

<p>>> I have always found Green Street Clinic to be of the highest standard. I have always been treated extremely well by the receptionists and by my own GP - I have nothing but praise for the whole group and the automated appointments system is so easy and effective to use so other surgeries should follow the same example set down by the Green Street Clinic - well done to all those concerned. <<</p>									
<p>>> I have always found the staff cheerful and helpful and willing to answer ant questions. <<</p>									
<p>>> I have been a patient at this practice since approx. 1976 and I remember the days when it was almost impossible to get past the receptionist who guarded the GPs with such diligence that you had to tell her all your signs and symptoms before she would give you an appointment two weeks ahead! Look how far the practice has come since those dark days. It is so nice to have such friendly and helpful reception staff these days who do the best they can to find an appointment that suits you. I very much appreciate the newsletter through which I have a much broader understanding of the overall services offered by the practice. This communication makes a lot of difference. I thank you for inviting me to participate in this survey. I had no idea until I completed it that the doctors had access to x-ray. I would like to express gratitude to those who set up the PPG and to those involved in running it. Of course, I hope it goes without saying that my gratitude and greatest respect is extended to the doctors and nurses who are helping me to stay fit and active. <<</p>									
<p>>> I have been with Green Street Clinic for over 30 years and I have been very happy <<</p>									
<p>>> I HAVE BEEN WITH THE SURGERY FOR OVER 25 YEARS AND HAVE ONLY THE HIGHEST PRAISE FOR IT. DR KOKA HAS BEEN AN EXCELLENT ADDITION <<</p>									
<p>>> I have found the surgery very helpful <<</p>									
<p>>> I have lived all over the UK and belonged to many different practices, and by far, the reception staff at Green Street are the nicest and most polite/friendly/helpful ! It's really appreciated, as when you're feeling ill it's sometimes difficult to communicate properly. Thank you! <<</p>									
<p>>> I have not been a frequent attender but have been at the practice for many years. When I have had to attend to see a GP I have found the service nothing short of exceptional <<</p>									
<p>>> I have nothing but praise for all concerned in the practice, the doctors, especially the nurses and the very helpful receptionists. Long may it continue, and thank you to everyone. <<</p>									
<p>>> I have only the highest praise for the GPs, nurses and supporting staff at Green Street. The only thing I wd comment on is the scarcity of nurses appointments. Dr Koka recommended an ECG following my complaints of chest/heart pains earlier this month (Dec). I have an appointment in January but it won't help if I'm dead by Christmas. I haven't ticked my "ethic" (below) background as I think asking such questions is prejudicial and divisive. <<</p>									
<p>>> I have recently joined the practice after moving to Eastbourne several months ago. The care I have received has been better (more professional, more sympathetic, more timely) than any other I have experienced. I have been extremely impressed and am very grateful. Dr Brennan was able to diagnose & resolve a long running complaint I had been suffering with for years in a matter of weeks. Thank you! <<</p>									
<p>>> I love you all, thanks a lot <<</p>									
<p>>> I think patients at green street clinic are very lucky with regard to the availability of appointments. <<</p>									
<p>>> i think this is a good practice, well run, with helpful reception staff. skilled and pleasant doctors <<</p>									
<p>>> I think you are brilliant -offering true, caring service to the community. Was just thinking that this morning as I heard that CQC will be investigating GP practices that you should do impress them. I love the ability to make on the day appointments through the automated system. Well done all of you and thank you! (Receptionists are always very efficient, friendly and helpful too.) <<</p>									
<p>>> If we cannot see our usual Doctor we have not experienced any problems seeing another Doctor in the Team. <<</p>									
<p>>> In 65 years of constantly trying not to be ill, this is the best run surgery I have encountered. Ethic background (below)? Surely not! <<</p>									
<p>>> I've recently re-registered, having been with the surgery before. Both my previous GP and my current one (as well as previous locums) have all had excellent patient skills. <<</p>									
<p>>> My experience of the practice has been good. <<</p>									

>> Defining an emergency appointment would be helpful <<								
>> flu clinics on a saturday to stop working people having to take time off work and losing money! <<								
>> I believe this surgery has an excellent booking service and as far as I can say from experience, all aspects are good. Getting an appointment with a nurse can sometimes take a while though. <<								
>> I find it nearly impossible to see the Dr treating me over the past year especially. <<								
>> I have always struggled to get advance appointments, think this needs to be easier, especially for evening appointments <<								
>> I notice that the booking by the auto phone system takes too long, with an auto list of information, when you really want to speak to someone direct straight away. <<								
>> I only use the automated system because I can never make an appointment by telephone. By the time I get through all appointments have been taken, I find the system unsatisfactory. <<								
>> I personally find the automatic service for booking difficult as it is not flexible enough as a person can be. It is exasperating to stay on the phone for a long while just to be told there is no available appointment!!! I prefer a real person every time. <<								
>> I still find it difficult to book an appointment in advance <<								
>> I work, so its very difficult to book a same day appointment as my day is already booked out with my work. It is very difficult to book an appointment within about 3 days. Its either same day or weeks and weeks delay. As a result you end up booking an urgent appointment. Not satisfactory. <<								
>> If we need a same-day appointment we have found the only sure way is to get up at 5.30am and use the automated system. Not something you want to do when you feel ill. <<								
>> It is not always easy to get an appointment at reception & even if it isurgent. I know the receptionist need to assess who really needs an appointment, however at times attitudes of a couple of them leaves much to be desired! They are there to assist not hinder. Customer focus needs to be addressed. <<								
>> It is quite upsetting in a practice with 5 doctors to not be able to see anyone unless it is an emergency, which to my age group means needing an ambulance, which was not the case. The following day the care from dr and nurse was excellent (with an uncomfortable 24hrs in between) <<								
>> It is very hard to book an appointment for a week or so later. But on the good side Green Street Doctors are great <<								
>> It should be easier to book appointments with the doctor of your choice for continuity of care <<								
>> It was very difficult for me to get an appointment to see a nurse recently. <<								
>> it would be nice if there is a problem with a repeat prescription to be rung up rather than have to visit the christ a few times before realising								
>> more difficult to get appointment with a part time doctor <<								
>> phone drives me crazy, cant get thru! <<								
>> Recently I URGENTLY required a private insurance form to be completed and forwarded to the Insurance Company for URGENT approval. This took 4 days which I believe is not acceptable. It was only thanks to my GP that he suggested I follow up with a phone call once the referring letter had been sent (suggesting 2 days) to the Consultant. This I did and was seen on the same day as my phone call, albeit costing me £187 as approval was a week away! I do understand everybody is very busy but a little empathy in times of need would go a long way. I am not a person who visits the doctor regularly daily or weekly so maybe I am not known enough, or because I am over 70, to be helped when in desperate need of help! <<								

