

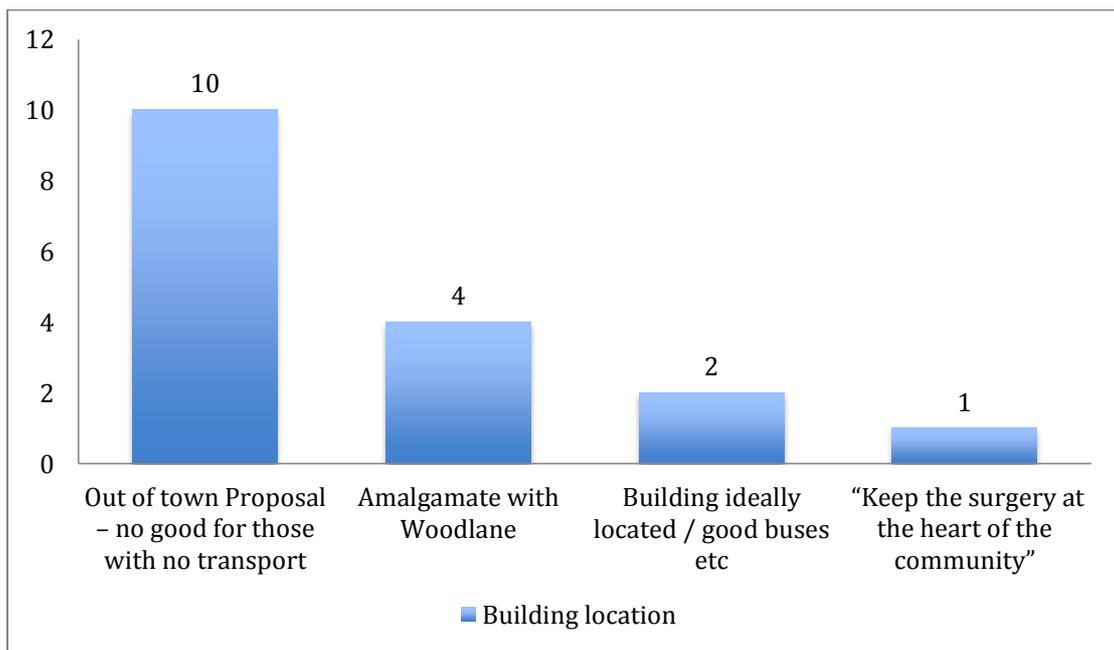
PRG Questionnaire
October/November 2011

Additional Patient Comments

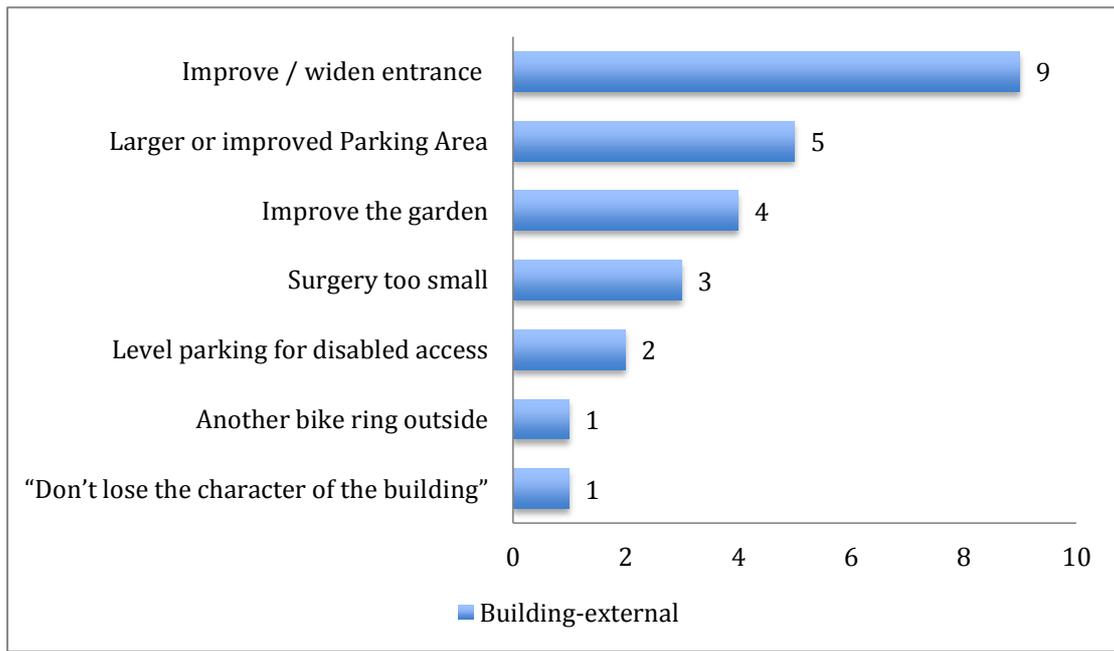
APPOINTMENTS



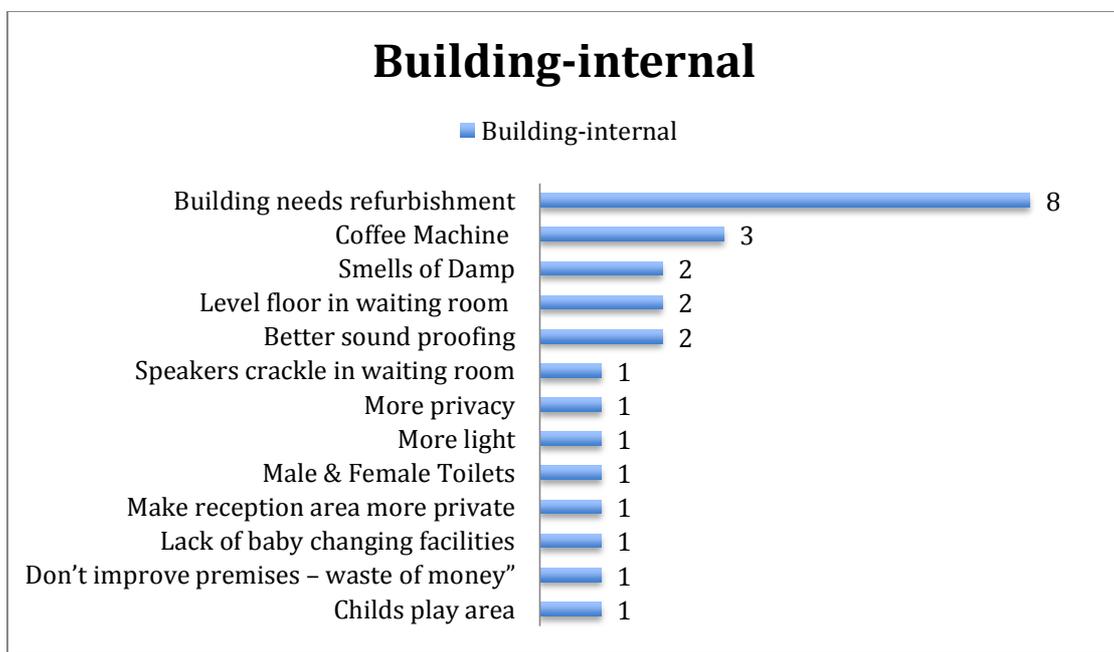
BUILDING –Location



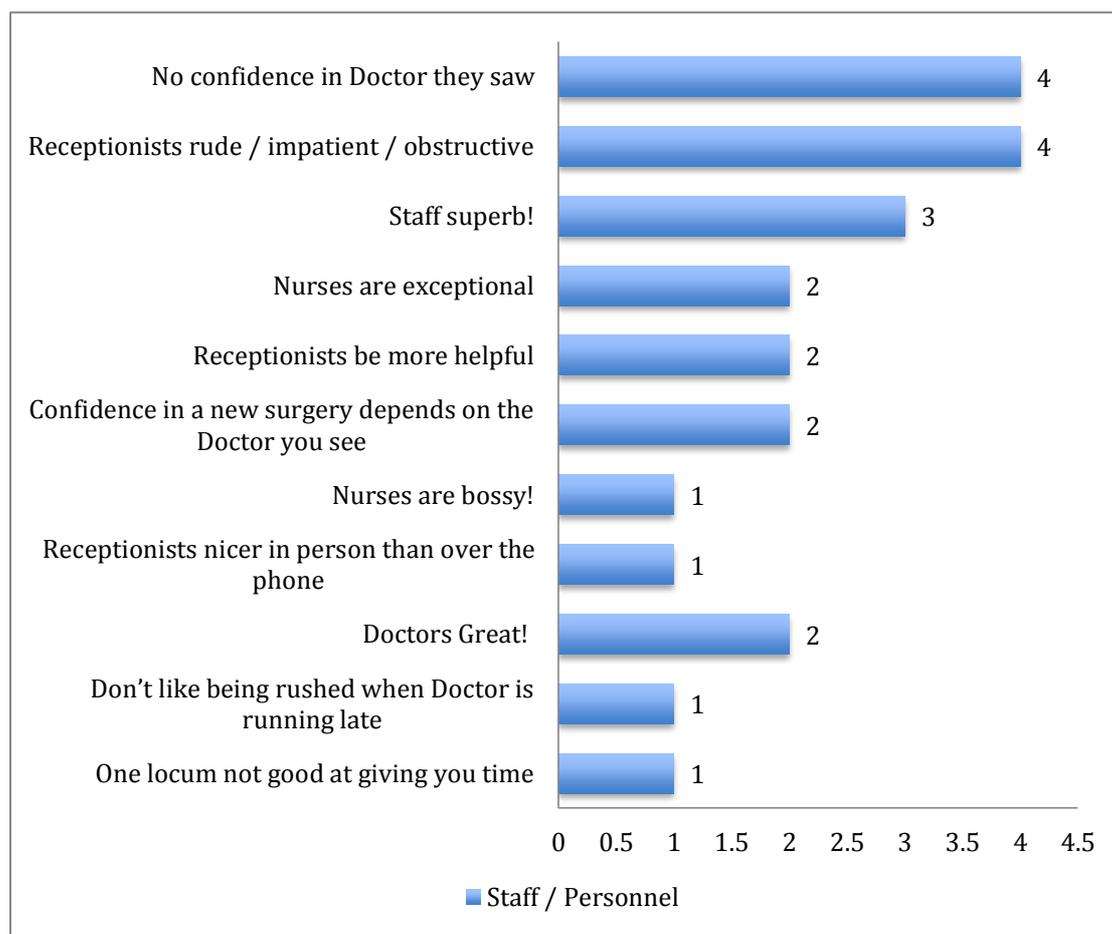
BUILDING-External



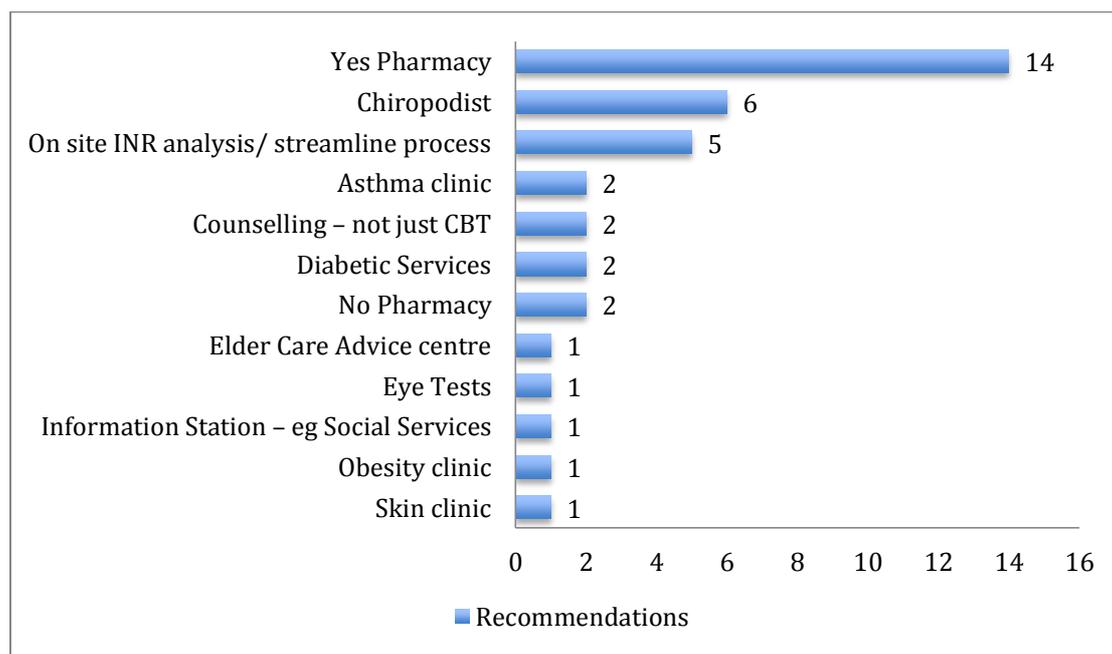
BUILDING-Internal



STAFF/PERSONNEL



FACILITIES RECOMMENDATIONS



FURTHER MISCELLANEOUS COMMENTS

- “I’m very worried about privatization in NHS proposed by Andrew Lansley”
- Large delays between Prescription – Dr - Pharmacy
- “Is the Tennis Club Parking still allowed?” x2
- Designated student / young person centre. Falmouth very mixed socio-economic structure
- Glad to hear you’re thinking of updating the surgery
- Prescription process difficult for working people as box is inside building
- TV screen advertising NHS advice
- Phone message too long
- “It’s imperative that patients can contact the surgery by email – even if they are opened by staff”