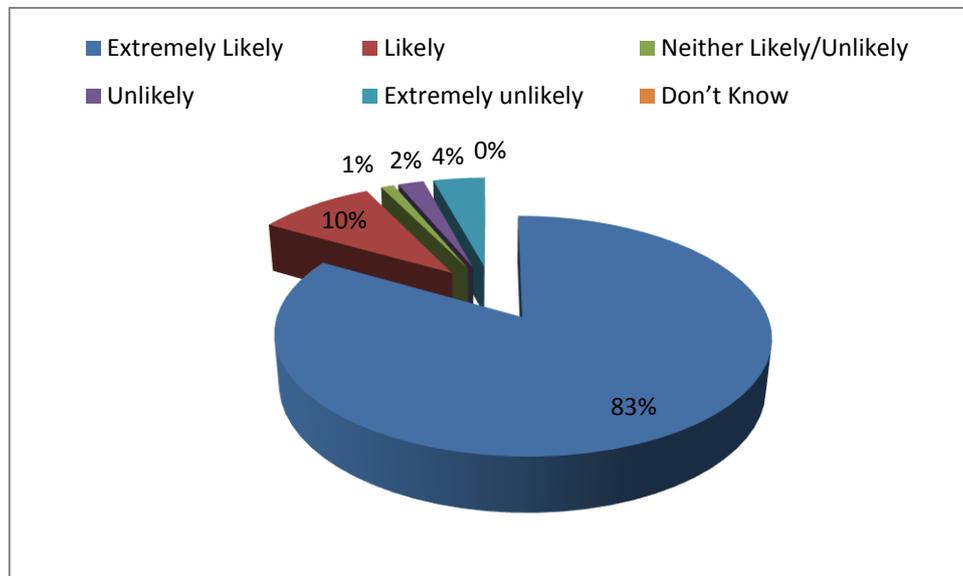


Results for September 2018

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) Prompt
- 2) On time friendly explained everything very good nurse
- 3) Every one at the surgery makes you feel welcome
- 4) Tidy, on time, pleasant environment
- 5) quick friendly excellent service
- 6) Very helpful doctor and also pharmacist
- 7) ATTITUDE and EFFICIENCY
- 8) Very good
- 9) Prompt,courteous,in depth assessment with helpful advice as always.
- 10) Very professional
- 11) On time, efficient, informative, friendly.
- 12) Clean tidy surgery, booked in efficiently & seen by gp on time
- 13) Wouldn't recommend to others, although our doctors are ace, appointment waiting times for gps are getting longer due to increase in patient numbers.
- 14) Efficient, friendly and punctual
- 15) Friendly receptionist.
- 16) Everything excellent service
- 17) Quick and on time with excellent staff.
- 18) As always pleasant staff and prompt service
- 19) So calm and friendly
- 20) Professional, friendly, punctual.

- 21) Quick and friendly
- 22) The calmness of the surgery and the phlebotomist who saw me
- 23) Friendly professional service
- 24) Excellent and caring GP, Dr MacKenzie.
- 25) Always lovely
- 26) Self check in. Nurse very lovely, appointment quick.
- 27) Prompt and attentive service
- 28) Doctor has time for you and dont feel rushed to get you out
- 29) As always, staff were friendly and efficient. Xx
- 30) Listened to, time given follow up going to happen. Felt at ease.
- 31) Prompt. And caring.
- 32) Very friendly. Took time to answer all my questions.
- 33) Understanding and willingness to help
- 34) Very efficient and friendly.
- 35) My treatment was both efficient and caring.
- 36) Nothing really! I had made a specific appointment for my ears to be syringed to be told this hadn't been recorded on the appointment details.
- 37) Prompt service, friendly and caring atmosphere
- 38) Staff's kind attitude
- 39) Helpful people, and they could not have been more friendly Terry Ellis
- 40) It is always good for us. PT
- 41) The receptionist are super helpful.
- 42) Prompt service from reception and doctor
- 43) The service and knowledge of the doctors is fantastic and the point that the treat me like a human beam is all I can ask for when not well.
- 44) Quick, efficient & very friendly staff
- 45) Very efficient and uncluttered although a bit hot in the waiting area
- 46) Prompt and kind.
- 47) Whitchurch surgery is a lovely calm environment even when busy and this morning I was seen within 5 minutes of my appointment time
- 48) Louisa's expertise and sense of humour 4 vials and one puncture wonderful Ralph
- 49) The Dr was caring, understanding and helpful.
- 50) Welcome from Caroline.
- 51) On time and goof service from GP and staff
- 52) Efficient pleasant and relaxed
- 53) Good service
- 54) Speed... attention...efficiency
- 55) An you consider not using plastic cups
- 56) Always helpful & sound, practical advice