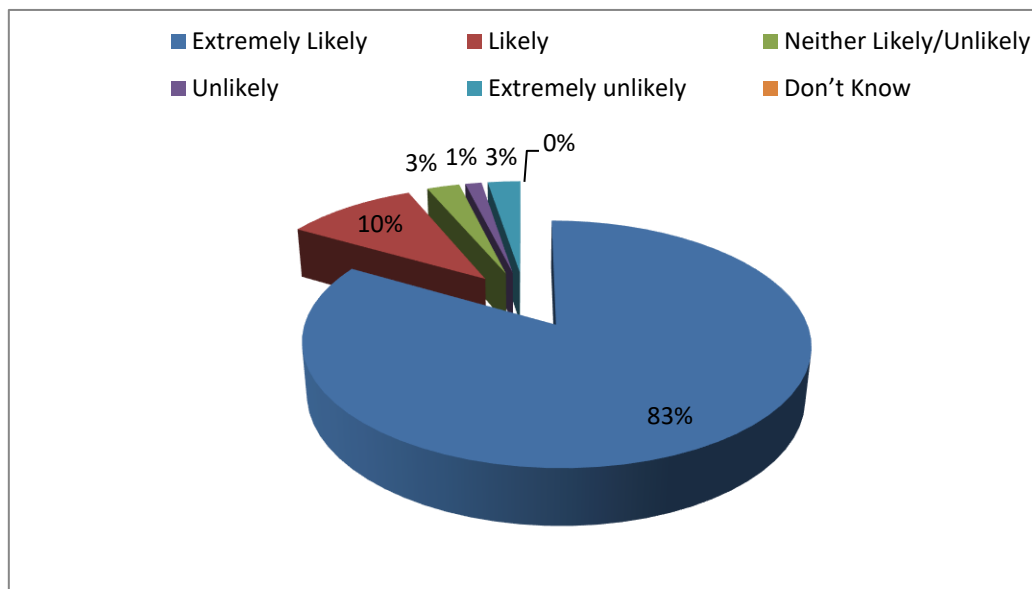


Results for August 2019

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?

On time friendly explained everything very good nurse
Every one at the surgery makes you feel welcombe
Tidy, on time, pleasant environment
quick friendly excellent service
Very helpful doctor and also pharmacist
ATTITUDE and EFFICIENCY
Very good
Prompt,courteous,in depth assessment with helpful advice as always.
Very professional
On time, efficient, informative, friendly.
Clean tidy surgery, booked in efficiently & seen by gp on time
[1/2] Wouldn't recommend to others, although our doctors are ace, appointment waiting times for gps are getting longer due to increase in patient numbers.
Efficient, friendly and punctual
Friendly receptionist.
Everything excellent sevice
Quick and on time with excellent staff.
As always pleasant staff and prompt service
So calm and friendly

Professional, friendly, punctual.
Quick and friendly
The calmness of the surgery and the phlebotomist who saw me
Friendly professional service
Excellent and caring GP, Dr MacKenzie.
Always lovely
Self check in. Nurse very lovely, appointment quick.
Prompt and attentive service
Doctor has time for you and don't feel rushed to get you out
As always, staff were friendly and efficient. Xx
Listened to, time given follow up going to happen. Felt at ease.
Prompt. And caring.
Very friendly. Took time to answer all my questions.
Understanding and willingness to help
Very efficient and friendly.
My treatment was both efficient and caring.
[1/2] 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
Prompt service, friendly and caring atmosphere
Staff's kind attitude
Helpful people, and they could not have been more friendly TE
It is always good for us. PT
The receptionist are super helpful.
Prompt service from reception and doctor
The service and knowledge of the doctors is fantastic and the point that they treat me like a human being is all I can ask for when not well
Very efficient and uncluttered although a bit hot in the waiting area
Prompt and kind.
Whitchurch surgery is a lovely calm environment even when busy and this morning I was seen within 5 minutes of my appointment time
Louisa's expertise and sense of humour 4 vials and one puncture wonderful R
The Dr was caring, understanding and helpful.
Welcome
On time and good service from GP and staff
Efficient pleasant and relaxed
Good service
Speed... attention...efficiency
Punctual
Efficiency.
Helpful and kind staff.
Efficient, friendly and on time
Appointment on time and staff very friendly
Friendly staff seen on time quick and efficient appointment made to feel at ease
Caring
Polite friendly and efficient
Friendly, prompt, professional service.
Really efficient friendly receptionists, Becca the midwife was punctual and friendly, appointment was on time
Helpful and pleasant ladies on reception and fantastic service from the doctor.
Friendly helpful staff and extremely clean surgery
Ease of making nurse appointment, confidence in care, friendly and courteous.
Pleasant and efficient staff and relaxing atmosphere.
Great service and people
Nurse was very competent
Got an appointment the same so my problem got sorted out and I saw a very nice nurse who is new in the surgery
Appointment was not rushed. Dr Ronaghy was very good, listening and I was able to tell everything I wanted and take part in decision making
They referred me to A&E and they kept me in over night with treatment
Efficient on time and great Doctor

Cant fault it
Very friendly service
Warm, personal approach from staff who know us well. No wait. Flexible response to requests
Seen on time and very helpfull
Easy to book, prompt and very helpful
Friendly and helpful
On time and Penny is such a lovely lady
Quick and efficient.
The warm welcome and clear explanation of what I do next and when
Made to feel very relaxed and unrushed
It was very quick but everything was explained to me, and the nurse made me feel less anxious
Good
Speed. Professionalism.
Efficient nurse
Very apologetic nurse for time delay . Fast and efficient
Short waiting time. Kind & efficient attention from Dr Mackenzie
Same day appointment, on time and good consultation.
Friendly and helpful visit
Excellent service from Louise had IRN and flu jab Louise is a credit to the surgery and NHS
Good service seen quickley everthing is very good.
Very efficient.
Friendliness and approach of staff
All the staff are always friendly and helpful
Prompt & efficient service.
Very helpful
Everyone is very helpful
Efficient service and on time appointment
Good clinical care
quick. excellent. fast service.
Efficient and professional
Helpful
Quick and efficient
Great bedside manner.
Excellent doctor, very caring and very professional and reassuring.
Absolutely first class
It was on time.
Very friendly and rearranged appointment very quickly
Friendly service quick
Efficient, professional and friendly
Good but I had to wait an hour to be seen.
Interaction with doctor and the care offered.
Very friendly
Quick friendly caring and efficient
Professional service as always
Very friendly staff
Everything ran like clockwork
Seen for appointment on time. Friendly, helpful nurse
Prompt and efficient
Allowed sufficient to explain the problem and options. I wasn't made to feel like a time waster.
On time, straight in and out.
Personal and helpful staff
Friendly practitioner comfortable and relaxed vibe in waiting room
Ruth was very efficient!
Professional, efficiency and friendly xx
Speed... efficiency... kindness
My appt was on time and helpful staff in dispensary
Friendly , thorough. Annual Asthma check.
Friendly front of house staff; efficient and quick service
The excellent care taken by the doctor and reception staff in handling our very difficult family situation so well.

Very short waiting time. Dr Mackenzie is wonderful. Dispensary staff friendly and helpful.
I was seen dead on my appointment time. Penny's warmth and friendliness
Easy to book in and very fast appointment very satisfied
The kindness of the doctor in such a sensitive matter
Straight forward and to the point, in a polite way