

Start Date	Thinking about your contact with us specifically TODAY, overall how was your experience of our	Please can you tell us why you gave this answer?	Please tell us how we could have improved your visit/contact with us
2024-03-28 12:29:06	Very Good	Although i had missed a call the previous day Dr Patel followed up and gave me my instructions anyway.	NA
2024-03-27 19:48:24	Poor	Staff member was under time pressure and was unable to discuss the issue fully	It has been difficult to access an appointment for bloods that works time wise as a carer on a weeks respite break. After 2 unsuccessful attempts the second at Manor Park I then checked with a sec at the Gynae clinic where I was referred to from MPark last week. Was advised that bloods are not needed anyway for initial gynae investigations but an internal ultrasound would be. So really I have now ended up questioning why it was deemed necessary to refer for bloods. Many thanks.
2024-03-26 18:01:09	Very Good	Clear conversation. The doctor spoke slowly and explained things clearly. Not rushed. Very professional.	Would have been useful to know approximately what time the doctor would phone. Thanks
2024-03-26 17:49:40	Good	The end result was good after a 22.minute wait on the imptphone	Improve the way contact is made and the availability if appointments
2024-03-26 17:09:30	Poor	Being given incorrect information regarding prescriptions and pharmacy. Being prescribed the wrong medication.	Medical centre needs to be more accurate with the information they have regarding prescriptions and attending a pharmacy without a prescription as advised. GP to check what medication the patient can have, regarding allergies etc.
2024-03-26 17:07:17	Very Good	All the staff Behind counter were lovely and kind and doctor was very professional	Call always full to the brim and there's no one in the waiting room. I think the doctors could do with their own parking area. Maybe rent a bit off the pub or one side of where we are now, but that's nothing to do with me it's just a thought
2024-03-25 22:45:42	Very Good	The doctor dealt with my situation quickly and efficiently today	Nothing comes to mind
2024-03-25 20:12:47	Very Good	On time for the appointment , nurse very lovely indeed .	Today not a single improvement could be made on today's improvement.
2024-03-25 19:02:16	Good		
2024-03-25 16:49:57	Very Good	Nurse Kim is always so thorough with everything. , warm and welcoming too which is a pleasant way to be .	Nothing to say
2024-03-25 16:46:02	Very Good	The receptionist was very helpful and the doctor was very thorough.Good service.	You are doing everything right.Good job

2024-03-25 16:47:23	Very Good	Much quicker on the phone to speak to a receptionist, who gave me a telephone appt	No improvement needed on this occasion
2024-03-25 16:25:09	Very Good	Because I was given the information I was looking for Thank you	
2024-03-25 16:22:44	Very Good	On time and always polite .	
2024-03-25 16:14:39	Very Good	I was attended to promptly and the nurse who attended was extremely friendly and very professional	The downside to my visit was the lack of parking space during my visit.
2024-03-22 13:47:32	Very Good	Very helpful/polite/pleasant	Always excellent
2024-03-21 15:09:40	Very Good	I was seen quickly and supported with my diagnosis.	The visit was good - nothing to improve on.
2024-03-21 11:02:35	Very Good	I got an appt on the day & was treated & listened too.	
2024-03-21 10:20:42	Good	Seen on time. Nice receptionist. Dealt with problems.	
2024-03-21 10:17:48	Very Good	All the staff were very helpful, and as it was my first time as a patient at the practice I was very impressed	I don't believe you could have done anymore, the staff were very helpful and polite which makes a visit easier to cope with
2024-03-21 10:09:13	Very Good	Two appointments on different days combined into one saving me and the surgery time.	
2024-03-21 10:04:15	Very Good	Friendly	
2024-03-21 09:34:10	Good		
2024-03-21 09:23:05	Very Good	Pleasant staff. Clean. Minimal waiting time. Can't improve on	Magic wand to get rid of asthma!
2024-03-21 09:18:30	Very Good	Very professional and extremely helpful i	In my opinion myself and my family are lucky to have this Doctor's surgery
2024-03-21 09:02:38	Very Good	Receptionist was very helpful and made appointment for me with Dr Patel whose manner and care was excellent.	Nothing could be done to improve my experience, it was good from start to finish.
2024-03-20 07:26:10	Neither Good or Poor		
2024-03-19 17:35:42	Poor	The reception team were lovely. As always. However the nurse I saw was not as pleasant. Maybe she was tired, maybe it was my appointment being the end of the day but she felt dismissive of my questions and clearly didn't feel I was worth her time or resources maybe? It wasn't nice and I felt she thought I was dirty which is stigma the condition I was enquiring about has. So I didn't like that. I also have visual impairment and struggle to do a swab. I asked for help as this was offered before by another nurse and was reason I made the appointment in the first place and she said no. She said That I would spread infection and that the office wasn't sterile. Again not nice. Not a fan and don't want to see her again.	Be caring. Like another nurse called Kim. Listen and take note of the reason why the person has come to you Don't invalidate their feelings And don't underestimate confidence being a real reason to see a doctor and want medical advice on something that effects them. Please. It took a lot to call. And it hurt.
2024-03-19 17:35:05	Very Good		
2024-03-19 17:29:17	Good	Very helpfull.	

2024-03-19 16:26:18	Very Good	The receptionist that I spoken to went above and beyond. The receptionist that replied to my email went also above and	Nothing
2024-03-19 16:18:17	Very Good	Seen on time Excellent service from all staff	Not having to wait 3 weeks for my appointment
2024-03-19 16:12:32	Good		
2024-03-19 16:07:39	Very Good	The information I received from the member of was clear and concise.	None.
2024-03-19 15:49:21	Very Good	Return call system works well, was offered appointment same day, friendly reception friendly doctor	The only improvement would be the fact you have to call at 8:30 on the dot to get a chance of an appointment, I understand this isn't the surgeries fault though.
2024-03-19 15:42:33	Very Good	Friendly polite service	
2024-03-19 15:26:23	Very Good	Very attentive to my concerns	Cannot fault
2024-03-18 09:57:58	Good	I just needed to book a blood test as I forgot about the one before as I've got a lot going on personally	Some receptionist could be a bit more oleasant
2024-03-15 12:12:20	Very Good		
2024-03-15 10:34:37	Good	The receptionist was helpful and allowed me to send pictures in and the gp called back within a few hours.	No issues but obviously the gps are very busy.
2024-03-15 00:04:50	Good		
2024-03-14 19:56:20	Very Good		
2024-03-14 19:26:59	Very Good	I like everyone who works there they are all really nice people	Xbox in waiting room,free coffee and maybe a snack 🍷
2024-03-14 19:10:19	Very Good	Very helpful staff	No room for improvement
2024-03-14 19:06:08	Very Good	I was given care, and time, and treated as an individual, which is very important.	
2024-03-14 17:40:46	Very Good	Call back was prompt	Visit was fine
2024-03-14 17:35:53	Very Good	I was seen by Ruth and Emma who are both brilliant and understanding, I have all so been in the past by another doctor who was as good and there is a young lady in reception who helps me with my appointments	
2024-03-14 17:08:26	Good	Quick and friendly	
2024-03-14 17:06:29	Very Good	Both receptionist and doctor were both very helpful.	Nothing.
2024-03-14 17:03:16	Very Good	I gave this answer, because I was able to have appointment on the same day and Dr Brown was nice, caring and professional.	Please make sure window is gently open in the waiting area. Fresh air won't kill anybody, but makes a lot of difference for patient waiting in the room.
2024-03-14 14:30:18	Very Good	Very professional answers all my questions	There isn't anything you can do to improve the service
2024-03-14 13:57:14	Good	Every one is very friendly	
2024-03-13 16:19:56	Very Good	Fitted my blood test in the following day. The whole appointment was very efficient despite it being very difficult to get blood out of me.	You could not have improved your service.
2024-03-13 15:03:40	Very Good	Polite and friendly staff	

2024-03-13 14:49:31	Very Good	The speed in which the practice works at trying to work out what's going on is extremely pleasing	Nothing, was pretty much perfect
2024-03-12 22:36:58	Good	I was seen promptly.	
2024-03-12 20:47:35	Very Good	I called late in the day to enquire about something. The call was promptly answered and the receptionist was very helpful.	All good
2024-03-12 19:03:09	Very Good	Ruth was friendly, listened carefully and put me at ease. She arranged various appointments too. I was very impressed with her approach, her manner and her attitude. The receptionist was helpful too Many thanks	New buildings?!?!?
2024-03-12 18:55:49	Very Good	The staff are all very lovely and helpful	Honestly I can't think of anything to improve
2024-03-12 18:51:50	Very Good	The advance nurse practitioner was so delightful, kind and understanding. A credit to the practise.	No one walking around said good morning or smiled. That would go a long way particularly when you are feeling poorly.
2024-03-12 18:29:59	Very Good	Prompt service	Phone queue to long
2024-03-12 18:22:19	Very Good	The nurse practitioner I saw was very reassuring and knowledgeable. I find the reception staff go out of their way to assist.	I don't think there are any improvements needed.
2024-03-12 18:17:44	Very Good	Very helpful and courteous. Listened to my concerns. Took me seriously and was focused on trying to understand and move forward with a new set of tests.	Very little to improve upon to be honest. Perhaps could have mentioned when results would be back and if I should call. However I know these things generally take a couple of days and will call if I don't hear anything.
2024-03-12 18:15:26	Very Good	I had a phone call from advanced nurse Ruth. She was very helpful and easy to talk to.	No improvement needed.
2024-03-12 18:11:25	Neither Good or Poor	The reception staff were good and helpful. Prescription was processed timely.However the prescription was not complete and this was not good. I have to visit the Surgery again tomorrow to request the rest of my prescription.	To ensure the prescription request was completed as required. Therefore the reception staff and medics would not have to repeat their work again.
2024-03-12 18:03:48	Good	Fairly quick response to the phone call. Sarah was both friendly and efficient	If you were running on time
2024-03-12 18:03:42	Very Good	All staff were very friendly and helpful. Information was clear and said in a way that i could understand	No need, everything was good
2024-03-12 16:25:43	Very Good	I was seen quickly, staff were friendly It was my first time at the practice and felt a positive introduction!	Nothing :)
2024-03-12 16:24:48	Very Good	Very professional staff member	Car park is not big enough
2024-03-12 16:12:24	Very Good	Kim is a total rock star. She's friendly and knowledgeable. And always goes above and beyond. 5 ★ from me.	It was excellent
2024-03-10 02:42:12	Very Good	We were seen on time. Nurse was kind and caring.	Couldn't improve on this occasion.

2024-03-09 21:21:18	Poor	The reception person on the phone said I should book physio, but didn't know the issue. Doesn't really make sense. Then you should have Drs rather than nurses, as I don't think the level of understanding is the same. Finally, I have previously been given someone else's blood test form, and sat in the waiting area I could see people's information in the letter basket. It just screams GDPR to me, and I wouldn't want strangers knowing my medical information.	
2024-03-08 15:28:31	Very Poor	I can never get an appointment, I'm waiting on the phone so hours. Very poor.	Pick up faster and do something about appointments
2024-03-08 14:18:58	Very Good	The person I saw was very professional	As always time to see someone. If I have a problem it will be too long to worry about.
2024-03-08 12:59:32	Good	In on time and referred This time	
2024-03-08 12:37:40	Good		
2024-03-08 11:17:45	Very Good	Efficient response from Reception & an offer of a face to face appointment with a GP, which is rather rare these days, thanks!	All fine on this occasion, thank you.
2024-03-07 21:16:31	Poor	Just got sent straight to hospital and waited 4 hours only to receive antibiotics I could've been given at the doctors.	Don't just send everyone to the hospital straight away.
2024-03-07 20:52:57	Very Good	On time Helpful and personable receptionist and nurse	More kids books in waiting area
2024-03-07 20:44:15	Very Poor	Unable to get through at 8.30. Waited all day for a call back. Nurse unable to help when finally did call back.	I had to then call back to arrange the appointment as was never called back by the surgery following nurse consultation. Then couldn't make an appointment for over 4 weeks.
2024-03-07 20:37:01	Good	No waiting time, prepared.	Could have told me not to bring a urine sample in a glass bottle, had to return the next day.
2024-03-07 19:28:23	Very Good	Everyone is so helpful	
2024-03-07 18:53:54	Good	On the whole things were good unfortunately past experience with reception not happy with at all just wanted someone to listen and let us speak but no way caused a lot of unnecessary upset shameful to say the least	Visit yesterday was good felt listened to. But hey try getting past reception seems like hard work a shame
2024-03-07 18:58:22	Very Good	As always very professional helpful and cheerful	Can't think of anything
2024-03-07 18:27:04	Very Good	Did not have to wait to be seen and was dealt with politely and efficiently	Can't think of anything
2024-03-07 18:14:21	Very Good	Helpful and clear discussion	Perhaps a shorter waiting time for a telephone appointment and the subsequent blood. From initial contact to the now booked blood test will be a 5 week period.
2024-03-07 18:08:40	Very Good	Very friendly and helpful staff	Keep up the good work
2024-03-07 18:06:46	Good		

2024-03-07 18:01:58	Very Good	Good advice given Action taken to change perscription Follow up blood test in diary	I had to wait two weeks for that call advice
2024-03-07 17:37:32	Very Good	Very helpful staff, the Dr contacted me to advise supplements. This wad very helpful.	
2024-03-07 17:27:55	Very Good	Always good service when I visit	
2024-03-07 17:25:44	Good	Staff were lovely but I checked beforehand that the tests could be carried out. Being told that it could, it then transpired that multiple tests could not be carried out requiring me to book another appointment elsewhere.	Better more accurate staff knowledge.
2024-03-07 17:20:07	Neither Good or Poor	Receptionist didn't seem to want to give me an appointment.	Offer an appointment straight away. It was after all for a yearly checkup and it was your suggestion
2024-03-07 17:15:21	Good	It would be very good if I didn't have to set an alarm to call at 8.30 and get in the queue	
2024-03-07 17:13:25	Very Good	Felt I was listen to	Cannot think of anything, seem to go alright
2024-03-07 17:10:16	Very Good	Quickly got an appointment	N/a
2024-03-07 17:07:35	Don't Know	I didn't speak to you today	
2024-03-07 17:00:39		Kevin has not been to the Drs today. His appt is next Wed 13th March	
2024-03-07 16:57:59	Very Good	Efficient and professional appointment making.	
2024-03-06 12:05:31	Very Good	Because its true	Keep up the good work
2024-03-06 06:31:33	Very Good	The nurse was very helpful and explained what she was doing.	Nothing
2024-03-05 23:35:40	Very Good		
2024-03-05 22:42:23	Very Good	Rang back within 30mins gave me appointment that day	All worked well
2024-03-05 19:44:29	Very Good	The nurse dressed my wound perfectly	
2024-03-05 18:21:17	Very Good	Great response to phone call and very informative appointment with practise nurse.	On this occasion no improvement required.
2024-03-05 18:13:03	Very Good	Receptionist asked questions I gave answers she listened gave me a another sensible question all took minimal time	The stacking call system is difficult to get a place in the que. probably due to heavy demand
2024-03-05 18:15:33	Very Good	The Doctor was absolutely fantastic and extremely helpful. She was very professional and personable.	Nothing on this occasion. Extremely pleased with the visit.

2024-03-05 18:01:17	Very Good	The nurse was friendly, informative, and listened to me. She also demonstrated good empathetic skills and active listening. Most importantly, she gave me choices and options and allowed me to make an informed choice. 10/10 from me.	I'm not sure it could be improved to be honest. I think you've probably got the right nurse in place for the particular clinic I attended, although I do miss Claire Burge, but this is not a reflection on your current nursing team, just personal preference. The contact on this occasion was good but just for future reference, when you are going to send prescriptions across to the pharmacy, please, please, please make sure that happens timely. It did on this occasion, but not for someone else I share my life with X2 in recent weeks. That is my only criticism of the practice.
2024-03-05 17:08:47	Very Good	My appointment was on time , the nurse I saw was very efficient. She took her time , I was not rushed . I was very happy with the outcome. I felt she had given me attention to my	I was totally happy , with my appointment and the results.
2024-03-05 16:54:09	Very Good	I had call back option and was able to book appt for someone to go through my blood test results	None on this occasion
2024-03-05 16:50:13	Very Good	It was a thorough visit	No improvement as far as I am concerned. The appointment was done online
2024-03-05 16:51:09	Very Good	Because I was seen face to face and given the correct meds	
2024-03-05 16:46:28	Good	Communication was good and precise instructions given which were understood	Can't think of anything to be improve service
2024-03-05 16:27:43	Very Good	Because you have polite staff	
2024-03-05 16:17:10	Very Good	Always good no long wait and Kim is always lovely and friendly	None
2024-03-04 17:09:30	Good	Dealt without any problems	Red carpet
2024-03-03 08:14:04	Good		
2024-03-01 08:42:41	Very Good	Because I got through and managed to speak to someone who was really helpful	
2024-03-01 08:35:56	Very Good	made me feel that i am listened to, and help is there.	i think there are no improvements you can make. very pleased

