

Friends and Family Comments

December 2017

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Positive comments

"Very helpful friendly doctors and staff, I wouldn't use any other surgery. The reception staff are also very helpful."

"I would recommend the GP practice as the front staff are friendly. Doctors and nurses are very helpful and easy to talk to about important matters."

"Can always get an appointment if urgent, doctor will ring me back same day if requested but no out of hours service"

"I have already recommended my flatmate to the surgery, who has since switched practices to be with yourself. I have various reasons for the recommendations. Your increased hours are incredibly convenient for me, especially the weekend appointments. Your reception staff are incredibly friendly and helpful and really make the practice seem welcoming. Your medical staff are helpful and engaged and seem to take any health complaints seriously and offer the best possible advice. Your medical practitioners communication style tends to be warm and considerate, yet no nonsense, which is something I personally appreciate."

"Very friendly staff and doctors that listen to you"

"Always been looked after"

"Reception staff are very helpful and kind"

"They are good at all aspects of their jobs"

"Helpful staff"

"Doctors and staff very helpful"

"Always helpful"

"Can get appointment when I want one"

"Receptionist mint"

"I have not experienced problems on any visit to the surgery"

"Always very friendly and efficient"

"I have always had positive experiences here"

"I have been at this practice for 3 years and have no problems"

"Clinic always helpful, doctors and staff caring"

"Appointments available on the day, lovely doctors very understanding"

Areas for development