



- ✓ Really reassuring phone call, incredibly helpful GP, very resourceful and calming.
- ✓ Because I am very pleased.
- ✓ The advice given was very clear.
- ✓ 2 good.
- ✓ Very helpful staff, professional, I felt listened and supported.
- ✓ Supportive and helpful operators and efficient telephone consultations.
- ✓ I have been a patient for over 20yrs and I have always felt safe and respected and cared for the receptionist are polite and helpful I love my surgery.
- ✓ Very professional, kind and dealing fast with patient's health issue.
- ✓ Because the practice has been helping me a lot with my health problems.
- ✓ Telephone consultation with the nurse. Discussed a personal matter, and was told to phone back if I needed any further support and help. Personalised care which made me feel listened to and valued.
- ✓ Because of the pandemic, I thought it was going to take longer than one day. I am very impress of how the surgery dealt with it.
- ✓ I'm very satisfied with the service that's why.
- ✓ Very friendly doctor and quick and easy consultation.
- ✓ Good service but a 25 min wait to get through to reception on the phone.
- ✓ I had a very responsive and understanding doctor.
- ✓ Yes, it is mostly because in person things are more straightforward. The doctor called me back to check which blood indices I need to be tested for. If that was in person then this would have been in written form to avoid any mistakes/misunderstandings.
- ✓ She was patient, understanding and was very informative.
- ✓ Thank you.
- ✓ I was dealt with in a very polite and professional manner.
- ✓ Because she was very polite, respectful and kind.
- ✓ Always friendly, professional and caring staff.
- ✓ Because of the good service.
- ✓ Service was very good thank U.
- ✓ I'm very happy with this Doctor She is very professional and always understand.
- ✓ Helpful and she will do best to solve the problem.
- ✓ The Doctor treated my problem very well.
- ✓ Lady on the phone was very nice and helped me right away.
- ✓ Appointment on time and extremely helpful with what I needed to do Many Thanks.
- ✓ Overall my experience has been positive, with some really excellent professionals at the surgery. I would hope to give a 1 rating but there has been a a very worrying issue that took place just before the first lockdown that I would hope to discuss with someone as we come out of the pandemic. Other than this the doctors, nurses are all so highly trained where the care and concern is always about the patients. Today I spoke to Ms K M one of the physician associates, she was excellent, she discussed patiently my health concerns, advised any reassured me. I was really impressed and so grateful.
- ✓ Was very helpful and listened to everything I had to say!
- ✓ Because she listened to me, didn't rush me to get off the telephone, she moreover had empathy.
- ✓ Helpful and listen. Nice approach.
- ✓ Dealt with quickly, staff create a pleasant atmosphere.
- ✓ Because the centre is always friendly and helpful.
- ✓ The doctor was really friendly and communicated.
- ✓ Very polite dealt with my concerns very appropriately and didn't have to wait too long for the telephone appointment.
- ✓ I've been on the books for ages and have always had very good experience with the whole team from entering the reception until I leave.
- ✓ Cause I want too.
- ✓ I have been pleased with the service each time I come to the surgery thank you.
- ✓ I have been with surgery long time and I know.
- ✓ Always helpful and being extremely professional in providing a quality service to local citizens.
- ✓ He was kind, and listening and was able to give answers to all my questions and check the different things that needed attention. He was able to do it quick, but without making me feel he was in a rush to pass to the next patient.
- ✓ Friendly helpful staff and very polite.
- ✓ Everyone is always helpful and understanding.