

# Friends and Family Comments

St George's Medical Centre	
Month	Friends and Family Comments
April 15.	GP really good for us because we call in any time they give us appointment
	This practice Improved very Well And satisfied with them
	Sometimes it's hard to get appointment , especially for children who cannot wait for days to be seen by a doctor, oven the séance is ok
	the time is very good .I always see the Dr in time the staff are very helpful and very patient the Dr always
	The Dr listens to the problem explained and deals it effectively. Are considerately given request
	we don't had any problems with the service
	I used these clinic always and the service is real good I don't have any problems with the service
	It service is very good
	Friendly is Helpful Staff
	Everybody are pleasant and Dr are very good
	good services good Dr
	Happy with the surgery, appointment's wanted are available Dr is good he listens to you.
May15.	I am very happy with the system of the surgery helpful staff and doctor
	Whenever I need medication, appointment, letter I am offered. I am very happy with the whole staff and Dr
	welcoming and give good advice
	Dr Botros and the team
	it's close to our house
	Good service
	No problem with the surgery
June 15.	Very Good
	Doctor is very good & the staff are nice
	Dr & staff very nice
	Dr & staff are very good & helpful in every way
	The GP takes good care of us
	The Dr, Nurse & all staff are very helpful all the time
	Helpful always
	Dr & staff are always willing to help

	I am happy with the Dr & all the staff are helpful
	Been registered for more than 15 years at this surgery & I am happy with the Dr & the staff are good
	Happy to be part of this surgery, I am treated well & everyone is kind & understanding our needs. They try to accommodate us.
	Very happy, confident of the services offered, happy with Dr & staff. Wish most of the other surgeries would follow in their footsteps.
	Family do not live in this area
	Happy with the way the Dr & Nurse treat us & show concern
	Dr treats me good & I like the staff as well
	Very satisfied with the service I'm getting & easy to speak to all the Reception staff
	Very helpful staff
	Happy with the service, but would like a female Dr
	Staff welcoming & helpful. Dr always available & provides professional support & advise.
July 15.	The service provided is excellent
	It's about the apt system never seen when you need to urgently
	Friendly professional staff
	Great service & very friendly
	Understanding & do not waste time
	Dr Botros
	Staff are very friendly & the Dr is very good
	I never get an apt most of the time, Dr Botros is to good & that is the reason I don't want to change surgery.
	All the staff has been very helpful.
Aug 15.	Always treated with respect & understanding of my situation from reception to the Dr himself. Feel we are always treated as humans.
	This is due to the staff that works here. They listen to the pt, are polite, professional & helpful. They give that little bit extra; also Dr Botros is one of the best Doctors.
	Make pt their first priority.
	Whenever I need the service I get it immediately & I like the Dr & staff.
	The Dr is kind.
	Reliable GP & staff.
	Dr & all staff are very cooperative with the pt's.
	I am very happy the way this surgery is run.
	There are times I get lucky to see the Dr but not always when I really need the service.
	When I need to be seen I get seen.
	The service is good & I am happy for that.
	The staffs are very helpful.
	The service here is impeccable & always helpful.

	The surgery's service is very good & the staff & Dr are very nice with the patient.
Sep 15.	Surgery is very good & all staff are very good.
	Easy to get an apt, staffs are very helpful & understanding. Depending on the emergency you can get an apt on the same day.
	All the staff & Dr are very helpful.
	Always friendly & helpful.
	Friendly staff, quick appointments when possible.
	Efficiency
	Very kind & helpful Dr, he is really good, he listens & checks straight away. Also good customer service
	Friendly service.
Oct 15.	Always good appointment and Good service.
	Very friendly and excellent service.
	Dr Botros is a good GP and always offers good advice
	I am very happy.
	Dr explains and advice very well.
	Dr is a very professional & nice receptionist
	Good service and good appointments.
	Dr is very understanding person and explains well
	Very good GP and Good appointment service.
Nov 15.	If you need urgent appointment they refused and at the same time they take long time to pick-up the phone.
	Good service
	As the staff always try to accommodate appointment for patient is very helpful.
	I am happy with service they do.
	Because they will give you a good health check and they are very kind.
	They will give you prescription slip, for quick request and helps very well.
	I am happy with GP, very good and they listen to us.
	There is always room for improvement.
	Good Doctor
	I had smear test cancelled 4 times.
	Happy with doctor
	I am very happy, very good doctor.
	Its good service
	Satisfied services, and very good doctor.
Dec 15.	Doctor is not good and it's hard to get an appointment.
	You do what you can for people.
	Because this GP helps me out a lot.
	Since I have been with the Doctor, I need to see the Dr urgently and always had quick appointment.
	Doctor Botros and his staff are very friendly and helpful.

	As promised, my Issued was solved within an acceptable time frame.
	Because when I have enquiry it always gets sorted out and I am happy.
	Good Doctor, listen to my problems, recommends to hospital or clinic if required. Staff very nice and polite.
	Good service
	Because a lot of time I needed immediate appointment, they given to me and really friendly staff.
	Dr Botros and the team try their best to look after me and my family health by giving us appointment ASAP and they are all very friendly and professional.
	Quality of care is very good.
	I find that some change has happened through last period
	Good service
	The treatment of staff is good
	Good service, but needed to wait 10 days for appointment.
	Same day appointment available.
	I am Happy with Dr and staff.
	Good Healthcare service.
	Excellent service always get appointment within 24hrs and excellent staff and very good Dr.
Jan 16.	Yes, the reason I recommend to my family because it good to me.
	I haven't attended the appointment yet, however the receptionist in the mornings is helpful, whereas the lady I spoken to on Wednesday afternoon wasn't.
	Receptionist are always positive and helpful
	The Dr is Extreme unwilling to prescribe the medication even though when needed.
	Improve service-eg online access and easy to make appointment.
	Friendly staff and helpful doctor Botros.
	Because the service is very good and the receptionist are very punctual and well manned.
	I wasn't waiting for long time to see doctor.
	Dr Botros + staff are very good, professional + caring.
	Good service
	Because is help people to know
	Good GP.