

Twickenham Park Surgery
Patient Survey Comments

1. A brilliant practice/everyone is helpful and caring. Always on times and easy to get an appointment. Dr Manreet Johal is especially good – never rushed and very up to date.
2. Thank you to everybody for always being there.
3. I am just waiting half an hour for blood test – too long! (still waiting)
4. Great Staff !
5. This practice is overall excellent. I've had one unsatisfactory appointment with a trainee/newly qualified Dr. I don't blame him for his lack of experience. I fed back to another practice Dr – possibly there should be a proper channel for this? I wanted to point out a shortcoming in attitude rather than anything more serious. Re making appointments online, I am aware that not everybody likes to use the net and clearly this shouldn't mean they have less equal access.
6. Better range of magazines to read in the waiting room.
7. Helpful reception staff.
8. I would just like to say how good the reception staff are.
9. The surgery has been excellent in making time to see and support my child during his cancer and subsequent remission. I have great faith in the abilities and professionalism of the staff here.
10. I really support the idea of making appointments online, because it is so difficult to get through by phone at 8.30am!
11. I am very happy with the practice here and impressed with every aspect particularly the doctors. I hope I will be a patient for a long time!
12. I have always found any doctor our family has seen here to be excellent. Dr Gulati in particular has been brilliant with my children – so much so that my little boy has talked about her at home, mentioning her by name. Dr Beach was also incredibly understanding and gentle during my pregnancy. My husband had a very good experience dealing with Dr Johal. Thanks to all & keep up the excellent work! It would be immensely helpful to allow callers to join a queue waiting system when trying to get a same day appointment by telephone in the morning. It can be very frustrating calling back several times to get through.
13. It would be helpful if we can speak to someone at the GP during lunch time. (GP closes for lunch)
14. I would like to see implemented a more efficient method of obtaining a script outside normal surgery hours. My own experience was particularly extended so must have been very expensive for such a simple operation. I.e. acquiring a script prior to my pharmacist closing on a Saturday evening.
15. A very nice place, very nice people.
16. A friendly and efficient practice with courteous reception staff. We are lucky as a family to have this practice nearby.
17. I cannot fault this surgery at all.
18. Brilliant doctors & reception staff. Dr Weston-Price has been so helpful & understanding throughout 2 pregnancies & I always feel very comfortable with her. Also very positive experiences with Dr Gulati, Dr Beach, Dr Johal (younger & dad) & at the end of last year Dr Perry who saw me for the first time. All very helpful especially with the children – so are the reception staff, especially Tricia. Always able to get an appointment when children are ill, my 3 year old is always very happy to come here due to the friendly staff. (Always happy to comment should you need feedback)

19. We have a small baby and have struggled with colic, reflux and no sleep. TPS have been fantastic, helpful and a lifeline. They've made our lives a lot easier and we feel they are always there when we need help.
20. I received very speedy treatment.
21. Need antibacterial hand wash in the public toilet and a hygienic light pull.
22. It would save the practice time and money if they would use e-mail instead of post.
23. Very happy surgery.
24. I appreciate the service thank you!
25. I am very happy with the practice. Helpful reception staff.
26. You are treated as an individual, not a statistic. Good personal care and communication.
27. My wife and I have always received the most positive care and attention here. You are keeping us alive!!
28. A very welcoming practice providing an excellent service in an efficient and competent manner.