

- ✓ Because the doctor was fantastic
- ✓ *Got a same appointment and didn't wait too long. GP was helpful*
- ✓ Good service
- ✓ *Helpful nurse*
- ✓ Brilliant, friendly and helpful reception staff and great care from the prescribing nurse. Been with your practice now for over 12 years and highly recommend to friends and family.
- ✓ *I'm having chest pains and coughing with wheezing over the weekend and I got an appointment with Kemi the nurse who sorted medication for me. Thanks*
- ✓ Dr Axon was great and the receptionist was nice too.
- ✓ *Very good experience. The pharmacist was very thorough- checked when I last ordered medication etc and followed through immediately with text plan.*
- ✓ Doctors are kind and nice
- ✓ *Couldn't get an appt yesterday.*
- ✓ Because I was promptly seen and dealt with.
- ✓ *Seen promptly, listened to. Course of action given.*
- ✓ Needed to see doctor today But didn't have appointment, Was seen though
- ✓ *Super friendly and knowledgeable team, always there when I needed!*
- ✓ I was seen on time and my overall experience was entirely favourable ... my thanks to all at the practice
- ✓ *Because the service was good & no more*
- ✓ I only waited about 8 minutes for the doctor to see me and the doctor was quite quick and thorough.
- ✓ *On time! Practical and helpful gp*
- ✓ Friendly reception Ease of booking appointment Seen on time Very nice doctor
- ✓ *I received a solution for my appointment*
- ✓ The doctor was on time, attentive, reassuring and thorough x
- ✓ *Good doctor*
- ✓ Very helpful and supportive gp
- ✓ *Because he explained everything very well*
- ✓ A thorough consultation
- ✓ *He was very helpful and respectful.*
- ✓ Seen promptly, and the doctor was very helpful and sympathetic.
- ✓ *I got an appt on the same day for my baby and the doctor we saw was great and listened to our concerns carefully*
- ✓ Morning slot to get an appointment 2 in the queue (lucky). Receptionist did not want to give me a face to face appointment at first when I said I had corona virus symptoms for the last 10 days. When I said 'somebody need to check my chest!' then she asked me if I was testing negative (which I was for the last 4 days, but the symptoms worsen) and when I said yes she then agreed to book me in. I should have been asked if I am testing positive or negative before deciding. I would not have had the face to face if I had not insisted (bad). The lady doctor was careful and took her time, I have been extremely ill and she noticed, paid good attention. She was companionate and professional (very good).
- ✓ *I thought the GP was friendly, polite and patient. She was knowledgeable and I left happy with how I was looked after. Perhaps she could be a bit more probing and dig a bit more into the problem. Maybe a scrub and lab test as I returned with a re-occurring issue.*
- ✓ Dr was sympathetic, professional and acted quickly with advice
- ✓ *Because the doctor had excellent patient skills.*
- ✓ The doctor was very patient and was very prepared, she visited me and listened carefully to try to understand what the problem was and was very exhaustive in advising me what to do to improve my situation. She is really good and very competent!

- ✓ *On time Very good staff*
- ✓ Appointment on time. And good doctors
- ✓ *Excellent staff, good service*
- ✓ I got an appointment on the day. Excellent. GP, had to explore with them next steps rather than being advised. So communication could have been more clear. But overall, a positive experience
- ✓ *Very good service and appointment given although I was told it was with a Dr when in fact I saw the nurse*
- ✓ No delay in seeing a doctor and I receive a friendly reception
- ✓ *I went for my daughter vaccine and the lady that did it was amazing even my little baby was loving her she didn't even made her cry for both jab she got it looked like a miracle my baby was smiling at her the lady she was super attentive sweet and she took her time and did amazing*
- ✓ Because I saw Dr schamroth aboutlutely great a very caring doctor. But your receptionist that sometimes answers the phone female is always asking whats your name 3 times date of birth 3 times. What on earth is going on . The place is not the same any more chemist puts a prescription in on Monday on Thursday still not done
- ✓ *On my first appointment I was out with a nurse / doctor who was not helpful at all and almost a bit angry. She misdiagnosed me so I had to re book to see another doctor who was then great.*
- ✓ The practitioner I saw listened to my problem and was able to help me.
- ✓ *Doctor treated me quickly and explained clearly what I should do.*
- ✓ The Doctor was very professional, he explained my problem to me.
- ✓ *Seen promptly and sympathetically.*
- ✓ A kind and approachable team with a wide range of experience.
- ✓ *The doctor was very knowledgeable, pleasant and helpful. I felt satisfied with the service I received*
- ✓ I was happy with the service
- ✓ *Because she was thorough..*
- ✓ Very professional consultation
- ✓ *Because Doctor Mei Till had an excellent bedside manner, thorough in examining me, I left with all Mt questions answered, she's a good doctor. regards Michael*
- ✓ Very supportive wrap around care for depression including talking therapy contacts and medication and follow up call. Much appreciated.
- ✓ *I received the best possible care in the surgery and treatment was full satisfactory*
- ✓ Promo reply in dealing with our problem for my husband.
- ✓ *Wait wasn't too long, and was treated well by a nice nurse*
- ✓ I was seen by A very kind and competent doctor
- ✓ *99.9% can always get an appointment and the information I give about current situation is always managed*
- ✓ She gave me time, attention and good advice. Was patient and knowledgeable.
- ✓ *Service was as expected.*
- ✓ Great support from doctor.
- ✓ *I have always received excellent treatment from all the doctors (except one recently) since 2006, and great patience and kindness from the nurses.*
- ✓ Got appt promptly and got seen on time
- ✓ *Always happy when I see any of the drs .Very helpful and listen to you*
- ✓ Super thorough and didn't feel rushed. Full explanation of questions and next steps. Felt in safe hands
- ✓ *Did not have any difficulties getting an appointment Found both medical staff and reception efficient*

- ✓ The doctor I saw was very thorough. She advised me of the risks involved in the medication I hope to be placed on, and briefly went through my family and personal medical history.
- ✓ *Lovely doctor*
- ✓ Service was good, but procedure was unsuccessful due to complications
- ✓ *I felt safe, the GP really understood my issues. I have the utmost confidence in your practice.*
- ✓ Thorough examination, lovely doctor
- ✓ *Ease of getting appointment, polite and helpful receptionist and helpful doctor*
- ✓ Nothing
- ✓ *I had an excellent consultation with a very experienced doctor.*
- ✓ Because I had a same day appointment with a very nice doctor
- ✓ *Dr Lee and Dr Patel were very thorough. And tried to solve my issue. They were not judgemental like some doctors who sigh at you. Or treat you in a patronising manner as if you aren't as intelligent as them. I really appreciate it.*
- ✓ Very efficient seen within 1hr of calling
- ✓ *The doctor I saw today was great.*
- ✓ I was very impressed that I telephoned the practice at 8:00 a.m., was offered a telephone or a face-to-face consultation with a GP & I was offered an appointment at 10:00 a.m. My prescription was sent electronically to the pharmacy on Bounds Green Rd. & I collected it by 10:30 a.m. I think this is an excellent service & Dr. Acton was most helpful. Michael A. Field.
- ✓ *Same day appt, and professional doctor*
- ✓ I got answer for my enquiry, felt listened, knowledgeable and polite doctor
- ✓ *Very knowledgeable doctor*
- ✓ The GP's are great, they try to help as best they can
- ✓ *I am pleased with my visit*
- ✓ Booking the appointment this morning at 8.30 went smoothly and whilst I had to wait a while before seeing the doctor, when I did get to see her the consultation also went smoothly. No complaints thank you.
- ✓ *Based on my today's experience, everything run smoothly, from booking appointments to collecting prescription. Well done to the team*
- ✓ The reception staff are always helpful, kind and patient as well as being very efficient. All the doctors/nurses/ paramedic that I have seen are really nice and considering how many patients they see in a day, are always professional and very helpful. Thank you all for being so special.
- ✓ *I found the lady I dealt with very professional and calm even though the place was very very busy.*
- ✓ nurse was lovely and genuinely cared
- ✓ *Dr Ramsell*
- ✓ My appointment was 45 minutes late. It would be wonderful to have a text warning service if appointments start to run more than 15 minutes late, especially in the summer holidays. I had my young son with me. However, my doctor was fantastic.
- ✓ *The doctors I have seen recently for myself and also with my father have been considerate, listened, understanding and knowledgeable. Offering good advice.*
- ✓ Gp was understanding and i got the help and advice i needed
- ✓ *Some confusion over appointment times*
- ✓ I phoned to book an appointment for my mum, the Dr contacted me very quickly on the phone and was able to review a picture I sent of my mum's wound very quickly. He then booked an appointment with the nurse for a couple of days later. The nurse care was also excellent. My experience with the admin, medical and nursing staff has been excellent
- ✓ *I felt the doctor gave me time and listened.*

- ✓ *The doctor was very detailed and attentive.*
- ✓ *For the first time in a year I was able to book the appointment to see the GP. Then I was able to choose my time and finally I got to spend 15 minutes with the GP giving me enough time to discuss all of my concerns. That's how it should be every time.*
- ✓ *Very efficient and polite*
- ✓ *Because she is a new doctor and she treated me very well, she was patient.*
- ✓ *It was easy to check in, I didn't have to wait long and the nurse had a lovely 'bedside manner' and asked questions about general health. Talked me through the process of my smear.*
- ✓ *Dr Thomas and Dr Ramsell were very helpful they both understood my issue examined appropriately and gave advice*
- ✓ *Good thoughtful and patient ap who took time and was empathetic*
- ✓ *Very impressed with the professional care*
- ✓ *It was good very polite and helpful*
- ✓ *I was pleased with the way Doctor did his job. Thanks*
- ✓ *Because you asked me an question so I give you a answer*
- ✓ *DrSchamroth was extremely helpful and gave me some exercises to do to help my painful shoulder*
- ✓ *Overall experience good*
- ✓ *We used the online form, the GP phoned us that day and then based upon the telephone call decided that a face-to-face appointment was necessary. She then saw my son at 4pm and the prescription she provided for two inhalers has begun to help him today. Really pleased you were able to see him.*
- ✓ *The service was fairly seamless from booking the appointment, signing in on the day to seeing the doctor. The patient readout needs to be fixed though.*
- ✓ *Friendly and professional doctor. Listened carefully. Investigated fully. Explained clearly. Very good with my little boy.*
- ✓ *A quick and efficient service*