

# Dr G Dhillon & Dr S Raza



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## Practice Questionnaire 2013-2014

### Comments

1. Is there anything particularly good about your healthcare
  2. Is there anything that can be improved
  3. Any other comments
- The care from the Doctor himself was excellent
  - Doctors always approachable and talks to the child at their level, this is an excellent practice
  - Anything good about your health care – local, any improvements – early hours
  - Excellent care by Doctors, Nurse and Staff
  - Anything good about your health care – Caring trying to help
  - I have always had satisfaction and treatment at this surgery
  - Care very good, nothing can be improved, no other comments
  - Friendly staff can get appointment usually the same day if needed, improvements Saturdays or later in the evening and have consultation times run more or less on time
  - Been very kind and looked after me very well
  - Appointments made quickly
  - Doctors and support staff are always professional but approachable, empathetic and considerate. Although this is a busy practice the receptionists always try to help
  - I have two doctors who attend to me Dr Raza and Dr Dhillon. They are very respectful and easy to understand me. Improvements, No I am satisfied with my GP. Any other comments, keep up the good work
  - The whole group are pretty much amazing, polite and consistent
  - The Doctors, Nurse and Receptionists are all excellent at their profession and are all caring and helpful. Any improvements not really, probably an ECG on site
  - Anything good about my healthcare – Ability to see a Doctor the same day

- Anything that could be improved – A lady doctor would be good for certain things – other comments, Reception not very private, you cannot always hear, particularly if any noise in the background and everybody can hear what you are saying
- No complaints with reception, doctors or nurses, we have excellent care
- Environment – clean and spacious
- Everyone is always friendly and really helpful
- Pendeford Health Centre is first class! – staff are very professional in doing their duties and very caring as well – the centre is run efficiently