

- ✓ Dr. Richard was being really helpful in my case, I got what I need
- ✓ *It's because you always give me good service's and care every time I come to see my Gp*
- ✓ Efficient
- ✓ *We were given a same day appointment and the GP was excellent*
- ✓ The nurse was super efficient and friendly
- ✓ *Dr Ramsell listened to my concerns and immediately removed my skin tag with liquid nitrogen. She gave me clear advice and treated me with kindness.*
- ✓ Luckily, I had the same symptoms last year. So, it was easy for the paramedics to help me.
- ✓ *I was satisfied with the service*
- ✓ It was obviously really busy but the reception and nurse were calm and polite. I felt my needs were met. She checked my chest and back and prescribed me antibiotics and said I had an acute cough. She assured me to come back if my cough persisted after a week of tablets. I have been coughing for 6 weeks.
- ✓ *Very pleasant staff and helpful*
- ✓ Got seen on time and got appointment for my kid immunisation booked as well
- ✓ *Very thorough*
- ✓ My assessment of the service
- ✓ *I got an appointment quite easily this morning without waiting too long and being greeted by a polite receptionist. I was seen by a paramedic who took his time to listen, check previous notes, and did what he could do in the time given. He was polite and professional. Best wishes, Anna-Maria*
- ✓ The doctor I saw this morning was brilliant she very helpful and understanding. She put my mind a ease with the problem I came for
- ✓ *Nurse great but front desk slow.*
- ✓ It was professionally
- ✓ *Pleasant, friendly helpful staff. Appointment on time.*
- ✓ Beacuse doctor and group are very polite and hear me carefully
- ✓ *Both nurses were friendly and professional. A pleasure to give blood and have my feet twiddled about with.*
- ✓ Can usually get an appt. Approachable staff.
- ✓ *Because my GP is good*
- ✓ Doctor was excellent but because the auto check in computer was not working there was a queue to see receptionist who was good.
- ✓ *No problems*
- ✓ I was seen speedily for my flu jab, the nurse was excellent at first checking my details and then giving the vaccine. Thank you!
- ✓ *I was seen promptly and the 2 nurses who tested my wound were very competent , I finally feel that it might heal*
- ✓ Easy to get an appointment. Then the doctor was friendly, helpful and thorough. I feel well attended to and reassured.
- ✓ *Because she was nice x*
- ✓ Flu jab, made appointment on Tuesday evening, had it this morning, very prompt and efficient
- ✓ *Because the service received was very good. From the reception to the waiting time to the treatment from the nurse. Very professional and kind*
- ✓ Because everyone was helpful
- ✓ *Proactive text message inviting me to fly jab easy to book done on time (no waiting) and a totally pain free jab.*
- ✓ It answers is 5
- ✓ *Because, I was asked.....*
- ✓ Very good consultation with the doctor clear and precise information for me to go forward with my treatment
- ✓ *I was seen on time. The GP was respectful of what I had to say and worked out a plan with me*
- ✓ Good advice and helpful staff
- ✓ *Fast appointment, paramedic good idea for my case*

- ✓The doctor listened and dealt with my problems.She was friendly and took sufficient time to find out about me.
- ✓ *Very easy to get an appointment. Very empathetic nurse, knowledgeable, professional and very helpful.*
- ✓ Even though my appointment was late 10 minutes the nurse was very nice and professional
- ✓ *There was no wait time for my flu jab*
- ✓ I replied because I'm satisfied
- ✓ *Seen within reasonable time*
- ✓ Dr Kelly listened carefully and provided clear and helpful advice. Thank you.
- ✓ *The nurse Who flt vaccinated me this morning is very nice thank you Bounds green group practice*
- ✓ Good chat with nurse practitioner, slightly long wait to speak to receptionist after
- ✓ *In and out quickly for flu jab. But normally getting appointments is almost impossible*
- ✓ I managed to get an appointment on the day I called and the gp was sympathetic and helpful to the pain I was experiencing.
- ✓ *We olways get good service from gp dr senetti is wery kind and good doctor he is very helpful and he does right tratment overall I am very happy with my gp s services*
- ✓ My consultation was helpful and the practioner knowledgeable.
- ✓ *The doctor was excellent. She was really thorough, gave excellent advice and prescribed medicine that has already felt like it has helped me.*
- ✓ To improve their services
- ✓ *The whole experience felt supportive and warm. The staff were very dedicated and knowledgeable and considerate to my needs. I would highly recommend them.*
- ✓ It was easy to book the appointment this morning and Dr McAuliffe was very thorough with good communication skills.
- ✓ *The explanations given to the problems were fully understood. Very pleasant and courteous.Very ready to help get solutions to problems.*
- ✓ Dealt with a very friendly and helpful receptionist when I did the walk in appointment booking at 12.00 midday.On screen booking in system was not working in reception.The doctor I saw was very thorough and I felt satisfied when I left.
- ✓ *Good conversation with GP, a little bit of difficulty with investigating my issues, had a problem with speculum.*
- ✓ I was in and out in 5 mins. Efficient and great
- ✓ *Very efficient .. staff very helpful and pleasant*
- ✓ Excellent service Doctor took time to listen to my problems, and very sympathetic
- ✓ *The nurse was kind and reassuring*
- ✓ I am happy with the doctor who I meet.
- ✓ *All doctors and staff is friendly and helpful with their patients!*
- ✓ Being on time.
- ✓ *The receptionist was helpful and friendly. Dr Siddiqui was the same. Very clean and tidy practice*
- ✓ All on time and flexible on choices I was given between one or both treatments (v) together.
- ✓ *I was able to see a doctor for my mum on the same day. I was then contacted by the GP for my mums blood test results. Thank you*
- ✓ Good clinical care, friendly reception team, but not always possible to get appointments
- ✓ *Friendly and helpful staff and doctors*
- ✓ Dr Thom was lovely knowledgeable and supportive.
- ✓ *Because doctors are very knowledgeable and caring, and they care about their patients with all their heart.*
- ✓ Quick service, a smile on the fave and no pain.
- ✓ *Very helpful and kind and listened to me*
- ✓ I was there for a shingles vaccine - text reminder was useful, short wait at the surgery, vaccine given efficiently

- ✓ *Very efficient today - zero wait time x*
- ✓ *Easy to book my appointment, easy to check in on arrival and the flu vaccine was given on time all within 5min of arrival!*
- ✓ *I asked for a phone call and apparently a face to face was booked. The doctor I spoke to was lovely and extremely helpful*
- ✓ *Good service today*
- ✓ *Very efficient and professional*
- ✓ *Everybody was so kind and helpful. My doctor answered all my questions patiently*
- ✓ *Doctor was good and quick*
- ✓ *Listen to me answered all my questions. Thorough examination. Very pleasant person*
- ✓ *The doctor was very helpful and answered all my questions.*
- ✓ *My doctor knew my history very well, understood my symptoms and what I was trying to convey. She remembered me from my last appointment which was very comforting. Through the visits my doctor was very attentive, understanding and professional.*
- ✓ *Reception was approachable and informative. Waiting area was relatively quiet and comfortable. Appointment started fairly promptly and almost to schedule. GP was attentive, efficient, and provided carefully considered path forward to address the relevant health issue along with short term relief solutions. Overall, a painless and helpful visit.*
- ✓ *Courteously met by the receptionist. Was called in quickly and out of the door even quicker. All good.*
- ✓ *Because the doctor that attended to me brings out time to discuss my problem and suggest other options to bring down my BP.*
- ✓ *Was seen very quickly for my vaccination*
- ✓ *Because I feel sometimes there someone who try to help but sometimes no one understands*
- ✓ *I don't know*
- ✓ *Recently, joined Bounds Green group practice, I was very impressed, Brunhilda the receptionist, fantastic*
- ✓ *always polite, helpful staff.*
- ✓ *I did not have to wait long to be seen and the nurses were very polite and helpful*
- ✓ *Because I was served in time and really I was very happy*
- ✓ *Doctor fantastic, trying to get an appointment is a nightmare.*
- ✓ *Doctor was excellent*
- ✓ *Longer wait than expected, but quick, friendly and efficient once I was seen*
- ✓ *Dr Schamroth was very quick, persuasive and gentle injecting my finger which was extremely painful*
- ✓ *Organising the appointment was efficient, and I was booked in to be seen within hours. Doctor was friendly and professional. I was seen 10 minutes after booking time. Overall good experience*
- ✓ *Doctor listened and dealt with my concern*
- ✓ *Was called on time and personnel was pleasant*
- ✓ *They were quite helpful when I go there and sort out everything that I need to have sorted out*
- ✓ *I was seen on time, listened to and had a very sensible and understanding consultation.*
- ✓ *Happy to get a quick appointment*
- ✓ *Quick face to face appt. So important to elderly patients*
- ✓ *No queue in reception. I went to GP on time. Had good consultation.*
- ✓ *I have good experience all the time*
- ✓ *Quick appointment Phones answered in a very reasonable time Patient choice - was offered face to face or virtual & I chose face to face Friendly reception staff Friendly doctor*
- ✓ *Very efficient & very polite*

- ✓ Had no issues
- ✓ *I am happy with the GP service*
- ✓ Reception fit is in when we were early and nurse was kind when my son didn't want to have his nasal spray.
- ✓ *Had good access to doctor when I needed and edifice flu jab service. I do have an issue around online services not migrating properly from my previous surgery but it didn't feel right rating 2 just on account of that issue.*
- ✓ GP listened and explained well what she thought the best course of action was. Very thorough.
- ✓ *Prompt service at the reception. Didn't wait too long for my appointment. Gp practitioner was kind and informative*
- ✓ A quick and efficient experience with both the nurse I saw and the receptionist afterwards
- ✓ *Very short wait time, the doctor was attentive and it was an overall a really good experience.*
- ✓ All the staff, doctors and nurses are accommodating and you feel as though they strive to give the best service taking into account the patients needs rather than fitting into NHS budgets or short time slots. I always come away happy.
- ✓ *Staff were friendly and efficient.*
- ✓ I called the GP practice and I got an appointment same day! Amazing.
- ✓ *Well I actually got to see a doctor which is quite something the*
- ✓ Everything was straightforward from beginning of the visit. From reception to my appointment with the nurse
- ✓ *Very helpful and quick experience*
- ✓ The doctors was great and the receptionist I called and booked in with. However when attending the surgery today. There was a receptionist on the desk that clearly had no clue what she was doing. Instead of explain things she simply just looked at me and walked away with no words said. She couldn't speak very well English either which is concerning when your trying to explain medical situations that she couldn't understand. She couldn't understand basic words never mind explaining a problem. Thanks fully dr Toms was great and excellent at communicating with me and my cancer care team. She is a star for this surgery!!
- ✓ *Got through by phone fairly quickly even though it was really busy. Super helpful receptionist. Appointment same day. Seen on time. Unrushed consultation. Gp ready listened. We are so lucky to have such a good GP service*
- ✓ Because Dr Mukarjee (sp?) was very welcoming and professional. She listened carefully, offered good advice , and a came up with a clear and practical plan. I think she's a very good doctor indeed.
- ✓ *The phlebotomist was professional, courteous and gentle. The PA I saw was very warm, helpful, informative and professional*

