

MERSTOW GREEN MEDICAL PRACTICE

FEEDBACK

LET THE PRACTICE KNOW YOUR VIEWS

Merstow Green Medical Practice is always looking for ways to improve the services it offers to patients. To do this effectively, the Practice needs to know what you think about the services you receive. Tell us what we do best, where we do not meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the Practice continue to build and improve upon the service it offers.

Tell us about our service by completing the comments form in this leaflet

- Could you easily get through on the telephone?
• Did you get an appointment with the practitioner you wanted to see?
• Were you seen within 20 minutes of your scheduled appointment time?
• Were our staff helpful and courteous?

Feedback form

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date of feedback: \_\_\_\_\_

Details: \_\_\_\_\_

Multiple horizontal lines for writing details.

Signed: \_\_\_\_\_

## Surgery opening times

	<b>Surgery</b>	<b>Dispensary (closed lunch 1.00pm-2.00pm)</b>
Monday	8.00am-6.30pm	8.00am-6.00pm
Tuesday	8.00am-6.30pm	8.00am-6.00pm
Wednesday	8.00am-8.00pm*	8.00am-6.00pm
Thursday	8.00am-8.00pm*	8.00am-6.00pm
Friday	8.00am-6.30pm	8.00am-6.00pm
Saturday	Closed	Closed
Sunday	Closed	Closed

\* Please note that the extended hours appointments from 6.30pm to 8.00pm are by arrangement only and not for walk-in. The Practice doors will be locked to the general public after 6.00pm daily. Should you require assistance the Practice is open for telephone enquiries until 6.30pm.

## Telephone numbers

Emergencies	01386 765600	'Press 1'
Appointments and home visits	01386 765600	'Press 2'
Prescriptions (9.00am-10.00am)	01386 768131	
Dispensary enquiries	01386 765600	'Press 3'
Results (1.00pm-3.00pm)	01386 765600	'Press 4'
Enquiries	01386 765600	'Press 5'
Fax number	01386 768189	

### Partners

**Dr John Egan**  
**Dr Emma Shackley**  
**Dr Holly Ash**  
**Dr Chethan Reddy**

### Salaried GPs

**Dr Katie Reeve**  
**Dr Siddarth Viswanath**  
**Dr Yuliya Gonzalez Sanchez**

**The Freedom of Information Act** gives you the right to request information held by a public sector organisation. Unless there is a good reason, the organisation must provide the information within 20 working days. Please contact the Patient Liaison Team on the reception desk.