

## November/December 2016 - Comments

### How likely are you to recommend our service to friends and family if they needed similar care or treatment'

#### Statement circled

- Extremely Likely      Good reception, doctor Kanani listened to my concerns and treated me well, as do all the doctors in the practice.
- Extremely Likely      I am a relatively new patient and am very please with the service received so far. The doctors are very thorough and the people in reception are very helpful. A normal appointment can take 3/4 weeks but there is an emergency system.
- Extremely Likely      I always receive very good and friendly service with all the medical and admin staff.
- Extremely Likely      I am new to surgery, have found everyone extremely helpful and the service first class!
- Extremely Likely      Friendly polite, listened to what I had to say. Did not feel rushed.
- Extremely Likely      Dr Phen was very polite, efficient and helpful.
- Extremely Likely      Listened to what I said - very clear in what he was saying.
- Extremely Likely      Very efficient and pleasant.
- Extremely Likely      The care and attention given by this practice is one of the best.
- Extremely Likely      I have had very high standard of care since moving to this doctors. The two doctors that stand out are Dr Aneja and Dr Phen. Their customer care was brilliant!
- Extremely Likely      Discussion was factual - which I like.
- Extremely Likely      Very good service.
- Extremely Likely      The doctor I saw was very explaining helped me understand, checked everything he needed to was so lovely and polite.
- Extremely Likely      Very helpful and inviting treatment/consultation.
- Extremely Likely      Doctor very helpful and friendly and explained things clearly.

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| Extremely Likely | I am very happy with the treatment here and all the doctors and nurses and staff.  |
| Extremely Likely | Always get good service.   |
| Extremely Likely | Dr Aneja was very informative and had a lovely manner. I wasn't rushed in and out.   |
| Extremely Likely | Friendly, efficient, understanding of needs.   |
| Extremely Likely | Best surgery in area.  |
| Extremely Likely | Excellent service and doctors.   |
| Extremely Likely | Friendly, listened well. Polite. Not rushed.   |
| Extremely Likely | Very efficient practice, nice staff.   |
| Extremely Likely | Excellent - listened to problem carefully and considerately.   |
| Extremely Likely | Always helpful and polite.   |
| Extremely Likely | Very good service - always shows concern and interest. Good booking service. Informative.  |
| Extremely Likely | You can see a doctor the same day if needed. Every member of staff are extremely pleasant and helpful.   |
| Extremely Likely | Friendly and helpful reception staff. Caring doctors when dealing with me and my children. Putting my children at ease. Overall appointment booking is usually easy. |
| Extremely Likely | Complete satisfaction with treatment by practice since 1957.   |
| Extremely Likely | Excellent service, always able to see a doctor with fairly short notice.   |
| Extremely Likely | Okay.  |

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| Extremely Likely | Brilliant service.  |
| Extremely Likely | Staff are approachable, friendly & informative. I always get through by phone after 8.45/9am. The doctors I have met, are very attentive with what little time they have.   |
| Extremely Likely | Excellent treatment service.  |
| Extremely Likely | Have been my family doctors for many, many years and always efficient and professional advice and assistance.   |
| Extremely Likely | Feel listened to and supported.   |
| Extremely Likely | The surgery in Old Harlow is the best I have been to. All staff are helpful and polite. It is always easy to get an appointment. It is very efficient with technology check-in and display screen. The doctors are very thorough, professional and accessible. Excellent use of nurses too. |
| Extremely Likely | Good explanation and gentle care.   |
| Extremely Likely | I am generally able to see a doctor when I need to and the ability to book appointments and prescriptions on-line is fantastic, also the reminders re appointments.   |
| Extremely Likely | Condition and problems explained.   |
| Extremely Likely | Very thorough doctor. Great with my little girl too.  |
| Extremely Likely | Dr Aneja very caring takes time to listen. Reception staff always lovely.   |
| Extremely Likely | Impressed with positive professional approach to my care - always.  |
| Extremely Likely | Answered my questions, very helpful.  |
| Extremely Likely | Nearly always get an appointment. Friendly understanding doctors.   |

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| Extremely Likely | Dr Radhakrishnan is extremely personable and puts you at ease. He never rushes you and is very professional and friendly.  |
| Extremely Likely | Pleasant environment, friendly doctors and nurses.   |
| Extremely Likely | Always found the service at this surgery to be excellent.  |
| Extremely Likely | Always polite and friendly. Helpful. Greeted with a smile.   |
| Extremely Likely | Having been a patient at Jenner House for almost 30 years. I have received nothing but the highest level of care I could ask for, as has my family. Thank you all! |
| Extremely Likely | Very informative re ultrasound scan.   |
| Likely           | I have been a patient at this surgery for over 40 years and have always been satisfied with the care I have received.  |
| Likely           | Friendly and engaging.   |
| Likely           | Good surgery and doctors, no complaints so far, thanks.  |
| Likely           | Found the practice very helpful.   |
| Likely           | We do not feel confident not having a long-term doctor as it seems most of the doctors only stay short-term so you don't get to know them very well.               |
| Likely           | Helpful.   |
| Likely           | Service good. Getting appointment tricky.  |
| Likely           | Would recommend the practice.  |
| Likely           | Good service although extended hours for commuters would be helpful.   |

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Likely                      Quick and professional service.

Likely                      Lovely, friendly service. Great advice and always helpful. Very quick as well always a plus!

Neither Likely or Unlikely              You just use it.

Unlikely                      Unable to get appointment in good time. Over time past 20 years this has become an issue of late.

Unlikely                      There were problems getting an appointment because of a combination of work commitments and availability.