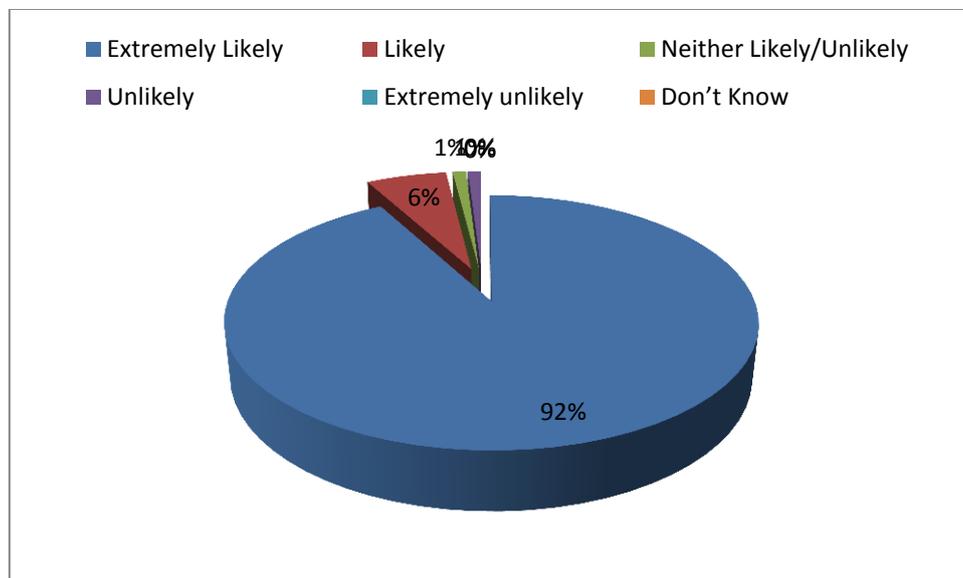


# Results for MAY 2018

## 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) Friendly, helpful, efficient
- 2) The attention I received was extremely good. I await the follow ups that were agreed
- 3) Polite friendly professional caring service
- 4) Penny the nurse is very polite and efficient
- 5) The staff I saw this morning were very efficient and the service was excellent.
- 6) On time and efficient
- 7) That is good doctors and all the team are good
- 8) All good, quick easy.
- 9) Appointment on time.
- 10) Fast, friendly, efficient
- 11) It was an emergency appointment after a phone call from the nurse. Shirley was lovely and also made me a follow up appt for later in the week
- 12) Excellent- very thorough, patient and clear explanation- thank you
- 13) Very efficient, very friendly, very professional.
- 14) Prompt fast service
- 15) Efficient friendly and on time
- 16) Prompt attention and as usual, very pleasant and efficient service from Penny who took my blood samples.
- 17) Professional and friendly
- 18) Seen on time and friendly atmosphere
- 19) Quick, efficient.
- 20) Very good.

- 21) I did not wait long
- 22) Nothing I was kept waiting too long
- 23) Caring and professional
- 24) Thorough, caring and very efficient.
- 25) On time
- 26) Responsive and proactive
- 27) Efficient and friendly
- 28) As always thorough explanation and advice and genuine empathy
- 29) Friendly and efficient
- 30) The service
- 31) Friendly efficient service
- 32) Nice nurse
- 33) Fast and professional
- 34) One question is enough
- 35) Professional and thorough
- 36) Saw the nurse and it was quick and she was friendly
- 37) Very professional and friendly from start to finish.
- 38) Friendly and helpful
- 39) Quick and painless
- 40) Dr Joe is best Doctor I have received treatment from and gives time reassurance and is patient
- 41) Quick efficient
- 42) [1/2] early appointment, although had had to wait for about a month for it. good approach from the doctor. disappointing though that dispensary wasn't open an
- 43) Personal not rushed...kind and caring.
- 44) Friendly, efficient, on time.
- 45) On time, efficient and cheerful