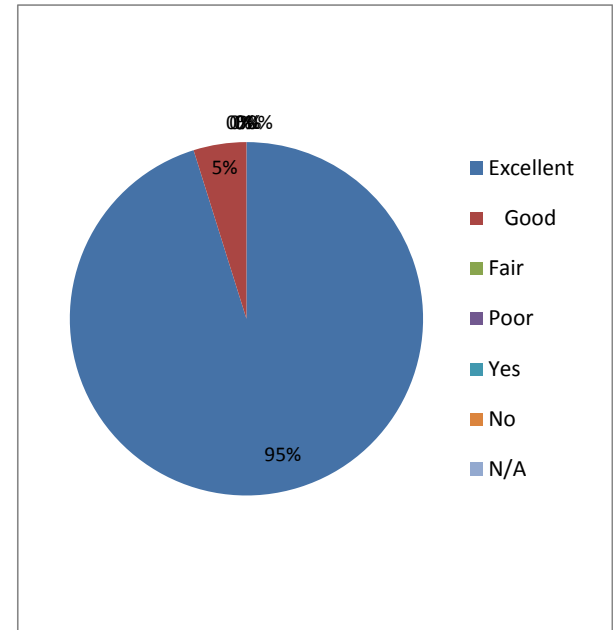


Period: January & Feb 2020
 No. of Surveys: 31

In-House Patient Survey RESULTS & ACTION

	Excellent	Good	Fair	Poor	Yes	No	N/A	Total
Total Questions	177	9	0	0	0	0	0	186
Range & Quality of the Services	28	3	0	0	0	0	0	31
Urgent Appointments	31	0	0	0	0	0	0	31
Efficiency	31	0	0	0	0	0	0	31
Booking Appointments	27	4	0	0	0	0	0	31
Services Offered	31	0	0	0	0	0	0	31
Treatment Provided [Nurse]	26	5	0	0	0	0	0	31
Reception Service	30	1	0	0	0	0	0	31
Treatment Provided [GP]	31	0	0	0	0	0	0	31



Comments, Feedback & Actions:

I am with this surgery since last 18 years. No issue as all . Whenever I need help my surgery is always there for me. Always get excellent help & adviced faced few crucial moments in regard to my health & always get best of treatment & advice.**Happy with treatment from surgery. Thank you for help for my condition taking care & action quickly.**Very Very Good service & every thing excellent. I am happy for all staff including nurse.**The doctor is V.nice and helpful every time I come here.**Every thing is v. good excellent access & get medicine.**GP understand my treatment.**Take good care & Treatment.**Everything is good from reception to the doctor.** When in need get adjusted for problem.**Excellent service That is why I am satisfied>**Treat nicely & care properly.**Very happy with service been at surgery for over 10 years. The nurse is exceptional.**Always wish good & long life to my doctor. He is one of the best.**They treat me very well & I am happy with them**Always get an appointment when I need. Reception staff is very helpful and Dr Sha is really good doctor.**Everything is really good & Doctor is really polite & explain everything**I am looked after well. I get treatment what I need.**Very happy with my surgery**The surgery is very good I feel very comfortable and I always been looked after by Doctors, Reception staff very good.** I am very happy with the service I get.**I like everything about my surgery. The doctors receptionists & nurse. I am happy with the service and care I get.**really like my surgery. There is no one better than this surgery and doctors. I am really happy with service.**Everything good - Doctors are very good.**Doctors are good. Service is very good. I travel from far because this surgery and doctors are really good staff as well.**Doctor SH is really good doctor. Always take time and give right treatment. Really happy with all the staff and service i get here.**Everything is very good provide excellent care. Receptions are great help. They do really best what they can do.**Excellent service as always. Staff always happy to help, smilily and pleasent.**The serbvice I receive at this practice is good I have never had any problems here. getting appointment great service.**Doctors are amazing.. Reception staff always very helpful and give us appointment when we need. All the staff is very good.**All the doctors are excellent. She shows a lot of care and explasin very well. Reception staff is really good and helpful.**I am always been treated very well by everyone at the practice

Actions after meeting & Discussion: High quality and effective health care delivered to all patients, tailord and responsive to the needs of the local population. Dr's added that our aim is to treat our patients with dignity & respect and keep it up.