

Friends and Family Feedback
September 2017

Source	Patient Answer	Patient Comment	Practice Comment
Offline	Extremely Likely	I am always able to get an appointment at a suitable time	Thank you for the comments
Offline	Extremely Likely	Viv was amazing, lots of patients and helped us sort a problem no fuss	Thank you for the positive comments which will be forwarded to Viv
Offline	Extremely Likely	Fats efficient service and friendly and helpful staff	Thank you for kind comments
Offline	Extremely Likely	Since moving to Darwen in October 2017 I feel we have been really looked after by Darwen Health Centre. The staff are pleasant and helpful	Thank You for your feedback we always try to do our best
Offline	Extremely Likely	Since we moved to Darwen 10 months ago and joined Darwen Healthcare we have had prompt efficient care. Very rapid appointment slots and thorough pro-active treatment and service from all staff, who are always unfailingly pleasant.	Thank you – for the great comments.
Offline	Extremely Likely	Yes they have looked after me great	Thank you for your feedback
Offline	Extremely Likely	Louise Chivers was very nice. When I get my flu jab she calmed me down when I was panicking	Your comments are really appreciated.- and will be passed onto Louise
Offline	Extremely Likely	Louise is the best and Danielle at reception always makes sure I am booked in with her.	Thank you we try our best
Offline	Extremely Likely	Prompt and efficient service and friendly staff	Your comments will be shared with the practice team
Offline	Extremely Likely	This lady was helpful when I was on holiday down south. As my script was due whilst I was there. Many thanks to the young lady Sarah	Thank you for the kind feedback which will be given to Sarah
Offline	Extremely Likely	Dr Ninan was very caring in explaining the symptoms and very professional	Thank you
Offline	Extremely Likely	Having regular blood tests, Ms Patel makes them quick, painless and almost a pleasure	Your feedback will be forwarded to Gully for her appraisal

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Offline	Extremely Likely	Because I thought Charlotte was great	Your comments will be passed to Charlotte our trainee counsellor
Offline	Extremely Likely	Good Friendly Staff	Thank you
Offline	Extremely Likely	Very polite, efficient staff always very helpful and nothing is too much trouble. Excellent Service	Thank you – for you kind feedback
Offline	Extremely Likely	Terri Livesey has been a great help. Making me aware of what is right and good for my well-being	Thank you for the positive comments
Offline	Extremely Likely	Reception always sort my problems and queries out with a friendly smile	Thank you
Offline	Extremely Likely	Polite, friendly staff, appointment was on time	Your feedback is greatly appreciated
Offline	Extremely Likely	Louise was very good when doing my smear. She put me at ease and answered all questions well	Thank you for this feedback which we will share in our cervical smear newsletter
Offline	Extremely Likely	I have always received help from all staff appropriately to my needs and treated with respect and courtesy	Thank you for this positive feedback which will be shared
Offline	Extremely Likely	Debbie Yates is great at her job and I was at ease when I had my smear which I have not had previously for 15 years as I was really frightened but I am so happy to have finally had it done	Thank you for your feedback which will be shared with Debbie
Offline	Extremely Likely	I can't thank Dr Sudell enough for his care, attention and expertise. I am very grateful for the reception to GP – always excellent	Thank you for your comments which will be shared with the whole team
Offline	Extremely Likely	Dr Hussain and reception staff are very helpful and easy to talk to.	Thank you for your comments which will be shared

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Offline	Extremely Likely	Always efficient, always helpful and confident	Great Feedback, Thank you
Offline	Extremely Likely	I dealt with a member of staff called Alex following the birth of my daughter and a prescription issue. Alex was absolutely excellent and really went above and beyond to help me. Thank you Alex.	Good comments
Offline	Extremely Likely	Pleasant staff always helpful	Thank you so much

26 Comments Received