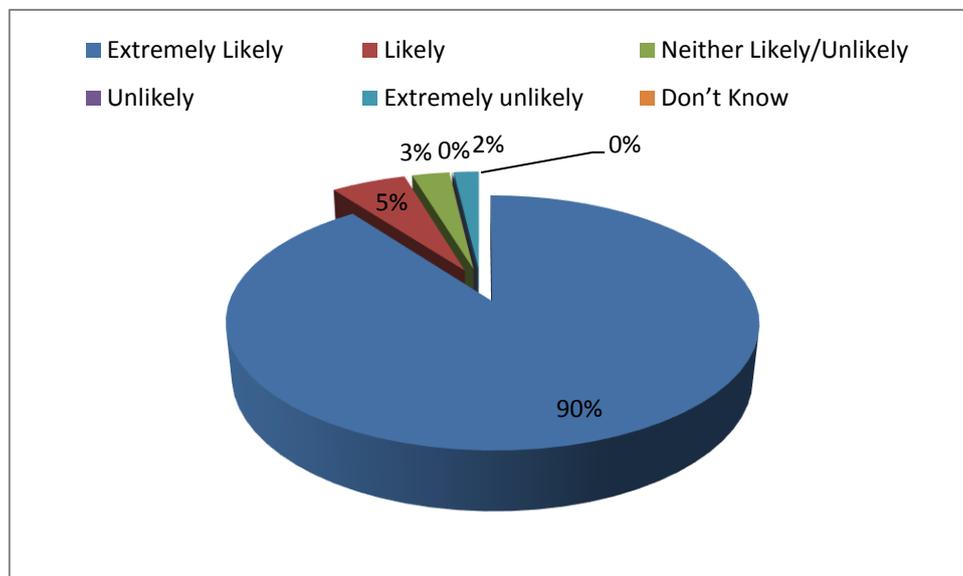


# Results for May 2019

## 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) Fast efficient excellent service
- 2) It was our first visit and the staff all very friendly and helpful made us feel at ease
- 3) Very efficient and helpful thank you.
- 4) Nurses were polite, kind, relevant, informative and efficient - thank you
- 5) I was seen on time in a professional but friendly manner.
- 6) Friendly and efficient staff
- 7) Small, friendly, clean spacious, calm, quiet, feeling of security because things seemed under control. Easy to park. Perfect surgery and the phlebotomist is excellent
- 8) All members of staff are extremely professional and pleasant despite how busy they are.
- 9) Good service
- 10) On time, assuring and efficient
- 11) The new doctor Paul was brilliant
- 12) Service good wait too long
- 13) The service received from nurses GP and pharmacy, reception is always exemplary!  
Thankyou
- 14) Seen promptly and dealt with in an efficient, friendly manner
- 15) Efficient phlebotomist and no waiting time.
- 16) Friendly, quick
- 17) Fast efficient
- 18) Excellent as always
- 19) A friendly and expert nurse called Penny! Prof JF-A

- 20) Empathy. ..compassion.....
- 21) Very quick, efficient and helpful.
- 22) Everyone was very friendly and kind.
- 23) Sympathetic receptionist, Cathy, who listened to my concerns about my husband and made him an appointment with Dr McKenzie who also listened
- 24) Dr Ronaghy was thorough and saw me on the day I telephoned because of the pain I had been experiencing.
- 25) Treated very well
- 26) Excellent, caring and professional
- 27) Caring, thorough, listened to, patient and plan discussed
- 28) Warm welcome and very kind and helpful paramedic
- 29) Care, consideration, understanding and kindness shown by your Doctor and medical staff thanks
- 30) I was seen very quickly.
- 31) The time I was given
- 32) Dr Ronaghy
- 33) Excellent nurse
- 34) The efficiency of all staff.
- 35) Prompt, friendly, efficient, thorough.
- 36) Pleasant staff, hardly any waiting time.
- 37) On time , efficient and friendly
- 38) Everyone very nice and helpful
- 39) Punctual, friendly and sympathetic
- 40) Managed to see a doctor and received reassuring and helpful advice.
- 41) Always very friendly, personal and I felt respected as a person
- 42) very professional and on time as always with Dr Joe
- 43) Great customer service, appointment was on time
- 44) Very quick and efficient
- 45) Ruth was fantastic at taking my blood
- 46) Efficient and effective
- 47) Professional helpful and kindly.
- 48) Helpful polite reception
- 49) Prompt efficient service from nurse Louisa.
- 50) Runs well to time, friendly staff, helpful.
- 51) Friendly nurse!
- 52) Very thorough consultation and client care
- 53) Personal, professional help from people who take an interest & care!
- 54) The caring professionalism
- 55) Very helpful reception. Doctor is very thorough and caring. The hour delay for my appointment wasn't great but the service makes up for it.
- 56) Doctors and staff always make you feel welcome
- 57) Ability to get an appointment on the same day when you need it
- 58) Very prompt along with an excellent dispensary.
- 59) Friendly reception.Excellent consultation with GP at my husband s first visit to surgery with complex medical problems.
- 60) Doctors consultation and the receptionist professional and caring attitude towards another patient.
- 61) Friendly
- 62) Friendly fast and efficient
- 63) Friendly staff. Clear explanations.
- 64) Very Friendly practice. Dr Ronaghy was excellent
- 65) Very efficient service. Friendly staff
- 66) Was seen on time and nurse was very friendly and efficient
- 67) Thoroughness and promptness
- 68) Dr Joe is old school, has patience, actually listens to your concerns, goes through things methodically and is so caring!! This Gentleman is the best Dr
- 69) The person I dealt with Paul