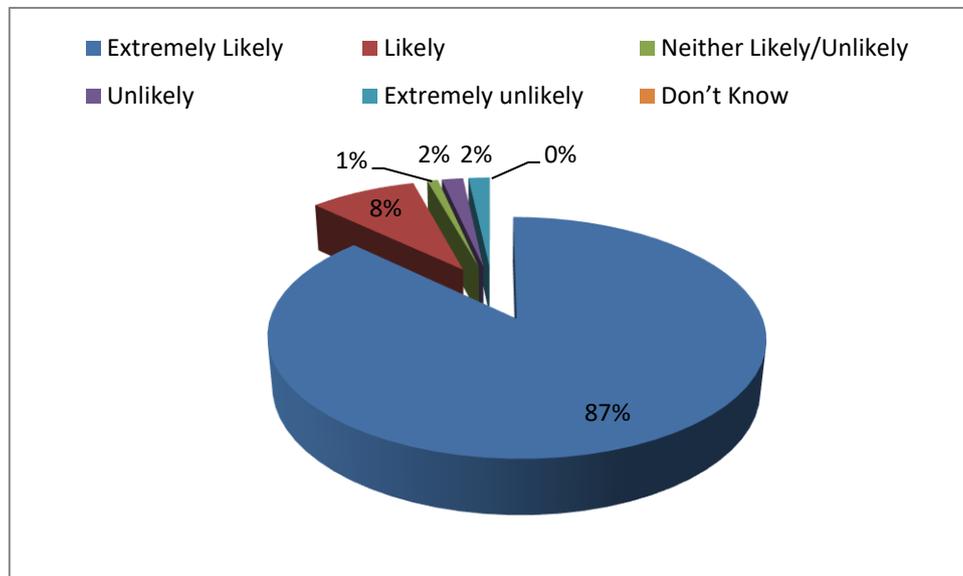


# Results for March 2019

## Friends & Family

*How likely are you to recommend our GP Surgery to Friends & Family?*



### **Comments – What do you like about the service you received today?**

- 1) Friendly and helpful staff. Understanding of the concern that I have for needles. Modern facilities.
- 2) The nurse listened to what we had to say, said what she thought the problem was and explained the problem in a way my 13 year old son could understand it.
- 3) Kind, Caring, wonderfully performed blood test!!...so lucky to have such a great surgery.
- 4) Doctor stayed late to see me.
- 5) Good personal touch
- 6) Friendly & on time
- 7) It didn't hurt. But i waited 36mins which is a long time for a procedure that too less than 5mins.
- 8) Comprehensive and attentive treatment and efficient pharmacy.
- 9) Kindness and efficiency
- 10) Friendly staff
- 11) Friendly receptionist, dispensary staff & nurse
- 12) The doctor was very professional.
- 13) Friendliness of the staff
- 14) Always seen on time by lovely staff
- 15) The doctors always take time to listen.
- 16) Appointment was on time. Dr was sympathetic and understanding on previous visit and has been proactive in helping me resolve the issue.
- 17) Efficient and friendly.

- 18) The nurse was lovely, she was very caring and seemed genuinely interested in helping me feel better. She did my bloods very quickly and professionally.
- 19) Friendly and efficient
- 20) Service excellent.
- 21) Very quick and efficient
- 22) Treated quickly and efficiently.
- 23) Very caring and understanding phlebotomist
- 24) The professional standard delivered. I was seen promptly, the care I received was amazing
- 25) Its a very pleasant surgery doctors nurses and staff are so helpful
- 26) Helpful nurse practitioner and GP, and reception staff
- 27) Great service
- 28) Friendly, on time
- 29) The doctor was kind and efficient.
- 30) Very kind, helpful, understanding and professional.
- 31) Good service
- 32) The nurse was friendly and efficient.
- 33) Friendliness if staff
- 34) Friendly, helpful, flexible
- 35) Efficient , punctual & friendly
- 36) The doctor knew mu case and was very aware of the pain i was in and sorted me out asap friendly and very knowledgeable
- 37) Friendly and helpful
- 38) Friendly receptionist and caring doctors
- 39) Quick response
- 40) Early appointment
- 41) Seeing someone in the day I needed to
- 42) Friendly and efficient...brilliant
- 43) Dealt with quickly and pleasantly both nurse pharmacy and reception
- 44) Prompt, friendly and thorough.
- 45) Prompt and efficient
- 46) Kathy on reception was lovely as always and Louisa the nurse was also very professional & caring .
- 47) Ruth the nurse was lovely ??
- 48) Was seen on time.
- 49) Helpful informed reassuring advice
- 50) very good thank you
- 51) How quickly I received help today both by phone and an appointment - amazing service!
- 52) Fast efficient welcoming
- 53) Brilliant
- 54) Everyone was helpful & accommodating
- 55) Very understanding and helpful doctor
- 56) Caring, efficient, good humoured, A 1
- 57) Punctual. Great manner. Organised. Straightforward.
- 58) Friendly staff, open-mindedness and willing to help
- 59) It was ok
- 60) Prompt appointment
- 61) Very thorough and supportive
- 62) Professional, friendly and timely.
- 63) Telephone Triage was very convenient offering an evening appointment that suited my work schedule