

On the 7th of March Llais visited Porthcawl Group 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 22 responses from. We have listed some key findings below.



Comments from patients

Always had excellent service at this practice

Very kind and helpful GPs, explain everything in detail. I am able to get an appointment with my baby whenever I need it. Would benefit from an "ask my GP" service.

Not enough doctors, waiting times for appointments are horrendous

Can never get through on the phone

Can't get through on phone at 8am, all appointments are gone. Routine appointments are booked up for 6 weeks in advance, then can't see a GP of my choice.

Cannot book in advance for routine appointments. Hard to get an appointment on the day.

Hard getting through on the phone

Support is excellent



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

