

Family and Friends Feedback

June 19

Patient Answer	Patient Comment	Practice Comment
Extremely Likely	Efficient Staff.	Thank you for your positive feedback.
Extremely Likely	I have always been treated with the utmost courtesy and respect. Not only in this practice, but by all members of the NHS itself.	Thank you for your lovely feedback. We try to be patient with our patients and are proud to be part of the NHS.
Extremely Likely	-	Thank you for your positive feedback.
Extremely Likely	Kind and listened to me. Put me at ease.	Thank you for your positive feedback. We try to give you as much time as you need to fully explain your problem.
Extremely Likely	Great service and able to get appointments easily.	Thank you for your positive feedback. We try to provide appointments as fast as possible for those in need of them.
Likely	The staff are exceptional and the GP was very patient with me.	Thank you for your positive feedback, we are happy to hear this.
Extremely Likely	Very helpful on reception. Rang back when she said she would to organise evening appointment. Dr Matadar was extremely patient and helpful.	Thank you for your positive feedback. We try our best to make our extended access appointments as accessible as possible, and will pass on your feedback to Dr Matadar.
Extremely Likely	Everybody is so helpful and nothing is too much trouble.	Thank you for your positive feedback. We are dedicated to helping you as much as we can with your problems and queries.
Extremely Likely	Tracey is a very wonderful helpful lady and very pleasant. Star reception.	Thank you for your positive feedback, Tracey is a very valued member of our team and will be happy to hear your kind words.

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Extremely Likely	Dr Naseem showed me so much empathy, care, concern & compassion during my visit, especially with the sensitive nature of my visit. Dr Naseem is a great asset to our practice.	Thank you for your positive feedback. Although Dr Naseem won't be with us permanently it has been a pleasure working alongside her, and we're sure she will be happy to hear your feedback.
Extremely Likely	Pleasant & professional staff. Calm atmosphere.	Thank you for your positive feedback, we understand that visiting a doctor can be a stressful experience and so we try to keep the whole process as calm as possible.
Extremely Likely	Pleasant atmosphere, sympathetic response to requests. Helpful staff at all times. Very professional service, thank you.	Thank you for your positive feedback. We think it is important to sympathise with patients and where possible we try to put ourselves in your shoes so as to understand your problem clearer.
Extremely Likely	Efficient & knowledgeable reception staff. Personable and effective GPs. Effective & adaptive procedures and protocols.	Thank you for your positive feedback. We always try our best to evolve and update the way we do things so that we remain as efficient as possible.
Extremely Likely	Neil was caring, professional & went the extra mile. He made sure I was happy and comfortable, and took time to explain things. Well done Neil.	Thank you for your positive feedback. During his time here Neil has proved to be a significant addition to our team here at Darwen Healthcare, and we're sure he'll be happy to hear that you left the appointment more at ease than when you came.
Extremely Likely	The receptionist who dealt with my son and I today was very efficient and extremely obliging.	Thank you for your positive feedback, our reception staff aim to be as friendly as possible whilst addressing your queries as fast as possible.
Extremely Likely	Very helpful and friendly staff.	Thank you for your positive feedback. We always try to be as welcoming as possible.

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Likely	Good GPs, Nurses and staff.	Thank you for your positive feedback, we are proud of the team we have at Darwen Healthcare.
Extremely Likely	Dr Umer is my GP and he is by far the best doctor I have had.	Thank you for your positive feedback. We are happy to hear about your experience with Dr Umer, and will pass your kind words on to him.
Extremely Likely	Very efficient doctor. Every confidence in him.	Thank you for your positive feedback, it is important to us to maintain the relationship of trust between our medical team and our patients.
Likely	Reception staff, nurses and doctors are all professional & approachable, but waiting times are long and it's hard to get through on the phone and book an appointment.	Thank you for your feedback. We understand your frustration when it comes to the waiting times. We try our hardest to keep these to a minimum, but due to the nature of our priority clinics emergencies and other unforeseen problems can arise which inflate waiting times. Please be patient with us on the phones, we often receive sudden influxes of calls and even with multiple people manning them it can be difficult to whittle down the queue.
Likely	If I am unable to see my GP there is always another healthcare professional who will see you.	Thank you for your positive feedback - We have a growing variety of different healthcare professionals in the practice, with one of the primary goals being to free up GPs to focus on more appropriate tasks.
Extremely Likely	-	Thank you for your positive feedback.
Likely	Good practice.	Thank you for your positive feedback.
Extremely Likely	Excellent - only issue is parking.	Thank you for your positive feedback - We will raise your concerns with buildings management.
Extremely Likely	I'm always happy with the service and helpfulness of the staff.	Thank you for your positive feedback. We try to be as helpful as possible.
Likely	Terri was excellent & always helps me.	Thank you for your positive feedback. Our HCAs always try to bring that

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		personal touch to their consultations with patients.
Extremely Likely	My care overall has been excellent.	Thank you for your positive feedback, we are glad you are satisfied with the care we provide.
Extremely Likely	Great GP - Dr Hafez - So calm and pleasant. Made me feel at ease.	Thank you for your positive feedback. As a relatively new addition to the team we are very happy with how well Dr Hafez has fit in, both with work colleagues and patients. We will pass your kind words on to him.
Extremely Likely	-	Thank you for your positive feedback.
Likely	The practice is very good but the waiting times can be long and the parking facilities are poor.	Thank you for your feedback. We understand your frustration when it comes to the waiting times. We try our hardest to keep these to a minimum, but due to the nature of our priority clinics emergencies and other unforeseen problems can arise which inflate waiting times. We will raise your concerns regarding parking with buildings management.
Likely	Mostly a good standard of service. Good practice.	Thank you for your positive feedback.
Extremely Likely	Friendly, helpful. Always go out of their way.	Thank you for your positive feedback, we try to be as approachable as we can, and will always try to help if possible.
Extremely Likely	-	Thank you for your positive feedback.
Extremely Likely	Extremely helpful or friendly staff.	Thank you for your positive feedback. We try to be as helpful as possible.
Likely	Most of time easy to get appointment.	Thank you for your positive feedback. We always provide appointments for those who need them, especially for those with urgent problems.
Likely	Good experience.	Thank you for your positive feedback.

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Likely	-	Thank you for your positive feedback.
Extremely Likely	The best healthcare centre I've attended.	Thank you for your positive feedback, we're delighted to hear this and hope we continue to meet your expectations.
Likely	-	Thank you for your positive feedback.
Extremely Likely	Always helpful & always able to get you an on the day appointment.	Thank you for your positive feedback, we are proud of how accessible our priority appointment system is.
Extremely Likely	Mostly feel comfortable with various GP/Nurses etc. Reception staff are helpful & friendly.	Thank you for your positive feedback. One of our main aims here is to help you be at ease discussing your problem with our clinicians, and to feel confident that you are receiving the best care possible.
Likely	-	Thank you for your positive feedback.
Likely	-	Thank you for your positive feedback.
Extremely Likely	Clean and always helpful staff.	Thank you for your positive feedback. Infection control remains one of our highest priorities at Darwen Healthcare.
Extremely Likely	Best health centre in Darwen.	Thank you for your positive feedback, we're delighted to hear this and hope we continue to meet your expectations.
Extremely Likely	-	Thank you for your positive feedback.
Extremely Likely	Care, compassion & efficiency. Good communication skills	Thank you for your positive feedback. We believe that it is important to be compassionate in our line of work, and it often helps us put ourselves in your shoes to understand the problem more clearly.
Extremely Likely	-	Thank you for your positive feedback.

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Extremely Likely	Good service & staff.	Thank you for your positive feedback.
Likely	-	Thank you for your positive feedback.
Likely	-	Thank you for your positive feedback.
Likely	Nurses extremely helpful & GPs give correct information. Very helpful most of the time.	Thank you for your positive feedback, the nursing team is a great help to the practice and we will pass this onto them.
Extremely Likely	Friendly staff.	Thank you for your positive feedback, we try to maintain a welcoming atmosphere in our practice.
Likely	Helpful.	Thank you for your positive feedback, we try our best to understand your queries and provide a solution.
Extremely Likely	-	Thank you for your positive feedback.
Extremely Likely	Overall great service!	Thank you for your positive feedback, we're glad we meet your expectations.
Extremely Likely	Professional, friendly, informative.	Thank you for your positive feedback.
Extremely Likely	Pre-judgement on children when mentioned mental health issues (apparent bruise) non-existent.	It is not meant as an accusation, when it comes to children there is a set procedure clinicians must follow to cover all bases. We are sorry the consultation came across this way as it was not likely the clinician's intentions.
Extremely Likely	I think the service and care is excellent.	Thank you for your positive feedback, we're delighted to hear this and hope we continue to meet your expectations.
Extremely Likely	-	Thank you for your positive feedback.

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Extremely Likely	-	Thank you for your positive feedback.
Extremely Likely	On the whole a good practice.	Thank you for your positive feedback, we're glad we meet your expectations.
Neither Likely nor Unlikely	Problems parking.	Thank you for your feedback - We will raise this with buildings management.
Likely	I trust it.	Thank you for your positive feedback, it is very important to us that we maintain the relationship of trust with all of our patients.
Likely	Would rather not say.	Thank you for your positive feedback.
Extremely Likely	Always a good service.	Thank you for your positive feedback, we're glad we meet your expectations.
Extremely Likely	Darwen Healthcare are excellent at what they do.	Thank you for your kind words, we're glad to hear you think so.
Extremely Likely	Good service.	Thank you for your positive feedback, we're glad we meet your expectations.
Extremely Likely	-	Thank you for your positive feedback.
Likely	Good standard of care.	Thank you for your positive feedback, we're glad we meet your expectations.
Extremely Likely	Always a positive experience, queue for reception can sometimes be too long.	Thank you for your positive feedback. We understand your frustration with the queues - We often receive sudden influxes of patients or complex queries at the desk, during which we would bring admin staff from other stations to help out.
Extremely Likely	Staff are really nice.	Thank you for your positive feedback. We aim to be as friendly as possible.
Extremely Likely	Always had a good experience and service with this practice.	Thank you for your positive feedback, we're delighted to hear this and hope we continue to meet your expectations.

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Extremely Likely	-	Thank you for your positive feedback.
Extremely Likely	I've come here all my life and they've always been helpful.	Thank you for your positive feedback, we're delighted to hear that you've stayed with us all this time and hope we continue to meet your expectations.
Likely	-	Thank you for your positive feedback.
Extremely Likely	Kind, helpful staff. Clean place.	Thank you for your positive feedback, cleanliness is very important to us.
Likely	-	Thank you for your positive feedback.
Extremely Likely	Helpful staff, good docs, local. But parking spaces limited.	Thank you for your positive feedback - We will raise this with buildings management.
Extremely Likely	-	Thank you for your positive feedback.
Neither unlikely nor unlikely	Not all are very professional, and very impolite.	Thank you for your feedback, professionalism is very important to us so we are sorry to hear you feel this way.
Likely	-	Thank you for your positive feedback.
Extremely Likely	Dr Dalton is caring & listens.	Thank you for your positive feedback. As one of our long term partners Dr Dalton is very respected within the practice, both by patients and fellow colleagues.
Extremely Likely	This by far the best medical service I have had.	Thank you for your positive feedback, we're delighted to hear this and hope we continue to meet your expectations.
Likely	It's fine.	Thank you for your positive feedback.
Extremely Likely	Reception girls are so happy & always happy to help you. They have all been	Thank you for your positive feedback. We will pass this onto the reception

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	here a long time.	team, we are sure they will be happy to hear this.
Extremely Likely	Neil was extremely professional, helpful & took his time. Was not judgmental. Was good to see his picture on TV before seeing him.	Thank you for your positive feedback. During his time here Neil has proved to be a significant addition to our team here at Darwen Healthcare. We thought it was a good idea to display the faces of our clinicians on the TV in the waiting room so that our patients can familiarise themselves with clinicians they perhaps haven't seen before.
Extremely Likely	Excellent service at reception and from doctor.	Thank you for your positive feedback, we're delighted to hear this and hope we continue to meet your expectations.
Extremely Likely	I have found the ladies in reception very very accommodating in the last 2 weeks. Very friendly & kind. Especially Jill Holden who was wonderful.	Thank you for your positive feedback, Jill is a very valued member of our team and we're sure she will be happy to hear this.

Extremely Likely 62 / Likely 25 / Neither Unlikely Nor Likely 2