

## **GPAQ V3 Comments**

A first-class practice that is constantly evolving to meet the ever-growing needs and demands of its patients

A surgery with excellence - A pat on your backs!! Thank you.

Alternative treatments to medication would be a good idea

An excellent, caring practice in the centre of Liskeard - which is good for getting to the surgery

Hard to get through on the phone first thing in the morning

Never know if I need an emergency or routine appointment in your system

Car parking very poor

Excellent - Keep up the good work.

Excellent . Thank you.

Friendly & efficient

Good selection of Doctors, so it is easy to see another if you don't get on or have confidence or trust.

Have always been very well served over the last 24 years

I am extremely pleased with the care I receive.

Stop people using their mobile telephones in the waiting room

I am going to miss Dr Smalley very much.

I am very pleased with my treatment at Rosedean

I do find the Docs excellent. They take time to listen

I feel that this practice "values" it's patients well. I also feel that care is delivered in a person centered way - we are enabled to care for ourselves.

I have always been more than happy with my treatment at this GP practice

I have always found everyone friendly and helpful

I have been a patient at this surgery for 17 years and have always been well cared for by all the Doctors and nurses.

I have been very happy with the help I have had from the surgery so far.

I have been with this practice since 1966 and have always found it very satisfactory.

I have been with this practice since moving here in 2000 and received excellent treatment and advice for which I thank everyone.

I have had problems in the past with the dispensary - not having ventolin nebules in stock was given a prescription to go to Boots in the past some medication has been left out or I have come in to collect preordered medication I had to come back the next day. A waste of my time, 12 miles of travel + parking

I have had problems with one Doctor so have recently changed!

I have never had any need to complain

More staff to answer the phone in the morning please

I left and I came back to Cornwall and I came back straight away to my old surgery and ask for the same Doctor. "Excellent".

I moved to Liskeard from Launceston, so glad I did, this practice is a hundred times better, very caring + thorough.

I realise how lucky we are to have this service & appreciate the excellent care & treatment.

I would be unhappy if I had to change my surgery. 11 out of 10 for care.

Telephone answering could be faster

In my nearly 45 years with this practice I have always found them excellent

It would be very helpful to be able to see the dedicated Doctor quicker time, especially with an ongoing complaint. Emergency appointments with a different Doctor are not the answer.

I've been at this practice for a long time and I've never had any worries, it's a lovely welcoming atmosphere and the doctors and nurses are willing to help in any way. I always recommend the surgery.

Just want to say thankyou.

More than one phone-line to make appointments

Must be top of the range

How do I get to speak to a Doctor on the phone?

My thanks to all who work there for all their care & support. Thank you.

Nothing much to add except it is an excellent practice run as it is; PLEASE DON'T CHANGE!!

PLEASE DO NOT go to the system that Oak Tree has. My wife is with them and is not happy she had to wait 3 weeks to speak to her own doctor.

Please run on time

Rosedean Surgery is GREAT!

Rosedean Surgery provides an excellent service. The level of care received is always excellent. Thank you to all the staff.

Supurb practice with supurb people

Why not have a computer call system in the waiting room instead of a receptionist calling out patients name?

Thank you for the care I have received for SO MANY YEARS!!! I am very grateful to be registered at Rosedean Surgery

The only area which at times could do with a little more customer care is the pharmacy. Sometimes you feel as if you are interrupting their chatter.

To be aware that you can hear what people say in dispensary. I heard a member of staff who I do not recognise in there making a comment on the medication I was prescribed. She was not very tactful

and rude when talking to me.

Very good GP Practice.

Very happy!

We are lucky to have this practice.

When I was told I had breast cancer everyone was very kind and helpful. If I had any worries I got to see a Doctor right away. They are fantastic.

Where I put understand your health problems - unsure because I don't know either!

Works very well

TV in waiting room needed

Would like to see the waiting room sprayed to help keep colds etc at bay.

Would not recommend to someone in my area because of parking issues.

You need a better system than the ..... phone call to speak to a doctor. It is like queuing up for work in the docks! Please find a less humiliating system!