

Family and Friends Feedback

April 19

Source	Patient Answer	Patient Comment	Practice Comment
Offline	Extremely Likely	Pleasant atmosphere, sympathetic response to requests. Helpful staff at all times, very professional service, thank you.	Thank you for your kind feedback - We always try our best to put ourselves in patient's shoes so as to better understand and empathise with their problem.
Offline	Extremely Likely	Neil was caring, professional and went the extra mile. He made sure I was happy, comfortable and took time to explain things. Well done Neil.	Thank you for your lovely feedback, I am sure Neil will be pleased to hear this.
Offline	Extremely Likely	Efficient & knowledgeable Reception staff. Personable and effective GPs. Effective & adaptive procedures and protocols.	Thank you for your positive feedback - We like to keep our staff trained and up to date with any changes to policies and protocols.
Offline	Extremely Likely	Pleasant & professional staff. Calm atmosphere.	Thank you for your kind feedback. We try to make your experience here as comfortable as possible.
Offline	Extremely Likely	Great service and able to get appointment easily.	We appreciate your feedback; we aim to make sure appointments are always available to those who need them.
Offline	Extremely Likely	The receptionist who dealt with my son and I today was very efficient and extremely obliging.	Thank you for your feedback, our reception team always tries to deal with problems quickly whilst remaining professional and empathetic of your problem.
Offline	Extremely Likely	Gully was kind and listened to me. Put me at ease.	Thank you for your kind feedback, we're glad we could help. Your comments will be passed on to Gully.

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Source	Patient Answer	Patient Comment	Practice Comment
Offline	Extremely Unlikely	Front desk brilliant service - many thanks to front of house staff for their service, however the doctors are not empathetic at all, I have now changed doctors.	Thank you for your lovely comments regarding our reception team. We are sorry to hear that our doctors did not meet your expectations.
Offline	Extremely Likely	Reception staff always friendly & happy to help. Always had great service from the GPs.	Thank you for your kind comments, we will keep it up! We will pass your feedback on to the GP and reception team.

8 Extremely Likely / 1 Extremely Unlikely