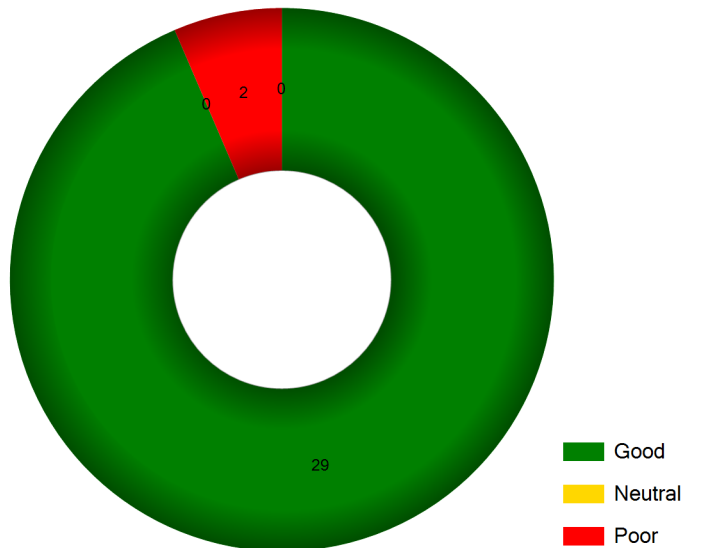


# The Clanfield Practice

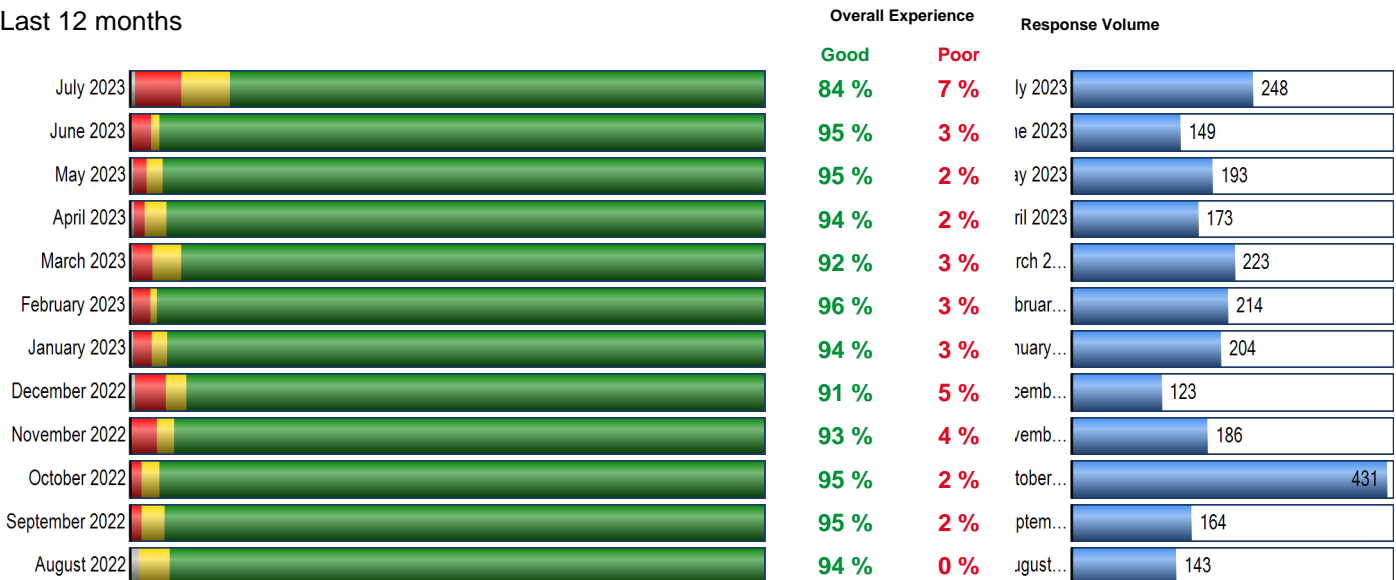


Overall, how was your experience of our service?

**Good** 93.5% **Poor** 6.5%

Based on a sample of **31 patient(s)** Between **7 Aug 2023 to 13 Aug 2023**

## Last 12 months



## Please can you tell us why you gave your answer?

Good	
Date	Comment
13/08/2023 03:50 PM	No hassle
12/08/2023 06:32 PM	e-consult works fine, quick response, blood test process very quick & efficient.
12/08/2023 04:12 PM	Fitted in at short notice and seen on time
Poor	
Date	Comment
08/08/2023 10:29 PM	Both myself & my wife have been prescribed medication to reduce high blood pressure & were asked to submit daily measurements for a week. As we both use the same home testing machine I booked an appointment with the surgery to check this machine to confirm it's accuracy. Turned up with my machine today & the nurse flatly refused to let it out of the box, insisting on only taking my blood pressure with her machine. Despite my protests the object of the appointment was to compare my machine with the surgery equipment, she told me to take it home & try it there. I'd been doing that all week. Still don't know if it is accurate, but my medication will supposedly be decided on the results submitted from it. Checks on blood pressure machines is a service the surgery advertises. Maybe tell the nurses?
08/08/2023 09:42 AM	My appointment was for 0940hrs I arrived at 0935hrs, checked in on the wall computer and waited in the waiting room, after approximately 20 mins I went to the reception and asked if there was a problem, where I was told that I was registered as did not attend, untrue, the receptionist said she would talk to the nurse and try to fit me in, after another wait, altogether been in the surgery for 55 mins, I enquired again and was told sorry the nurse is fully booked up, so had to make another appointment for 16/08/23, during this time only one notification for a lady came up on the tv screen to see the nurse, so I can only think the nurse had other duties, just to say the reception staff were very friendly & helpful, can only think the checkin machine may be faulty.