

Friends and Family Comments

May 2018

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

Positive comments

"I always find reception staff very helpful when I contact the surgery and they always try to be accommodating. I find online booking particularly useful although it would be good if this also included Nurse and Phlebotomy appointments. Although I rarely need to use the surgery I've never found it an issue to get an appointment and found the doctors to be supportive."

"Good service and friendly reception."

"It's the best practice in the area".

"Usually very helpful and plenty of doctors".

"I feel I have always been given the best care from doctors and nurses at this surgery."

"Doctors very helpful & reception accommodating."

"Staff very friendly and helpful. Have always managed to see a GP when I've needed to"

"Level of excellent service received over many years."

"I find it extremely important that you can ring on a morning and book an appointment for the same day'.

"Already recommended to 2 friends & they have swapped happily".

"Excellent staff".

From reception to the DR'. I have needed an appointment for myself & my daughter. We are not registered at the time of call and everyone was so helpful. Appointments ran to time and the friendliest of reception staff. Think we all need to acknowledge how professional all staff are at this practice, especially when the NHS is under so much strain".

"I have plenty of support needed".

"Can always get appointment when needed and always happy with the outcome".

"Always found excellent service from all staff".

Areas for development

'After a recent visit to the surgery I was left feeling upset by the behaviour from one of the Doctors. I put a complaint I and have still heard nothing back from the surgery. I am now wary of making an appointment even when I am in extreme pain as I never want to experience that felling of been worthless again''.