

October - December 2018

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

Extremely likely	69
Likely	49
Neither likely nor unlikely	14
Unlikely	1
Extremely unlikely	2
Don't know	0
Total	135

"The nurse was very polite and explained to me everything I needed to know. She was very professional and made sure I felt ok before leaving the surgery".

"I have attended this practice for over 70 years and have always been very pleased with my treatment".

"Easy to book and very friendly helpful efficient doctor".

"Superb medical staff and friendly, efficient reception staff".

"Amazing staff and doctors. Very helpful and understanding".

<p"Availability of appointments, friendly receptionists, understanding GP's and efficient service".

July - September 2018

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

Extremely likely	149
Likely	59
Neither likely nor unlikely	8
Unlikely	7
Extremely unlikely	2
Don't know	0
Total	225

"Nurse was incredibly helpful, knowledgeable and professional."

"Can nearly always get same day appointment. Staff are friendly and professional."

"The service is always 100%. I have been attending this practice for about 30 years, never a complaint".

"I have always found the doctors very kind and helpful."

"Amazing staff and doctors. Very helpful and understanding".

"Always excellent care - whoever the doctor".

April - June 2018

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

Extremely likely	157
Likely	74
Neither likely nor unlikely	16
Unlikely	3
Extremely unlikely	3
Don't know	1
Total	254

"Great service from reception through to the consultation with the doctor".

"Quick and efficient service. Friendly staff".

"Great appointments system. Excellent doctors and reception/admin/nursing staff".

"Whenever my children have been poorly, my GP has always seen them the same day".

"I have always been satisfied with the treatment I get. The staff are very helpful".

"I can get appointments when I need them, usually with the doctor I want to see".

January - March 2018

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

Extremely likely	156
Likely	69
Neither likely nor unlikely	7

Unlikely	1
Extremely unlikely	6
Don't know	0
Total	239

"Excellent staff both medical and admin. I also like the availability of appointments especially the new commuter appointments".

"Everyone in the surgery is so helpful. The level of professionalism is very high and my family and I are highly satisfied with all the care from the surgery".

"Efficient, prompt, professional and friendly".

"Friendly and accommodating reception staff and great doctors"

"The surgery always tries to accommodate our needs and provide prompt care and attention".

"The speed of registration and the ability to get appointments on the day when you need them. Friendly staff and GP's who care and listen".