

Friends and Family Feedback
October 2017

Source	Patient Answer	Patient Comment	Practice Comment
Offline	Extremely Likely	Unhappy with prescription service. Viv was extremely helpful.	I would be grateful if you could contact the Practice Manager to discuss the issues that you have been facing in order that we can rectify the problem.
Offline	Extremely Likely	Very efficient service, great staff. Very pleased with the service.	Thank you for the positive comments
Offline	Extremely Likely	Wonderful treatment from Oliver and Dr Dalton	Thank you for kind comments which will be passed on
Offline	Extremely Likely	Very professional and friendly receptionists, very helpful and excellent doctors.	Thank You for your feedback we always try to do our best
Offline	Extremely Likely	Because it was fast, efficient and Gully the Healthcare Assistant was really polite and friendly, she put me at ease	Thank you – for the great comments which I am sure Gully will be delighted with
Offline	Extremely Likely	Because Nurse Gulnaz was lovely and didn't hurt me	Thank you for your feedback
Offline	Extremely Likely	No Comments made	Thank You
Offline	Extremely Likely	They are a credit to their profession – they do care, RBH could learn from this Healthcare and a milestone for the NHS and other Health Centres to follow.	Thank you we try our best and are so grateful for these amazing comments
Offline	Extremely Likely	Friendly reception staff and in my case a very understanding doctor	Your comments will be shared with the practice team
Offline	Extremely Likely	Appointment spot on time. Nurse Katrina fabulous, efficient and caring, an excellent experience	Thank you for the kind feedback which will be given to Katrina
Offline	Extremely Likely	Because they are efficient	Thank you for the positive feedback
Offline	Extremely Likely	My parents live in Oldham and compared with the care they received my care here is in a different class	Your feedback will be forwarded to the whole team – Thank you

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Offline	Extremely Likely	Dr listens to concerns, explains condition and agrees an ongoing action – he involves me in the process (Dr Sudell) couldn't ask for more	Your comments will be passed to Dr Sudell and can be used for his own appraisal
Offline	Extremely Likely	Very pleased with all reception staff helpful and friendly plus all the doctors constructive and honest	Thank you for the great feedback which allows us to improve further
Offline	Extremely Likely	They do their job under stretched circumstances very well	Thank you – for you kind feedback
Offline	Extremely Likely	Yes everything and everyone helpful	Thank you for the positive comments

16 Comments Received

16 Extremely Likely