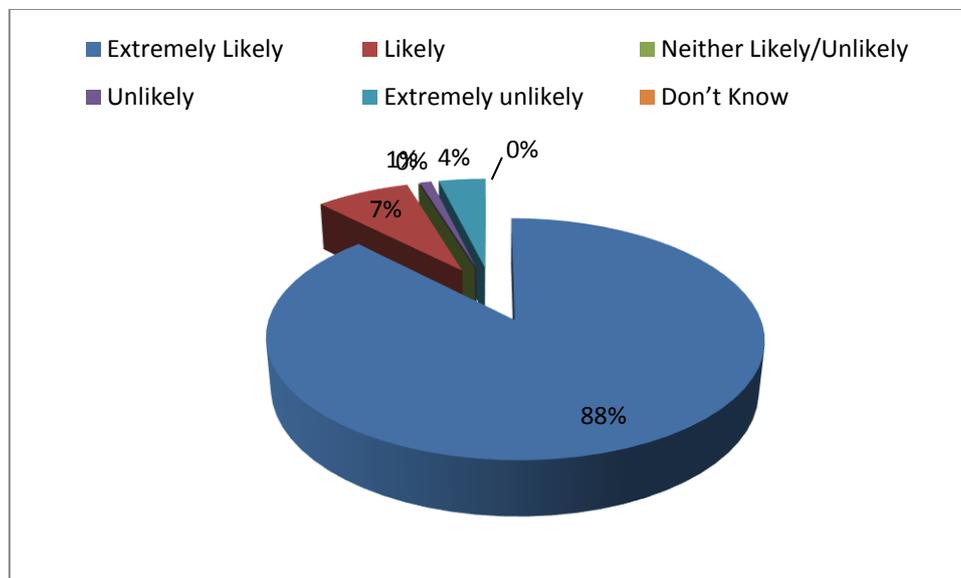


Results for MARCH 2018

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) The staff are always friendly and attentive; service ran on time.
- 2) The receptionists & the doctor in the surgery are friendly & helpful
- 3) Seen on time, my concerns were understood and acted upon
- 4) Lovely people. Very good GP. Feels very efficient and kind in the surgery. Receptionists are brilliant.
- 5) Nurse Ruth was great
- 6) Excellent
- 7) The friendliness and helpfulness of the staff, the cheerful, caring and efficient doctor and the airy, pleasant waiting room.
- 8) Going out of the way to help patients
- 9) Friendly and efficient
- 10) No waiting
- 11) Friendly...prompt....didn't feel.rushed
- 12) I was able to call at 8am. I booked an appointment 9.30. I was seen at 9.35 and was able to book an X-ray for 9.45 tomorrow. Excellent service.
- 13) Quick, efficient, and friendly
- 14) The service
- 15) Professional helpful made u feel like a person not a number took time to listen and gave sound advice
- 16) Staff very friendly and helpful. Receptionist/Pharmacist and not forgetting the Doctor who was brilliant.
- 17) Friendly service

- 18) Dr Thornton listened to me and really took an interest in identifying what was wrong
- 19) Everyone is so friendly and helpful at the surgery
- 20) The staff are always helpful
- 21) As always ready and willing to listen
- 22) Very friendly and helpful
- 23) Helpful caring attention and advice.
- 24) I didn't like it
- 25) I felt that I was seen quickly in a dignified and respectful way, I felt safe, cared for and that the Dr was responsive to my concerns.
- 26) It's always a nice friendly and efficient service.
- 27) On time & a thorough review of conditions effecting me.
- 28) Fulfilled expectations, on time, efficient
- 29) Thorough exploration and follow up appointment to review treatment. Lovely interpersonal skills
- 30) Attentive response to health concerns. Pleasant and un-crowded surroundings.
- 31) Punctual/Professional/People
- 32) Staff very helpful and polite
- 33) Always efficient and very helpful and friendly
- 34) Professional and efficient
- 35) Friendly nurse @ on time
- 36) Friendly, on time, informative and relaxed.
- 37) Penny, the nurse was wonderful.
- 38) Friendly, responsive, kind. Informative.
- 39) Informative and friendly
- 40) Appointment was quick and on time
- 41) The excellent care given by Dr Jo as always,
- 42) On time
- 43) I saw a practice nurse. She was welcoming, apologetic for the delay but above all so professional and explained the process so I felt comfortable. Thank you .
- 44) Doctor very helpful and understanding, top marks
- 45) Friendly staff.
- 46) Didn't have to wait long for appt, GP was willing to proceed with consultation despite my toddler throwing an absolute fit in the background
- 47) Friendliness and helpful
- 48) Great GP's, v well run surgery
- 49) Appointment was bang on time and nurse was friendly & helpful!
- 50) Speed and politeness
- 51) On time and polite.
- 52) Efficiency and friendliness.
- 53) Reception staff very friendly doctor was very good, I phoned up at 8am and got appointment at 9.20 same day, well that is excellent.
- 54) Nice atmosphere and nurse Shirley was very nice
- 55) Always made to feel welcome and staff always pleased to help. Staff always Holley
- 56) I didn't have to wait long and Penny did my blood test admirably as usual
- 57) Very easy to deal with
- 58) Friendly helpful and patient focused
- 59) Professional, compassionate service.
- 60) Thorough and professional.
- 61) Friendly, my best interests considered. Felt like there was no rush in getting me out to see the next patient. Overall a good experience.
- 62) Friendly and efficient
- 63) Very prompt and efficient with good advice