

## LET THE PRACTICE KNOW YOUR VIEWS

Scott Park Surgery is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

### TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone? Yes
- Did you get an appointment with the practitioner you wanted to see? Yes
- Were our staff helpful and courteous? Yes

A suggestion box is available in the waiting area and we like to hear both positive and negative comments from our patients.

## COMMENTS FORM

Name: W. G.

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Date of comment: 30.5.2014

Details: I have only praise for this surgery. I am really grateful that Dr Ng is my doctor, and the nurse and receptionists are all so helpful and polite and friendly. I used to be really nervous before a doctor's appointment but now feel at ease in the knowledge that not only will I get the best medical advice and service, but I am also treated as a human being. Gone are the days when you had to fight through fierce receptionists and then ~~often~~ <sup>often</sup> made to feel stupid by the doctor. Thank you all.

Signed: W. G.

Scott Park Surgery

## Comments Leaflet

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(Revised October 2013)