

Friends and Family Comments

September

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

Positive comments

'Prompt service, friendly staff, on time.'

'Always good service.'

'Great Staff.'

'Not a bad surgery.'

'The receptionists simply cannot do enough for you, amazing every time.'

'Great receptionists and doctors.'

'I have no problem getting to see the doctor, and I find the receptionists are extremely helpful and very pleasant.'

'Past experience has always been positive.'

'Always great service.'

'Nurses are great.'

'We got to see the GP with good assessment and plan. It was a thorough step by step intervention. The receptionists were very accommodating too.'

'Friendly, professional service.'

'I can usually get an urgent appointment quickly and a routine appointment with my preferred doctor within a couple of weeks. The staff are very friendly and helpful especially when I have to bring both children with me. I received exceptional care while I was breastfeeding my son, including a case of Mastitis – specific breastfeeding knowledge is not always easy to find in a GP, but both the doctors I saw were very knowledgeable and supportive.'

'Always been happy with the service.'

'I'm always able to get an on the day appointment.'

'Very good reception staff. Doctors who are young and up to date and so seem to listen.'

'All staff very nice.'

'Receptionists always help with fitting around appointments. Can always be seen if I feel it's a medical emergency.'

'Wonderful staff, all very caring, compassionate and attentive.'

'Nice reception.'

'The reception staff are lovely. Always happy to help.'

'Having had recent delays with having a health issue solved, I feel very relieved that I will now get answers.'

'Friendly reception staff, great nursing staff, good advice and medical treatment.'

'The doctors and staff are very good.'

Areas for development

'Although our family have encountered some brusque service with one or two doctors, we've otherwise been very happy with our service there'

'In general I am happy with the treatment I receive. I am not so happy that I am being asked to communicate with the Bearpark surgery at times, instead of my local surgery.'