



- ✓ Good and quick response
- ✓ I never feel uncomfortable during an appointment and the service they provide is always very good The receptionist and doctor were polite. I have spoken to a receptionist at this surgery was rude to me for coughing on the phone, I was being careful not to offend them but this time it was different. The receptionist professional, was empathetic and helpful. The doctor was amazing attentive, knowledgeable, empathetic and professional. Thank you
- ✓ Reception service was prompt and very helpful. Call from doctor was also good but was later than advised which is why I didn't say 'very good'.
- ✓ Overall was a good service. The doctor was clear and reassuring
- ✓ Because he is careful and competent.
- ✓ Kind and patient and very helpful 1
- ✓ Receptionist fine and nurse fine - appointment went well . Would have given a 1 if I hadn't had to wait so long . 10-15 minutes wait felt uncomfortable at this time.
- ✓ Very helpful
- ✓ You are very helpful and put your patients first at all time's
- ✓ Doctor was very helpful. He explained my current health issues, blood test results and prescribed related medication.
- ✓ Telephone consultation with my GP who called at the allotted time who is always respectful and kind and always listens to my concerns and treats me as an individual.
- ✓ During the telephone call I was on the train and the line just cut off, the doctor was passionate and called me back after several times of trying. I hope all the doctors could be like this.
- ✓ Because the GP and their staff are listening our problems very carefully. And they do their best efforts to solve them.
- ✓ Surgery answered telephone quickly, I got a same-day telephone consultation and the doctor called me at exactly the appointed time. She emailed prescription directly to pharmacy. Very efficient. Maybe I was a bit lucky too as I got a quick cancellation appointment!
- ✓ 1 Very good!!!
- ✓ The receptionist listened to my query and assisted in a resolution. Very patient, very kind. A credit to the surgery.
- ✓ I was able to get a same day telephone consultation and Ms KM was very kind and effective with her advice. She also managed to arrange a same day early pregnancy scan for me. Truly grateful for her.
- ✓ The reason why I gave us is because they deal with everything Quick
- ✓ Because u asking me and today I been speak with my doctor and perfect let me understand my situation
- ✓ I got through quickly had a call and problem resolved
- ✓ Very friendly service
- ✓ Polite staff, polite surgery, wonderful doctors especially Dr MS.
- ✓ Very good, prompt service. All the staff very helpful and polite.
- ✓ When need appointment I can get even doctor gave good advice for any information.
- ✓ Because everything happens fast. DR IK is a very good specialist. He explains everything very clearly.
- ✓ Surgery doctors and staff are very helpful
- ✓ Dr IK was very competent and helpful
- ✓ She was very kind and talkative with me that's why I gave 5