thorpe ENMP	Extremely Likely	I am totally satisfied with the service
08/04/2019	Thorpe ENMP	Extremely Likely	I cannot think of anything at all
31/05/2019	Thorpe ENMP	Extremely Likely	I had to wait for 10 mins, which isn't really a problem, but if I don't have to wait, that'll be great.
10/05/2019	Thorpe ENMP	Extremely Likely	I have been with ENMP since 2003 and they have always been exceptional, reliable and respectful
29/04/2019	Thorpe ENMP	Extremely Likely	I know it's hard, but the wait to see the Doctor was about 40 minutes after appointment time.
20/05/2019	Thorpe ENMP	Extremely Likely	I was perfectly happy with the service as provided to me. Thank you.
17/06/2019	Thorpe ENMP	Extremely Likely	I am not sure. Happy with my experience
27/06/2019	Thorpe ENMP	Extremely Likely	I am very pleased with everything, thanks
01/05/2019	Thorpe ENMP	Extremely Likely	If possible advanced appointments but would understand if not possible.
18/04/2019	Thorpe ENMP	Extremely Likely	If things are running fairly good why change them as a surgery there are always going to be things that crop up but leave alone if possible. Thank you
06/06/2019	Thorpe ENMP	Extremely Likely	I'm fine with it at moment

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Date	Site	Rating	Comments
01/04/2019	Thorpe ENMP	Extremely Likely	I'm satisfied.
07/06/2019	Thorpe ENMP	Extremely Likely	Introduction of queue for on the day appointments was very useful.
03/05/2019	Thorpe ENMP	Extremely Likely	It was all fantastic
10/05/2019	Thorpe ENMP	Extremely Likely	Its all good friendly staff good doctors and nurses
16/04/2019	Thorpe ENMP	Extremely Likely	Just more staff for more appointments to choose from
06/06/2019	Thorpe ENMP	Extremely Likely	Keep it up, no need to change - just keep smiling
15/04/2019	Thorpe ENMP	Extremely Likely	Less time sitting in the waiting room, today it was 40 minutes, 35 minutes were after my appointment time.
11/06/2019	Thorpe ENMP	Extremely Likely	Make getting an appointment easier.
26/04/2019	Thorpe ENMP	Extremely Likely	Make it easier to get a doctors appointment
11/06/2019	Thorpe ENMP	Extremely Likely	Make it easier to get a non urgent appointment
07/06/2019	Thorpe ENMP	Extremely Likely	Make it easier to make an appointment, shorten your message,
14/05/2019	Thorpe ENMP	Extremely Likely	Make it easier to get appointment
07/05/2019	Thorpe ENMP	Extremely Likely	Make it easy to get an appointment, especially for those of us with life long conditions, and train receptionists to be more friendly and empathetic.
09/04/2019	Thorpe ENMP	Extremely Likely	Make it simpler to book an appointment in the morning, without the mad dash to call at 8 am
03/04/2019	Thorpe ENMP	Extremely Likely	Make me 21 again
17/06/2019	Thorpe ENMP	Extremely Likely	Maybe having a few more pre bookable appointments
20/05/2019	Thorpe ENMP	Extremely Likely	More appointment availability
05/04/2019	Thorpe ENMP	Extremely Likely	More appointment spaces on line
30/05/2019	Thorpe ENMP	Extremely Likely	More appointments
07/06/2019	Thorpe ENMP	Extremely Likely	More availability when phoning dead on 8 am!
02/05/2019	Thorpe ENMP	Extremely Likely	More available appointments
30/04/2019	Thorpe ENMP	Extremely Likely	More book ahead appointments
08/05/2019	Thorpe ENMP	Extremely Likely	More comfortable chairs for those with back problems etc.
18/06/2019	Thorpe ENMP	Extremely Likely	More doctors appointments
24/04/2019	Thorpe ENMP	Extremely Likely	More lines for appointments
04/06/2019	Thorpe ENMP	Extremely Likely	More nurses
20/05/2019	Thorpe ENMP	Extremely Likely	More space between the rows of chairs in the waiting room
15/04/2019	Thorpe ENMP	Extremely Likely	My care and treatment was perfect. Thank you.
03/05/2019	Thorpe ENMP	Extremely Likely	My care care was excellent.
07/06/2019	Thorpe ENMP	Extremely Likely	My care was good thank you
23/05/2019	Thorpe ENMP	Extremely Likely	Nicer chairs
14/06/2019	Thorpe ENMP	Extremely Likely	No
13/05/2019	Thorpe ENMP	Extremely Likely	No change necessary. Satisfied with treatment.
24/05/2019	Thorpe ENMP	Extremely Likely	No changes necessary, just keep doing what your doing, thank you!
29/05/2019	Thorpe ENMP	Extremely Likely	No changes needed thanks
02/05/2019	Thorpe ENMP	Extremely Likely	No improvement necessary. Friendly and efficient nurse-thank you.
17/06/2019	Thorpe ENMP	Extremely Likely	No need to change anything. 10/10. Thank you
24/05/2019	Thorpe ENMP	Extremely Likely	None
29/05/2019	Thorpe ENMP	Extremely Likely	None
03/05/2019	Thorpe ENMP	Extremely Likely	none I am pleased that u can get in to see a doctor not my own surgery tho so thank you
28/05/2019	Thorpe ENMP	Extremely Likely	Not have to listen to recorded message every time you ring up
04/06/2019	Thorpe ENMP	Extremely Likely	Not so long on the phone, trying to make an appt, listening to all the info
30/05/2019	Thorpe ENMP	Extremely Likely	Not sure that I can think of anything
06/06/2019	Thorpe ENMP	Extremely Likely	Not sure yet
08/04/2019	Thorpe ENMP	Extremely Likely	Nothing
11/04/2019	Thorpe ENMP	Extremely Likely	Nothing
17/04/2019	Thorpe ENMP	Extremely Likely	Nothing
13/05/2019	Thorpe ENMP	Extremely Likely	Nothing
20/05/2019	Thorpe ENMP	Extremely Likely	Nothing
17/05/2019	Thorpe ENMP	Extremely Likely	Nothing
23/05/2019	Thorpe ENMP	Extremely Likely	Nothing
24/05/2019	Thorpe ENMP	Extremely Likely	Nothing
30/05/2019	Thorpe ENMP	Extremely Likely	Nothing

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Date	Site	Rating	Comments
31/05/2019	Thorpe ENMP	Extremely Likely	Nothing
06/06/2019	Thorpe ENMP	Extremely Likely	Nothing
06/06/2019	Thorpe ENMP	Extremely Likely	Nothing
07/06/2019	Thorpe ENMP	Extremely Likely	Nothing
11/06/2019	Thorpe ENMP	Extremely Likely	Nothing
11/06/2019	Thorpe ENMP	Extremely Likely	Nothing
13/06/2019	Thorpe ENMP	Extremely Likely	Nothing
19/06/2019	Thorpe ENMP	Extremely Likely	Nothing
25/06/2019	Thorpe ENMP	Extremely Likely	Nothing
26/06/2019	Thorpe ENMP	Extremely Likely	Nothing
27/06/2019	Thorpe ENMP	Extremely Likely	Nothing
27/06/2019	Thorpe ENMP	Extremely Likely	Nothing
01/07/2019	Thorpe ENMP	Extremely Likely	Nothing
03/07/2019	Thorpe ENMP	Extremely Likely	Nothing
15/05/2019	Thorpe ENMP	Extremely Likely	Nothing treated very well so far. Thank you.
04/06/2019	Thorpe ENMP	Extremely Likely	Nothing very pleased with your service & staff.
28/06/2019	Thorpe ENMP	Extremely Likely	Nothing , Thank you.
21/05/2019	Thorpe ENMP	Extremely Likely	Nothing
23/04/2019	Thorpe ENMP	Extremely Likely	Nothing all excellent
05/04/2019	Thorpe ENMP	Extremely Likely	Nothing at all. Very happy with the treatment I received today
01/04/2019	Thorpe ENMP	Extremely Likely	Nothing at the moment Thanks.
17/04/2019	Thorpe ENMP	Extremely Likely	Nothing but go and teach Sprowston (most of them) manners and respect
24/05/2019	Thorpe ENMP	Extremely Likely	Nothing everything is just fine
10/04/2019	Thorpe ENMP	Extremely Likely	Nothing happy with the service
03/05/2019	Thorpe ENMP	Extremely Likely	Nothing it was "fit for purpose".
01/05/2019	Thorpe ENMP	Extremely Likely	Nothing it's fine
03/06/2019	Thorpe ENMP	Extremely Likely	Nothing it's perfect
21/05/2019	Thorpe ENMP	Extremely Likely	Nothing this time
23/04/2019	Thorpe ENMP	Extremely Likely	Nothing to change
01/07/2019	Thorpe ENMP	Extremely Likely	Nothing to change about today. All OK.
21/06/2019	Thorpe ENMP	Extremely Likely	Nothing to change great service
02/05/2019	Thorpe ENMP	Extremely Likely	Nothing to change.
01/07/2019	Thorpe ENMP	Extremely Likely	Nothing to change. Happy with treatment
03/06/2019	Thorpe ENMP	Extremely Likely	Nothing very good care.
29/04/2019	Thorpe ENMP	Extremely Likely	Nothing what I can think of
14/05/2019	Thorpe ENMP	Extremely Likely	Nothing you are all lovely people
14/05/2019	Thorpe ENMP	Extremely Likely	Nothing you are doing a great job under extreme pressure
03/05/2019	Thorpe ENMP	Extremely Likely	Nothing you're all doing a cracking job, well done all.
04/04/2019	Thorpe ENMP	Extremely Likely	Nothing, everyone very helpful
01/04/2019	Thorpe ENMP	Extremely Likely	Nothing, fine as it is.
15/04/2019	Thorpe ENMP	Extremely Likely	Nothing, my care and treatment today was excellent and very much appreciated.
24/05/2019	Thorpe ENMP	Extremely Likely	Nothing, very welcoming
02/05/2019	Thorpe ENMP	Extremely Likely	Nothing.
26/06/2019	Thorpe ENMP	Extremely Likely	Nothing.
30/05/2019	Thorpe ENMP	Extremely Likely	Nothing. My experience was excellent.
02/04/2019	Thorpe ENMP	Extremely Likely	Nothing-perfect service
17/04/2019	Thorpe ENMP	Extremely Likely	Nurse was not very communicative and wrapped my bandages too tight , so now another trip
30/05/2019	Thorpe ENMP	Extremely Likely	Only send my prescriptions to Thorpe surgery
08/05/2019	Thorpe ENMP	Extremely Likely	Open Saturday mornings
18/06/2019	Thorpe ENMP	Extremely Likely	Parking - make it easier, staff were parking in the top area where I thought it was meant for patients
16/05/2019	Thorpe ENMP	Extremely Likely	Perfect experience today
01/05/2019	Thorpe ENMP	Extremely Likely	Please do not change anything
18/06/2019	Thorpe ENMP	Extremely Likely	Please try & improve the telephone appointment system. Thank you. Other than that, no complaints.

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Date	Site	Rating	Comments
31/05/2019	Thorpe ENMP	Extremely Likely	Prescription is done promptly and delivered
03/05/2019	Thorpe ENMP	Extremely Likely	Re the treatment: use a milder eye dilution that doesn't blur the vision so much.
09/04/2019	Thorpe ENMP	Extremely Likely	Satisfied thanks
19/06/2019	Thorpe ENMP	Extremely Likely	Shorten the length of the recorded message played when ringing to book an appointment please.
12/04/2019	Thorpe ENMP	Extremely Likely	Shorten your answer phone message
12/06/2019	Thorpe ENMP	Extremely Likely	Shorter waiting times for advanced appointments
24/06/2019	Thorpe ENMP	Extremely Likely	Somehow make the sign in screen only work if you have used the hand gel first!
14/06/2019	Thorpe ENMP	Extremely Likely	Stop having to phone at 8 , some of us have to work and cannot get to phone
25/06/2019	Thorpe ENMP	Extremely Likely	Stop people using your car park to go into school . After trying to park I parked on double yellow lines so that I didn't miss my appointment.
06/06/2019	Thorpe ENMP	Extremely Likely	Terrible parking at Thorpe needs improvement
24/04/2019	Thorpe ENMP	Extremely Likely	That I could have seen someone at Sprowston.
02/04/2019	Thorpe ENMP	Extremely Likely	That the pre recorded message when you book on the phone is not so long, prior to you having to wait in the queue.
08/04/2019	Thorpe ENMP	Extremely Likely	That you could always see the same GP
16/04/2019	Thorpe ENMP	Extremely Likely	The care is great - getting through on phone is hard and long-winded and softer music would be easier in the ear
04/04/2019	Thorpe ENMP	Extremely Likely	The long long message when you ring the surgery
11/06/2019	Thorpe ENMP	Extremely Likely	The only negative aspect is we had to wait over 20 mins for our appointment but appreciate this is not the doctor's fault.
04/04/2019	Thorpe ENMP	Extremely Likely	The only problem I have is trying to get appointments. The care and treatment is good as far as I am concerned
07/05/2019	Thorpe ENMP	Extremely Likely	The service and treatment I received today was very professional. Thank you very much.
11/06/2019	Thorpe ENMP	Extremely Likely	The service I receive today was excellent.
03/05/2019	Thorpe ENMP	Extremely Likely	The tv screen to call patients through cannot be seen by those that are short sighted, unless they are wearing glasses. This may be an issue for some people.
13/05/2019	Thorpe ENMP	Extremely Likely	There is nothing that you could improve. Everyone is pleasant and helpful. Doctors go above and beyond to help
10/05/2019	Thorpe ENMP	Extremely Likely	Think it is ok
13/06/2019	Thorpe ENMP	Extremely Likely	To be able to book appointment times in advance with ease. Late night openings for those who work in week.
17/05/2019	Thorpe ENMP	Extremely Likely	To be able to get an appointment to see your own doctor
10/05/2019	Thorpe ENMP	Extremely Likely	To get appointment more quickly. But I find service very good and everyone is friendly and helpful. Thank you.
27/06/2019	Thorpe ENMP	Extremely Likely	To make it easier to get appointments.
30/05/2019	Thorpe ENMP	Extremely Likely	Try not to have too many doctors off during Bank Holiday weekends
18/06/2019	Thorpe ENMP	Extremely Likely	Try to keep up the standards
12/04/2019	Thorpe ENMP	Extremely Likely	Waiting time
03/07/2019	Thorpe ENMP	Extremely Likely	We are both very happy with our treatment.
10/06/2019	Thorpe ENMP	Extremely Likely	We do have to wait a long time. 40 to 60 minutes sometimes
05/04/2019	Thorpe ENMP	Extremely Likely	Weekend surgeries
07/05/2019	Thorpe ENMP	Extremely Likely	When you phone for appointment the recorded message goes on too long.
08/04/2019	Thorpe ENMP	Extremely Likely	What I am having is fine.
16/04/2019	Thorpe ENMP	Extremely Likely	Would like to be able to book an appointment in advance and not have to ring on the day as takes ages to get through.
08/05/2019	Thorpe ENMP	Extremely Likely	Would not change anything
25/06/2019	Thorpe ENMP	Extremely Likely	Yesterday was exceptional, normally impossible to arrange an appt so quickly, guess you are on right track.
03/05/2019	Thorpe ENMP	Likely	My appointment was on time.. The practice nurse was very efficient. In fact I was very impressed today.
29/04/2019	Thorpe ENMP	Likely	To prebook an appointment more easily especially if GP has asked to see again in 4-6 wks time.
09/04/2019	Thorpe ENMP	Likely	To get through took ages then to be told no appointment's available that day call back tomorrow.
13/06/2019	Thorpe ENMP	Likely	A shorter message on your phone system, it runs on far too long
09/05/2019	Thorpe ENMP	Likely	Ability to book appointments to see GPs for future appointments. Preferably online - appts on the online tool are limited.
08/05/2019	Thorpe ENMP	Likely	Appointments to run on time
30/04/2019	Thorpe ENMP	Likely	Appointments to run on time. Even at 8:40, my appointment was 24 minutes late
02/05/2019	Thorpe ENMP	Likely	Ask the doctors to actually listen to the patience might help
21/06/2019	Thorpe ENMP	Likely	Availability of pre-bookable GP appointments
06/06/2019	Thorpe ENMP	Likely	Be able to get an appointment on day I need it. Only way I can do that is physically go to surgery for 8 am when they open. Otherwise it's impossible.
15/04/2019	Thorpe ENMP	Likely	Be on time with appointment!!
16/05/2019	Thorpe ENMP	Likely	Better car parking!!
06/06/2019	Thorpe ENMP	Likely	Car park is not fit for purpose
16/04/2019	Thorpe ENMP	Likely	Easier to get appointment
30/04/2019	Thorpe ENMP	Likely	Friendlier reception who could advise more
02/04/2019	Thorpe ENMP	Likely	Getting an appointment in the first place

EAST NORWICH MEDICAL PARTNERSHIP
 FRIENDS FAMILY FEEDBACK
 APRIL-JUNE 2019

Date	Site	Rating	Comments
24/05/2019	Thorpe ENMP	Likely	Had to wait over 4 weeks to get an appointment
31/05/2019	Thorpe ENMP	Likely	Have more doctors available or make the appointment system less of a phone mad rush first thing in the working morning
17/04/2019	Thorpe ENMP	Likely	I don't know
17/06/2019	Thorpe ENMP	Likely	I had to wait for far too long despite getting to my appointment early
10/04/2019	Thorpe ENMP	Likely	I know this can't be helped but often your appointment times run badly over scheduled time.
10/06/2019	Thorpe ENMP	Likely	I'm very pleased with my treatment. Thankyou x
19/06/2019	Thorpe ENMP	Likely	It took 11 minutes to book the appointment via the Sprowston branch. Thorpe tends to feel more organised.
30/05/2019	Thorpe ENMP	Likely	It's hard to say not benn at this surgery for long as just moved into area. Time will tell I understand pressure you are all under to keep all of us happy
08/05/2019	Thorpe ENMP	Likely	Less waiting time
09/05/2019	Thorpe ENMP	Likely	Longer appointment slots, sometimes feels rushed to be in and out of an appointment
16/04/2019	Thorpe ENMP	Likely	Make getting an appointment easier
09/05/2019	Thorpe ENMP	Likely	Make it easier to make appointments online.
16/04/2019	Thorpe ENMP	Likely	Make the waiting area less so institutionalised, pastels and carpets are welcoming making patient's feel so.
13/06/2019	Thorpe ENMP	Likely	Making it easier to get appointments
13/06/2019	Thorpe ENMP	Likely	More appointments
11/04/2019	Thorpe ENMP	Likely	Not have to wait so long for appointment
02/04/2019	Thorpe ENMP	Likely	Not having to wait an hour on hold to not get an appointment for four days in a row
20/06/2019	Thorpe ENMP	Likely	Not having to wait so long for an appointment
06/06/2019	Thorpe ENMP	Likely	Nothing
22/05/2019	Thorpe ENMP	Likely	Nothing today's appointment was good
02/05/2019	Thorpe ENMP	Likely	Nothing, everything was fine.
31/05/2019	Thorpe ENMP	Likely	On entering building needs sign pointing to reception as there are more than one possible areas
24/05/2019	Thorpe ENMP	Likely	On this occasion everything went like clockwork booking, checking in, waiting time. Which if probably the first time ever!
16/05/2019	Thorpe ENMP	Likely	Only that the automated booking in system told me it would be a 25 minute wait when it was nearer 45!
26/04/2019	Thorpe ENMP	Likely	Parking,
25/04/2019	Thorpe ENMP	Likely	Phoning at 8 am precisely surprised to be 39th in queue but to be fair I did get appointment
30/05/2019	Thorpe ENMP	Likely	Regular well women checks
18/04/2019	Thorpe ENMP	Likely	Saturday morning appointments
04/04/2019	Thorpe ENMP	Likely	Shorten the time spent in the waiting room. I waited nearly an hour yesterday.
24/06/2019	Thorpe ENMP	Likely	The appointments system should be able to accommodate booking an appointment in advance without having to wait 4 weeks for it.
10/06/2019	Thorpe ENMP	Likely	The long winded answer phone message at 8am!
16/04/2019	Thorpe ENMP	Likely	The recorded message when you ring up at 8 am to make an appointment.
16/05/2019	Thorpe ENMP	Likely	The wait area is often crowded. The chairs should be more widely spaced in blocks so that the middle seats in the row are more easily accessible.
26/06/2019	Thorpe ENMP	Likely	To be able to get appointments quicker
03/04/2019	Thorpe ENMP	Likely	To let patients know if their doctor they are seeing is running late I waited over 35 minutes past my appointment time
09/05/2019	Thorpe ENMP	Likely	Today I was lucky there was one appointment left even though I started calling at 8 am. I would like it if it was easier to get an appointment.
08/04/2019	Thorpe ENMP	Likely	Today was Brilliant. The message in morning is to long .
25/04/2019	Thorpe ENMP	Likely	Too difficult to get an appointment
30/04/2019	Thorpe ENMP	Likely	Treatment line booking system awful.
27/06/2019	Thorpe ENMP	Likely	Whilst the care is great, it's sometimes difficult to get an appointment.
25/04/2019	Thorpe ENMP	Neither Likely or Unlikely	I had been waiting for this blood test for months and when I requested a test for prostate cancer I was told to get it sanctioned by a doctor.
18/06/2019	Thorpe ENMP	Neither Likely or Unlikely	I would like a simple way to get an appointment, like by text or email. 8.00 is not convenient. I tried to register for online access to appointments
24/04/2019	Thorpe ENMP	Neither Likely or Unlikely	Not having to go there at 8:00 am to manage to get a appointment. I used to ring 30+ times and then finally getting through to be told no more appointments
10/04/2019	Thorpe ENMP	Neither Likely or Unlikely	Not to have to ring at 8am to get an appointment for that day. Last time I ring at 8am didn't get answer till 8:20 then they had no appointments left.
30/04/2019	Thorpe ENMP	Neither Likely or Unlikely	The appointment system is terrible, you should be able to book a couple of days ahead. It is impossible to book for the same day if you have to work.
29/05/2019	Thorpe ENMP	Neither Likely or Unlikely	Being able to get an appointment when you call
29/04/2019	Thorpe ENMP	Neither Likely or Unlikely	Better communication about 1 hour wait!
25/06/2019	Thorpe ENMP	Neither Likely or Unlikely	Check letters from the hospital for ongoing treatment
13/05/2019	Thorpe ENMP	Neither Likely or Unlikely	Check requirements of travel injections earlier than day of appointment
09/04/2019	Thorpe ENMP	Neither Likely or Unlikely	Get an appointment easier
04/04/2019	Thorpe ENMP	Neither Likely or Unlikely	Improve your phone system. Especially Sprowston-get them to answer the phone!!!!
09/04/2019	Thorpe ENMP	Neither Likely or Unlikely	Make it easier to get appointments so that you don't have to wait over 4 weeks for a routine appointment

EAST NORWICH MEDICAL PARTNERSHIP
FRIENDS FAMILY FEEDBACK
APRIL-JUNE 2019

Date	Site	Rating	Comments
14/06/2019	Thorpe ENMP	Neither Likely or Unlikely	More appointments available
15/04/2019	Thorpe ENMP	Neither Likely or Unlikely	Nothing
15/04/2019	Thorpe ENMP	Neither Likely or Unlikely	Quicker access to appointments
18/06/2019	Thorpe ENMP	Neither Likely or Unlikely	To be able to book an appointment in advance.
03/05/2019	Thorpe ENMP	Neither Likely or Unlikely	To be able to make pre bookable appointments. It's been almost impossible to do so. That will make a difference for patients.
04/04/2019	Thorpe ENMP	Neither Likely or Unlikely	Your message at beginning of call is MUCH TOO LONG, make it shorter
10/05/2019	Thorpe ENMP	Unlikely	A better system for waiting, my two year was very unhappy and not well but we had to wait 50 mins because doctor was running 40 minutes late
08/04/2019	Thorpe ENMP	Unlikely	How you book an appointment on the day. I work a long way from home and the centre and have to wait untill 8 then call
04/04/2019	Thorpe ENMP	Unlikely	More appointments. I've phoned so many time recently and have been in agony. I was told to go to the walk in center.
01/04/2019	Thorpe ENMP	Unlikely	Be less focused on the medication and more focused on how I'm feeling.
11/06/2019	Thorpe ENMP	Unlikely	Bookable appointments
20/06/2019	Thorpe ENMP	Unlikely	I see a different midwife every time I come in which I feel is very impersonal because no one ever knows my case and I was kept waiting 45 minutes.....
09/04/2019	Thorpe ENMP	Unlikely	More evening appointments
14/05/2019	Thorpe ENMP	Unlikely	Polite reception would be good when calling in for an appointment
14/05/2019	Thorpe ENMP	Unlikely	Stop lecturing constantly about alcohol. You are there to help, not lecture!
17/06/2019	Thorpe ENMP	Unlikely	That the correct information was given and my time wasn't wasted
03/05/2019	Thorpe ENMP	Unlikely	The doctor to listen and not rush me out of the door! As I hardly ever visit the doctors and took long enough to get an appointment!
18/04/2019	Thorpe ENMP	Unlikely	The whole system needs to change. There's not enough doctors and too many office staff.
08/04/2019	Thorpe ENMP	Unlikely	To be able to book an appointment at Aslake Close and not have to go to Thorpe
04/04/2019	Thorpe ENMP	Extremely Unlikely	The length of time it took me to get an appointment. Not very helpful for working patients. I've had this illness for four weeks
24/06/2019	Thorpe ENMP	Extremely Unlikely	I was on hold for 20 minutes before someone picked up, could hear them talking and then they hung up on him again!
06/06/2019	Thorpe ENMP	Extremely Unlikely	Being more helpful and patient with clients and try to give them more information how to get to the surgery I have been really upset with my experience
09/04/2019	Thorpe ENMP	Extremely Unlikely	For the government to give surgeries a proper budget
18/04/2019	Thorpe ENMP	Extremely Unlikely	Get some more doctors so the public can actually get an appointment rather than being 30th in the call like at 8am!!!
04/06/2019	Thorpe ENMP	Extremely Unlikely	Have a doctor with some compassion
30/04/2019	Thorpe ENMP	Extremely Unlikely	I left very upset and prob worse than when I went. remember why I hate the doctors. A real disapointment.
11/06/2019	Thorpe ENMP	Extremely Unlikely	Language doctors use
07/06/2019	Thorpe ENMP	Extremely Unlikely	Nothing
01/07/2019	Thorpe ENMP	Extremely Unlikely	Nothing, you are all brilliant people.
25/04/2019	Thorpe ENMP	Extremely Unlikely	Tell me the truth about what is stated in file so we could correct acordenly and clarify
26/04/2019	Thorpe ENMP	Extremely Unlikely	The chance of getting an appointment is remote. I booked an appointment for a diabetic blood test in March, the earliest appointment available was April 26th.
29/04/2019	Thorpe ENMP	Extremely Unlikely	and not in the Sprowston Surgery which I live very close to but at but at Thorpe
01/07/2019	Thorpe ENMP	Extremely Unlikely	The doctor was dismissive - of me and my chiropractors' diagnosis.
01/07/2019	Thorpe ENMP	Extremely Unlikely	This was my first visit to the practice & found that I was treated very professionally .
25/06/2019	Thorpe ENMP	Don't Know	The new doctor Zac Blake was really friendly and confident! Please keep him
20/06/2019	Thorpe ENMP	Don't Know	The car park it is difficult to park at times I have only been there once and you made me welcome thats good because everybody get nervous when they go to the doctors.
26/06/2019	Thorpe ENMP	Don't Know	Be able to book an appointment.
18/06/2019	Thorpe ENMP	Don't Know	Happy with whole experience
30/04/2019	Thorpe ENMP	Don't Know	I don't have any problems thank you
28/06/2019	Thorpe ENMP	Don't Know	I don't think that you could improve on my treatment or care I think you all do a fantastic job thank you
09/04/2019	Thorpe ENMP	Don't Know	Not to to have a 2 hr wait would be nice so you dont lose out on pay packet when you need it
11/06/2019	Thorpe ENMP	Don't Know	Nothing
03/05/2019	Thorpe ENMP	Don't Know	Nothing apart from reducing the three minute answering when phoning . I am pleased to see the same doctor when need arises.
08/05/2019	Thorpe ENMP	Don't Know	Nothing I already feel so much better
20/06/2019	Thorpe ENMP	Don't Know	Nothing I am grateful for the treatment
04/04/2019	Thorpe ENMP	Don't Know	Nothing thank you