

## Friends and Family Comments

### **October 2018**

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

#### Positive comments

*"Positive experience with all members of staff"*

*"Doctors here are really good"*

*"Best practice in the North East"*

*"Friendly helpful faces that are there to help"*

*"Always get an appointment if you ring on the day, unlike some surgeries where you have to wait weeks"*

*"Always helpful in all ways"*

*"Professional and courteous"*

*"Extremely helpful"*

*"Reception, Drs and nurses all treat with respect"*

*"Always helpful"*

*"I always get an outstanding service and care at Gilesgate Medical Practice"*

*"I feel confident and happy because I always have excellent receptionists when I am at the desk"*

*"The doctors are all very helpful and respectful of older patient which I think is essential in such an ageing population"*

*"There are appointments available"*

*"I am new to this practice but I have met with nothing but professionalism from all staff.*

*Caring and attentive"*

*“Very friendly and considerate staff. Helpful!”*

*“Always able to get an appointment. Reception staff are always kind, polite and helpful”*

*Areas for development*

*“Difficulty of arranging a follow-up appointment with the same doctor in order to get continuity of care/advice”*