

On the 5th of February Llais visited Taff Vale 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 62 responses from. We have listed some key findings below.



## Comments from patients

The GPs are normally very understanding and helpful. I have always been very pleased with my experience.

Things have improved a lot since covid, thank you.

I like the E-Consult service. I don't come here very often.

Seats are hard. There has to be an easier way to get through to the practice to get an appointment. When you ring back you got to wait forever sometimes, it's a full time job just getting an appointment some days.

Some GPs are better than others for some things but to get an appointment with a GP of your choice is very difficult.

My GP is great but very difficult to access. Takes weeks or even months to book due to appointment 'release' system controlled by unnamed person.

Over many years I have received professional, caring treatment from GPs and staff at Taff Vale Practice.

Awful parking, need more staff. They have closed my local practice and it is causing distress for many local people it's disgusting.



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

