

October - December 2017

How likely are you to recommend our practice to friends and family if they needed similar care or treatment?

Extremely likely	159
Likely	92
Neither likely nor unlikely	46
Unlikely	15
Extremely unlikely	9
Don't know	0
Total	321

"Excellent in every regard and always so kind."

"I am always listened to and treated with respect."

"I can always book last minute appointments and the doctors are always very helpful."

"Quick appointments, all admin staff are really friendly and helpful and the GP was great".

"Excellent GP courteous, informative and reassuring".

"Very good service and efficient staff".

July - Sept 2017

How likely are you to recommend our practice to friends and family if they needed similar care or treatment?

Extremely likely	130
Likely	64
Neither likely nor unlikely	9
Unlikely	10
Extremely unlikely	5
Don't know	1
Total	219

"Very friendly staff and caring, knowledgeable doctors."

"My family has belonged to the practice for over 40 years and you have always delivered an excellent service."

"Appointment on time and always friendly & efficient, feel confident on diagnosis/treatment."

"Book the GP appointment online - check in on a screen at arrival - appointment started on time happy with the service received."

"Staff and doctors working at Princes Road Surgery are very professional, helpful, organised and effective."

"Easy to make appointment, short wait to be seen and then excellent service."

April - June 2017

How likely are you to recommend our practice to friends and family if they needed similar care or treatment?

Extremely likely	20
Likely	8
Neither likely nor unlikely	1
Unlikely	0
Extremely unlikely	0
Don't know	0
Total	29

"Been here for over 20 years – never have a problem getting an appointment. Doctors and receptionists always pleasant & willing to help. Great appointment system".

"It is a friendly efficient GP surgery and I cannot fault the service my family and I have received over the years".

"Always get friendly caring service at this surgery".

"Staff have always been above and beyond helpful".

"Great service, very friendly staff, appointment system is amazing and doctors offer high quality care and commitment".

"Always friendly and can usually get an appointment on same day. Repeat prescriptions run smoothly".

January - March 2017

How likely are you to recommend our practice to friends and family if they needed similar care or treatment?

Extremely likely	32
Likely	9
Neither likely nor unlikely	0
Unlikely	0
Extremely unlikely	2
Don't know	0
Total	43

“Excellent doctors, polite helpful receptionists. Brilliant”.

“Reception very helpful. Always fit me in especially when issues with my children”.

“Excellent practice, staff are amazing”.

“Doctors are very polite and approachable”.

“If any of my family lived nearer I would recommend”.

“The staff are always very helpful. The doctors are very thorough”.