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[www.Thornburymc.co.uk](http://www.Thornburymc.co.uk)

Patient's comments Friends and Family test  
January 2018

Play music while waiting.

Make more appointments available. Send texts to remind people of the appointments on the day.

Very polite staff. Very welcoming and helpful. Accommodating of my needs. Explained everything calmly until I understood it all.

Receptionists really quick. Don't keep you waiting. They give you the best advice.

Friendly service. And always helpful.

No suggestions. It's perfect.

The receptionists are very kind and helpful.

Answer your telephones please.

Excellent receptionist. Smile all the time / professional.

Receptionists are very good and helpful!

Happy.

I never have any issues!

Brilliant and happy.

Good reception.  
Nothing to improve.

The tone for the display to alert patients is very low in volume.

Less waiting time for patients.

Reception ask too many what problem is and still not get appointment.

Nothing to improve.

Can't complain about anything really.

When someone is ill no appointment given and very rude service.

Long wait.

Nothing to improve.

Nothing to improve.

Appointments more available.

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Happy.

Nothing to improve.

Service improved loads.

Dr Zahir is great. Very friendly and always listens.