

- ✓ I did not wait for Long, and the nurse is always a very pleasant, knowledgeable and helpful person
- ✓ *Nurse was lovely, very friendly, helpful and knowledgeable. Surgery clean.*
- ✓ Agnes the nurse that looked after me was lovely caring and had great bedside manner she took care of me was gentle and patient as I have recently had surgery she is true to her vocation am glad she was looking after me today made a difference. Thank you.
- ✓ *Staff is very helpful and friendly. Very professional*
- ✓ I called and booked an appointment I didn't have to wait long to answer this time so an improvement
- ✓ *I've always had a good experience The doctors good And I always get an appointment if I go in morning The receptionists are great too*
- ✓ I gave my answer because I think the service needs to change specially reception.
- ✓ *Telephonist helpful receptionist on arrival was polite n the Dr i saw was informative n made me feel comfortable!*
- ✓ Because when I need an appointment or anything else related to my health, the surgery always helps us and provides the best guidance.
- ✓ *I well attended to from the reception to the Doctor.*
- ✓ Not waiting to long
- ✓ *We were very happy for service*
- ✓ The Dr was very helpful
- ✓ *I was treated by a knowledgeable, experienced, very kind doctor who was extremely helpful in resolving my problem*
- ✓ Since we moved to this GP we have always got an appointment on the day! And the doctors are really good they all know what they're doing. Thanks
- ✓ *Doctor was very helpful, attentive, good explanations, I have nothing to complain about*
- ✓ The experience with the nurse went well, but I feel that the receptionist could have been more helpful with my request
- ✓ *I am very grateful to the doctors they're all amazing thank you so much for being so caring*
- ✓ The GP was very helpful.
- ✓ *I am happy with the service I receive from the practice. Since the appointment system has recently changed, I find it less stressful trying to get a same day appointment. I gave : and not 1 as sometimes I feel the practice is slow to contact me when they need to eg when I need to make an appointment to discuss test results or when there is an issue with one of my regular medication. Eg when it is no longer available and an alternative needs to be prescribed.*
- ✓ You asked for my opinion and that is what I have given you
- ✓ *The doctor was great but the I was waiting for 50 minutes*
- ✓ Okay
- ✓ *He was very compassionate and seeked help of a colleague when in doubt, managed to resolve the issue and booked a followup*
- ✓ All the staff are kind, attentive and give excellent care. It can be hard to get an appointment but once you have the level of care is excellent
- ✓ *The practician was thorough and compassionate*
- ✓ The doctor was very attentive and gave me more advices than I expected.
- ✓ *Amazing doctor (Herne) who really listened to me, was super kind and very professional.*
- ✓ I have always managed to get an appointment when I ring at 8 am. I have had urgent referrals to a range of specialists by a GP for a few. Serous health issues & received appointments within 2-3 weeks. Excellent service from practice nurse with wound care after a nasty burn on my hand & following joint replacement operations.
- ✓ *Prompt appointment today and a very thorough consultation.*
- ✓ Quick and effective
- ✓ *We were very impressed in the way Dr Axon treated us with so much care and consideration.*
- ✓ Impressed with all staff, receptionist and doctor that helped me today. Friendly and very proficient at providing help. My doctor was very thorough in trying to resolve my issues. Very impressed today, thank you.

- ✓ *Because I called in the morning and told to the lady how I was in pain and without hesitation she booked the appointment for the same day in the morning. After that the doctor sent me to the hospital.. so the service worked good!! Could be better if she booked my appointment immediately when I called at 8.00am without wait 2 hours and half to see the doctor in that condition However the service worked good thank you*
- ✓ *Because Every day I hear that there are problems about the NHS, but even though I don't experience any. Could that be because I call the GP only when I really need it?The lady doctor very direct and experienced*
- ✓ *Nice and welcoming reception staff that's very important .Ease to book appointment in the morning and very nice new doctors in the practice. Overall ability to see a doctor when needed is a massive improvement as at some point in the past it was almost impossible*
- ✓ *Receptionists were very helpful. The GP was excellent and concerned enough to have a further appt. My husband has had some really bad experiences with receptionists who were exceptionally rude. In this light, I was pleasantly surprised and grateful how helpful the receptionists were.*
- ✓ *Very efficient. Very caring*
- ✓ *Dr Georgiou was very good!! She listened intently to my problem gave sound advice!! She's an excellent doctor!! Thank You Dr*
- ✓ *Excellent service*
- ✓ *Nice helpful GP, fairly east to get appt*
- ✓ *Great appointment Dr didn't make me feel rushed or under pressure*
- ✓ *Only had to wait 5 mins over apptm time and doctor was very nice*
- ✓ *Nice Doctor, listened to what I had to say, asked me quite a few follow up questions and explained to me all about urinary problems for someone of my age (70)*
- ✓ *GP was excellent*
- ✓ *Everyone is very helpful from the reception to doctors and social subscriber (who went extra mile to help me).*
- ✓ *Easy to book the appointment doctor explained everything very clearly.*
- ✓ *I arrived on time and was seen very soon after my appointment time.*
- ✓ *Doctor was thorough and helpful*
- ✓ *Even though your switchboard is very busy and I had a fairly long wait, your receptionist was very helpful and made an appointment for me with a doctor today.*
- ✓ *The GP was exactly as one would hope, and the admin clerk was polite and helpful*
- ✓ *But we had to wait almost 30 minutes after the time given for the appointment*
- ✓ *Efficient service. On time. Advice as appropriate*
- ✓ *Usually difficult to make an appointment (though not today). GP Dr Lee was thorough and helpful.*
- ✓ *Able to book an appt. Paramedic we saw was very nice, v knowledgeable and v professional*
- ✓ *We were really well listened to and the issues understood.*
- ✓ *Because the lady doctor I saw yesterday, was professional and thorough! So my experience was very good!*
- ✓ *The registrar doctor was very empathetic and kind in her approach. She broached sensitive and embarrassing subjects in a very tactful way. I'm really pleased I was seen by her.*
- ✓ *The service was good. Although some confusion I got what I needed*
- ✓ *Because the service was very professional, really listened to issues and arranged follow up. Good explanation of new medication*
- ✓ *Dr Christian took all the time needed, listened to the complaints empathetically and requested the tests needed for a clear diagnosis.*
- ✓ *Experience seeing the GP was very good, albeit with a wait, but getting an appointment was difficult*
- ✓ *The doctor was amazing with my daughter.*
- ✓ *Prompt appointment, thorough interview, immediate action.*
- ✓ *I made an appointment this morning for 9am and was seen very promptly*
- ✓ *Always Excellent Service thanks*
- ✓ *Was seen quickly. Doctor listened and didn't patronise. Was thorough and helpful and listened well*

- ✓ *Because he found out that I needed to be seen and prescribe the medicina I needed*
- ✓ *The doctor was very child friendly, and listened to my concerns and gave good information and guidance. Dr Till is my favourite doctor, I think I may have found another favourite!*
- ✓ *Informative doctor*
- ✓ *He was a very pleasant caring young doctor. He listened to all that I had to say. And gave me the reassurance I needed.*
- ✓ *I booked in and was seen straight away. The doctor was charming and explained everything*
- ✓ *The doctor made me feel very comfortable and I felt listened too ...she was very lovely!*
- ✓ *Doctor was very helpful and listened to my concerns*
- ✓ *Welcoming and polite*
- ✓ *The GP was excellent. But the waiting time of 25 mins was not. Otherwise it would have been 1 - very good. Also, the seating plan in the waiting room needs to improve.*
- ✓ *Got an appointment early, was seen quickly by the Doctor. Doctor was friendly, considerate, kind and helpful. My experience was very good*
- ✓ *GP very helpful*
- ✓ *The welcome is never very friendly, no one smiles or even wants to make eye contact when you go to the desk*
- ✓ *Found the Doctor very helpful, explained very clearly what he thought was the problem with my son's knee and he followed up with a text message with a link to some exercises and the condition. The only reason I gave a 2 rather than a 1 is because we had to wait 50 mins but the the receptionist explained there would be a delay and how many patients were in front of us.*
- ✓ *I phone this morning i got appointment and see the Doctor is good so I gave you 1*
- ✓ *The attendance was excellent.*
- ✓ *Very thorough*
- ✓ *Really lovely Dr who listened and followed up on a previous appointment... I felt really supported and listened to and helped! Thank you!*
- ✓ *Very attentive, caring, empathetic & always very professional*
- ✓ *Seen on time. Given all the information needed to decide whats best for me, and what to look for in the next few weeks. Doctor really nice and knowledgeable*
- ✓ *Anytime that I need to book an appointment, there has been one a available. Doctors and Nurses are very helpful and always polite. Reception staff really good as well. Very friendly*
- ✓ *Everything was done quickly and efficiently with advice.*
- ✓ *Very good*
- ✓ *Someone in the gp realized the reason of my appointment is urgent, and have arranged a doctor to speak to me asap. I should have asked the name of the staff who called me and arranged it. She is a gem and i would like to thank her. THANK YOU!!!*
- ✓ *Simple to get an appointment, very helpful gentleman on the phone. Arrived and could check-in easily. Was then seen very promptly by a very friendly and kind doctor, who covered all scenarios and offered helpful advice.*
- ✓ *Very kind and understandable Receptionistis and very nice doctor*
- ✓ *Nice people and very ply and the doctor professional*
- ✓ *Doc was on time and very friendly*