

On the 7th of February Llais visited Morlais Medical Practice to speak to patients about their views and experiences on the surgery. We asked patients to fill in a patient satisfaction survey in which we had 16 responses from. We have listed some key findings below.

69% of patients rate the GPs knowledge of their medical history excellent



87% of patients rate the access of this GP excellent



69% of patients rate the GPs understanding of concerns excellent



Morlais Medical Practice

100% of people weren't seen at their allocated appointment time



87% of people rate booking an appointment with this GP very difficult



67% of people say they have to wait over 48 hours to see a GP of their choice



Comments from patients

Parking facilities poor, especially if you have mobility problems. Can't rely on buses being on time but surgery is normally sympathetic.

Can't get appointments, start phoning at 8am and continuous when you do get through, never any appointments and told to try again tomorrow.

If non urgent appointments, you have to wait up to 6 weeks

Parking facilities poor, especially if you have mobility problems. Can't rely on buses being on time but surgery is normally sympathetic.

Can be more problematic, depends on situation. System not very helpful if you are working.

Can never get past receptionists.

It shouldn't be so difficult to arrange an appointment. I only ring when I am unwell and normally feel worse after the ordeal.

Receptionists aren't qualified to give or read bloods or prioritise who needs an appointment or who can wait.



Thank you to the patients, staff and volunteers for engaging with us and supporting the visit!

