

Friends and Family Feedback
July 2017

| Source | Patient Answer | Patient Comment | Practice Comment |
|---------|------------------|--|---|
| Offline | Extremely Likely | Because I think that the Doctors are good here. | Thank you for the comments which will be forwarded to the GPs |
| Offline | Extremely Likely | Always been a good service | Thank you for the positive comments, |
| Offline | Extremely Likely | Because I think it's quite goof | Thank you for comments |
| Offline | Extremely Likely | Happy with the service | Thank You for your feedback we always try to do our best |
| Offline | Extremely Likely | Much experience | Thank you – all clinical staff are experienced in their skills |
| Offline | Extremely Likely | Never had any problems | Thank you for your feedback |
| Offline | Extremely Likely | Excellent, friendly, appointments available when needed, follow up calls always efficiently made | Your comments are really appreciated.- we have spent two years restructuring the practice in clinical and non-clinical areas. |
| Offline | Likely | No comments | |
| Offline | Extremely Likely | Very satisfied with the service we have received | Thank you |
| Offline | Extremely Likely | No Comments added | |
| Offline | Extremely Likely | Very friendly reception team | Thanks nice to know- they complete a hard job and really do work hard |
| Offline | Extremely Likely | No comments added | |
| Offline | Extremely Likely | Always received a professional, friendly service | Thank you so much for the great feedback. |
| Offline | Extremely Likely | The service today was outstanding | Wow, its great to hear such amazing comments |

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| Offline | Extremely Likely | Because the staff are very accommodating and helpful | Thank you – we have many staff who go above and beyond due to their commitment to patients and the practice. |
| Offline | Extremely Likely | I have been seeing Dr Hussain for a few months now and has been amazing. You have amazing GPs, Reception staff are always helpful and always smiling even though they may not want to be. Thank You | Comments like this are really pleasing. The staff here do a remarkable job often under difficult situations. |
| Offline | Extremely Likely | All the reception staff are excellent and interested and kind. My usual GP Dr Dalton is an excellent GP. I saw Dr Gunn in his absence and he was also excellent – Aw mw very quickly and listened to me and helped me with my medical problem efficiently. | Thank you for your comments which will be shared with the rest of the team and Dr Gunn. |
| Offline | Extremely Likely | Always ready to listen and helpful | We always try to help |
| Offline | Extremely Likely | Your FY2, Dr Ahmad saw my doctor and he was so patient and polite towards her and it felt that he really cared for her and wanted to find out the cause of her medical problem. Fabulous Doctor. | Thank you for these wonderful words Dr Ahmad is a Junior Doctor and I am sure these comments will be great to put into his portfolio. |
| Offline | Extremely Likely | Saw Dr Umer re medications prescribed by the hospital. I was concerned as I am on warfarin and had been advised in the past not to take the medication just prescribed by the hospital. Dr Umer put me at ease, sorted out the medication I should be on.. Excellent service and great GP. | Thank you for these comments which will be forwarded to Dr Umer for his next appraisal. |
| Offline | Extremely Likely | Very nice and friendly practice | Thank you for your feedback which will be shared with all |
| Offline | Extremely Likely | The staff are always polite every time I visit and the environment is always clean and tidy inside and out. | Thank you for your comments which will als be shared with the domestic team |

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| Offline | Extremely Likely | No Comments added | |
| Offline | Extremely Likely | Ladies at reception are very nice, doctors as well. Always getting professional care. | Thank you for the positive comments |
| Offline | Extremely Likely | The staff all seem helpful and answer questions patiently | Thank you for the great feedback |
| Offline | Extremely Likely | Always friendly, hardworking dedicated staff working exceptionally under so much pressure | Thank you for really understanding the pressures faced |
| Offline | Extremely Likely | The staff are professional and pleasant | Thank you for your positive feedback |
| Offline | Extremely Likely | Staff are friendly, happy and quick to help | I am delighted that staff are seen as friendly happy and helpful |
| Offline | Extremely Likely | Excellent Support all round | Thank you for the feedback |
| Offline | Extremely Likely | Find the practice very good | Thank you for the positive comments |
| Offline | Extremely Likely | Reception service is extremely organised and the whole service is perfect | Thank you so much – reception staff work incredibly hard from 8:00 AM and the Reception Closes at 9:00 PM |
| Offline | Extremely Likely | All the staff are wonderful | Thank you for the feedback |
| Offline | Extremely Likely | No comments left | |
| Offline | Extremely Likely | From the reception desk to the Drs appointment we felt we were cared for and advised so well. Such sweet staff. Dr Ahmad was extremely caring and compassionate when dealing with us today | Thank you for this positive feedback. Dr Ahmad is a Junior Doctor and therefore this sort of feedback is so important for his training portfolio. |
| Offline | Extremely Likely | Great Happy Receptionist felt really welcomed | Thank you for the comments – which will be shared with the reception team |

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| Offline | Extremely Likely | Staff are very friendly and helpful, I ve always been able to get an appointment when I have needed one. Doctors are always happy to listen | Thank you for this feedback and glad that you are able to get an appointment when needed |
| Offline | Extremely Likely | On 99% of my visits to here I have found them extremely well with good help and assistance to my needs. The staff are polite and helpful and the GPS are excellent | Thank you for this excellent feedback – we try our best so nice to know it is working well |
| Offline | Extremely Likely | Very Helpful and kind | Thank you for the kind comments |
| Offline | Extremely Likely | Always get an appointment quickly, staff are helpful and understanding and the doctors are second to none | Gosh, great feedback – Thank You |
| Offline | Likely | No Comments made | |
| Offline | Extremely Likely | I find the practice helpful at all times | Thank you for the feedback which will be shared with all |
| Offline | Extremely Likely | Very helpful and understanding | Thank you for the positive comments |
| Offline | Extremely Likely | Quick friendly service | Thank you for providing feedback |
| Offline | Extremely Likely | He put me at ease straight away as I met him he made me relaxed and I felt at ease talking to him straight away – Dr Ahmad | Thank you for providing this great feedback |
| Offline | Extremely Likely | Because Tracy was so helpful | Thank you for your comments which will be shared with Tracey |

45 in total

43 Extremely Likely

2 Likely