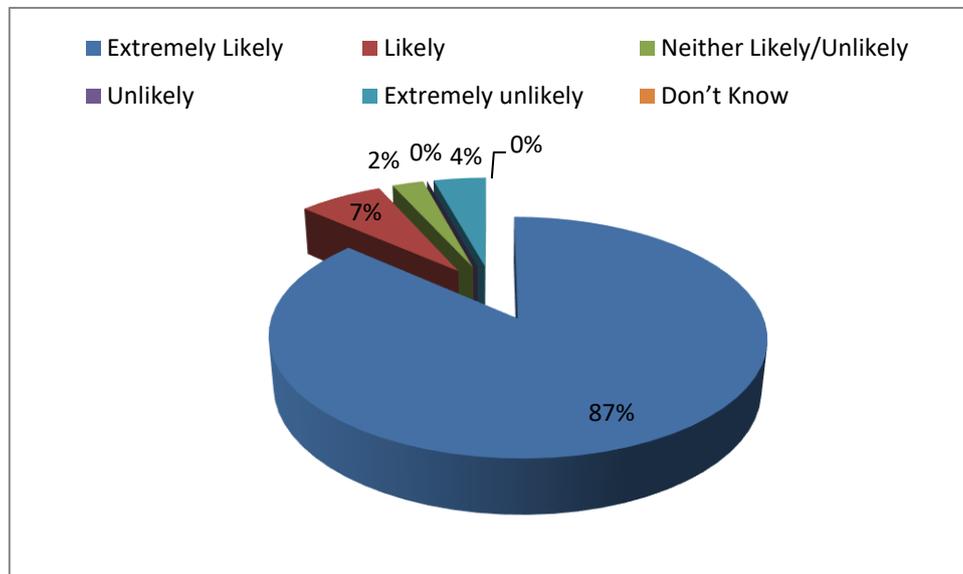


# Results for January 2019

## 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) Clean and efficient surgery. Very good Doctor who I feels really takes the time to listen and cares .
- 2) Very good service
- 3) Friendly, on time and care about patient experience
- 4) Friendly and caring
- 5) Very efficient
- 6) Prompt good service
- 7) The doctor i saw was familiar with my issue and had treated me previously which made the whole process easier
- 8) The doctor i saw was familiar with my issue and had treated me previously which made the whole process easier
- 9) Kindness
- 10) Very helpful and relaxed receptionists. Managed to squeeze me in as a visitor twice in one week and sorted out my illness.
- 11) Prompt and friendly
- 12) Sensible approach of my nurse to the mild nature of my condition
- 13) Very professional as always
- 14) Easy to get an appointment and very helpful and friendly staff.
- 15) Friendly caring efficient.
- 16) Attention to detail and thoroughness from Doctor
- 17) Everything except the diagnosis rp

- 18) I had a call back from my doctor and was very pleased my problem got sorted out
- 19) Informative, caring and helpful
- 20) A very "on time" appointment.
- 21) Very friendly
- 22) Shirley (the nurse) was relaxed and explained what I needed to do regarding my asthma very well plus she was jolly.
- 23) Prompt, friendly and reassuring. Listened to needs/concerns and these are to be passed on to the appropriate person.
- 24) Nurse and reception are friendly and helpful.
- 25) Fast efficient professional
- 26) Helpful advice.
- 27) Timely, efficient, polite
- 28) No waiting, a quick prompt service. Keep up the excellent work
- 29) Friendly and professional
- 30) Reception was helpful
- 31) Nothing
- 32) Everyone was extremely helpful and kind as always.
- 33) Appointment was on time and Louisa was very helpful and friendly
- 34) Helpful and friendly
- 35) My GP is very understanding & appointments we're made for future appointments very quickly! Very impressed & reassured!
- 36) Every thing
- 37) quick great personal service.
- 38) Very professional
- 39) Professional, friendly service in a safe, caring, responsive and seemingly well led environment.
- 40) Listened to, plan explained and agreed. Efficient.
- 41) Quick n friendly staff
- 42) Patience and understanding
- 43) Kind, supportive, friendly staff.
- 44) Very professional, kind and efficient
- 45) Very supportive
- 46) Everything
- 47) I was advised that I needed to have a Prescription Review to continue receiving my medication
- 48) Being seen on time
- 49) It was on time. Very friendly and proficient staff.
- 50) Louisa is excellent at taking blood and very nice
- 51) Its a lovely surgery doctors and staff are so helpful
- 52) Prompt and easy
- 53) Friendly staff
- 54) Friendly, helpful staff.
- 55) Quick, thorough, professional, excellent personal manner. Xxx
- 56) Polite, efficient and courteous staff.
- 57) All very good
- 58) Friendly and persona
- 59) Efficiency of reception staff
- 60) Everything other than this follow up
- 61) Very efficient and friendly
- 62) Prompt and efficient service
- 63) Very nice nurse took my blood. On time. Collected prescription from dispensary- staff helpful.
- 64) Professionalism, caring and hopefulness
- 65) On time appointment
- 66) Always kind caring and highly professional.Thank you
- 67) Friendly, informative and not rushed
- 68) Friendly, supportive, efficient
- 69) The doctor I saw was very friendly, informative and helpful. Very positive experience.
- 70) Efficient and friendly thank you