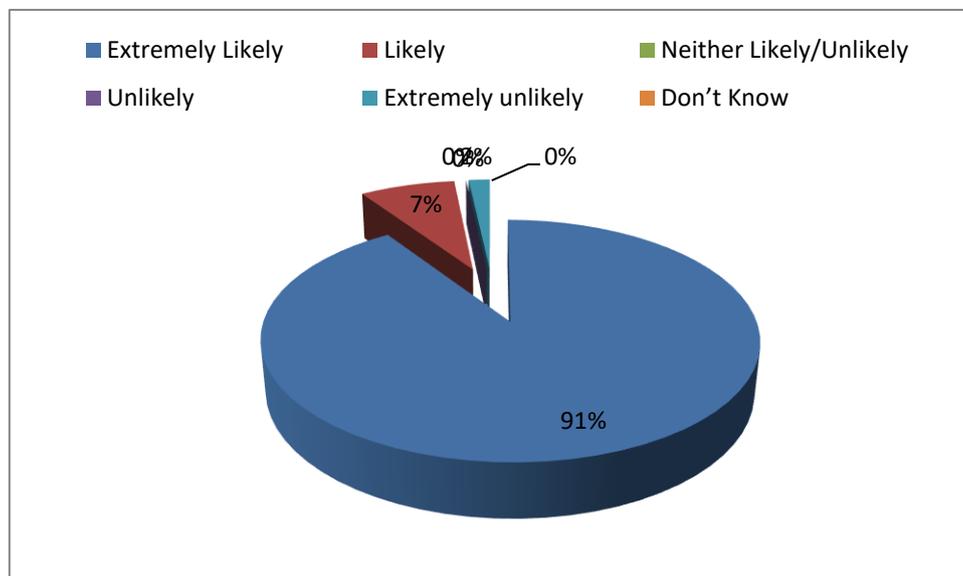


# Results for July 2019

## 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?**

- Very helpful and considerate. X
- Got quick appointment, all very efficient with helpful staff and doctor
- Very efficient, good service
- Helpful GP, seen on time, pharmacy dispensed new prescription immediately
- Friendly and helpful
- Excellent service from all staff concerned!
- Prompt. Understanding
- Friendly and efficient.
- Not long to wait to see GP and collect prescription.
- Very helpful
- Friendly and efficient
- Efficient
- Everybody was lovely and patient
- Efficient and punctual
- Response from surgery staff happy and helpful
- On time
- Efficient
- Professional
- Friendly
- Friendly and professional staff. On time appointment

Staff are very polite and helpful and the doctors are brilliant  
Very good except I have to go into Town to get medication never have I had to do this before so not  
happy about that  
A appointment mishap was sorted out.  
Friendly and helpful  
Quick and very efficient  
Seen on time. Very caring nurse.  
All staff: doctors, nurses, pharmacists and receptionists- everyone is always helpful, polite,  
knowledgeable !  
Very efficient and professional service.  
Only a short wait. Treated very well by the Nurse I saw  
Excellent service.  
Quick and friendly  
Quick, efficient and friendly.  
Very good phlebotomist very nice lady and swift .  
Very friendly staff  
Prompt.  
Friendly and prompt  
Staff, and prompt appointment.  
Friendly, polite, informative  
Samples/tests were done very well  
Friendly, welcoming and reassuring  
The staff are always very helpful  
Friendly prompt service  
Having my blood taken by Penny!  
Very quick very professional, and very friendly  
quick friendly supportive enough time.  
The procedure I received was perfect, hope that the result is! Ease of parking.  
Efficient and professional response to my medical needs.  
I was able to see an Advanced Practitioner Nurse at very short notice who gave thorough and  
effective advice and prescribed what I needed.  
[1/3] Since day one the doctors I have seen particularly doc beck Mackenzie and doc joe have been  
first class. I've always been able to get an appointment for  
Personal and caring and not rushed  
Professional  
Fast and courteous service  
[1/2] Friendly helpful and efficient as always.Appointment for injection on time and then passed on  
to another nurse for an recent new problem and seen by her  
Friendly  
Friendly and prompt nurse  
Friendly, professional and efficient.  
Quick  
How efficient and friendly it all was.  
Dr jo is amazing took as much time as needed didn't feel rushed and felt listened to . Very supportive  
I was listened to/efficient  
Prompt attention, considerate staff.  
A doctor that listens advises and if doesn't know will ask others.  
On time, efficient and careful.  
Prompt and efficient  
Very polite  
Politeness, professionalism and friendly ness of the staff.  
Efficient and friendly service, good advice  
Staff always welcoming. New Dr very professional and reassuring.Very efficient.  
Great.  
There was nothing not to like!  
The surgery is very calming and I always feel very well cared for  
Very efficient  
Helpfull friendly  
On time. Very professional and pleasant. Did not feel the needle at all!!  
Nurse very friendly puts you at ease, everyone is very helpful

Penny

Professionalism support and advice

Excellent Friendly, professional service. Did not feel anything giving blood.

Really thorough talk through with the nurse who was very knowledgeable and kind. Thanks

Dr is good. Dispensary good but it's just too difficult to get appointments

Prompt, efficient and friendly

Quick appointment and time taken by doctors.

Good informed advice