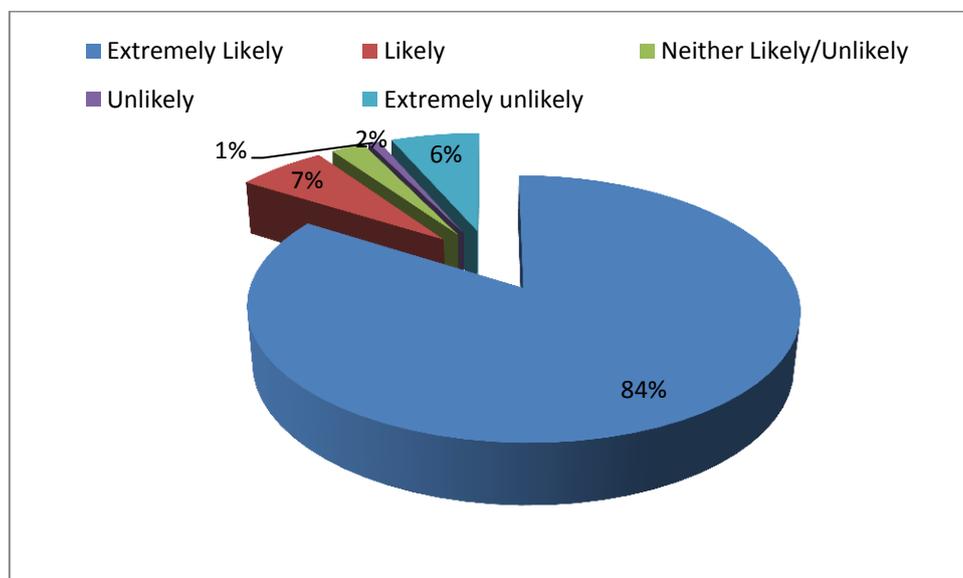


Results for March 2017

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. Midwife is fab. Didn't wait too long. Never had an issue with Whitchurch and all staff are wonderful
2. Prompt professional thorough
3. Very efficient on time and nurse very good
4. Fast friendly service, even though she stuck a lot of needles in me!!
5. Lovely doctor. Caring
6. My consultation with the doctor. Patient, understanding and listened to my history. Pleasant.
7. Very helpful
8. Listened to
9. Exceptional service even on a semi closed afternoon. Caring, thorough and effective.
10. Doctors are very caring.
11. I didn't have to wait too long to see the doctor and nurse and they saw me efficiently and speedily
12. Very directed towards what I wanted to achieve from the visit. Dr Ronaghy is always very professional and compassionate & I trust her advice.
13. What did you like about the service you received at the surgery during your last visit?

14. Friendly staff
15. Polite responsive reception staff and good doctor
16. Polite, professional, and thorough. Made me feel confident I was in good hands.
17. Quick
18. Even at the end of a long day staff were punctual, polite and caring
19. Friendly and efficient reception staff and excellent treatment from dr Mackenzie
20. Doctors care
21. Friendly and efficient
22. Punctual, efficient, polite and professional as always.
23. Staff very friendly caring & competent.
24. Promptly seen
25. Friendliness, cleanliness
26. Doctor was on time, friendly, informative, non judgmental, reassuring & proactive
27. Doctor was prepared to investigate my problem, ie blood tests. Gave advice on management of symptoms.
28. Friendly. Helpful & prompt.
29. What did you like about the service you received at the surgery during your last visit?
30. Receptionists always helpful and efficient. Waiting area clean and comfortable.
Doctor listens and prescribes treatment
31. Short waiting time, great doctor
32. Quickly and kindly dealt with despite being late on a Friday.
33. Friendly staff and well kept facilities
34. Everything they all smile have a laugh I've none joe ages his sun went to school with my son
35. Polite and on time, thank you
36. Friendly, didn't have to wait long
37. I was seen on time it was altogether a pleasant experience.
38. Dr McKenzie listened and was super helpful
39. Friendly management and reception behind the desk and through to the back room.
Also, the stand in nurse was very caring and professional.
40. Easy check in system. Seen quickly. Dr very helpful, took time to listen to me.
41. Everything
42. Punctual and efficient.
43. Efficient & friendly
44. I was listened to and received very prompt attention in distressing circumstances.
The doctor and staff were very kind at a worrying time and responded to
45. Courteous and efficient.
46. How good the doctor was.
47. efficient and caring
48. Friendly and considerate receptionists and Doctor. Put me at ease and we're very helpful.
49. Very
50. Clear advice. Understanding of how I was feeling
51. I didn't have to wait long which is important to me as I work full time
52. Fast and efficient.
53. Very professional
54. Pleasant efficient well informed staff
55. Great
56. Nurse was efficient and pleasant.
57. On time all staff cheerful and helpful
58. The lovely people
59. On time, nice doctor, efficient service
60. Seen early, very friendly knowledgeable helpful
61. No waiting
62. Did not have to wait. Dealt with swiftly and promptly

63. Prompt

64. Appointment on time, professional and friendly advice

65. Not a lot