

Recommended

- ✓ Doctor very thorough
- ✓ *Good service fast have an appointment and polite staff*
- ✓ Very professional and helpful visit
- ✓ *Could see a GP today who was very helpful.*
- ✓ Quick appointments..and nice Doctors
- ✓ *I required an urgent appointment, due to a medical concern I had. The receptionist accommodated my request for a next day appointment to allay my concerns. GP Dr Sidiqqi was also very professional.*
- ✓ *i restive my medical staff with one day very helpful workers in the desk*
- ✓ *Understanding Doctor who worked professionally.*
- ✓ Good service
- ✓ *I was pleased with the consultation.*
- ✓ Both nurses were excellent .. but as I had a smear test done, it wasn't something i was looking forward to
- ✓ *No comments.*
- ✓ Given face to face appointment and excellent advice from specialist skin doctor.
- ✓ *The doctor was really helpful and patient with my little boy*
- ✓ Very helpful and quick!
- ✓ *The phone was answered with no wait / hold and I got a same day appointment and the GP was very thorough and helpfulAnd the receptionist was nice too*
- ✓ Excelant service
- ✓ *You asked a question and I gave you an answer . I was going to this surgery for some time. I have no problem with doctors.*
- ✓ GP practitioner willing to help me
- ✓ *I was happy to be seen the same day I asked for appointment and my concerns were addressed by the practitioner.*
- ✓ Pleased with service
- ✓ *Still difficult to get appointments in the mornings and the calling at 7.59am is horrid!But once into the surgery the Doctors and Medical staff are brilliant.The reception area is very public too and everyone can hear what other patients are saying to the staff!!Not very private*
- ✓ Efficient service. Issues sorted by Dr. Very happy with visit
- ✓ *Even though I waited 35 minutes for my appointment, when I saw the doctor she listen to me and checked me properly.*
- ✓ Great friendly and very professional treatment from your nurse and HCA
- ✓ *She was very niceShe also approachegood wayI can't complain at all her services was Amazing*
- ✓ Very thorough and caring
- ✓ *Good*
- ✓ The doctor was really nice and diagnosed the matter in a very well way.
- ✓ *Good prompt service*
- ✓ Very good service with lots of verbal interaction.
- ✓ *I was able to get an appt (by ringing just before 8am!), and the doctor who I was great. Only one small negative was the automatic check in machine was broken so had to wait to check in and was worried I would be marked as late (and didn't want to miss my appt).*
- ✓ Seen within 5 minutes of appointment time, pleasant dr
- ✓ *In comparison with others 3 I was registered before on the same borough, this one is excellent*
- ✓ Very helpful advice, appointment organised swiftly.
- ✓ *Given the limited resources that are supplied by our government my expectation was I wouldn't get to see a GP on the day I called. I did a get to see a GP, the reception on the phone and in person were very polite. Due to the strike today I had to wait 50 minutes which is why I said good rather than very good.*
- ✓ The doctor listened to my inquiries carfully.he did what's supposed to do
- ✓ *Thorough tests were made*
- ✓ Survey
- ✓ *Anonymous Survey From BOUNDS GREEN GROUP PRACTICE. Thinking about your GP practice overall, how was your experience of our service?1-Very good, 2-Good, 3-Neither good nor poor, 4-Poor, 5-Very poor, 6-Don't know*
- ✓ Because GP was really helpful
- ✓ *Seen on time very pleasant nurse.*
- ✓ Same day appointment Seen on timeFelt listened to

- ✓ *I've seen Dr Mukajee twice now and she has been very thorough*
- ✓ *I have found the doctors exceptionally helpful in the more than 18 years I have been a patient. Dr Mansfield, and after her, Dr Ramsell, themselves brilliant doctors, seem to have the ability never to choose a doctor who is unhelpful, unkind, or incompetent. My wife and I have been happy with the excellent service of your doctors. Occasionally, a nurse has been brusque, and Dr Mansfield herself, whom I happened to meet by chance recently, acknowledged this there's perhaps room for improvement there.*
- ✓ *GP was excellent*
- ✓ *The doctor was great but the process of getting an appointment is incredibly frustrating.*
- ✓ *Good service*
- ✓ *Excellent care attention and time allocation*
- ✓ *The doctor that I see is so helpful and shows genuine concern for my ongoing condition. I'm usually seen on time. Usually a friendly atmosphere in the surgery. I still find it difficult to get appointments on the phone. I find it easier to come into the surgery and speak to a receptionist*
- ✓ *Appointment was on time. The doctor was friendly and helpful and listened to me. All in all a good appointment*
- ✓ *Prompt service*
- ✓ *Because you have requested it. :)*
- ✓ *In my experience the service I get is excellent. I'm seen within a few minutes of my appointment time, the GPs are knowledgeable and pleasant and take time to explain meds, procedures, etc. and answer any questions.*
- ✓ *Doctors always fantastic but the booking system needs work. Phoned at 8am but on hold for 40 minutes then no appointments available.*
- ✓ *It should have been 3. I didn't feel 100% confident in the dr as they didn't explain about what could be causing symptoms but will wait it out. Needed to do a swab - dr didn't explain how to. Dr didn't check baby's temp even after asking if baby has temp. I got the sense they weren't used to working with newborns. I'll be coming back if symptoms don't disappear in the next few days- no change since seeing that particular dr*
- ✓ *Because doctors is was extremely good*
- ✓ *Listened well good advice*
- ✓ *I was seen efficiently and had the expected outcome.*
- ✓ *Appointment on time and consultation was good. Not a 1 because I didn't know which waiting area to sit in.*
- ✓ *2 good .*
- ✓ *Very patient and friendly and helpful lady doctor*
- ✓ *Excellent GP so caring and compassionate*
- ✓ *The doctor was very good*
- ✓ *Prompt service and not hurried*

✓ *Called at 10am to make an appointment and very bored person directed me to call at 12.00. (I understand I was probably not her first call and definitely not her last but very tired mum of sick girl who is sick herself trying to make an appointment, clearly not remembering exact details when and how to make an appointment is looking for little bit of empathy and enthusiasm)Called second time at 12pm and luckily this time lovely lady called Gabriella answered and was able to get an appointment for my daughter. Very pleasant and very helpful. Doctor Bhasha was fabulous. Excellent approach towards my daughter, put as at ease very quickly and very thorough with follow up message to confirm important details. Overall very pleased. Thank you.*

✓ *Speedy and empathetic service*

✓ *I was well attended to and happy with the response I got*

✓ *Not, much to say. Service was ok.*

✓ *People at desk always pleasant and helpful. I usually get an appointment with a doctor quickly. Doctors very pleasant and willing to go the extra mile. Doctor Jessica Ahearn I saw yesterday was very helpful.*

✓ *The doctor was good*

✓ *I am fully satisfied.*

✓ *I felt she was thorough.*

✓ *It was okay was seen and given prescription*

✓ *Very nice reception staff and a lovely doctor*

✓ *Very good*

✓ *All good fast and professional*

✓ *Gp very kind and helpful.Would have been a 5 but appt booking system still very stressful*

✓ *You look after my health proactively.*

✓ *I was listened to*

✓ *I am happy after with the service after 37 years*

✓ *Ease of getting an appointment. Felt Practioner listened to me. Prescribe course of action and follow up appointment to monitor treatment.*

✓ *Because it was quick and efficient*

✓ *The doctor was very attentive and gave good advice.*

✓ *The nurse who administered my flu jab was friendly, and the whole appointment was quick and on time.*

✓ *The Dr was very accommodating to my needs.*

✓ *Always helpful and polite, plus there is always availability for doctors and nurses.*

✓ *Good and timely response and help*

✓ *The doctor was great and kindness*

✓ *Quick, Clear, Knowledgeable, Friendly.*

✓ *Doctor was nice and also took the required course of action.*

✓ *Doctor was very friendly and helpful*

✓ *Very helpful front desk and nurse*

✓ *Dr Jessica was very understanding and empathetic, capable of comprehending my complicated situation clearly, and providing effective solutions. She went above and beyond by conducting research quickly to double-check that she prescribed the right medication, in addition to the other medications.*

✓ *The GP was really helpful, covered all bases and nice :-)*

✓ *The doctor took the time with me and she made me feel relaxed and listened to me*

- ✓ On time very neiprui.
- ✓ *Dr Ramsell was very attentive and made me feel comfortable answering all my questions*
- ✓ Seen quickly, also a second doctor came in to check my symptoms
- ✓ *Good service..very nice doctors.. appreciate everything's ..thx*
- ✓ Brilliant service
- ✓ *I was listened to and had a proper examination with results.*
- ✓ The problem I had was dealt with
- ✓ *The receptionist who booked me in earlier this morning before 8am, was the same when I arrived at 9am, for my 9.20am. Very pleasant & told me that I would be next as appointments were running behind time. Dr.B. Mukherjee was amazing & dealt with me thoroughly.*
- ✓ The doc/nurse was great and the person on the phone who booked my appointment was lovely
- ✓ *You are always understanding and accommodating*
- ✓ I was seen on time, and the GP was very knowledgeable and professional.