

- ✓ I didn't wait for a long time for my phone call to be answered. I was able to get an appointment today
  - ✓ *All very helpful*
  - ✓ The doctor listened to my concerns and gave a satisfactory conclusion
  - ✓ *Doctor very good and thorough. Appointments still difficult to get through on phone. No online appointments despite messages saying it's an option.*
  - ✓ Prompt appointments, reception staff and doctors very helpful. Doctors are taking time where needed and not allowing time pressure to affect the consultation. Quick referrals where needed. Doctors are both caring and efficient.
  - ✓ *Because really good practice.*
  - ✓ Called at 8, 4th in line and spoke to someone in 5 mins. Given a 9.10am appointment. Screen announced when we were called. Seen at 9:15am (which is quick compared to recent visits). Doctor friendly and thorough. Happy with the end to end process.
  - ✓ *owledgeable and understanding GP. Very happy with today's exper*
  - ✓ Doctor was great . Reception was poor
  - ✓ *The treatment by Dr Idaho was superb yesterday*
  - ✓ This time I did not had wait too long.
  - ✓ *Attentive, human and knowledgeable*
  - ✓ Appointment 20 minutes late after allocated time slot and upstairs appointments for disabled people should be downstairs also blood tests not available at the surgery anymore. I can't book online and have waited over 9 months to get an appointment but the doctor was thoughtful and kind
  - ✓ *Easy to get appt, appt was prompt and to schedule and doctor was helpful and professional*
  - ✓ No long queue and the GP was excellent
  - ✓ *Because they have kept me informed at all Stages & answered all of my queries, while maintaining a high level of care. Yours sincerely, EHH*
  - ✓ I thought that Dr McAuliffe was excellent
  - ✓ *I like the way the Drs follow things up. They are very thorough.*
  - ✓ Understanding and responsive.
  - ✓ *I have found the doctors to be responsive to my concerns and proactive when it comes to my treatment and investigations*
  - ✓ Priyanka Shah was a very good doctor for me.
  - ✓ *We The family have being registered there for the last 50 years myYxu*
  - ✓ Everyone in the Practice was nice and polite. It wasn't crowded. The doctor asked enough questions before the diagnosis and also examined the patient properly. The doctor answered the questions from the patient using understandable language. Her attitude was warm and optimistic.
  - ✓ *Trying to make contact by telephone was impossibly difficult, I gave up after 45 minutes having been at number 2 in the queue for the last 20 minutes. This was only resolved by attending the surgery in person and I was then given a phone consult, which took place nearly three hours after the time I was given.*
- Both the phone consultation and the subsequent in person appointment were comprehensive and effective.*
- ✓ it would have been 1 but I waited one hour to be seen it should be ten minutes each patient
  - ✓ *Quick Apointment friendly staff And Great Doctor*
  - ✓ The doctor was thorough & nice. Reception was helpful & nice. I didn't have to wait. The surgery was clean, tidy & bright. Plus the check-in screen worked.
  - ✓ *Seen promptly, Doctor listened carefully and was very helpful.*
  - ✓ Everything was explained throughly to me ,& my appointment was on time.
  - ✓ *Because i was seen on time and had pain relief*
  - ✓ Good access, swift treatment
  - ✓ *My appointment was 20 mins late. The dr was very nice but I felt it was a bit rushed & I had to ask a lot of questions (maybe me needing extra reassurance but it's nice to have all angels covered)*
  - ✓ Service very good

- ✓ Easy to book an appointment today (after a wait on the phone) and very knowledgeable doctor
- ✓ *Sympathetic and informative*
- ✓ The receptionist was cheerful and helpful. The practice was holding covid vaccinations which were administered in an ordered, easy manner. The doctor listened to me and was able to verbally explain the process that would be put in place which was very helpful.
- ✓ *I was seen on the day I called and the doctor responded sympathetically to me*
- ✓ Experience nurse and a helpful person who guided in each details. And a professional and friendly receptionist.
- ✓ *The GP was incredible and attentive and I really felt heard and listened too. I didn't expect the time she would take with me and it was really appreciated*
- ✓ I was able to get an urgent appointment and see a doctor the same day.
- ✓ *Doctor Haffiz was very kind and professional I am very satisfied with my appointment*
- ✓ Great doctor. Long wait
- ✓ *There is always room for improvement at this doctors surgery! My mum had to beg for the appointment after being on hold from 8am. And was only given the appointment as my daughter is 2 has a chest infection and I am suffering with cancer and having chemotherapy to which I have just been in a&e for antibiotics as I know calling this doctors surgery for myself is pointless. One of the reasons my cancer had spread further and I am having to have chemotherapy past the surgery I have already had to endure. It's disappointing that all this time post covid we are still unable to book actual appointments to see our doctor! When this will change please let us know as it's just burdening the a&e departments and causing unnecessary stress to patients that could easily see the doctor for these issues!*
- ✓ I managed to successfully get a same day appointment, wasn't kept waiting long and when seen doctor service very good.
- ✓ *Everything was efficient*
- ✓ Good adherence to waiting time. Friendly staff
- ✓ *Doctors always really responsive and helpful*
- ✓ Very good booking system, got app straight away. Doctor very professional, caring. Very happy about my visit today
- ✓ *Both receptionists were very helpful, pleasant and smiled. The nurse was running early for my flu jab which was brilliant as was the doctor that saw me. I noticed the automatic check in worked and there seemed to be a sense of trying to move up a notch in terms of service.*
- ✓ I got an appointment on the day, the doctor was knowledgeable and efficient and friendly
- ✓ *Gp from today was very attentive but he agreed that he should have check me earlier and the fault was from previous GP that speak with me only over the phone without a proper visit.*
- ✓ Full and careful input from doc
- ✓ *I rang in the afternoon to ask for a face to face consultation. I was allocated an 4:10pm appointment. Arrived and only waited 10 minutes to be seen by the Doctor who was very helpful with a "Fit Note" which was great. All in all a good outcome for me. Thank you.*
- ✓ Sorry i had meant to give top marks - should have been a 1.
- ✓ *A non urgent appointment within a week. Very thorough assessment done and referrals made.*
- ✓ Very efficient
- ✓ *The clinic as far as I was concerned was functioning well it seemed no one had to wait for long so a good turnaround*
- ✓ excellent Dr but did wait 1 hour to go in
- ✓ *Dr was great. Long wait to see Dr.*
- ✓ I was offered an appointment on the day I phoned. The gp examined me and gave me copies of the results of my xray and details scan. It was the first time I have been to the surgery. I also was given a prescription for an alternative to my pain medication and I am being referred to a physiotherapist as I am currently paying for this privately
- ✓ *Appointment was on time. Nurse was very informative and skilled as well as efficient*
- ✓ Was handle very well and didn't have to wait with my appointment
- ✓ *Dr Vias was very good And explained everything to me and my son*

- ✓ Positives: same day appointment, empathetic and knowledgeable doctor, prescription for medication and advice for management. Negatives: appointment was half an hour late, waiting room has too few chairs. Overall a good experience.
- ✓ *Seen on time, expected treatment received, holistic advice given, very caring*
- ✓ It was a good service and friendly
- ✓ *Dr was listened, was understanding and knowledgeable.*
- ✓ The receptionist was very helpful. Then the Dr Tahir was very welcoming and kind listened carefully to what I had to say and asked relevant questions.
- ✓ *Because I was happy with the service*
- ✓ Excellent doctor who really listened and was very clear in her advise
- ✓ *I have had excellent care over the last 8 months particularly from the nursing staff, Nurse Ellen was my favourite but they were all great*
- ✓ Got appointment straight away without waiting for answer. Didn't waiting long at the surgery to be seen.
- ✓ *I am very happy with my Gp and overall service*
- ✓ The staff were helpful and kind
- ✓ *Dr Axon listened and was thorough. I was able to get a quick appointment. The mefical receptionist (male) was very polite. Thank you.*
- ✓ Because you have to improve in appointments to see the doctor and also the doctor in attending
- ✓ *very friendly and helpful*
- ✓ The doctor i saw was so good and and sorted my problems for me sorry i cant remember his name would see him again
- ✓ *Appt wait was short. Very thorough. Good information shared via txt to manage symptoms.*
- ✓ As in my opinion Bounds Green Group Practice giving good quality of service. Im always happy to go there
- ✓ *Very good experience from the courteous telephone operator, receptionist on arrival and the Dr herself was extremely professional and helpful.*
- ✓ Received satisfactory service from the doctor
- ✓ *Easy appointment and we'll staff and gp*
- ✓ Only problem was 1 hour delay to see the GP
- ✓ *Fine*
- ✓ no delays very helpful staff useful information
- ✓ *Helpful efficient friendly*
- ✓ Very patient, did all the checks, very reassuring and thorough.
- ✓ *Dr S listened, was friendly and knew what to prescribe. Also the receptionist is v friendly to clients*
- ✓ First, I was able to get an appointment same day. Second, my appointment was only delayed for 25 minutes. Third, the Doctor I saw seemed to know what the problem was. I didn't put 1 for very good, as the check in machine does not seem to function too well. The touch screen is not very sensitive and you have to keep tapping it and then it suddenly jumps to the next page and you're not quite sure what info e.g. date of birth you have put in. The other issue I found is the screen on the wall which gives your name and which room you have to go to. Unless you're staring at the screen the whole time you are there, you could miss when it calls you as the sound is too low. I have perfectly good hearing but even I had a problem hearing the voice announcement. There was a lady who was hard of hearing and she did not see or hear the call for her until the Nurse came out and called out her name.
- ✓ *Great service*
- ✓ Excellent service all round and really good help from everyone that I had contact with, today. Thank you all very much for running such a great practice. You're all lovely people with great patience.
- ✓ *Seen on time. Friendly, helpful, knowledgeable dr*
- ✓ The medical staff that I have seen are very helpful and sympathe, and resolve most issues - but no one seems to be able to get the bottom of a long-standing problem that I'm having with my feel've been sent for endless tests after which I'm told that no pr
- ✓ *She is a good doctor who loves people and his profession.*

- ✓ *Long wait time especially with a baby.*
- ✓ *He seemed like a good professional, and that's the most important thing. He behaved politely and intelligently.*
- ✓ *The practice nurse was excellent, but one of the receptionist was dismissive, didn't really listen to what I was trying to say and suggested that I went to A&E*
- ✓ *Excellent Dr very understanding*
- ✓ *the doctor was very friendly and welcoming making it easier to speak and tell him my exact needs and problems. all round best experience i had at the gp*
- ✓ *My appointment was for 9am but had to wait till around 9:20am to be seen by the doctor.*
- ✓ *We (my husband and I) were kindly invited for Covid Booster. The Dr my husband seen in room 2 was so polite and caring and encouraging his good manners made my husband feel better almost before the given treatment. We are most grateful to his attention .*
- ✓ *Lovely doctor, well informed, thorough, reassuring and caring*
- ✓ *Okay*
- ✓ *Would have been 1 but the notification system was not working properly - doctor had to come and find me*
- ✓ *My doctor was very helpful and nice.*
- ✓ *I found the doctor very helpful, supportive, and interested in the welfare of her patient.*
- ✓ *Quick appointment supportive kind dr*
- ✓ *With appt you dont have to wait for long before you are called to see a Doctor. The friendly way a Nurse or Staff will receive and talk to you make you so relaxed. How a Doctor will receive you on the Surgery make you feel fearless and so relaxed and drive any fear and make you more relaxed.*
- ✓ *My appointment was for 2.30pm but I wasn't seen until 3! Not that that was a problem but can't give an excellent score. Doctor was thorough and the receptionist was helpful*
- ✓ *Good*
- ✓ *I was on hold on the phone quite a long time to make an appointment, so I didn't choose 1*
- ✓ *Because of my experience with our Bounds Green GP They always try to support us and help us in best way of they knowledge and what they are able to help us with.*
- ✓ *Every one is always kind and helpfull and makes me feel special*