

Friends and Family Comments



JULY 2017

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

Positive comments

Catherine never fails to get my blood as consultant does

Good nurses

We live close and the doctors are very friendly.

Good doctors, friendly staff.

I have always found the staff to be friendly and helpful. I also generally find it easy to make an appointment when needed.

Doctors here have been very supportive and helpful with my problems.

Thorough treatment.

Always manage to get an appointment, good staff and doctors/nurse. Been here for 37 years.

Fab

I rang last minute today for an appointment and got in straightaway, very helpful.

The ladies working on reception and the doctors make the practice a warm and welcoming experience, especially for the children, who always get anxious visiting the doctors. Between the ladies on reception and the GPs, visiting the surgery is less about seeing a doctor and more about visiting a family friend.

Comfortable with my treatment.

Staff are helpful and welcoming.

Friendly staff, compassionate help and support.

We have always received helpful responses to requests for appointments and found the doctors and nurses excellent. We have received a first class service from high quality staff.

Staff friendly. Doctors listen patiently to your concerns without giving impression of rushing consultation. Overall practice looks efficiently run.

I've always been treated with dignity and respect by the receptionists, nurses and doctors, despite the fact I'm never away from the place at times.

Everyone has been very helpful.

Opportunities for Improvement

Appointment system not the best.