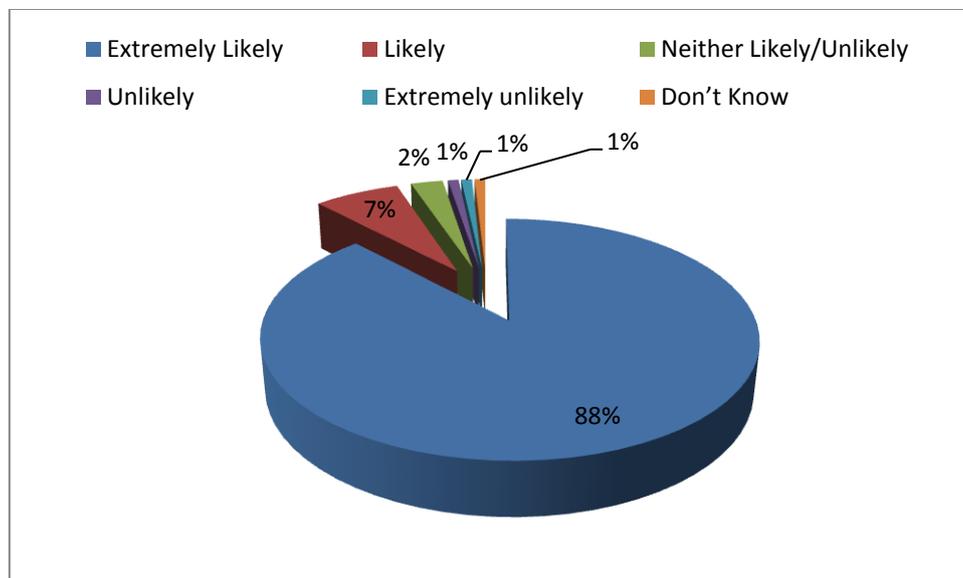


Results for November 2017

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) The reception staff are so friendly and make you feel comfortable, they always have time to say hello and a quick chat even though they are always extremely busy.
- 2) Seen on time and very friendly staff
- 3) Penny's friendliness and efficiency.
- 4) Very friendly
- 5) Very helpful.
- 6) Friendly & efficient
- 7) Seen before my time. Efficient and friendly
- 8) Love the service, wont recommend to anyone as more patients means longer waiting times - we are not all daft!
- 9) I couldnt ask for help at whitchurch surgery..they are all so kind and helpful..thanks so much.
- 10) Staff were friendly and the doctor was wonderful
- 11) Small and friendly
- 12) The Nurse was good she kept me informed in what see was doing.
- 13) Phoned at 8.05 seen by Doctor by 9.45 all sorted
- 14) Warm friendly service at reception. Dr was very understanding and was very thorough.
- 15) No waiting and dealt with quickly
- 16) Thorough questioning to try to diagnose the problem. Only downside was 50 minute wait.
- 17) Professional, efficient & personable
- 18) Staff helpful and friendly
- 19) Friendliness.

- 20) Very friendly and efficient.
- 21) Reception staff
- 22) Service was excellent as always.
- 23) Prompt, friendly, appropriate!
- 24) Great welcome and attention, and conversation
- 25) Polite staff
- 26) Nurse was very pleasant Friendly and helpful staff (Reception & Prescriptions). Very good consultation with Dr Rizzo Naudi after my operation at Stoke Mandeville hospital. Thank you.
- 27) Friendly and honest assessment
- 28) Very professional and friendly service
- 29) Excellent doctor time taken to listen
- 30) Warm greeting from reception team and professional diagnosis from Dr Ronagy.
- 31) Prompt
- 32) The kind doctor, although waiting half an hour after I was supposed to be seen wasn't much fun
- 33) The receptionists were friendly and very helpful plus the Dr understood exactly what the issue was.
- 34) Friendly, compassionate and professional service.
- 35) Quick and efficient
- 36) Excellent & professional nursing, as it has been for many years.
- 37) I didn't appreciate being kept waiting for 20mins at 8.40am when there was no evidence of anything urgent / emergency taking place.
- 38) The staff
- 39) Friendly efficient service
- 40) Nothing
- 41) Kind nurse who remembered me when I wasn't well early in the year.
- 42) Good consultation.
- 43) Not rushed. Feel genuinely cared about and help offered. Very friendly surgery
- 44) Dr. joe brilliant
- 45) Didn't have to wait long. Clean, tidy surgery, friendly staff.
- 46) The computers had crashed and there was no panic just carried on with good old pencil and paper. Very attentive Doctor.
- 47) Friendly and knowledge of problems
- 48) Fantastic friendly service and very informative. I had a great asthma review. The pharmacy staff also helped me save money on my prescriptions! All great
- 49) Very good
- 50) Punctual and friendly.
- 51) Was seen within 20 minutes and given the pressure on the service thought this was a very reasonable wait. Friendly efficient service
- 52) Very pleasant helpful informative nurse
- 53) Not rushed, pleasant waiting area, good company
- 54) Booking appointment on App
- 55) Helpful doctor
- 56) Prompt & efficient set
- 57) Efficient and courteous staff
- 58) Caring response by the gp and helpful and friendly reception staff
- 59) Friendliness of nurse
- 60) Attentive doctor and nice receptionist and reception area
- 61) Got what I needed service
- 62) quick, efficient and super nice
- 63) Very professional but friendly staff. Prompt
- 64) Efficient booking in.. Very pleasant nurse, who was very efficient, Louisa, 1st time I have seen her.
- 65)