



# HOLLY TREE SURGERY PPG SURVEY 2015/2016

MARCH 2016

Detailed Patient Comments

## COMMENTS RELATED TO Q1

HOLLY TREE SURGERY OPERATES A WALK-IN SYSTEM FOR GP APPOINTMENTS STARTING AT 8:30AM AND 3:30PM. THIS MEANS YOU CHOOSE WHICH TIME AND DAY TO COME, AND WHICH DOCTORS YOU SEE. THINKING ABOUT THE LAST TIME YOU VISITED THE SURGERY TO SEE A GP, FROM THE TIME YOU BOOKED IN AT RECEPTION, HOW LONG DID IT TAKE YOU TO SEE A GP? (SOME PATIENTS ARRIVE EARLY, PLEASE DO NOT ADD IN ANY TIME WAITING BEFORE THE SESSION BEGAN)

Always seen at this time  
I never have to wait too long  
Very efficient system  
It is worth waiting rather than booking a week away to be ill !!!  
I am more than happy to wait as I am so lucky to be able to see a doctor at the time I need to  
Occasionally it is quicker, particularly in early afternoons.  
Always quicker than messing about phoning in, as all my friends have to do in other practices  
Excellent system that benefits patients. The walk-in system should be maintained if possible. First class service  
I arrived at 3pm to ensure I was the first to be seen  
Always happy to wait  
No problem  
I was told Dr Price's list was long but I chose to wait for him  
Brilliant compared with what I hear about other surgeries  
According to my memory. I don't remember any time I've had to wait as long as 45 minutes.  
I only had to wait because I wanted to see a specific doctor.  
Happy to wait, knowing I would be seen  
Long may it continue.  
The wait was not arduous.  
Prepared to wait as long as it takes.

I think we're so blessed having this walk-in system. Having to wait sometimes for a long time is tedious but quite understandable.  
This is an excellent system. Treatment is when one is sick.  
Booking an appointment is a disaster and the waiting room is clogged.  
Usually more than 30.  
I don't mind waiting, knowing I will see a doctor.  
We were third person in queue.  
Depends on the day and urgency (Friday pm often quieter and then seen very quickly)  
Think still having a walk in system is excellent and allows better care.  
Doctor on holiday  
Timing can be variable.  
Excellent system, please don't change it.  
Don't mind waiting.  
Too long.  
No problem waiting.  
Varies day to day  
Waited for 1.5 hours on a Tuesday morning, after dropping children at school. Arrived at 9.15 - lost a lot of work time. Dr Collyer is great, but would be good if she did more surgeries.  
Love the system  
Sometimes wait times are longer but appts at other surgeries never run to time anyway, so much happier with walk-in.  
Much prefer a walk-in system.  
I really like your system, it is much better than the appointment system operated by some Doctors, where it is impossible to see a Doctor when you are ill.

There were only 2 doctors available hence the wait but I didn't mind as I knew I would see a doctor that afternoon  
Like the walk in surgery have never waited longer than 30 mins.  
Experienced much longer waits at another appointments only surgery, in fact was never seen at appointed time.  
I chose a new doctor I had not met before because the waiting time was longer for a doctor I knew.  
The walk in system is wonderful, it means we can be seen on the day that we're actually feeling ill.  
Very Satisfactory  
I do not like the walk in surgery. I know some people like it possibility because it works for retired people. Suggestion - Morning and afternoon 2 doctors bookable, Morning and Afternoon 2 doctors walk-in.  
The system is not set up for really ill patients who are unable to wait to see a doctor. There should be a system where if an obviously ill patient comes in, they should be seen as a priority before waiting patients. My son desperately need antibiotics and was too ill to wait to see the doctor. I got back to car and he was sick everywhere. He had a temperature of 41. He was very distressed and cried a lot. It would have been nice to have a choice of things to play with in the waiting room to keep his mind off his illness. I was very distressed by the time we left, especially as everyone kept tutting at him every time he said he was going to be sick.  
I have never waited any less than 45 minutes. I have had to leave before now and not waited.

## COMMENTS RELATED TO Q1 (CONTINUED)

HOLLY TREE SURGERY OPERATES A WALK-IN SYSTEM FOR GP APPOINTMENTS STARTING AT 8:30AM AND 3:30PM. THIS MEANS YOU CHOOSE WHICH TIME AND DAY TO COME, AND WHICH DOCTORS YOU SEE. THINKING ABOUT THE LAST TIME YOU VISITED THE SURGERY TO SEE A GP, FROM THE TIME YOU BOOKED IN AT RECEPTION, HOW LONG DID IT TAKE YOU TO SEE A GP? (SOME PATIENTS ARRIVE EARLY, PLEASE DO NOT ADD IN ANY TIME WAITING BEFORE THE SESSION BEGAN)

Excellent system, and any wait is worth the ability to walk in and simply wait to see a doctor.

I'm very happy to be able to sit and wait. This is a great feature of the Surgery.

Quite acceptable. The walk-in approach is far more preferable and worth the modest wait to see the doctor of one's choice.

I don't mind waiting and come with a book!

The system works very well and with sensible choice and use of timing it is without problems

This varies widely but I always allow for at least 1 hour.

However, have waited equally as long at previous surgery that operated an appointment system

This surgery used to be a beacon of good practice. Sadly, this is no longer the case. I always have to wait ages to see a doctor and am often cajoled to see a doctor other than the one of my choice.

Sometimes I'm lucky and get seen quickly, sometimes not so lucky, but overall I'm glad I can turn up on the day and be seen.

One hr. Is OK. With me.

I had flu/bronchitis and asked for and was made comfortable in a separate room to avoid spreading the condition; the doctor came for me when it was my turn - a most satisfactory outcome in the circumstances.

Very rarely have I had to wait any longer

It is usually 15-30 mins

I consider this to be no wait at all.

It's never a problem waiting. It's just great to see a doctor on the day.

By avoiding the busy periods, we usually only have to wait up to 30 minutes.

Within an hour of leaving home for the surgery I was back, having been diagnosed and picked up appropriate drug from the pharmacy. Brilliant and much appreciated.

I would still rather wait and see a Doctor the same day.

Please keep this system--I cannot understand why other practices do not copy your good example!

this is a great system, please keep it.

We all know scheduled appointments in other doctors surgeries are completely unrealistic, a management failure and are always delayed leading to patient dissatisfaction!

Excellent service even if sometimes you may have to wait a bit longer. Long may it last !!!

I just wanted an x-rayform but x-ray was closed by the time I saw gp

A very slow, flu clinic was taking place so not enough seats !

Q4:

ARE THERE ANY COMMENTS YOU WOULD LIKE TO MAKE ABOUT THE SYSTEM OF OFFERING AN ALTERNATIVE DOCTOR WHEN THE QUEUE FOR YOUR "USUAL DOCTOR" IS LONG?

Like to see doctor asked for

Always given a choice

Happy to see another GP and have done

Keep

Excellent, but I prefer to wait as long as needed to see my chosen doctor who is wonderful

Very helpful

Appreciated

Good to know so a decision can be made to wait for a known doctor or see someone else

Always good to be given the choice

It is necessary

It makes complete sense to me - after all, it is only an offer. It also makes sense that some doctors have specialist interest. I actually see more of Dr. Price than Dr. Adams, because most of my day to day issues are related to skin problems.

Always helpful at reception.

I usually use 1 or 2 doctors, so this is flexible enough for me.

Prefer it.

Sometimes it is necessary to see the same doctor for an on-going investigation. Otherwise any doctor is fine.

Sometimes, depending on the issue you prefer to see the usual doctor who you feel knows you best.

I think the flexibility of seeing an alternative doctor if there is a long wait for one's own doctor is a good one.

Receptionists sometimes do not say anything about alternatives.

Depends entirely on who is on duty.

Practical and sensible.

Haven't been asked but it would be good.

I have seen other doctors but it takes time explaining the medical history.

Great service especially minimising wait times when busy.

No problems - where I have wanted to see my usual doctor, it has been possible.

I would prefer to see Dr Colyer

I have had to ask before.

Not always told where in the queue I am, so can't tell how long I'll be here for

I may well attend another day

It's a good system offer ring a choice between waiting to see your preferred doctor or joining the shortest queue.

Very sensible. I always have the choice - longer wait, more personal involvement, or shorter wait, for standard stuff.

Depending what you have come to see the doctor about, offering an alternative doctor is a good way of reducing the queue.

I think this is a very sensible idea. Often one is happy to see any doctor and the receptionists make it very clear that one can wait to see the "usual" doctor but it may involve quite a long wait.

Works for me!

when I book in to see my usual doctor I always ask how many people are before me in the queue. I can't recollect reception talking to me first about my usual doctor though

you can wait or see someone else if in a hurry

A sensible option

Sometimes I have waited whilst new patients have arrived and gone to see a doctor and I am still waiting!

I prefer to see an alternative doctor.

It's great to have the option to either wait or join a shorter queue.

I just need to see a doctor when I am ill.

As long as the doctor is suitable for the patient it should be okay.

I have never get to see my usual doctor as the queue is too long. This doesn't worry me.

It's good. If you still prefer to wait, you can. It offers you the choice with no pressure.

Good idea

It is helpful to know how long the queue is for a "usual doctor" so that an estimate can be made for waiting times and whether or not to go for an alternative doctor.

Only that it seems to work as when I have wanted to see my usual doctor it has not been a problem

I think it is an excellent idea as often one does not mind who you see and if I specially want to see my usual doctor then I am happy to wait. The receptionists politely offer one the choice and the decision is entirely up to the patient.

A very sensible and acceptable practice.

it works fine for me. you can always come back if your 'preferred' doctor is not available

I find this procedure acceptable.

This is good if it is not a regular check or update

It allows you to select who you see as a patient. Again the system is sensible and works well for me.

For routine visits I always opt for MY Dr otherwise for the fastest.

Very sensible, allow people the choice

no, it's common sense to do that and depending on the reason for the visit sometimes I don't mind seeing any doctor.

#### Q4 (CONT):

ARE THERE ANY COMMENTS YOU WOULD LIKE TO MAKE ABOUT THE SYSTEM OF OFFERING AN ALTERNATIVE DOCTOR WHEN THE QUEUE FOR YOUR "USUAL DOCTOR" IS LONG?

Please stick with the system you have.

It is a good idea, if it is a new condition it means you may not have to wait long but you have that option to wait for your "own" Doctor. It is your choice

No

All are equally competent and attentive, however, seeing my usual GP saves time for both of us getting up to speed and reduces consultation time I would surmise.

Obviously I would prefer to see my usual doctor as they would be more familiar with my needs but unless it was a serious consultation I would have no objection.

An excellent system as it gives the patients more choice, and they are still able to see a doctor on the day and at the time of their choosing.

As a patient with depression and anxiety problems, I would find it a huge problem to have to book an appointment in advance. I come when I am able to face it: if I had an appointment, there is a high probability that I would have to get someone to cancel it for me, make another, and thus delay seeing the doctor more and more. Please keep the walk-in appointments!

Depends on the reason for visit, but usually we don't mind seeing another Doctor.

No

If I had an ongoing medical problem I would prefer to see my own Doctor but if but if I had a chest infection (for example) then I would have no problem seeing another Doctor.

If the queue is long then it's fine to see another doctor for something either routine or minor, however I prefer to see my regular doctor for ongoing conditions but is nice to have a choice.

Good idea

A very good idea. Puts the ball back in the patient's court.

No I seem to me to be the logical thing to do.

I find this a very practical and flexible system. It gives me the power to choose whether I wait longer to see a particular doctor, or whether I just see the person with the shortest queue.

It makes sense to make the offer and leave the choice up to the patient. I appreciate being given the choice.

This has worked well for me when I had an urgent need and my own usual doctor was not there that day.

The question of being offered an alternative doctor is a very good idea, particularly if the visiting situation was considered urgent or if you were in a hurry. However, we will usually wait to see our 'usual doctor' because we know that doctor and hopefully they know us.

Makes good sense to me. Unless it's something specific to a particular doc I always ask who has the shortest 'queue' anyway.

I think this is good for those who are visiting for a general ailment.

If it's a long-running problem it's probably better to wait or come back another day. But it's good to offer an alternative.

No. Generally I would always wait for the doctor that I had come to see.

No because one can still choose to wait for the usual Dr or go with another.

The current system gives me a choice of waiting to see a specific doctor or getting immediate access to another GP.

Q6:

ARE THERE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE ABOUT THE RECEPTIONISTS AT THE PRACTICE?

Always very pleasant and co-operative  
Everyone is very helpful and informative  
Always helpful and friendly  
I have always found them pleasant against what i hear about other practices  
They are always polite but rarely smile. This has an impact on me if I am feeling less than 100%, which obviously I am if I am coming to see a doctor  
Always very helpful and pleasant  
They are helpful and always pleasant  
Always charming and helpful  
All staff are very helpful and understanding. They are all very easy to talk to, which is important  
The receptionists are kind and professional. They treat people as individuals.  
All receptionists are helpful and friendly  
Always polite and helpful  
Sometimes made to feel inferior, but more so in the past  
They have always been most helpful as well as friendly.  
Helpful, friendly, welcoming and knowledgeable.  
Always polite and welcoming.  
Efficient, helpful  
Very relaxed.  
They are very lovely.  
Always very helpful and patient. Very good on the phone too.  
The receptionists I've found to be always pleasant and willing to help if there is a problem. They're very good.

Staff are always friendly, efficient and helpful.  
Efficient and courteous.  
Varies, some are very brusque others are lovely. Often brusque on the phone, usual OK in person. Need to be a bit more smiley.  
Always friendly and helpful.  
Sometimes can appear a bit brusque on the phone; not at the window however.  
Always Friendly and welcoming  
Very helpful and professional.  
They are always friendly and helpful.  
Seemingly little understanding of autism or they just don't care?  
They can sometimes be blunt or not acknowledge you for a while  
Brilliant  
Variable quality. Standardised practice would be better.  
Always helpful despite heavy workloads  
Some are not as friendly and welcoming as others.  
I think they do a wonderful job often working under pressure.  
Most patients are polite but the odd one or two are very demanding !!  
No  
They are all very efficient, helpful and caring.  
On the whole they are pleasant and obliging.  
Usually very good to exceptionally good.  
The receptionists are helpful and always courteous and smiley.  
I think they are fine.  
The receptionist should be empowered to get a very sick or very distressed patient to see a doctor straight away.

I have been given medical advice by the receptionist when I have been unable to see a doctor.  
They are friendly and helpful.  
I don't have any complaints  
Having been a doctors' receptionist myself many years ago, I realise that it is, at times, a difficult job as patients themselves can be in very difficult situations. They can also be not as polite to the receptionist as one might wish them to be. I have always found them to be most helpful even when obviously extremely busy.  
They do a wonderful job dealing with both young and elderly patients.  
very helpful and kind. even if you do have a senior moment and keep changing your mind.  
Always helpful when you telephone for information.  
They are courteous and friendly (I hardly ever give excellent on any survey  
The are very helpful indeed nothing appears to be too much trouble.  
No thanks they are all very good.  
They are always friendly - presumably because they are not battling with patients about appointment times!  
No  
Parking? That's a tricky one.  
They have a difficult job but are always helpful.  
I do not find them particularly friendly. However I find the ladies in the Dispensary extremely helpful and friendly - nothing is too much trouble for them.  
Always very pleasant and helpful when required.  
No  
I think patients should be greeted - some form of

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No

I think patients should be greeted - some form of acknowledgement - the fact that there is computer blocking you at the reception desk is unfortunate and gives one a feeling of being a number and not a person requiring treatment especially if one is under the weather. Of course this stems from the top - do the doctors and practice managers get greeted by the doctors?

YOU are made to feel you are a nuisance and do not have a right to be there and to require the best possible assistance. This does not apply to all of them of course .

Some seem a little grumpy still, but this has improved in recent months.

They are all very friendly and polite.

They are always friendly and efficient.

I sometimes get the impression they regard me as somewhat unwelcome

They are all very accommodating and pleasant

Very helpful

They could be more friendly, and treat patients with more respect. They give you the impression that they don't have time and are trying to process you as a piece of paper work.

I'm so glad there is a person and not a machine!

They are able to suggest things which you did not even realise were possibilities!

Nothing of importance comes to mind.

Friendly, efficient and nice.

They are unfailingly helpful. And as they don't have to take the 'flak' in an appointment set-up they do not have the 'gate-keeper to the Doctor attitude'!

Some could be more friendly and less dismissive

It is so refreshing to have a practice where you are greeted with a smile and are so helpful as well.

Always helpful

Q8:

## ARE THERE ANY COMMENTS YOU WOULD LIKE TO MAKE ABOUT PATIENT OPENING HOURS?

Suits us being senior citizens!

The hours suit very well

Good for me but hopeless for working people

Weekends!

It suits me as I am retired but the evening hours might prove difficult if you are working

Could be better

Seems very fair

later evening appointments would be useful.

Suits us because we are retired. Not so good for those who are working.

When I worked in London I occasionally came to the surgery on Saturday morning if I could establish that the doctor on duty was not busy with 'emergency' cases. That surgery time allowed me to attend to minor issues without cancelling work meetings. (I remember my secretary insisting I should deal with an infected cut on my knee, and another time when something was wrong with my eye...) If there were a weekday surgery that continues till at least 8:00pm, that would do the same job.

I know it is difficult, but one late evening or one Saturday morning would be fantastic for opening.

Works well for me.

A late one, perhaps once a week would be good.

I would like an occasional evening or weekend surgery, as I work full time.

Could be a bit later (after working hours).

For me it has always been fine.

It is very difficult to make evening surgery since you changed the opening times, when working to 5 pm.

Up to mid-day Saturday would be good.

Perhaps Saturday morning opening might be a helpful thing for those unable to attend during the week.

Have you considered opening at weekends? eg a limited service on Saturday mornings?

The system is fine for retired people but may pose problems for those who are working.

If you work and most people finish at 5.30 how can you see a doctor with these hours?

There might be a late evening.

The afternoon session needs to go a bit longer as 5.15 is too early to stop.

Preferred later evening time.

Would like times extended so people don't all come at once.

Could do with later hours for working people.

It would help commuters to open slightly later pm

Would perhaps be helpful to have a late evening or occasional Saturday morning.

Morning great but afternoon it would help if open longer given working hours.

I did prefer the longer evening slot as I travel from work to get here. My job requires me to be there in the early part of the day. As I feel pressure to be there in this modern working environment I haven't been able to get back to see a doctor always. I have found this stressful. One or two late evenings would be very helpful to us workers affected.

Opening on Saturday would be beneficial (same hours) but appreciate this would not necessarily be easy.

Saturday am

I remember the days when practices were opened on Saturday mornings - that said, happily I have not needed to see a doctor on a Saturday.

Should open Saturday am.

Could be open later for working people.

Monday tends to be busier, so I feel that extending Monday would be useful.

I work 8-5 so can't make it unless I miss time off work. It would be nice to have one late opening once a week or two weeks.

Needs to be better for working people and school children. Hours are too short. No out of hours doctor at all. Saturdays would be good.

Not a problem to me

Do not come often, but it works for me.

The afternoon time is not compatible with family (ie. children, schools and working parents) timings.

Later walk-in appointments would be beneficial.

I'm a big fan of Saturday morning opening hrs.

The opening hours are not good for commuters.

We are retired so we can be much more flexible about attendance times. I know there is a notice suggesting that retirees avoid preferred times for working patients, but I think you could make more of this.

These hours suit me as I am retired. Perhaps not if I was still working.



Q8:

## ARE THERE ANY COMMENTS YOU WOULD LIKE TO MAKE ABOUT PATIENT OPENING HOURS?

The patient hours are fine for those of us who are lucky enough to be retired. However, I can see that for commuters it may not be easy to reach the Surgery by just after 5.00.p.m. Am not sure what the answer is as the doctors do have to be considered also!

Perhaps a late night once a week?

I think there should be a late night at least once during the week. But it is a wonderful system of being able to wait and see a doctor when you are unwell.

A late evening and a Saturday morning surgery

Longer surgeries on Saturday would be good - perhaps Saturday afternoon or over the lunch hour.

The original afternoon opening hours made it easier for working people to come to the surgery without having to leave work too early.

It would be helpful if the surgery was open later in the day, as it used to be. It is impossible for me to see a doctor without having to take time off work, and as I often work on my own in my shop, it means having to close the shop early or open late. Not good for business.

I don't think proposals to extend opening hours to weekends (except perhaps Saturday mornings) is practicable or desirable for our practice.

The current hours work for me, but I know they don't for many who work, especially those who don't work locally. My daughter, who now lives in London, is able to visit her surgery at weekends (both Saturdays and Sundays), which means she can see a doctor without taking half a day off work. I understand that some opening hours during evening and/or weekends would be much appreciated by those working full-time.

Times to suit most patients for which I am very grateful.

for retired folk and people at home all day it works extremely well, but for those who work it could be very difficult as there are no late 6-8 working hours as the surgery

We find the earlier afternoon opening time of 3.30pm an improvement and suits us well.

Saturday mornings would be nice and possibly later in the evening for those working out of the area

They are sensible

Saturday morning would be helpful, and perhaps a bit earlier some mornings

They work OK for me but are a nightmare for my son. He has a long term condition which involves constant medication. Since he doesn't work locally, there isn't a single surgery each week which he could attend without having to take time off work. The same applies to my daughter. I find this unacceptable. There should be evening or weekend surgeries to cater for the needs of the working population. Not everyone who lives in the GU10 postcode is retired!

Evenings and weekends would also be great but I don't really expect that level of availability!!

No,

It would be good to have a Saturday morning surgery but understand that the Doctors need time off too. It would be good if there was a locum or a walk in surgery at - say Farnham Hospital where you could see a Doctor without having to go to A & E

The current opening hours are adequate, however, if the patient waiting time increases beyond an acceptable level perhaps you should consider opening longer hours.

Not sure pm opening times are good for working people. Fine for retired patients.

Perhaps a Saturday morning surgery would be useful but not 7 days a week!

I suppose like many people I remember the days of Saturday morning opening, but so far I have not had a problem with the current system

Being retired the hours are fine for me and my husband. However, being in a commuter area I can see that it must be hard for people who work in London to get to the surgery before 5., 15.p.m. I know that it can be said that if you are ill enough you will take the time off, not so easy I guess when people have pressurised jobs and are expected to work long hours to keep that job

I often find it very inconvenient that evening surgery finishes so early and many years ago it was very helpful to have an emergency Saturday morning surgery.

Being retired I do not have a problem with timing. However, the earlier afternoon start may be a problem for those working away from the immediate Farnham area.

No

They are fine.

No

No comments

I believe access could be difficult for people who work long hours or commute, for example

no

The time are fine for me but can be difficult for those working.

Would like a Saturday morning surgery one can not always feel

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The time are fine for me but can be difficult for those working. Would like a Saturday morning surgery.one can not always feel unwell Monday to Friday!?

The previous hours with the later evening session were better for me.

I am retired so am not restricted in when I can attend. Perhaps those still working need extended hours.

Perhaps the Practice could make us better aware (via the newsletter) of what the procedure is if we need to see a doctor outside of the Practice hours. A contact telephone number in such a need would be useful.

They are fine for me but I do think that maybe the surgery should have one 'late' night to help out full-time workers.

No, they're fine for me as a Retiree. But maybe an hour on a Saturday morning might help others.

I did prefer it when it was open a bit later but do understand that for Doctors they ended very late.

Not really - apart from the fact that the out of hours doctors should have more access to patient records and be much more accessible.

Not great if you work, especially now evening surgery is earlier. Would be good to have at least one late night a week.

## THANK YOU FOR COMPLETING OUR SURVEY. BEFORE YOU GO, ARE THERE ANY FURTHER COMMENTS YOU WANT TO MAKE ABOUT HOLLY TREE SURGERY?

As a surgery I think it is one of the best and feel privileged to live in the area and to have access to it. Great to have the walk in system, many friends out of the area are envious that I am able to see a doctor on my chosen day, as most struggle to get appointments with GP's without having to wait quite some time.

Don't change the system !!!!!!!!!!!!!!!

I appreciate that for some people the long wait can be tedious but it is preferable to any appointment system.

I can always see the Dr. of my choice on the day that it is best for me - I never have to wait.

I do hope this continues as a walk-in service! All the doctors in the practice provide a very good service.

I do not understand why (according to the newsletter) the NHS is applying pressure for the practice to move to the appointments system. Surely that must be part of the reason why people are going to A&E. They want to see a doctor when they feel ill, not at some time in the future!

I dread the day you change to appointments. My son wishes he had never left you.

I really appreciate the walk-in appointment system. It is fabulous.

I think without exception everyone appreciates the walk-in surgery.

I think that it is brilliant and please keep the "walk in surgery".

Every one I talk to is full of praise for the surgery and it is always a happy place to go to as you have contented patients.

I think it is great. The walk in system is a real blessing

I think we are so lucky to have such a brilliant surgery with a walk-in system. I have always been happy to see any of the GP's 'though prefer with an ongoing problem to see my named doctor. I can find out if he is on by ringing Reception and checking that he will actually be there. I find the surgery practice nurses are exceptional and those in reception and the dispensary (which we are so lucky to have) work to a high standard.

I think it works extremely well as it is and I work to the saying - if it ain't broke don't fix it!.

I think we are very fortunate in having such good doctors and a well run Surgery in the village. We especially appreciate not having an appointment system when we need to see a doctor.

I very much like the fact that the surgery has no appointment system and that there is a dispensary on site.

If it ain't broke, don't fix it !!!!

I'm very happy with the current system and I would not want to see an appointment system. Now I know that I will be seen on the day.

It ain't Broke so don't try to Fix it

It is in fine working order - leave it as it is.

It is one of the best things about living in this area and a reason I am reluctant to leave it. Please do not change it.

It's one of the big reasons we haven't moved from this area.

Just please don't change the system. It really works well.

Long may it stay as it is.

My friends who attend different practices are very jealous of our walk-in system. Long may the system continue.

Please keep this system in place. It works brilliantly, I hear so many horror stories from other surgeries with an appointment system in place.

PLEASE keep the walk-in surgery. It is so much better than the appointment system eg. in my mother's surgery, or various others I hear about.

Please do not move to an appointments system, they put receptionists under pressure and make seeing a doctor when ill something of a lottery.

Please continue to operate the no appointment required to see a doctor.

The practice works well at the moment and I would not like to see the walk-in system replaced by an appointment system.

The system works perfectly, please do not change it

The walk-in system must be retained at all costs.

The walk-in system is excellent - removes anxiety of waiting to bring a poorly child, for example and the problem of having to wait to be answered just to get an appointment. If I pop-in with a non-urgent/non-worrying problem and the doctors are very busy I can decide not to stay and return at a quieter time.

The walk in service is virtually unique and I think works very well.

Walk in: please keep it!

Walk-in: do not want an appointment system

Walk-in: no problem with this system

Walk-in: I think it is a first-class system

Walk-in: It's amazing. Even if you have to wait an hour - this hasn't for ages anyway - it's worth it to be seen when you are in need of help

## THANK YOU FOR COMPLETING OUR SURVEY. BEFORE YOU GO, ARE THERE ANY FURTHER COMMENTS YOU WANT TO MAKE ABOUT HOLLY TREE SURGERY?

Walk-in: dreadful to have to book to be ill!

Walk-in: I expect to queue sometimes

Walk-in: I really value it; it gives me flexibility. Also peace of mind if there is something really worrying me I can see a doctor immediately

Walk-in: I am in real favour of walk-in system. Despite the wait I can see the doctor I wish to see. Long may it last

Walk-in; keep the current system

Walk-in: Please do not change it

Walk-in: It would be much better if it finished later (6 pm) as my husband will have to leave this practice as he cannot get here before 5.15 pm

Walk-in: Very good, you know a doctor can be seen, that is worth a lot

Walk-in: don't want it to change

Walk-in: Best system I have had in a GP and I was a GP receptionist for several years.

Walk-in: please keep it!

Walk-in: please keep it.

Walk-in: Just please don't change the system. It really works well.

Walk-in: It means you can see the doctor of when you need to. It does not hurt to wait.

Walk-in: I prefer this system to a fixed appointment some days in the future.

Walk-in: please do not change it.

Walk-in : prefer it.

Walk-in: long queues but can always see a doctor when needed.

Walk-in: It is the best system I know from my experience.

Walk-in: You are always able to see a doctor when you need to.

Walk-in: the walk-in service works very well for us and is much preferred to "appointments" at other surgeries in Farnham. We would be very disappointed if Holly Tree changed to appointments only. Please keep the walk-in system.

Walk-in: it's a wonderful system to be able to see one's chosen doctor when one wants.

Walk-in: don't change it.

Walk-in: Many friends and relatives say how lucky we are to have this system - some say they have to wait more than two weeks for an appointment.

Walk-in: This is a real asset, enabling patients to see the doctor and receive treatment and/or reassurance promptly.

Walk-in: One does not have to anticipate when and how sick one will be for a future appointment on a particular day and whether it is justified.

Walk-in: invaluable. Please don't take it away.

Walk-in: I do not know what I would do without it due to my frequent chest infections.

Walk-in: So slow but you have to get to see your doctor.

Walk-in: Excellent system and security in knowing can get care when needed.

Walk-in: I'm newly registered and this is my first visit. My partner has been registered for many years and agrees with my sentiments. At my previous doctors in Camberley a 3 day wait for an appointment was the minimum. Your service is very good in comparison.

Walk-in: I think we are very lucky to have this in place. My work colleagues sometimes wait at their GPs for half a day to be seen.

Walk-in: well satisfied

Walk-in: I prefer it to any other system.

Walk-in: it is wonderful

Walk-in: most of my friends are jealous of the system we have here.

Walk-in: please, please keep the current system.

Walk-in: There should be exceptions for severely autistic children who cannot wait 45 mins!

Walk-in: So convenient to see a Doctor when you need to - thank you.

We are very lucky when I hear how other people I know have to wait several days for an appointment

We are so lucky having our walk-in system. The thought that the Government, trying to improve the patient experience across the country, could apply requirements on all NHS surgeries that would wreck our system, is appalling!

Would it be possible to have one doctor (rotating) on an appointment scheme and so no waiting time? I feel I wasted so much time especially when taking child out of school. However, you always get to see a doctor so that is a good thing. My choice I guess?