

>> I now do everything I can online <<

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>> if a doctor asks to see you again a week later that appointment should be easy to make. you should not have to ring up on the day and hope to get seen. inaccessible primary care is the reason secondary care deal with non emergency problems out of hours. <<

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1) Need the outside lights switched on around the side and back of surgery when dark as its dangerous and i feel very vulnerable due to the location of car park and local residents there. 2)Now its winter and with the new designed surgery if the main automated front doors are open, they cause a very cold draft in the waiting room. I had to wait an hour today for my appointment and was frozen. Can you do anything about it? 3) Could you please publish the patients suggestions on your website, along with your responses and any services you can/ or are going to improve. As this will make patients think that by completeing this questionnaire, their comments make a difference

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8/11/12 my appointment was 5.50 it was 6.40 when i got outside it was very dark. Security lights are needed.

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a wider range of appointments being available on line

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Appointment system. Could there not be a queuing system when you phone in the morning? Sessions with the doctor are too short. How can the correct prognosis be made in 10 minutes, especially with an anxious patient who finds it difficult to explain symptoms ?

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appointments

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as long as you keep the standards up i cannot see any problems

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best surgery i've attended

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booking appointments

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but i realise some consultations do have to take longer

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cut down on waiting times and make it easier to make an appointment

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easier access from the carpark-also too dark

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for me it is important to see the same doctor who knows my history

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getting an appointment in advance

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give 15 minutes to each patient instead of 10

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I believe that most aspects of the services provided are of quite a high standard

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i don't think so, easy to talk to doctors and nurses and the girls on the phone plus face to face. Very friendly and helpful

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I feel this is the best surgery o have EVER belonged to. The online system is terrific and this surgery should be held as an example to all other local surgeries

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If it is so difficult to get an appointment in the first place, i expect to be seen ASAP after that time, i had to leave work an hour early, if i was informed about delay, i could have left work normal time, and still be seen. If i had been 5 mins late my appointment would have been cancelled!

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if working its problematic to get an appointment. Requesting to phone following morning and you have to work given that the lines are always busy is a nightmare

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It isn't ideal that to get to see the Doctor you want to see you usually have to come down and book an appointment in the morning as all the pre- bookable appointments have gone. But on the other hand, I would rather this than not being able to see the Doctor you want to see for 3-4 weeks as is the case at other local surgeries. As for waiting a little while for your appointment, I would rather this and know that the Doctor is taking his time to find out what is wrong with you, rather than trying to rush through the patients just to be on time. Keep up the good work everyone at the surgery are always polite and helpful.

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more information on substance misuse and treatment services in local area

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no

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No as I am very pleased with the service the surgery provides for myself and my family

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no as it must be very difficult to do

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no everything is satisfactory for me

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No i find all staff very helpful, they do their best, its the best surgery i've been to

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no keep it up, other people complain about their surgeries

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no need for improvement

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none

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None, just keep doing what you are doing now.

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not at present

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not at the moment

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not really

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not that i can think of

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now practice area has been extended perhaps another full time doctor would help problems above

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phoning in for an appointment line permanently engaged early morning, waiting room very cold and drafty

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repeat prescriptions not sorted. Could be my own fault though

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sometimes the music is too loud

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the telephone service in the morning

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The waiting area needs to be more pleasant to wait in, the walls need painting that you have to look at and the cleaning needs 100% improving. I have sometimes found a receptionist blonde hair, short in a suit very sharp in her tone, generally the staff are all pleasant. And the doctors are the best.

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there aren't many slots available on line which is definately easier to book than trying to call at 8.30am. The doctors and nurses have always been very kind to me and

children and very helpful. Always call back when they say they will and do what they promise. Thank you

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there could be a sign saying when the gp you want to see is working

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This surgery is one of the best if not the best in Rugeley. We as a family have no complaints if you are at all worried about something if you don't want to come down to see a doctor, there is always someone to talk to at the other end of a phone. Thank you Aelfgar Surgery.

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to be seen on time

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to see the gp you wanted to see

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Wait time varies depending on which GP you're seeing

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web site is poor i was not able to access repeat prescription facility via internet no button at bottom of page as stated

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yes appointments

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yes as the town is growing and will need more facilities

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yes more telephone receptions, can ring for an appointment cannot get through, then have to get in the car and come down to surgery before 9 o'clock and still cannot be seen by your own doctor

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yes quite a lot

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yes, don't like not being able to book an appointment in advance but having to ring early am for same day appt

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