

Friends and Family Feedback
April 2018

Source	Patient Answer	Patient Comment	Practice Comment
Offline	Likely	Helpful staff, good listeners and act promptly where appropriate -	Thank you for the positive feedback
Offline	Extremely Likely	Very helpful practice	Thank you for the feedback which will be shown to the practice team
Offline	Extremely Likely	Very good communication with doctor and student	Thank you for positive feedback
Offline	Extremely Likely	Extremely friendly and helpful staff	Thank you for your positive feedback
Offline	Extremely Likely	It's true	Thank you
Offline	Extremely Likely	Because today I was nervous, but Neil Sinclair made me feel at ease, he was a very good listener and was professional and yet sympathetic at times. I will see him again and with the added confidence he gave me I wouldn't hesitate to see him again	Thank you for the kind comments which will be forwarded to Neil
Offline	Extremely Likely	Anne took a call from me and picked up reference to my partner health. As a result she noted possible sepsis – called ANP and he was admitted without her intervention he could have been dead or seriously ill. Thank you Ann	Thank you for your feedback we always try our best
Offline	Extremely Likely	Very happy with quick help got last week, had UTI spoke to ANP and got prescription straight away	I will share your comments with the whole practice team and ANPs
Offline	Extremely Likely	I rang to cancel my appointment so that this could be used by another individual and was very politely thanked	Great to hear how valued the receptionists are
Offline	Extremely Likely	Everyone is very caring and helpful	Thank you so much for your kind words.
Offline	Extremely Likely	All are really polite in the practice	Your feedback will be shared with the team
Offline	Extremely Likely	Because the doctor and receptionists are lovely	Great comments

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Offline	Extremely Likely	Professional response and knowledgeable	Great to hear your wonderful feedback
Offline	Extremely Likely	Most efficient and caring	Thank you so much
Offline	Extremely Likely	Excellent explanations and very courteous.	Thank You for the feedback
Offline	Extremely Likely	Very nice Practice Nurse Raesa	Thank You for your feedback which will be shared wth Raesa
Offline	Extremely Likely	Very happy joining the surgery 3 years ago	We do try our best
Offline	Extremely Likely	Fantastic practice at all times	Thank you so much for the praise
Offline	Extremely likely	Dr Umer and Neil Sinclair are excellent	Wonderful comments, Thank you
Offline	Extremely Likely	When I came to the practice to register I was greeted by a very friendly and professional member of the staff, Keri and then on the appointment day Jo on reception was most helpful	Thank you for the feedback on our two receptionists named – the reception team work extremely hard so feedback like this really kind.
Offline	Extremely Likely	Because I have been well satisfied and supported through the loss of my husband	Thank you for your comments and if you do need any help please do not hesitate to contact us
Offline	Extremely Likely	Yes, every receptionist is pleasant and nothing is too much trouble and advanced nurse practitioners Debbie and Julia are great	Thank you for such positive comments
Offline	Extremely Likely	Dr Hussain listened to my problems and helped me the best way he could and reception staff are very helpful.	I am sure Dr Hussain will be delighted with the comments
Offline	Extremely Likely	All the staff on reception are very understanding and helpful in getting me the help I needed	Thank you for your kind and positive feedback.

24 Comments Received

24 Extremely Likely
1 Likely