

- ✓ The doctor I saw was very thorough and took the time to explain things to me
- ✓ *From this phone number*
- ✓ The service was excellent, the doctor was very good and kind with me and she answered all my question. Also everything was super clean and tidy.
- ✓ *The service was good. It was one of the best smear tests I have ever had.*
- ✓ I was very pleased by my consultation. Very thorough and unrushed
- ✓ *Doctor was very good. I was able to get a same day appointment using the app- making appointment for daughter in my name. Previous experience trying to book by phone impossible. Not so good for those without know how to do this. Appointment was 40 min late- but would prefer that to having doctors who cut off patients after a few minutes.*
- ✓ GP was super helpful and efficient - very good care.
- ✓ *Dr Lee was attentive kind and extremely thorough with her examination*
- ✓ Because you asked
- ✓ *Always able to get appointments via app and on the day (though I do wonder how easy for people with impairments or not digitally savvy). Office staff seem nice and friendly. GPs very knowledgable and caring.*
- ✓ I was seen on time, the results of my blood test were politely explained to me in a very reassuring manner.
- ✓ *The Doctor very kind and helpful*
- ✓ The GP was kind empathetic and very helpful
- ✓ *Good service - vast improvement from a year ago*
- ✓ Receptionist was very helpful
- ✓ *Listened carefully and considered the situation fully. Attentive and polite*
- ✓ Very informative and had a positive attitude throughout
- ✓ *Because i was very happy with the lady doctor today*
- ✓ The Dr knew my history before I had even entered the room and he was very attentive
- ✓ *I was very well treated, listened to and checked thoroughly. I was given very clear instructions and felt reassured.*
- ✓ Friendly, caring service from nurse.
- ✓ *Because you was ask me a question, so I answer*
- ✓ On the day appointment. On time. Lovely Dr.
- ✓ *The doctor I saw listened to me and helped with the issues I have*
- ✓ Got an appointment straight away and the GP was understanding
- ✓ *Doctor spent time to listen to my problem and gave me alternative suggestions.*
- ✓ Very efficient and professional
- ✓ *She was a nice lady.*
- ✓ Went to the practice at 8am requesting an appointment and was seen by a Doctor just after 9am
- ✓ *Dr Kelly communication was excellent, she listened and explained treatment to me.*
- ✓ My wife and I are both suffering from cancer. BGGP seems to be doing its best to help us
- ✓ *Very helpful informative doctor answered all my questions did thorough consultation*
- ✓ Good service no wait time
- ✓ *Waiting times*
- ✓ Efficient and helpful

- ✓ The doctor assessed my condition reassured me put my mind at ease a little and followed it up with referrals and a sicknote
- ✓ *The GPs I have dealt with recently have been excellent in the way they have addressed any issues I've gone to them with.*
- ✓ Dr Axon was very thorough
- ✓ *Everyone is efficient and caring*
- ✓ Doctors are sympathetic and helpful.
- ✓ *Rang at 10.0 . Seen by nurse at 12.15. Crated at Wood Green at 2.0. Results in a week. However the wait for the receptionist was long and slow. Nurse fantastic!*
- ✓ The doctor was very attentive and asked lots of questions and was great
- ✓ *Same day appointment and quick consultation*
- ✓ For a change it was easy to get an appointment and was seen in time by a very nice doctor.
- ✓ *Doctor was good The receptionist however kept me waiting for prescription when she could have asked the doctor to give it to her - she said she didn't want to disturb him because he was with a patient but I just thought that was a bit overly anxious behaviour. If I was a patient seeing a GP & a receptionist knocked on the door & asked doctor to print a prescription for another patient I don't think I'd mind*
- ✓ All that I spoke to were professional, considerate and friendly
- ✓ *The doctor I was seen by was very helpful and nice.*
- ✓ I rang at 12 and was able to get an appointment this afternoon. Dr Mc Auliffe (I think that's her name) was excellent I'm being referred for tests to be on the safe side but she was reassuring and kind - and I felt listened to.
- ✓ *I was made to feel at ease while having my B12 injection*
- ✓ Friendly GP, no waiting time. Helpful and informative regarding my issue
- ✓ *The doctor examined me and made recommendations and was able to provide or organise further interventions*
- ✓ I've always been looked after by BGGP and have had the same GP whenever I've had to visit which is important to me...Dr Mark Benton was brilliant. Sadly he's moved on...I don't struggle to get appointments too...
- ✓ *Efficient and courteous booking over the phone. Quick booking process. Thorough Dr who explained all aspects. Overall, BGGP keeps delivering as the best Group Practice I have ever experienced.*
- ✓ The problem was well understood and resolved instantly
- ✓ *Always manage to get appointment if I need one also efficient and helpful staff*
- ✓ Called at 8:30am and didn't have to wait in a queue. Immediately given an appt for that day. Doctor Toms was lovely and very helpful and not running too late.
- ✓ *Got same day appointment and Dr was very helpful*
- ✓ I had an appointment promptly , the doctor (Ramsell) saw my daughter without any waiting and she took her time with her, very thorough examination.
- ✓ *The receptionist was very polite, calm and well mannered. The doctor listened to me and was not dismissive. She made a management plan which I am happy to follow. The environment was clean and tidy.*
- ✓ I should be able to phone and book a consultation for any day. I have put it off for months and it is stressful trying to remember to call at 8am and then waiting half an hour only to be told there are no bookings is frustrating. Then I give up!
- ✓ *Because I thought Dr Vyas was very good.*
- ✓ Doctor was very thorough
- ✓ *quick and efficient service*
- ✓ I got seen straight away. The doctor was very good and thorough and it was easy to get my prescription.
- ✓ *My experience today was great, I called the surgery, got straight through and was able to book a gp and nurse appointment for a smear test. I have been trying for a few days to get an appointment via the app, it wasn't clear how to book a smear test that way and wasn't clear how I could email you with my query, so surgery great just the app a bit frustrating*

- ✓ *My unsure is covering my experience and my sons as well he is almost 3 years old . I come in contact with one of the GP's doctor about an consent I had for my health and they did nothing but been careless and i had to go back home to find out what was wrong with me. As for me son we ended up to the emergency with breathing problem.*
- ✓ *Great reception team*
- ✓ *We saw Dr Kelly this afternoon and she was very good with my son. She took time with us, did a thorough examination and reassured a worried mum.*
- ✓ *I had an excellent experience with the GP but have since had a very negative experience with a member of admin staff since I returned a missed call*
- ✓ *The GP Dr Lee was incredibly insightful and empathetic to my situation and MS stress concerns. I could not have asked for better advice thank you.*
- ✓ *I took the service that I need*
- ✓ *Very friendly and professional nurse*
- ✓ *Seen on time*
- ✓ *I have been going to this clinic for several years and I am treated very wellness and I always get help from everyone for which I am very grateful*
- ✓ *Doctor was very polite, helpful and answered all my questions.*
- ✓ *Good young male doctor, professional but friendly, positive experience.*
- ✓ *Doctor helped me and i was glad.Thank You*
- ✓ *I felt comfortable and the doctor explained the situation very clearly*
- ✓ *Care given by the GP*
- ✓ *Excellent exploration of my symptoms. Full discussion*
- ✓ *Efficient service*
- ✓ *I was seen on time . Dr was friendly and he did give me a cha to say what it was my problem and he did explain and he di*
- ✓ *Very prompt response and a well informed and caring consultation on the day I rang. Very impressed*
- ✓ *My interactions with GP surgery are positive.*
- ✓ *The Doctor gave me great news and advice the future looking good*
- ✓ *I got an appointment today and the GP was lovely.*
- ✓ *Very kind doctor, appointment ran to time, swift experience that put me at ease.*
- ✓ *Polite attentive reception staff who also helped with forms etc with great patience and courtesy*
- ✓ *Good experience*
- ✓ *The Dr I saw was helpful, thorough and clear and I got an appt on the same day after only 5 mins on the phone.*
- ✓ *The doctor listened to my concerns and gave us a good service.*
- ✓ *Very prompt service and friendly staff*
- ✓ *Because all doctors are good But I'm not happy with appointments system*
- ✓ *Efficient service. Friendly doctors.*
- ✓ *The GP took time to explain all my options to me.*
- ✓ *Text messages are an efficient way to communicate with reminders. Much easier/cheaper than post*