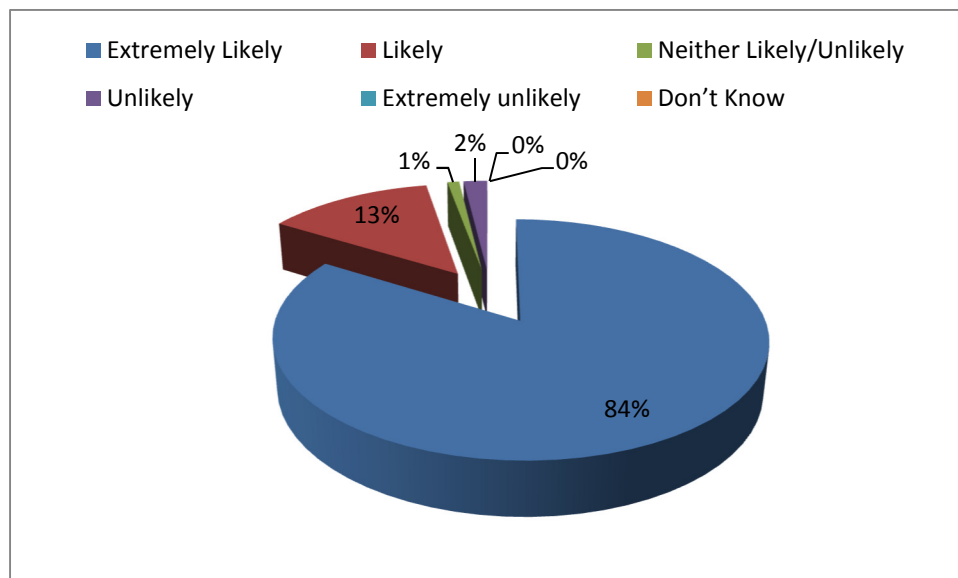


# Results for AUGUST 2018

## 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) Nurse on time and has excellent interpersonal skills
- 2) Good care
- 3) Caring, efficient, and very friendly.
- 4) Appointment easily made, no waiting room full of disease-spreading patients, seen at appointed
- 5) On time, friendly, answered questions.
- 6) Efficiency and helpful .
- 7) Everyone is very kind and always has time for the patient. They are also thoroughly professional at the same time. Lovely and so refreshing.
- 8) Appointment on time, nurse and reception friendly and helpful
- 9) On time, polite and effective
- 10) Staff are very nice
- 11) Very quick in and out no hassle
- 12) Friendly and on time
- 13) Friendly and efficient
- 14) Care and consideration
- 15) Seen quickly and efficient service
- 16) The caring attitude of all the staff.
- 17) Friendly professional approach by reception and nursing staff.
- 18) Friendly knowledge and the understanding of each person
- 19) Good mix of friendly but professional

- 20) Not having to wait to long
- 21) Friendly staff
- 22) Friendly, flexible and professional. Jonathan F-A
- 23) Quick and very efficient.
- 24) Pleasant caring attitude of nurse
- 25) Doctor stayed late to see me
- 26) It was very prompt
- 27) Extremely polite and reassuring appointment. Excellent service.
- 28) Promptness and friendly staff
- 29) Efficient. Caring. Pain free blood test.
- 30) Running late but apologised and said why. Very efficient. Confident, clean, tidy, smart very good at taking blood effortlessly.
- 31) Clean and welcoming surgery. Easy to sign in using the auto service. Professional and personable nurse. Also seen on time. So pleased I switched surgery
- 32) Friendliness
- 33) On time.
- 34) The receptionist was very helpful both pre and post appointment (arranged on same day) together with the duty nurse who was very pleasant
- 35) Quick and efficient!
- 36) Polite staff quickly seen pleasant nurse did her job brilliantly
- 37) Why am I receiving these 'text surveys' ?
- 38) Always greeted with a smile and politeness spot on
- 39) Very helpful lady in dispensary
- 40) Quick
- 41) Efficient caring and friendly
- 42) On time, friendly welcome, good advice and positive action.
- 43) The professional attention I received
- 44) Everyone was extremely courteous and helpful. Xx
- 45) Prompt and pleasant and efficient service by all.
- 46) Staff are friendly and efficient
- 47) Friendliness of penny and efficiency
- 48) Promptness
- 49) Very friendly and professional
- 50) Excellent staff attitude. Very efficient
- 51) Speed, good questioning about the issue. Swift plan to move things on.
- 52) Very efficient Compassion and care
- 53) Easy to book in, the nurse was friendly and efficient
- 54) Dr Jo is the epitome of the perfect doctor - always calm, patient, respectful and thorough/caring and so are the other doctors at the surgery - the best
- 55) The care taken in response to my concern by both the receptionist, Caroline and the doctor. The fact that I was able to see Dr Ronnagly later in the day
- 56) Penny was professional and friendly and Caroline on reception was friendly, efficient and helpful
- 57) Friendly, chatty, and on-time /efficient.
- 58) Penny was wonderful happy chatty helpful.great visit
- 59) It was today to see a Nurse she was very pleasant & helpful
- 60) Louisa was so efficient and friendly
- 61) On time and efficient.
- 62) Successful outcome