

Start Date	overall how was your experience	Please can you tell us why you gave this answer?	Please tell us how we could have improved your visit/contact with us
2023-07-28 11:43:35	Very Good	On time polite staff and understanding nurse.	The whole place needs a massive overhaul it's like something from
2023-07-27 17:00:58	Good	Original appointment cancelled. Needed to chase surgery to get a	Probably better communication between admin and medical staff.
2023-07-26 19:58:21	Good	Seen on time	Everything okay
2023-07-26 11:14:51	Very Good	I attended my appointment, I didn't have to wait to see the	
2023-07-26 10:18:44	Very Good	Good service and very friendly	
2023-07-26 08:32:58	Good	It was a non urgent appointment and I was able to book in advance rather than ringing on day and taking appointment that someone	To carry on with new system rather than trying to get through at 8.30 and have to hold with thirty or so people ahead of you when it's non
2023-07-25 19:01:47	Very Good	My annual checkup today was kind, caring, and professional, as it has always been over many years at Manor Park, Thank you!	My visit today could not be improved thank you.
2023-07-25 19:05:54	Very Good	GP was very thorough and went above and beyond to help both me	Nothing
2023-07-25 18:51:53	Very Good	Claire was able to answer all my questions and set my mind at rest	Didn't need to improve anything today
2023-07-25 18:55:56	Very Good	Friendly staff , not a long wait	No changes needed
2023-07-25 18:47:08	Very Good	Lovely staff. Didn't have to wait.	Parking facilities. There aren't enough spaces.
2023-07-25 18:03:06	Very Good	The receptionist I spoke to ,listened to me, was kind and helped me.	I had tried over a week to get someone to listen and help me regarding a wee infection. One previous receptionist told me she
2023-07-25 18:08:33	Very Good		
2023-07-25 18:02:50	Very Good	Very friendly and professional staff	I think every aspect of my visit was excellent
2023-07-25 18:02:58	Very Good	I'm truthful	Perfect
2023-07-25 18:02:41	Very Good	First class service	I'm happy as it is
2023-07-20 15:48:16	Very Good	Fast, friendly and efficient.	All good!
2023-07-19 11:27:03	Very Good	Satisfied with the service	Make it easier to get an appointment if possible
2023-07-19 08:29:46	Very Good	Crisp and to the point	
2023-07-19 07:48:08	Very Good	Receptionist and Nurse extremely friendly. Appointment was	What happened to the screen in reception? That was good to watch
2023-07-18 22:16:07	Very Good	The nurse was very supportive and explained everything to me and what and why she was doing it. The nurse explained everything well and made me very comfortable. The nurse said she will follow	From the service I got today was excellent. The nurse showed empathy kindness and sense of humour
2023-07-18 20:32:06	Very Good	Dr Patel listened to mr and we agreed a way forward	When given a telephone appointment, it would be nice to be given a
2023-07-18 18:53:44	Very Good	I saw the doctor 5 minutes early normally it's 10 to 15 minutes late also the doctor was very thorough with checking my concerns	The visit was good for me so no improvement needed
2023-07-18 18:39:48	Very Good	The Doctor I saw was very helpful.	I hope you can continue with online appointments as it's so difficult
2023-07-18 18:24:31	Very Good	The lady who took my blood was very nice and efficient . I was	No improvement needed
2023-07-18 18:19:32	Very Good	Quick,and lovely person giving B12 she will be sadly missed.Puts	It's always pleasant having a B12..
2023-07-18 18:09:21	Very Good	I didn't know I had to have a blood test and they gave me one for 2	Parking is sometimes a problem, but my experience today was
2023-07-18 18:02:54	Very Good	I was seen on time and The receptionist was very kind in phoning a	My visit was fine.
2023-07-18 18:02:43	Very Good	The reception and nurses went out of their way to help me today	Today you couldn't . Thank you
2023-07-18 17:55:43	Very Good	The Doctor was very helpful and patient	Not sure you can. Thank you

2023-07-18 17:53:56	Very Good	Nice reception and a Dr who took time to listen and seemed very	Very happy overall. Always have been with Manor Park!
2023-07-18 17:52:14	Very Good	Quick to get appointment, reception peeps friendly and helpful.	Waited for 40 mins to be seen but as expected.
2023-07-14 14:16:19	Good		
2023-07-11 20:14:34	Very Good	Very friendly and warming, made to feel that I could ask any questions freely and walk away with answers that will help me x	Nothing
2023-07-11 19:58:47	Very Good	My concerns were sorted by telephone call, but an appointment	If I could have seen my doctor in person. But for reason that was an
2023-07-11 19:52:48	Very Good	All contacts were efficient and friendly	All good
2023-07-11 19:18:39	Good	Arrived 5 minutes prior to my appointment time so only had a	As I was early for my appointment, I can't think of anything you could
2023-07-11 18:21:39	Very Good	The doctor was very clear explaining everything, which was most helpful. My call came early morning, which was also very good.	It didn't need any improvement.
2023-07-11 18:22:59	Very Good	Doctors and other staff nice and easy to talk to like always	You couldn't x
2023-07-11 18:15:27	Very Good	Dee was lovely! I sometimes faint when I have my blood taken. She dealt with the situation really well and I was fine.	Everything was professional - thank you
2023-07-11 18:08:59	Very Good	I was lucky enough to be the first person who got through on the phone lines this morning. The lady I spoke to was kind and caring and kept me informed of what she was doing and why she was asking questions, which was to ascertain who my appointment should be with and the urgency. 6 minutes after my initial call I received a call from the Dr, again, who was kind and caring and	On this occasion there isn't anything I can think of that would increase this score. I understand the pressures on the service and thankful to those left behind continuing to provide a service to the public
2023-07-11 18:10:27	Good	Very friendly reception and GP answered my question	It would be so good to see the same GP each time.
2023-07-11 18:03:07	Very Good	Friendly professional staff	I was more than satisfied with my visit. I don't think you could have
2023-07-11 18:02:32	Very Good	Because it was like clockwork, came in sat for a few minutes got called in discussed my problems with Doctor who then decided	No need to change the system it works very well
2023-07-11 18:01:52	Very Good	The lady I spoke to today was very helpful	
2023-07-11 18:02:39	Very Good	Pleasant, courteous and professional	No need
2023-07-04 17:22:23	Very Good	The nurse was very knowledgeable and personable. She explained everything in plain English. Professional and friendly.	Be very hard to better the service.

