

*Ok for me as it is.
*Happy.
*Helpful to be open the weekends. Not sure whether its fair on the staff though.
*Like it as it is.
*I am happy with these times.
*Hours suit my lifestyle/work. Would just like to be able to book in advance appointments.
*Appointments during the week could be available until 7:30/8:00pm.
*It would be helpful if they stayed open later, so I can visit the doctor after work.
*Increase evening times.
*I could come in earlier and later during the day.
*Happy.
*Happy with current timings.
*More evenings.
*Happy as it is. (Retired)
*Stay as it is please.
*Quite happy on surgery times.
*It's certainly a big help for the people, if the surgery opens on Saturdays.
*As I am retired, surgery times are not a problem.
*A late evening for working people would be good. I do not work locally, so appointments like today mean I miss a lot of work, which is not easy, and I cannot always get back for early appointments as I start my working day.
*I feel the current hours are suitable.
*Since I am retired, access mid-week and during daytime makes a lot of sense to me.
*Early mornings e.g 7:00am, Late evenings e.g 8:00pm.
*Happy to stay as they are.
*Later evenings as I work.
*Later opening times in the week as I travel for work, and often have to finish early to make my appointment.
*The lunch hour could be used for people that have to take time off work for their appointments.
*I am retired so therefore I can come anytime.
*I would like to go back to when we could call on a doctor "out of hours". I am sure that this would have a positive impact on A&E, although I do appreciate the additional demand on surgeries.
*I could be seen quicker and less time spent waiting.
*Thought surgery closed at 5pm, pleased to see its open longer.
*More evening surgeries.
*Sunday morning appointments.
*Weekends would be good as some people work and can not make week days.
*Any daytime is alright with us, as we are pensioners.
*Happy with times at present.
Great Cornard;
*Im happy as it is.
*A Saturday practice is practicle for those working during the week.
*Can attend anytime so from my point of view, no change required.
*Earlier morning appointments.
*Wouldn't be practical for me, as I don't drive. So I either walk or get the bus.
*Happy with the current hours.
*Evening opening as children and hubby as work or school.
*If the receptionists could be clear on the phone in regards to which clinic I should be attending. Also if they could stop being rude and unprofessional.
*More hours on a Saturday, where you can phone and get an appointment on the Saturday.
*Evening after 6:00pm.
*Fine as it is.
*Later, e.g after school hours.
*More appointments on Saturdays and evenings for those who work.
*Don't have any problems with the opening times.
*Surgery hours are ok for me.
*Evening appointments due to work commitments.
*Times ok for me.
*Open afternoons.
*Later evening appoinments would be more helpful for those that work late etc.
*I'm a stay at home mum so the hours are ok for me.
*Change to later evening as some don't finish work until late.
*Later surgery times in the week as work out of town.
*Quite happy with the surgery times.
*Gentleman is very satisfied with all the care he recieves including; Reception Staff, Nurses, Doctors and the Hospital. Would complain if ever necessary.
Bures;
*May be helpful to have later hours some days,as may get ill in the evening and need to see a doctor.
*Not relevant as retired, however for those working, later ones? Mid week?
*Yes I work and find it difficult.
*Take one hour off late mornings and open surgery for 2 hours on a Saturday and Sunday.
*Early and late openings, and Saturdays. (Due to working)
*Saturday mornings would be a help.
*Late into the evening - perhaps 19:00pm - 19:30pm.

- *Happy with surgery hours at present.
- *Later appointments.
- *Later appointments for people who work.
- *I'm fairly flexible.
- *Evening and local Saturday morning routine appointments, so I don't have to take time off work.
- *Wouldn't really help me, I'm more than happy with days and times at the moment.
- *No, I don't work so am available during the day and would prefer day time appointments rather than evening.
- *The only problem I have is on a Tuesday, Bures surgery is only open in the morning and if all appointments are booked, I am unable to travel to any other surgery.
- *We are pleased with the service and staff always.
- *Afternoons every weekday.
- *Satisfied with present appointments.
- *Satisfied with present times.
- *Just to have more access to the health centre, out of hours service. Instead of having to go to WSH.
- *Never have a problem booking appointments.
- *Happy with the service provided at this present time.

4 What would you like to have added to the practice website? [nb open question]

NB

Clare;

- *Will look on website.

- *Its fine.

- *Not visited the site, so I can't comment fairly.

Meadow Lane;

- *Nurse Visits.

- *More automatic recognition of patient details; I.E regular medication.

Hardwicke House;

- *Only used for repeat prescriptions.

- *Ability to book nurse appointments for e.g injections.

- *We are both deaf. Email is useful and so is texting.

- *Don't use it.

- *Pretty good.

- *Haven't looked at it.

H

- *Don't use the computer.

- *Booking appointments online made easier.

- *The layout/design to be less cluttered, and clearer way of navigating around.

- *Information on travel. E.g I missed my appointment at the Clare surgery when the roads were closed.

- *Possibly patient information.

- *I have used it only to book appointments and for that it was fine.

- *I use it to order my repeat prescription only.

- *Fine as it is.

- *Information about support groups operating in Sudbury. E.g Diabetes, Cancer, Breathing etc.

- *An email confirmation when my repeat medication is ready.

- *Not seen as of yet.

- *It didn't work when I tried to make an appointment. I had all the right codes etc but had to ring instead.

- *Referral requests. User settings - changing password.

- *Patient information would be helpful.

- *Never had an issue.

Great Cornard;

- *More patient information.

- *Booking appointments online - mostly to far in the future. E.g two-three weeks.

- *Nothing - Info all there and very easy to book online appointments.

Bures;

- *Repeat prescription facilities. There are two websites for booking appointments and ordering repeat prescriptions.

- *Have not looked at it.

- *Happy with everything that is on there.

- *Online booking appointments for Bures!

- *Haven't used enough to comment.

- *A fine for missed appointments.

- *Blood tests taken at the surgery. Not having to phone at 8:00am for next day appointments.

- *Met my needs.

11 What services not currently provided locally would you like to be commissioned in Sudbury? [nb open question]

NB

Clare;

- *Unsure.

- *Not aware of all services currently provided.

*Do not know.
*Emergency surgery ongoing at the health centre to save trip to A&E.
*None.
Meadow Lane;
*Walk in medical centre.
*A&E
* There should have been a hospital built on Harp Close Meadow years ago, but they sold it for houses. I am very limited as to when I can access the Health Centre due to its ridiculous location and very poor bus service. A taxi costs me £6 - this should be sorted out.
* Minor Injury unit.
*A Minor Injury unit at the health centre to take the need to go to A&E dept away.
*A walk in centre.
*Hospital.
*Inpatient beds, Respite care, not enough in hazel court!
Hardwicke House;
*X - Ray facilities.
*Transport problems locally and to the hospital.
*More house calls.
*Some sort of Suffolk Wellbeing Centre to talk, face to face instead of over the phone.
*Better transport to the Sudbury Health Centre.
*To be checked for bone breakages or trial check up.
*Later opening hours.
*Eye Surgery.
*Complementary Treatment.
*Walk in centre for minor injuries. It would help take the pressure off of A&E and GP services. And would also be beneficial for working people who often get neglected.
*Sudbury Health Centre now provides my locally required services.
*Seems ok now.
*MRI scanner.
*Hospital - Health centre isn't enough.
*Minor surgery available at the Health Centre.
*Book appointments further in advance. I work shifts and having to ring a day or two before I want, is inconvenient.
*I am happy with the services provided in Sudbury.
*I actually think Sudbury is the size of a town that now needs a decent proper hospital. Shame to have lost one.
*Acupuncture, Osteopathy both following referral by GP.
*When husband unwell/dying - not having any backup/assistance services available. Felt very alone.
*ICD - my husband used to have this test yearly in Sudbury - now he has to go to Papworth. Why?
*I have been here less than a year, so unsure of what is available and what isn't.
*Children Services - Good, better than other areas.
*Happy with the services.
*More mental health options.
*Family Planning Clinic? But other than this, has enough practices in the area.
*No aware of all the services provided.
*Blood tests taken in surgery.
*Blood tests at the surgery would be much more convenient.
*Mental health and ADHD Clinic.
*A hospital would be nice!
*Xray Services.
Great Cornard;
*Minor injuries treatment, to avoid trip to A&E.
*X-ray and out patients.
*Hospital.
*A&E.
*A&E.
*Mobile cancer screening for men. Like the female breast cancer screening at the Kingfisher.
*A&E.
*X-ray department, and facilities for broken bones/plaster room.
*A wider range than already available, especially at our Sudbury Health Centre.
*Breast reconstruction after weight loss.
Clare;
*Chiropody (but this may be offered, I don't know).
*A walk in centre like Colchester would be good.
*I work at another surgery and having a Triage Team helps with emergency appointments run by ANP.
*NHS Pilates.