

Comments

Have found the practise very easy to use, with all staff willing to try to get you in to see a doctor same day, although it's sometimes a lengthy wait to see a preferred doctor.

Wonderful practice. Doctors and the nurses always so kind and helpful. Myself I would not want to change anything. A very satisfied patient.

A very satisfied customer

I think your 'emergency clinic' for genuine patients is brilliant as some conditions do need this kind of response & probably obviate a more serious problem. I hope you maintain your appointments system rather than same day ringing!

It is sometimes difficult to get through at 8am. You try it says surgery closed, then you try again right away and its engaged and then when you do get through in the first ten minutes ring back slots have already gone.

The seating arrangements in the waiting room preclude the normal social interactions they are not conducive to a sense of relaxation and calm. Far too regimented serried ranks - like sitting in an airplane before take-off!

I've always been here and wouldn't go anywhere else. Dr Thornton is excellent

Completely satisfied - excellent treatment

A cut above this. She is an absolute angel

I have had excellent care over 90 years

Farmer

Receptionists can be a little defensive and negative attitude to needed appointments. Understand they are very stressed and under pressure, but it really comes across and can make me feel almost guilty or nervous asking - especially when I really prefer to see my own doctor - that is often responded to very negatively.

At this GP practice staff work as an effective team. I very much appreciate the introduction of an efficient Information Technology service, booking in is easy using a touch screen. NHS/appointment reminders by text messages are equally clear and prompt. However I wish to stress this is a team and no one department or staff group stands alone. Keep up the great work "Rosedean Surgery"!

My attendance at the surgery would benefit from not having a radio on!

Q14: Not very easy. During working hours, I am at work and can't receive phone calls

Excellent service and can not fault any of the Doctors nor nurses that I have seen (Prefer to listen to R4 in waiting area.).

If we (I/child/husband) need to see someone the same day, the requirement to ring at 8am when all the phones are engaged is frustrating, although I must admit usually gets us somewhere eventually. Often it's not an "emergency" but a same-day appointment is still important. Perhaps this system could be improved?

I have always had excellent service from any GP in the practice and the nurses department, but sometimes waiting for an appointment to see the same doctor every time is a long wait.

Much preferred the old waiting room - more child friendly - chairs all in row looking at the screen is very depressing. A single mum of 2 it is very difficult to then have to go to a chemist for prescriptions, having always lived out of town until 2 years ago I think its now unfair to be penalised for that having to cross a busy road and wait a long time 8/10 they don't have stock of what I have been prescribed and have to go back.

I have no valid complaints, and find the practice efficient, friendly and always welcoming. A model for other professions.

Already providing excellent service

Always courteous, friendly and helpful

A few times I have got stressed and frustrated with 2 members of the reception staff who do not fully listen to me and are not very tactful. I nearly left the surgery as it was a constant battle to see a doctor without getting attitude. However I do not want to change my doctor, everyone else has been pleasant.

Very satisfied with service in all areas. Exceptionally helpful receptionists, doctors/nurses

I have always been very impressed that a doctor or nurse will see me even if I do not have an appointment booked. This has been very helpful and a service worth holding on to.

Excellent standard of care + support. Thank you!

I've been with the practice over 20 years and have absolutely no complaints at all - except I don't like the new seating arrangements in the waiting room at all.

Very hard to beat!

I have never found, they were all very good, in all departments

Excellent care and gives great confidence

Parking, but this is essentially a Local Authority problem

The facility to book appointments online, with full visibility of all GPs appointments availability would be wonderful!

I work full time and for non-urgent appointments it is sometimes difficult to find a mutually appropriate time (work is not very flexible with appointments). The surgery is always supportive. I am treated like an adult with a brain, always spoken to with care and concern.

A very bright and smiley service at all times. "Excellent doctors"

I suffer from bad anxiety and they have given me appointment times when the surgery is not busy so I don't wobble out so I guess that's a good thing and you may not get any where else

Top Class!!

We have been with the practice since we came to Cornwall, have been looked after very well and feel confident to see any doctor here

Excellent practice; I would recommend it to anyone.

I have always found Dr Atkinson marvelous in every way patient thoughtful and very caring
Excellent

1 Not happy that repeat prescription arranged with Boots has been finished. This was an efficient way of picking up medication. Suggest that if you issue repeat prescriptions (or medication) there should be no need to ring up and then pick up a prescription 2 days later. Why not have it ready for collection automatically with a memory reminder card. (2) Phone in to speak to a doctor but return is inefficient. Phone permanently engaged. Needs a longer slot time or additional manning, or more phone lines.

Very happy with my GP practice. I have no complaints!

None

Although it is good to be able to book appointments in advance it would be good if there was a 'drop in' service for appointments that aren't an 'emergency' but need to be seen quite soon especially during winter times / busy periods even if it was only operated every other day. Also some toys / books for children in the waiting room - I've come in today and there isn't even the box of books to keep little ones occupied

They look after me very well!

So many changes! I know very few of the doctors now. Nobody's fault but a bit unsettling. Would like to see one doctor all the time who understands my health, not possible as waiting list to see doctor 2-4 weeks.

I have lived all over the country at some time - London, Bradford, Cambridge etc. I find this surgery the best I have ever encountered. I feel very well served by Doctor and nurses.

Busy, but rarely harrassed and always cheerful.

To see the same Doctor would be helpful as all Different Doctors tell you Something Different

Dr Morris was lovely

My partner and I have been quite frequent visitors to the GpPs but have unfailingly been treated with patience and courtesy. The nurses are lovely too.

I find no problems with these doctors or staff. I do find it better to see 1 doctor all the time when I can as I feel they get to know your health problems better and you don't have to explain or repeat whats wrong over again always received good care and attention at this surgery for the past 60 years.

over all very pleased with services provided by the surgery & staff within.

I have always been very satisfied with all aspects that the surgery supplies. One small moan the music played into the waiting room is usually strident and when you feel poorly it makes you feel worse.

I find Dr Kalra to be an excellent doctor. Kind, attentive & thorough.

DR Kalra is the only good doctor hear.

We would especially like to say 'thank you' to Carol. She's always puts us at ease & is professional and confidential at all times. We have been with Rosedean always & certainly would not look to change.

I only like seeing my own doctor but on occassions I've had to see someone else, but find most put me at ease

Wish you could make an appointment to see a doctor in a day or so.

Very lovely practice. Dr Kalra understands and listens to me.

Thanks, NO 2 Privatisation

I had an excellent surgery in Exmouth before I moved here in Dec 2006. I need not have worried about finding one just as good, because Rosedean exceeded all my expectations. I have never once spoken to any department and see anyone who has not shown kindness & been most helpful. Thank you to all.

GPs excellent. Some nurses attitudes could do with some improvement concerning some medical conditions eg understanding treatments

Very well done.

I have lived and worked in various parts of the country and this is the best practice I have ever been in !

Because of how busy the lines are, found it really hard to get through in morning for appointment or phone call.

It would be nice to have 15 mins consultation if needed as 10 mins is not enough. I have to have a double appointment. I find Dr Stevens a excellent doctor who is able to listen to you and cares.

Ring in is a nightmare so always call in person if possible

Most of the time all your staff are encouraging and very competent, the only times I have difficulty is at the practice nurses reception where the phone goes unanswered and there is often a queue for making appointments. This is not the receptionists fault as they often have to leave their station running errands for the rest of the staff.

No comment required. Service is all first class

I find all aspects very good - apart from the practice of trying to book a call to a Dr between 8:00 and 8:30am - Almost impossible!

Find it very difficult to see the same Dr so usually see anyone available. Often have to wait a couple of weeks for a specific Dr due to them working part time or just very busy.

Very good all around, excepting if you require one particular Dr.