Patient Participation Group 2014/15

Summary Of Friends & Family Test Results (1st October 2014 – 27th March 2015)

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|   | **Extremely Likely** | **Likely** | **Neither likely or unlikely** | **Unlikely** | **Extremely Unlikely** | **Don’t Know** | **Total** |
| Oct-14 | 16 | 8 | 0 | 0 | 2 | 0 | 26 |
| Nov-14 | 15 | 5 | 1 | 1 | 0 | 0 | 22 |
| Dec-14 | 47 | 3 | 4 | 3 | 4 | 0 | 61 |
| Jan-15 | 76 | 16 | 2 | 5 | 3 | 2 | 104 |
| Feb-15 | 61 | 7 | 0 | 0 | 0 | 0 | 68 |
| Mar-15 | 49 | 2 | 0 | 5 | 5 | 0 | 61 |
|   |   |   |   |   |   |   |   |
| **Total** | 264 | 41 | 7 | 14 | 14 | 2 | 342 |
| % | 77.19 | 11.99 | 2.05 | 4.09 | 4.09 | 0.58 | 99.99 |

Comments provided by patients on ‘Friends & Family Test’ why they have giving their rating

October

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| GPs are extremely caring. Getting an appointment is quite a challenge though. |
| Unlike some, this practice appears not to suffer from poor comments made of other practices |
| I required two home visits recently and Dr NR provided me with all the reassurance, medication & agony treatment. |
| Over 40 years at this doctors practice, my wife, myself and family have relied on them with thanks. |
| The doctor I see always has time to listen & is always willing to explain things so I understand clearly. |
| Excellent service and always on time |
| Would have liked to mark higher but communication between doctor/patient is not always good also getting an appointment could be better. |
| The doctor always explains to me what is wrong so I can understand. They also listen to children and allow them to tell the doctor how they feel |
| Doctors are good. Always difficult to get an appointment-especially as you have to phone at 8am-just as we leave the house for school run-never easy to phone at the right time. |
| Always experience excellent care & courteous treatment from all staff whatever their role. |
| Always take good care. Staff have been wonderful. Treatment good. |
| All staff are very helpful. The only downside is appointment availability. |
| The practice is becoming increasingly officious and less patient friendly. Notices are often polite to the point of rudeness and arrogance. |
| I'm dying more now than I was when I arrived. |
| I have been with the practice for many years and have always been extremely satisfied with the ladies on reception and doctors or nurse practitioners I have seen |
| Reception staff and doctors are always considerate. I feel that I am important and they listen carefully. I am so grateful to have people who care and make me feel supported. |
| Because I always get great service from doctors and receptionists, very pleased with my doctors. |
| Because its still a good surgery - best in Ipswich. But don’t take away anymore from the surgery (Just sack the manager. He does not understand what a family doctor is! Has he ever worked with people? Has he ever answered a phone? Has he ever worked on reception? Has he ever met patients? The doctors and staff have a fantastic reputation. Sadly the manager's attitude is totally unacceptable. |
| Two specific doctors are brilliant although some of the reception staff are rude as hell. |
| Always given excellent service and attention. Efficient and friendly staff. |
| Good service when needed. Booking appointments is only problem. |
| When I needed it, the help was there. Good doctors and receptionists. |
| Because you’re always fully booked. We will either be feeling better or dead. |
| Dr Renshaw |
| Because it is about accurate. |

November

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| They are very reassuring and put your mind at ease |
| Appointments very difficult to make. Doctors very good. |
| Always seen on day. Doctors very helpful. |
| Brilliant surgery. Excellent doctors who take time & listen and refer as necessary. |
| As my wife is with another practice. |
| This practice has dealt with 5 generations of our family. They have always gone the extra mile for us. They are caring and kind and I have been told by hospital staff how lucky I am to have them as my doctors. Of course I know that already. |
| Many years good efficient service to our family |
| Always had excellent care at this practice |
| Excellent in the way you treat patients. Impossible to fault you. Nice that you have a lady doctor too. Thanks a million. |
| Good helpful service. |
| Since I have been at this surgery in the last year, I have been treated fantastically from all the staff and all doctors and nurses. Thank you so much. |
| Always feel comfortable coming to surgery. Friendly as well. This includes all staff and doctors. If only we could get through on the phones in the mornings! Good care from diagnostics too. |
| Caring & knowledgeable staff |
| Good all round practice although very busy |
| I have been with this practice many years and am very happy with my experiences. My only issue is the problems I experience trying to get an appointment. Can’t always ring at 8.00am and there are very few advance appointments particularly with doctors I know. |
| I have been with this practice since they were at Ancaster Road and would like to stay until my end. Thank you. No complaints. |
| I have been here years and always receive a convenient appointment and great care for my two children and I. |
| I have been with this practice since I was a child. It has always been a good practice. |
| Good service. |
| Very caring efficient practice. Family well looked after for many years. Thank you! |
| Doctors are failing to keep to time management. They do seem always late and rushing to throw patient out. |
| Lack of convenient appointments for working people - late nights & at least Saturdays. Less experience among GPs - Not everyone wishes to be made to feel guilty for attending an appointment! |

December

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| Need to open on Saturday. Longer hours during the week. You are offering a service! |
| It takes forever to get through and when you do reception don’t apologise and cant always get an appointment even if you do call at 8.00am. Quite frankly, this doctors has gone down hill and I will be changing! |
| I have always found the practice most helpful. |
| Because I cant fault them. |
| It was a great team. Disappointed with treatment from new joiners. New doctor unfriendly and new nurse practitioner. Nurse practitioner seemed out of her depth. I was misdiagnosed. |
| Need children’s toys to keep kids occupied. |
| No feed back from either hospital or doctor when my wife was very unwell. |
| GPs and staff are very nice and help us with everything. |
| Always vey helpful. |
| The doctors, nurses and all other staff always give us an excellent service. So professional and listen to what we say and look after the family. |
| Always friendly and helpful |
| They are always very helpful and accurate. Never had any problems at all. |
| Friendly effective service thank you. |
| This is a good medical practice - better than some |
| Friendly staff and nurse. Nice garden |
| Always have A1 treatment. |
| I always get brilliant care from the doctors and nurses and they are very friendly. |
| Excellent doctors and nurses. |
| Lorraine was very nice and child friendly. |
| I have no problems with the service. |
| We have always had such a good service. |
| So much care and attention whenever we attend the surgery. Excellent. |
| Always found the receptionists to be pleasant and will help out with appointments and advice. All GPs approachable and compassionate. Follow up on illnesses has not always been a strong point but otherwise no complaints and a really good practice. |
| Other than one occasion of staff arrogance, I have found the surgery to be faultless in it's service. |
| Because everyone is friendly and they make you feel welcome. |
| Because you are always so pleasant and helpful and put patient's needs first. |
| I have always considered this the best surgery. Lovely doctors and receptionists. |
| Always get an appointment. Also have been well supported by Dr Aryan through referral to fertility clinic. |
| Excellent service and treatment always. |
| Always been satisfied with care and treatment. |
| Very pleased with service given |
| I have always had a very good treatment. Excellent in fact! |
| Because of the attention I always receive. |
| Always been seen to on-the-day. |
| Overall a good practice. |
| Excellent Practice. Wonderful nursing/medical staff. Very attentive. Thank you all. |
| Service very good |
| Have always had very good care, with detailed clinical explanations and feedback. Medical staff efficient, helpful and friendly. |
| Have been with this surgery for many years. All the doctors have always been brilliant. |
| I have always been a patient at this surgery and have found the doctors and nurses extremely helpful. |
| Having been suffering chest pain for 2 weeks. Now told I cant pre-book an appointment (fully booked for 4 weeks). Told to phone on day but I've never yet got an appointment that way. Phones always engaged and if answered told no appointments left. |
| I often have difficulty making an appointment with my doctor in advance at a suitable time for me and the appointment rules seem to change without me knowing - its always a bit stressful. |
| Mary's bedside manner is never great. Self serve is good idea but help offered would be good. |
| Because everyone I know already has a GP practice. |
| Friendly kind service with good advice. |
| Good time keeping. Friendly. Good communicators. Excellent service. |
| I have always had good treatment whenever I needed it. The staff are always helpful. |
| Nice and helpful and friendly. |
| Friendly and knowledgeable staff. The only reason I didn’t give the highest score is because it is a very big practice and getting appointments can at times be difficult but otherwise an excellent practice. |
| I have been with this practice and predecessors all my life (76 years) and I hold it in the highest regard - none better |
| Always very satisfied with the treatment here. |
|   |
| Very happy. Been here 20 years! Happy Christmas to all. |
| Long term patient. Have always been happy with the service. |
| Appointment was at 15.20pm - not seen until 15.40pm |
| Doctors and nurses, especially Mary, are so gentle and exceptionally caring. Through our 22 years at this surgery we are grateful and pleased for all understanding & listening ears. They are all exceptional. Special thanks to NP Lorraine for treating me with so much patience during the time I was diagnosed with cancer. Reception are welcoming & people friendly. |
| Very difficult to get an appointment and find it very wrong that you need to tell the receptionist why you want an appointment. That may be very personal. |
| Very Good. |
| Friendly receptionists. Doctors and nurses very good. Will listen to your complaints. Normally can get an appointment without waiting too long. |
| This practice is well set up. Thank you all. |
| Always had excellent care, advice and assistance. Patient planning systems are very good. |

January

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| Excellent service and friendly helpful staff. Doctors very sympathetic and helping one to understand symptoms. Good Practice. |
| *(no comments)* |
| *(no comments)* |
| Understanding GP. Polite, helpful and empathetic. Excellent Bedside manner (Dr NR) |
| I came in with a 5 year old with earache. We were early for our appointment but still had to wait 90 minutes (hour and a half) when we could probably have been fitted in. |
| You're shit. Never can get an appointment. The receptionists are snobby cows. I will be leaving as soon as possible. *(Same handwriting as 97 below)* |
| Doctors & receptionists always try their hardest to ensure they do everything in their power to help the best that they can particularly if it is urgent. |
| Easy to get an appointment, easy booking in system, helpful staff, professional doctors/nurses. |
| Always been satisfied with care & service. |
| This practice exhibits professionalism, patience, health education. I rarely visit but would certainly say YES to registering here. Congratulations on becoming a training practice. |
| Doctors are very good, only problem is getting (incomplete but suspect patient meant to write 'an appointment') |
| I have had good service |
| Great Practice - Good GPs & Practice Nurses. Frustrating telephone 'on the day' booking system. Rang 37 times from 8.00am before getting through. |
| Been registered here for 40 years. Never had a problem. All Gps are excellent. Back up staff very efficient. |
| Its very good. |
| Always very pleasant and comforting. |
| Excellent service. Usually get an appointment OK. |
| Happy with service. |
| Because I have been looked after as well as possible under difficult circumstances. |
| Excellent service always! |
| Very friendly, helpful and can usually get an appointment quickly. |
| Felt rushed when in with nurse and in discomfort. Didn’t feel I was fully listened to. This is not the first time I have experienced this at the surgery. |
| We're satisfied with the service we get |
| Because this man, Dr Badcock is a great doctor. |
| Been coming to this GP practice for near 40 years and have always been happy. |
| I find all aspects of this medical practice to be very good. I can not fault it. |
| Because all the doctors who work here are quality and the doctors are top notch |
| Well run. Can always get an appointment. Good staff - both reception and doctors. |
| Everyone takes time to listen patiently and try to solve the problem. |
| From years of using this practice which has always given good reliable service. Staff from reception to doctors always friendly and helpful. Usually able to see a doctor of your choice. |
| Because Dr Badcock is best doctor in town - or any town. |
| My husband and I have both received most excellent attention whenever required. |
| Very pleasant |
| All the staff work under great pressure and demands. However I have always experienced a good service and helpful receptionists and confidential. |
| Was seen on an emergency situation. |
| Pleased with quick service. |
| Always very efficient practice. Nothing too much trouble. Wonderful. |
| You can never get an appointment to see a doctor you like and if you work its even more difficult. The service you get from the doctor is always good but its so difficult to see one. |
| A bit disappointed that my last appointment was cancelled then had to wait 50 minutes to see doctor when I did get an appointment. Can not fault the doctors though. I have seen several and they are all professional. Nice to see female doctor. |
| We have never had a problem with the medical practice. You do not need to wait for a doctor to ring you back first to see if you really need an appointment. |
| I have always received 5 star treatment from everybody at the surgery. Thank you. |
| Most helpful and understanding |
| Doctor MvN was really friendly and helpful and went out of her way to help me  |
| Very pleased with reception staff. Friendly and always willing to oblige as much as possible. Dr AH is very understanding and helpful and has time to quickly put you at ease. Hope he stays!! |
| All staff are kind and extremely helpful. |
| Only because you have to ring up on the morning for an appointment. The doctor I saw was really lovely. |
| Because I always get an appointment on the day whether I see a doctor or a nurse. Both are extremely professional and caring. |
| Appointment on time. Doctor wonderfully helpful/reassuring. |
| Efficient, friendly, helpful. NOT patronising. Easy to book appointments because reception are helpful. |
| GP was a little abrupt. |
| Always been a very good practice. Confidence in doctors. |
| Rating given despite appointment being 25 minutes late. |
| I wouldn’t want to go anywhere else so would definitely recommend any of my friends or family to be treated as good as my husband and myself. |
| *(no comments)* |
| No problem when booking to see doctor or nurse. Always helpful. |
| Easy to get appointment. Friendly easy going staff. |
| Always had excellent service. |
| Always receive pleasant care from all in the practice. |
| *(no comments)* |
| On this experience I wouldn’t recommend anyone - 35 minutes waiting. No one in doctors room. Feeling ill. |
| *(no comments)* |
| Dr MvN is extremely efficient and very kind. |
| Everything was good from start to finish. Thank you. |
| Friendly efficient practice. |
| Always had good service. |
| I have always found that the members of this practice are helpful, understanding and informative. |
| Very friendly, helpful and understanding |
| Based on doctors and nurses first class service!!! Receptionists awful. VL and AW rude. Make you come in for appointments when not required. Pill once a year not 6 months as I said!! |
| I phoned this morning as I needed an appointment with a doctor and a nurse around the same time. This was possible with the minimum of delay between the two. Great service. |
| The nurse who dealt with us (SB) was extremely helpful and understanding. She listened to us and was patient. |
| My concerns over my health were addressed and I was given advice for my future health. |
| In general I'm satisfied with the healthcare this surgery is giving. The only trouble is that sometimes it’s a bit difficult to get an appointment. |
| Very good service |
| (*no comments)* |
| Treated very well as I am deaf. |
| I have always had very good service. Doctors are patient. Normally have no trouble getting an appointment. |
| Good practice and suits the family's needs. |
| It is very difficult to get an appointment when you want one. It takes ages of waiting on the phone to be told 'line busy' then when you do get a receptionist they say 'all appointments gone - phone back'. |
| Always been able to get an appointment on the day required. |
| My whole family has been with this practice for many years and have always had the very best care and treatment. |
| Never had a problem. Always will fit you in if they can. A brilliant practice when my boys were young. 10 out of 10. |
| I can only say through my work I rate this surgery the best. |
| Good service |
| I have always found everyone very helpful and easy to deal with. |
| *(no comments)* |
| Friendly reception staff. Good advice from MvN. I felt she listened to me (actually looked at me whilst I spoke) and interested how I felt about prescribed options. |
| LFJ is always thorough, caring and accurate. |
| This is my 3rd visit about the same complaint. On every occasion I have phoned prompt at 8am but have been unable to see my own doctor. |
| Very friendly service |
| Extremely helpful - been coming for years - never been elsewhere. |
| Always polite. |
| I am always looked after well. |
| Normally see nurse practitioner. She is very friendly and gives good useful advice. |
| I was made an appointment for a smear test and when I arrived the time had changed and no one had bothered to tell me. I understand why so many women do not make these appointments when they are let down by the service. |
| LFJ is always excellent. She is kind and efficient. I can never book with a GP so now opt to see LFJ (nurse practitioner) when I call. |
| Because they are the best. |
| Can never get an appointment. Reception staff are all rude, snotty cows. Would change surgeries at the drop of a hat if I could. Better service at the hospital. Very disappointed with the bitchy attitude I always get. Also, are your reception staff medically trained? Because I wont discuss my health with them for them to 'assess' me. *(Same handwriting as 6 above)* |
| *(no comments)* |
| Because I assume that they are happy with their GP. |
| Whereby I do not have anything bad to say regarding my treatment, I am disappointed that I have been needing to see a doctor for nearly 3 weeks but couldn’t get in. Reception staff very cold and unsympathetic. |
| The surgery has been very supportive and understanding of my medical condition especially my GP I see. Surgery always happy to help where they can. |
| Its true. |
| We have always been given best treatment. |
| Its not very easy to get an appointment with the doctor you want. Sometimes the phone is busy until 9.30am. By then, all the appointments are gone so you have to want another day. |

February

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| I would only recommend for neighbourly friends and family knowing the shortage of the excellent GPs in the practice. |
| Excellent and friendly service |
| Love Dr NR. Referred us for IVF. We now have 2 year old twin girls. Dr AH is very good with the girls - he's a charmer. |
| Very friendly and helpful. Nothing was too much trouble. |
| I have always been very satisfied with the service I get. |
| Opening hours need to be earlier and/or later because I work. |
| Doctors all very competent and caring. Over 40 years with the practice. |
| Very friendly nurse (MW) |
| Been coming to this practice over 30 years and rate all doctors highly. |
| The appointment was on time and was professionally executed. |
| I have never had any problems with the practice service by GPs and nurses. |
| I have attended this practice for many years and am fortunate to see the same GP as well - who is caring, dedicated and thorough with his diagnosis of ailments have had over the years. Best surgery and doctor in the country! Consider myself very fortunate. |
| Very helpful and understanding. Very good advice as to following up our problems. |
| Very good service from all doctors. |
| *(no comments)* |
| Good service, listened to issues and carried out full examination. Good follow up. |
| I have always been treated fairly and listened to. |
| *(no comments)* |
| Dr SB has been extremely helpful, informative and professional. |
| Very friendly and approachable. Good at explaining what I need. |
| This surgery offers the best care we have ever experienced. Recent example, had cause to phone surgery to report husband was unwell, had call back within 15 minutes and again after 5 minutes, ambulance called and all ended well. We would both like to express our sincere thanks to the receptionists, nurses and doctors for being so professional. |
| Lovely friendly staff, doctors and nurses. Caring and helpful. |
| Very friendly, dedicated and efficient practice given the constant challenges and pressures emanating against them from political strictures, recruitment difficulties, extraneous guidelines and the like. |
| Straight talking clear understanding. |
| Very satisfactory service. Very prompt referral to Urology Dept. |
| Very friendly. Felt very comfortable. |
| Because I think you are a good surgery and very helpful. |
| Always good service. Very friendly staff. |
| Always treated with courtesy and kindness. |
| I'm always impressed by the care and attention I receive at the surgery by all staff. |
| As I have always been happy with this practice. |
| Because in 15 years my husband and I could not get better treatment anywhere. First class! |
| Have always had excellent tender loving care from doctors at surgery for over 30 years. Thank you all. |
| I have always received excellent help from receptionists, nurses, HCAs and have found them most kind. Doctors at the practice are so very kind, understanding and professional - faultless! |
| The doctors, nurses and receptionists are very helpful and always try and find the appointment where necessary. |
| Always first class treatment when able to get appointment. |
| I have always had excellent help here. So kind and reassuring. I feel blessed to have such able and kind medical care here! |
| Because it’s a good surgery and staff are very good and very helpful. |
| Always a first class experience with lovely staff |
| *(no comments)* |
| Great service and very understanding. |
| Superb service all round but you need a coffee machine in the waiting room! |
| I have always been very satisfied with my visits, and especially Dr NR, a very caring doctor. |
| Always excellent service! |
| My doctor was very helpful. Very friendly. |
| All staff very polite and helpful |
| Have been with this practice for 30+ years. No reason to change. |
| Very satisfied for 50 years. Great doctors and staff. |
| Doctor was interested in my condition, offered different medication and as I needed more time gave a note for receptionist for another appointment on the next day. |
| Because they are all fabulous. They take time to listen and are very helpful. |
| Referred to hospital cardiology. Seen within a week. Followed up with GP a week after. So impressed by specialist and my own GP Dr SB. |
| Because the care of the doctors here is marvellous and they are very caring. |
| Would always recommend Dr NR. He is always courteous, friendly and completely listens to what I have to say. Takes the time to listen. |
| I have been with the surgery for over 35 years and never had a complaint. Dr NR is extremely helpful. |
| Because I am extremely comfortable on every occasion. |
| Good relationship with staff |
| Much improved, given a forward appointment which was hard to get previously. Lady Doctor 'hurrah'. Always very good GPs. Thank you. |
| Very good Doctors practice. Been here for a long time. No complaints. |
| I have found all staff - GPs/nurses/receptionists all very caring, efficient and helpful. |
| Always found GPs very understanding and patient for needs required |
| The doctors and staff are often under extreme pressure but they are always friendly, polite and professional. I am fortunate that the practice looks after me so well. Well done to you all. |
| GP made me feel at ease. Thorough examination. Explained my condition. |
| The doctors are always very nice and very helpful. |
| Always so helpful |
| Having been a patient with you for over 20 years and being treated very well over various medical problems. |
| Very good service. Very helpful staff and GPs |
| Always been my practice. Never a problem getting an appointment |
| Doctors are extremely good. |

March

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| Always get an appointment. Run to time on appointments. |
| Excellent treatment. |
| Rang surgery 3.30pm after several dizzy spells. Receptionist said doctor would call back. 5 minutes later, doctor called, asked questions, made appointment for 5.00pm. 10 minute appointment, checked heart, chest, BP, balance. Advised sugar levels spiking. |
| You have to wait half an hour before getting seen! |
| Doctor willing to listen. |
| Excellent positive experiences - good practice shown by all staff members. |
| The GPs are very good. |
| Very good advice. |
| The doctors here are all very understanding and go the extra mile to help when they can. |
| Unfortunately one doctor prescribed formula that under 6 month olds are not allowed. My son at the time was 4 months. Also I have had to attend many times to accurately be listened to - even though Addenbrooks have advised on the case! |
| Very pleasant helpful and patient. |
| The reason being is that all the doctors seem very caring and easy to talk to. |
| Never appointments available. Doctors do not update notes causing confusion. |
| Have been with the practice since the days of Dr Burgess and have had excellent advice and attention. |
| Always kind, efficient and forthright |
| Good treatment, caring and polite. |
| Going by my visit today it was a very pleasant experience. I actually got to see a doctor of my choice, a car park space, appointment spot on time and a very in depth consultation. Thanks. |
| Dr MvN very approachable and understanding. |
| I have been very happy with the help and understanding of the doctors. |
| Doctors and nurses good. Reception can be (some) unprofessional and hostile. Hard to get appointment. After writing letter of concern, reply answered 'whether justified or not' making me feel unimportant and a liar. |
| I only see Dr AH as he is the only doctor I have ever seen who seems to care enough to get to the root of the problem. |
| The service is exceptional at this surgery. I have not experienced the genuine kindness and support from any other NHS service. The receptionists and doctors make me feel important and listened to. Thank you. |
| Excellent care by all staff. Continuity of care available. Give as much time as necessary - not clock watching. |
| Best practice in Ipswich and always recommend to other patients who do not have a doctor. |
| Fantastic service, friendly staff. Always get an appointment on the day. Highly recommend. Cannot praise highly enough. |
| Excellent surgery. Seen on time. Not made to feel embarrassed or silly. Thanks to all the staff for always being so kind and helpful. |
| Doctors are always very thorough and helpful. Never feel worried about discussing anything. |
| Patient for 20 years. Always had prompt care. NB 24 hour ECG machine pouch needs a see though panel to work from clock on machine. |
| Always get an appointment when needed. GPs are always friendly and you get to see the same ones. |
| Whilst at the practice recently, I not only fell over but accidently damaged my car and that of one of your staff. Of course medical care was readily given but in the long ensuing aftermath your staff went way beyond the calls of duty in undertaking many phone calls on my behalf, getting me a taxi to go home and even accompanying me there and alerting my neighbours. I should add I am approaching 95 years of age and live alone. Not until your two ladies were completely sure it would be safe to leave me in my home and that I had food and drink available did they leave me with my good neighbours. I cannot speak too highly of their professional care and kindness. |
| I find the GPs are very supportive and the reception staff very helpful. I feel my family are very lucky to have such a great GP practice. The only problem is getting an appointment - phoning for an appointment is a nightmare! |
| Explanation of problem made very clear and instils confidence and therefore well being. |
| Very friendly. Always helpful considering the huge pressures faced by staff. |
| I have always found the GP's & nurses at this practice friendly and having time to explain everything. |
| I have been registered here 18 months. All staff have been super. Dr AH is the only doctor I have seen but he is very thorough and kind. Super job to all! |
| Very pleased with the practice. Suggestion though - Have you thought about having a male nurse practitioner here as not everyone feels comfortable seeing a female and would like the choice of seeing a male, but the nature of the visit means a full doctor's appointment isn’t necessary. Just a thought that I for one would find really helpful. Thanks. |
| Always been very happy with service given. |
| Because I have great experience with this practice and like the staff. |
| I have been registered with this surgery for over 20 years and have always received an excellent service. |
| I phoned up at 8am for an appointment for my son and was given a time. I then had a phone call at 9.30am just as I was leaving my house to say it was cancelled as that doctor isn’t in today. I then got offered another appointment with a doctor I didn’t want. I was told to have this appointment or come back tomorrow. I had to take my son to the out of hours emergency last night and was told he must be seen by his GP today. Not very happy. I know everyone makes mistakes but I felt it was all my fault! |
| Recent visits have been quite successful. |
| Difficulty getting an appointment |
| Brilliant service especially Dr NR |
| For forty odd years I've had wonderful service |
| Too long a wait |
| Crap, Long wait, not on time. |
| I have nothing but admiration for the surgery. |
| We have been coming to this surgery for 16 years and have no complaints about it. |
| Ring up at 8am. Can never get through until 8.40ish. Then no appointments available. Happened more than 4 times in the last 2 months. |
| Brilliant doctors and the nurses are fantastic. You get an appointment when you call. Very good. |
| Appointment making near impossible to make an advanced appointment with a particular GP. Making this appointment took 13 minutes of constant dialling to get through and only appointment with nurse practitioner available. |
| Because I have always been helped by the surgery. The doctor has always given me and my family the time I needed. The staff are very kind and helpful at all times. |
| I have been with your surgery for 60+ years and have always got to see a doctor or help I needed. So yes I would recommend you to everyone. You are all very helpful. |
| Always seen promptly. Professional caring staff. Can’t recommend enough. |
| An intimate examination was handled with dignity and respect. All your staff are so friendly. Many thanks for your continued support. |
| Very pleased with service received from Dr SB and generally I've managed to get an appointment when needed and when suits me. |
| All 3 doctors have been wonderful - Dr Lyons, Dr AH and Dr NR. Cannot thank them enough. Polite receptionists also - makes a change. |
| I have been using this GP surgery for as long as I can remember and I have never had any problems. |
| Always feel at ease. |
| In the past it has been quite difficult to get an appointment. |
| I think the Practice is very well organised. The doctors sympathetic to our needs and listen to what you are saying. Would recommend this practice to anybody. |