

FRIENDS & FAMILY FEEDBACK 2015

Jan 2015 -

1. Wonderful Service at short notice in holiday period. Could not have been more helpful - Extremely Likely to recommend
2. All at the practice are helpful and caring. The appointments work well when needed, also the advice that is given. Thank you - Extremely Likely to recommend
3. All staff look after you very well. If you have a problem they help you. Also the C.A.B on Mondays - Extremely likely to recommend
4. I have been with this surgery for forty+ years. Always been happy with the care received both for myself and my family - Extremely Likely to recommend
5. Very Helpful & try hard to give good advice - Extremely Likely to recommend.
6. Doctors always give their time and good examinations - Extremely Likely to recommend.
7. I think everyone is always very helpful- office staff, nurses, doctors - Extremely Likely to recommend.
8. My treatment from the GP was excellent, as it always is. However I feel there should be more privacy, when discussions are being made at reception desk! Also the receptionist should not ask details about why you want to see a doctor! - Extremely likely to recommend.

Feb 2015 -

1. As I manage to get appointments when needed and the doctors are understanding and when saw nurse very thorough - Extremely Likely to recommend.

March 2015 -

1. Always very helpful & polite, always do their best they can for you - Extremely Likely
2. Polite, efficient & caring - Extremely Likely
3. Excellent Doctors, nurses and staff - Extremely Likely
4. Brilliant practice, excellent staff (both medical and non-medical). Always able to get an appointment on the same day. Doctors always follow-up care if required. Well managed. Would highly recommend.

April 2015 -

1. I haven't had any problems with the practice. Ring back service is good and will always see you if they think necessary - Likely
2. Despite staffing difficulties I have found the practice to be excellent in both diagnosis and subsequent treatment. If a visit to a GP needed one can always get an emergency appointment - Likely
3. Not always on time but the doctors are friendly - Likely
4. Whenever I have needed advice or help someone always finds an appointment for me. The doctors listen and care for my needs - Extremely Likely

May 2015 -

1. Staff always helpful - Likely
2. Never have too much trouble getting to see a doctor. Even if I have named a doctor I wish to see. all doctors very thorough in their examinations - Likely
3. Ive been coming to this surgery for years. Friendly and kind staff - Extremely likely
4. I have always managed to be seen by a Dr when I need to make an appointment or call on the morning early. The receptionist will get me in on that day if possible or as near as she can - Extremely Likely

June 2015 -

1. The appointment system could be improved not always able to get in - Likely
2. Always been satisfied with treatment received - Likely
3. They have always been very good - Likely

4. A team of doctors, nurses and staff in which we can have great confidence. Very caring - Extremely Likely

July 2015

6 Extremely Likely, 2 commented on:

1. Excellent care & professional - Extremely Likely
2. Friendly staff - Extremely Likely

6 Likely, no comments

1 Neither likely or unlikely - no comment

1 Unlikely - Delay in appointments

August 2015

1. Its the best, most available doctors in town - Extremely Likely
2. GPs are all nice and have time for you. As well as the nurses & midwives - Extremely Likely
- 7 other application forms stated pts were Extremely Likely
- 5 Likely, 2 neither likely or unlikely, 2 dont know.

September 2015

1. There when needed. Good Service - Extremely Likely
2. Satisfied with service - Extremely Likely
3. Because we are extremely well looked after - Extremely Likely
4. Only problem is 'non urgen' appts time scales - Likely
5. Good doctors & nurses. Always manage to get an urgent appt or speak to a doctor - Likely
6. Very helpful. Thank you - likely
7. Dont know anyone who doesnt have a dr - unlikely
9. All of my friends are registered with GPs in their area - neither likely or unlikely

October 2015

November 2015

1. Fantastic doctors, friendly thorough – Extremely likely
2. Welcoming staff and quick appointments – Extremely likely
3. All doctors helpful – nurses wonderful people – Likely
4. Excellent Service, good doctors, nurses and fantastic receptionists ☺ - Likely
5. No comment – Extremely Likely
6. No comment – Extremely Likely
7. Doctor staff are very helpful – Extremely Likely

8. Helpful and efficient – Extremely Likely
9. I have never been to any other practice and have always been happy there – Extremely Likely
10. We have always been attended to even at busy times. All doctors helpful and polite – Extremely Likely
11. Always received efficient care when necessary – Extremely Likely
12. I have known Dr Mistry for many years, excellent consultation with the doctor. As we all get older the surger is visited more with our helth (72yrs old) – Extremely Likely
13. After attending the practice, for many years I have had no complaints, only recently it is difficult to get an early appointment – Extremely Likely
- 14.

December 2015