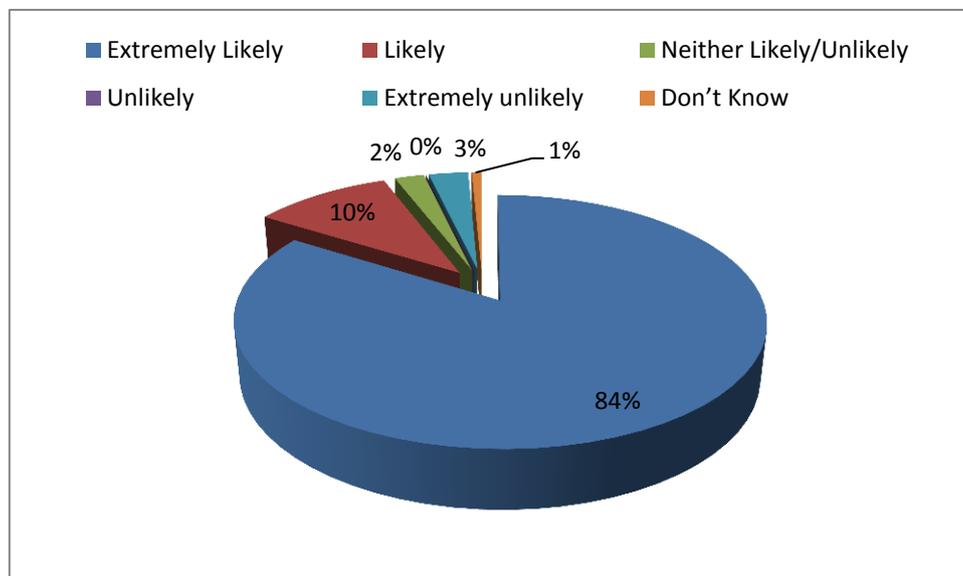


# Results for November 2018

## 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) Seen for appointment on time. Friendly, helpful nurse
- 2) Prompt and efficient
- 3) Allowed sufficient to explain the problem and options. I wasn't made to feel like a time waster.
- 4) penny is really nice and I have known her for ages. also I know Elaine from jazzercise and she is very consciencious. katy x
- 5) On time, straight in and out.
- 6) Personal and helpful staff
- 7) Got seen the same day.
- 8) Friendly practitioner comfortable and relaxed vibe in waiting room
- 9) Helpful and friendly
- 10) Professional and caring
- 11) Ruth was very efficient!
- 12) The staff are always friendly and professional and seem to really care about their job. I saw the practice nurse Sue who was patient thorough and understanding
- 13) Friendly, seen quickly
- 14) Prompt timing and very friendly.
- 15) Professional, efficiency and friendly xx
- 16) On time and useful advice.
- 17) Speed... efficiency... kindness
- 18) Very helpful

- 19) Everything
- 20) My appt was on time and helpful staff in dispensary
- 21) Friendly , thorough. Annual Asthma check.
- 22) Friendly, efficient, on time
- 23) Very friendly and helpful. Apologised for the wait. X
- 24) Staff are always caring
- 25) Everything staff courteous
- 26) Doctor always takes time to listen
- 27) Did not visit. Don't live in whitchurch
- 28) Nurse's sense of humour
- 29) Very professional and friendly nurse who put me at ease
- 30) The personal touch - thank you
- 31) They are very friendly and helpful
- 32) I booked a20min app. Suited me better felt able to get more than one problem sorted
- 33) Good service
- 34) Timely and efficient. Very helpful.
- 35) Friendly, professional and reassuring
- 36) Punctual and friendly.
- 37) Appointment on time, nurse friendly and helpful
- 38) Louisa is extremely friendly and kind
- 39) Friendly, courteous, appt on time.
- 40) always friendly
- 41) Doctor nurse was helpful
- 42) Nice doctor, nice receptionist and efficient service.
- 43) Friendly
- 44) I liked that I received a notification of my appointment by text message a day earlier.
- 45) Good
- 46) Short and sweet
- 47) Prompt and thorough appointment
- 48) Speed of being seen and caring staff. X
- 49) Very kind and helpful
- 50) As I have replied every time you have asked me this question professionalism etc
- 51) Everyone is so caring and kind
- 52) Friendly and informative. A great help.
- 53) Everything
- 54) Excellent attention from practise nurse
- 55) Friendly, helpful staff
- 56) Helpful, friendly
- 57) Very Friendly, quick waiting time and professional
- 58) Courteous efficient service.
- 59) Haven't had a recent visit
- 60) Nice friendly service professional staff and not too long a wait
- 61) Helpful, thorough, and informative
- 62) Friendly and efficient
- 63) On time, excellent friendly service
- 64) The staff are all so pleasant.
- 65) Professional and helpful
- 66) Very understanding staff with care for patients
- 67) Had to wait 50 minutes to be seen which would have earned you a 5 but, the treatment was excellent resulting in a 1.
- 68) Efficient and effective
- 69) All the staff are very efficient and the doctors very kind and patient
- 70) Efficient and friendly!
- 71) Efficient and timely service
- 72) Not having to complete a survey
- 73) The doctor explained everything well,
- 74) Low waiting time. Peaceful environment dr listened gave me time
- 75) Everyone happy and welcoming ...
- 76) Very efficient and thorough service
- 77) Its a lovely surgery everyone is so helpful

- 78) Professional and friendly service. All questions answered fully.
- 79) A very professional & caring attitude was displayed by the nurse when taking my blood with the greatest respect & consideration concerning my phobia regarding needles
- 80) Helpful and polite.
- 81) Friendly and efficient.
- 82) Always very accommodating, kind, friendly and professional. Nothing is too much trouble
- 83) All staff friendly and efficient. Appointment was on time.
- 84) Friendliness and thorough explanations
- 85) Quick, effective, kind, thoughtful, smiles
- 86) Professional and v helpful.
- 87) Very efficient and organised
- 88) Ease of visit