**Valley View Surgery Survey Comments**

Brilliant reception team, excellent team and friendly GPs!

No earlier appointments available have to wait 2 weeks to see a GP.

No issues, staff on point.

Very good, helpful staff.

Great service.

Best doctors ever. Always so helpful!

No appointments available when I ring and when I come into the surgery the waiting areas are empty.

The receptionists are helpful but the appointment system is appalling. For people who work they cannot come on the day for an appointment and sometimes you don’t get to see the doctor. For parents who drop children at school they cannot come at 8:30am for appointments.

The staff are very good, however it is very difficult to get an appointment most of the time.

Find it hard to get an appointment with the nurse as there is only one nurse.

Overall the reception team are very helpful and friendly during busy times; they offer appointments fairly and try their best to offer the best customer service.

Recommendations are toy box for kids and priority for older people when waiting in the morning.

Please can the appointments system be flexible as it is difficult with a poorly child.