

Friends and Family Comments

February

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

Positive comments

'The location is ideal.'

'Most of my family go here...'

'Courteous and professional.'

'The care given...today was amazingly caring, showing a great deal of empathy towards...her relatives...'

'Friendly staff.'

'...all great doctors...'

'Extremely friendly and quick to be seen to.'

'Always thought GP's seem to care.'

'I feel very comfortable with some of the doctors...the receptionists are jovial and non-judgemental and I've never had issues.'

'Now that there are out of office hours services it is easier to get an appointment...'

'I feel comfortable with the practice as a whole. Both doctors and nurses put me at ease and reception are always helpful and pleasant.'

'Good doctors with good availability and prompt referral when required.'

'Friendly and most of the doctors are patient and listen well to your concerns.'

'I find the personnel helpful and easy to talk to.'

'My experience so far has been all positive. The way flu vaccination is organised is very efficient.'

'Happy with service from both receptionist and doctors...'

'Been with this practice since birth and never had any problems.'

'The doctors I have seen have been very good...'

'Friendly and the online system is great. The doctors are professional and caring.'

'Fabulous surgery. Exemplary service every time.'

Areas for development

'Always manage to get a same day appointment but never with one doctor – the doctors seem to change quite a lot.'

'There never seems to be a female doctor for appointments...'

'Friendly staff but the waiting time is long sometimes...'

'The appointment system is poor. It is virtually impossible to book an appointment on the same day...on the rare times I have gotten through quickly find there are none left...'

'...cannot get to see a doctor over two weeks in advance. Not always a woman doctor on rota...not even an appointment to book online...'

'I do not like some of the doctors...'