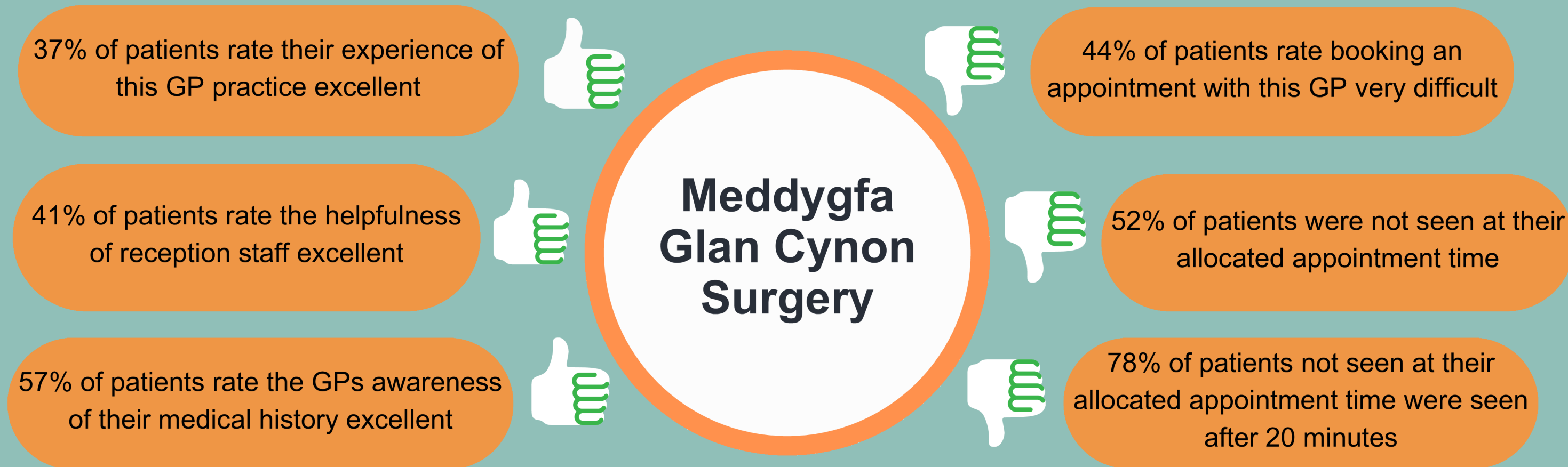


On the 31st of January Llais visited Meddygfa Glan Cynon Surgery to speak to patients about their views and experiences on the surgery. We asked patients to fill in a patient satisfaction survey in which we had 27 responses from. We have listed some key findings below.



Comments from patients

I was on the phone at 8am and was number 7 in the queue, by the time they answered there were no appointments left. I have arthritis in the spine, had to go to the surgery and stand and que. Very painful.

At least you can see a GP on the same day, triage in place.

Excellent sit and wait service, can always be seen.

8am call required for an appointment next week, if you can actually get through. Alternatively, you sit and wait for up to 3 hours amongst sick people.

Since the merge of practices in this area, the service is sub-standard. Very difficult to get an appointment. No continuity of care as locums are in place constantly. We need more GPs.

The surgery has a sit and wait system, patients seen by clinical need. Although it can be a wait, at least an appointment is available without the need to ring first.

Today was good. Other days trying to get an appointment is hard.

As a full time NHS worker I have to take a day off to sit and wait to be seen. I start work at 7am so I am unable to phone at 8am and when I do I don't get through or am told all appointments are gone. I would like to be able to arrange a late night appointment if it isn't an emergency.



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

