

**Friends and Family Feedback**  
**July 2018**

Source	Patient Answer	Patient Comment	Practice Comment
Offline	Extremely Likely	Keri is a wonderful asset to the medical practice she made the visit extremely pleasant- Keep up the good work	Thank you for the positive feedback which will be shared with Keri and the team
Offline	Extremely Likely	Because the service here is superb and so too is the office management, organisation and nursing services	Thank you for the feedback which will be shown to the practice team
Offline	Extremely Unlikely	Waited ages for my prescription	Please contact the Practice Manager in order that your feedback can be addressed.
Offline	Extremely Likely	Because they are helpful to me	Thank you for your positive feedback
Offline	Extremely Likely	Because they have always been polite	Thank you for the kind words
Offline	Extremely Likely	Rang at dinnertime and was given a same day appointment as an emergency. Dr Umer gave me a thorough examination and listened to me whilst I was trying to explain something was seriously wrong with me. He decided to send me up to hospital and that action saved my life as I was found to have a blood clot in my lung. You are all angels.	Thank you for the wonderful feedback and hope that you are now recovering.
Offline	Extremely Likely	Because they are always nice.	Thank you for your feedback which will be shared with the team
Offline	Extremely Likely	No Comments left	Thank you
Offline	Extremely Likely	Courteous and professional service throughout. GPs very competent. Well organised practice.	Thank you for the great feedback. We try our best.
Offline	Extremely Likely	All staff do their best and have found the doctors very helpful in an emergency type situation. Very Good all round.	Thank you so much for your kind words.
Offline	Extremely Likely	Courtesy and care from all the staff.	Your feedback will be shared with the team
Offline	Extremely Likely	Professional, friendly, courteous and with a patient centred approach. Ten out of Ten.	Great comments

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Offline	Extremely Likely	The staff at Darwen Healthcare has been excellent. I have seen Dr Umer on several occasions and as a doctor I would like to say he is a fantastic doctor and has made me feel at total ease as a patient. He listens and has really helped me. Top Doctor with great manners.	Thank you for your praise of Dr Umer which I am sure he will use in his revalidation
Offline	Extremely Likely	Every time I have phoned or called at reception everyone is very helpful to go out of their way to answer my questions. Thank you	Thank you for the great feedback for the practice team
Offline	Extremely Likely	All your support staff are ready to help in any way they can	Thank you for the positive comments
Offline	Extremely Likely	I am a new patient to Darwen Healthcare and I found all the staff have been extremely helpful and friendly. Dr Hussain was very polite and friendly and put me at ease and was very professional. The service here is excellent.	Great comments which will be shared with the team as well as Dr Hussain
Offline	Extremely Likely	Dr Gunn is fantastic he made me and my daughter feel at ease and knew which way to help. Brilliant GP Service	Thank you for the kind comments which will be shared with Dr Gunn.
Offline	Extremely Likely	The doctor (Dr Gunn) helped me feel at ease.	Thank you for the positive feedback for Dr Gunn

17 Extremely Likely

1 Extremely Unlikely

18 Comments in total