

In November you said:

- I have **NO PROBLEMS** with the complete service and care that I receive so at this present I would not change a thing
- Joanne did an amazing job at short notice in adverse weather conditions. Brilliant NHS service at its best.
- Please sort out the WiFi. The doctors are superb, the nurses excellent, admin brilliant and dispensary wonderful but the WiFi is shocking. If there is a long wait having WiFi eases the hours.
- I would like an annual health check up
- Absolutely nothing, everyone's so lovely

The Surgery's Response

Thank you for your comments, they are always valuable and help us to continue to improve our service.

- Please accept our apologies for the lack of Wi-Fi in the waiting room. Unfortunately, this is currently out of our control as the Wi-Fi is provided by NHS Dorset. All NHS Dorset expenditure must go through a gateway process where the recent application for this was rejected. We have been assured that they are optimistic that this will be resolved soon.
- We encourage any patients with health concerns to come and see a doctor. NHS health checks are available to certain groups of patients. Please ask at reception to see if this is something you can have.