| Please describe why it was difficult for you to get a timely appointment with a GP. I work full time and it is difficult to take time off work at short notice, also times with female GPs are limited You have to ring up very early in the morning to get an appointment that day and it is difficult to get an appointment in a couple of days. It is easier to pop by to the surgery as it is difficult to get through on the phone when you need to ring. Could not book an appointment ahead of time. Only has one late evening opening hours. | Some other place: When you have been unable to see a doctor in a way that met your needs, where did you go? |
|--|--|
| its either call and book weeks in advance, or get 'emergency' appointment on the day. You have to call at dead on 8am. This is impossible for me as I have three children and a school run. | Seldoc Dulwich |
| always 2 weeks wait | |
| The main doctor has left the practice and it is a mess. | Seldoc |
| No appointments available in the next month, unless you call for an emergency one, plus they only take bookings for the next four rolling weeks YOU HAVE TO KEEP RINGING BACK TO GET A SUITABLE APPOINTMENT DAY AND TIME. | |
| Two - three weeks for a named doctor | |
| The doctor who tends to my diabetes was not available for a month. | |
| Difficult for non-urgent appointments | |
| Poor reception service | |

| There is nearly always a significant wait to see a named GP at my surgery. This is normally many days, and sometimes, weeks. | |
|--|--------|
| I am too deaf to use the telephone so I have to visit the surgery to make an appointment and later go back for the appt itself | |
| I recently made three attempts, by phone I was told to pone at 8am bookings were gone. I visited the next day at 8am they were booked up,I was peeved. The kind receptionist said 11am which was no good, still waiting to return. | |
| The earliest appointment was 14 days away. | Goggle |
| No appointments available unless you can call at the crack of dawn - impossible for working people who can't take time off without clearing it in advance | |
| I called on a Monday and couldn't get in untl that Friday, by which time the main symptoms had started to subside | |
| | SELDOC |
| You have to wait at least three weeks for a routine appointment although you can be seen on the day for an emergency appointment | |
| No availability | |
| Generally it is difficult to get an appointment with a GP or Nurse in the next seven days from when you call, and often hard to get a time in the next fortnight. | |
| You have to call right at 8am - if you're lucky you'll get something that day. Making appointments for any date in the future is absolutely impossible. | |
| Appointments with your preferred GP have to be booked about 4 weeks in advance. Even if you call for an appointment without naming a GP the wait is about 1 to 2 weeks, by which time the need to see a GP will probably disappear. Emergency appointments are the only way to get seen quickly at this surgery. Also it takes about 99 hits on the redial button just to get through on the phone to make an appointment. | |
| Difficult to get an appointment with the same gp because you seem to have to always ring back as they release more appointments. This is despite then asking me to try to see the same person. It works for urgent problems but is not set up well for people like me with chronic health problems who would like to book well ahead for review. | |
| Appointment usually given the next week at an inappropriate time | |

| There are never any appointments closer than two weeks | |
|--|---------------------|
| You have to ring on the day for an appointment that day (otherwise a very long wait for a slot) but the phones were then very busy so it's not guaranteed you can get through. | |
| took away too long | |
| had to wait two weeks | |
| No appointments available for 3 to 4 days. Even during working hours I had to wait on cancellation and cross my fingers. | |
| | |
| They ask patients to call at 8am to book an appointment but they never aswer the phone. I got to the surgery a 8am and had only five people in fron of me with many people arriving after me, and I mean many. Even so I was the last person to be seen by the doctor. This was 5 days after having hand surgery. Tried to speak to the Practice Manager was she just said she was sorry that was the way I feltwhat can I say | |
| Hard to get early morning appointment or very late afternoon/evening appointment so as to fit round work | |
| | |
| Getting an appointment that suited the time i could get there | Private GP |
| they were all booked up for the next week and often the doctor I want to see is so popular that you never see them | out of hours centre |
| Receptionists are perrenially unhelpful. I've been told that "there are no appointments" at any point in the future. They seem to be deliberately difficult. | |
| the receptionist would only give an apt 3 weeks later and refused to let me see a GP via the walk in | |
| The doctors appponintment book open at 2 pm on a friday for you to make an appointment if you know your sick then, and the appointment go really quick thats if they answer the phone. | |
| 2-3 weeks wait for designated doctor | |
| availability/length of wait | |
| I wanted to see the GP that knows me - and the wait was just short of 2 weeks. My friends have had the same problem - not necessarily seeing the same GP. | |
| Ring before 8am on the day Can always get the GP I would prefer to see | Phone 111 |
| They did not have someone who speak Spanish. They did not offer a language line. I have to wait until a friend came with me to make the appointment. | |