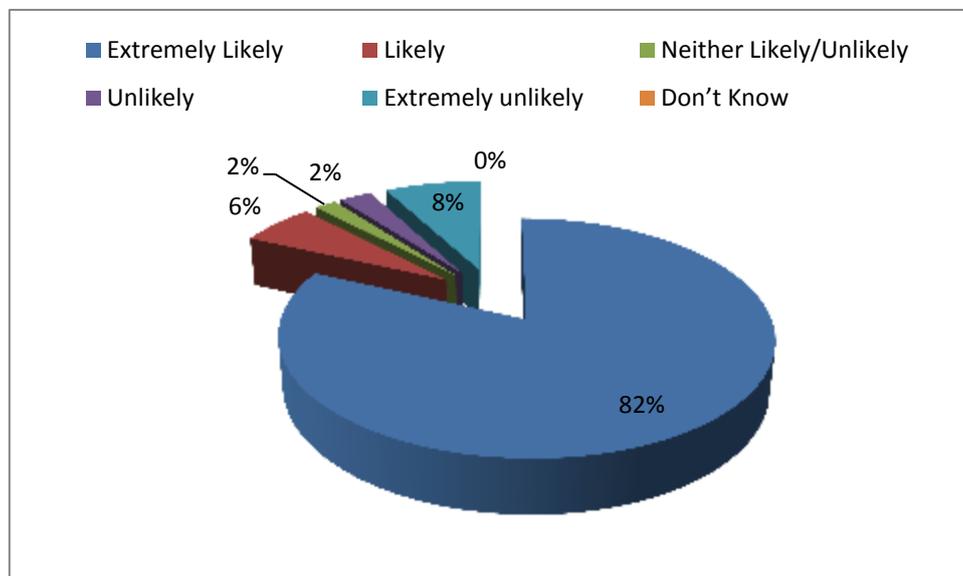


# Results for June 2019

## 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) Excellent service
- 2) Excellent care
- 3) As ever very kind and efficient. It is an extreme good surgery with incredibly good staff and nurses and doctors. Very caring.
- 4) Friendly and informative
- 5) Personal touch
- 6) Quick response to get emergency appointment on the same day.
- 7) They are always really helpful
- 8) Friendly reception. Excellent consultation with GP at first visit to surgery.
- 9) As always very pleasant and happy staff ??
- 10) I didn't have to wait as my appointment was on time. The receptionist and doctor were both friendly and helpful.
- 11) Professional, friendly and caring.
- 12) The people make me feel safe and in the right hands
- 13) No problems
- 14) Friendly staff
- 15) not having to wait.
- 16) Caring, efficient and good humoured!
- 17) Welcoming - understanding and professional
- 18) Prompt and quick service
- 19) Efficiency

- 20) There wasn't much to like. The whole surgery has lost its personal approach and patients are very much a number now
- 21) The nurse was very caring, helpful and thorough. Came away feeling clear about what I had to do.
- 22) The patience showed by Dr Joe
- 23) On time and caring
- 24) Everything
- 25) Kind, go above & beyond & really helpful
- 26) I was listened to in a caring way
- 27) Got an appointment! Lovely GP. Dispensed on site.
- 28) [1/2] I was seen promptly. The receptionists were friendly and efficient as always. Dr Ronaghy listened to my concerns sympathetically and treated me according
- 29) Swift , efficient service from GP.
- 30) Friendly, efficient, clarity,
- 31) I think the whole practice is special doctors nurses pharmacists receptionists it has a very calm atmosphere and always friendly
- 32) Efficient and on time, friendly surgery. Helpful GP.
- 33) Concern, friendliness,efficiency.
- 34) My appointment was on time friendly staff
- 35) Professional and helpful as always
- 36) Very helpful paramedic - seen promptly and referred same day for x-ray
- 37) Friendly and helpful nurse and everything was on time
- 38) I couldn't fault it,very caring and understanding.Top marks.
- 39) Friendliness and efficiency of the staff as well as the care taken by the doctor.
- 40) Prompt attention
- 41) v good service
- 42) Being given an appointment on the day I phoned and the thorough and friendly doctor.  
Thank you
- 43) Very understanding , professional receptionist. Did not feel rushed by GP during consultation and good assessment and care received
- 44) Quick appointment, personable professional care from my GP
- 45) Friendly and professional staff. Appointments kept on time. Robust systems to manage patients health needs.
- 46) Professionalism kindness and humour of Louisa
- 47) Nice helpful and carving staff
- 48) Friendliness
- 49) Very friendly, and genuinely seemed to care how I was.
- 50) Quick
- 51) Efficiency and not too long to wait
- 52) All staff members so helpful and caring, being seen at short notice, excellent service as always - many thanks
- 53) Good practice nurse
- 54) Received appointment on day of contact. No waiting time. Doctor helpful
- 55) Seen very promptly and clear explanation from the doctor.
- 56) Appointment on time. Nice doctor.
- 57) Very good
- 58) Staff that I met were friendly.
- 59) Very friendly
- 60) Very efficient and lovely nurse who took my blood.
- 61) Good service from the reception staff and nurses.
- 62) ] The reception team were busy but still acknowledged me. Then there was a delay while the computer logged on but this was fully explained to me.
- 63) Efficient friendly service.
- 64) Minimal delay in being seen
- 65) Seen on time by very efficient and helpful nurse.
- 66) Fast efficient
- 67) The doctors nurses and all the staff are so helpful