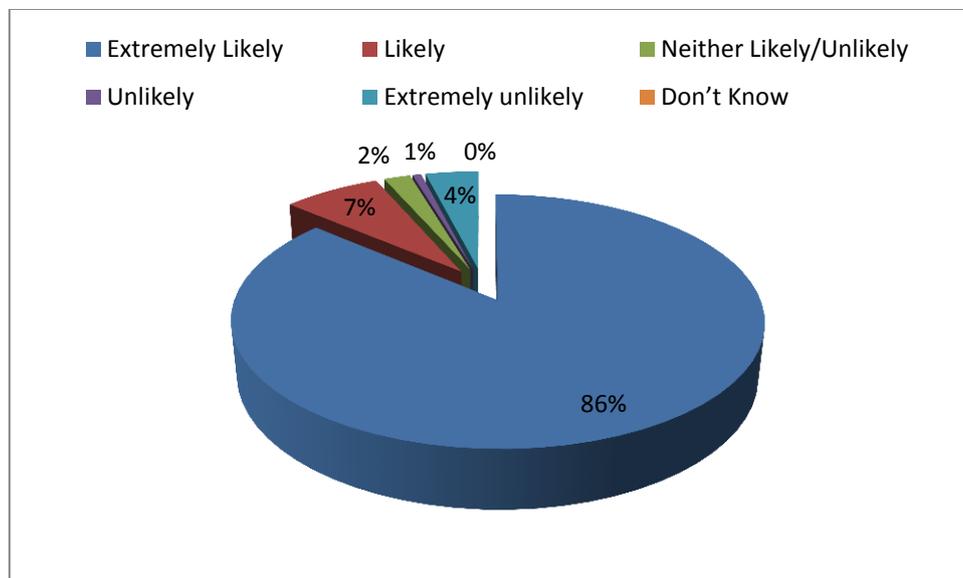


Results for JANUARY 2018

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) Everyone was happy, and willing to help.
- 2) Everyone is always kind and polite. This time I had forgotten my notes so they let me return home come back and still make my appointment.
- 3) Doctors sense of humour
- 4) Nothing
- 5) All the staff are very friendly and professional
- 6) I liked the new sign in on computer screen and as always the friendly
- 7) All staff are very obliging and friendly
- 8) Not running too late and treatment by Nurse went smoothly and was very friendly.
- 9) Arrived before official opening time for an ad-hoc appointment and was standing outside waiting; receptionist came out and invited me in before 8:00
- 10) Efficient care and attention
- 11) Efficiency
- 12) Quick....efficient
- 13) All the staff were very friendly with a smile on their faces. Penny who took my bloods was very gentle and kind. The pharmacy and reception sorted me out
- 14) Appointment on the same day and very efficient service from all.
- 15) Courtesy competence clinical efficiency
- 16) Polite and helpful
- 17) Friendly receptionist (didn't think they existed in a doctors surgery) we got an appointment straight away and follow up later
- 18) Personable nurse; efficient and knowledgeable!

- 19) Warm welcome and friendly service
- 20) The receptionist, Caroline was friendly, helpful and approachable. Always does what ever she can to help and the nurse, Louisa was friendly, informative
- 21) The care I was given by all staff.
- 22) Professional, felt at ease, little wait, friendly
- 23) Unrushed, friendly, professional
- 24) Prompt appointment. Friendly staff.
- 25) Easy to check in for appointment and friendly helpful staff
- 26) Prompt, friendly, efficient.
- 27) Friendly, efficient and professional
- 28) Quick to get an appointment & Shirley was very helpful and informative
- 29) Very caring doctor.
- 30) Professional
- 31) Short wait and problem resolved with effective prescription
- 32) Always polite friendly and helpful
- 33) Very efficient Very professional very courteous
- 34) Friendly welcoming place with excellent helpful service .
- 35) Not a lot this time i did not feel i got the help wanted
- 36) Easy to book in
- 37) Great care and attention.
- 38) Straightforward
- 39) Friendly and quick
- 40) Nurse gave really helpful advice and spend the time necessary with me.
- 41) Efficient, courteous and friendly.
- 42) Time and care given.
- 43) Quick and efficient
- 44) Friendliest
- 45) She was very good and very professional
- 46) Quick and efficient
- 47) The excellent medical attention from the Doctor
- 48) The nurse Penny was wonderful.
- 49) The nurse I saw was very friendly and efficient
- 50) Empathy, support, understanding and a real willingness to help.
- 51) All the staff and nurses were very kind and nice.
- 52) Unhurried care and concern shown towards me .
- 53) Friendly staff and seen on time
- 54) Punctual, professional n friendly
- 55) Very efficient and no waiting xx
- 56) Very caring Dr - very reassuring.
- 57) It is always kind, and always listens, every person there.
- 58) New prescription dispensed immediately after GP appointment, professional, friendly surgery and appointment easy to book online
- 59) The doctor is brilliant
- 60) Efficiency and friendliness
- 61) The caring attitude of the doctor.
- 62) Treated in a friendly and professional manner.
- 63) Speed
- 64) The friendliness and efficiency of the receptionists and the excellent treatment by the doctor.
- 65) Not a lot
- 66) Always helpful and friendly and seen quickly
- 67) Quick, friendly with clear advice. Very professional
- 68) Excellent time keeping.
- 69) Friendly, efficient and caring.
- 70) Efficient, on time friendly and helpful
- 71) Always the professional and caring approach of all staff
- 72) Penny is a very efficient friendly person always very cheerful and has a lovely bubbly nature,
- 73) Got an appointment same day, not much of a delay when waiting to see Dr and then was treated quickly.
- 74) Very good

- 75) Quick efficient and always friendly
- 76) Quick, friendly, efficient, understanding,
- 77) Was seen earlier than my appointment time.
- 78) The very helpful and kind doctors and staff.
- 79) Regular monitoring and testing.
- 80) I was fitted in when I did not have an appointment and Dr Joe took time to explain things to me.
- 81) Nurse Ruth was excellent and most pleasant in her demeanor a very encouraging start would be my observation at this point in time
- 82) Friendly and professional
- 83)