

Family and Friends Feedback

August 19

Patient Answer	Patient Comment	Practice Comment
Extremely Likely	Debbie is absolutely amazing. Caring, compassionate and extremely knowledgeable.	Thank you for your kind words, we are glad your encounter with Debbie exceeded your expectations and will be sure to pass this message on to her.
Extremely Likely	I always get good healthcare, today I saw Dr Barnes who was delightful and very professional.	Thank you for your lovely feedback. Sadly Dr Barnes has now finished her placement with us at the practice, but we are delighted to hear she was able to help you with your problem.
Extremely Likely	Excellent service - Seen on the day!	Thank you for your positive feedback, we pride ourselves on how accessible our priority clinic is, and always make sure those who need to be seen urgently can be.
Extremely Likely	Very helpful - Especially Jill on reception.	Thank you for your positive feedback, we will pass your message on to Jill.
Extremely Likely	Last minute appointment - very pleased with Dr Umer.	Thank you for your positive feedback, we are glad to hear Dr Umer met your expectations and will pass this on to him.
Extremely Likely	Saw practice nurse Sarah Yates, lovely lady and caring - brilliant attitude.	Thank you for your lovely feedback, we are sure Sarah will be happy to hear this.
Extremely Likely	All the staff are so helpful and I always receive empathy for my situation.	Thank you for your positive feedback, it is important to us that you feel listened to and that your problem is fully understood.

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Extremely Likely	Debbie Yates - Very good, made me feel very comfortable and sorted me out brilliantly.	Thank you for your kind words, we are glad your encounter with Debbie exceeded your expectations and will be sure to pass this message on to her.
Extremely Likely	Friendly & efficient staff. Eliot on reception is brilliant!	Thank you for your positive feedback, Eliot will be glad to hear this.
Extremely Likely	Dr Alzamani was exceptional. Probably the best Doctor that I have seen in 73 years.	Thank you for your amazing feedback. Dr Alzamani has only just joined our GP team and seems to already be receiving lots of praise from patients, she will be happy to hear this.
Extremely Likely	Fast & friendly service.	Thank you for your positive feedback, we aim to be as efficient as possible whilst making sure that you don't feel rushed.
Extremely Likely	Julia is very caring and helpful, and always listens.	Thank you for your kind feedback, we are glad your encounter with Julia exceeded your expectations and will be sure to pass this message on to her.
Extremely Likely	Excellent service - Dr Hafez is lovely. Can't praise the service and practice enough!! *****	Thank you for your lovely words, we really appreciate them. Dr Hafez continues to receive great feedback from both his own list of patients and those who see him on priority slots.
Extremely Likely	Doctor was great. Saw me on time, thorough and helpful. Really polite. Thanks Dr Ninan.	Thank you for your kind feedback, we know the doctors remain on time where possible. We are sure Dr Ninan will be delighted to hear this.
Extremely Likely	Smear tests aren't fun, but Jenny Mather made it really quick, easy & pain free. Thank you!	Thank you for your positive feedback - We understand that smear tests may not be a pleasant experience but they are very important, so it is imperative that the procedure is as easy as it can be. We will pass this on to Jenny, we're sure she'll be happy to hear this.

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Extremely Likely	Found Debbie Yates to be very helpful, and explained everything in a simple way - Put me at ease.	Thank you for your great feedback, we're happy to hear you left your appointment with Debbie satisfied, and we're sure she will be glad to hear this too.
Likely	-	Thank you.
Extremely Likely	The practice is very efficient and provides an excellent service.	Thank you for your positive feedback, we aim to be as efficient as possible whilst also taking the appropriate time and care with what we handle.
Extremely Likely	Good appointment system. Caring reception staff. Nice clean surroundings.	Thank you for your lovely feedback. As mentioned above we are proud of how well we believe our appointment system works, as it is a very difficult thing to perfect. Infection control remains a top priority for us, and so we make sure to keep the area as clean as possible.
Extremely Likely	Good staff, great doctors. Everyone very kind and understanding.	Thank you for your kind feedback, we try our best to understand and empathise with your problem.
Extremely Likely	Always helpful & friendly staff.	Thank you for your positive feedback, we're glad to hear this and will aim to continue this way.
Extremely Likely	Excellent service & information from Debbie Yates.	Thank you for your great feedback, we are glad your encounter with Debbie exceeded your expectations and will be sure to pass this message on to her.
Extremely Likely	Thank you Tracey, you're a credit to the practice!!	Thank you for your lovely feedback, Tracy is well known for being patient and kind with our patients, and we're happy to have her on the team.
Extremely Likely	A very caring nurse, I wish I could	Thank you for your kind feedback - Providing that nurse has

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	always see her.	appointments that work for you, it is always possible to request to see them in particular.
Extremely Likely	They are very good, very helpful.	Thank you for your positive feedback, we are glad to hear this.
Extremely Likely	Since I have been with this practice I have felt so looked after & prompt service. I would like to just mention a lady that has always helped me with any problem I may have had here. Not only is she efficient but such a kind and lovely manner about her. If ever I cannot get through to any service I just ask for Viv, when I attend here it's always lovely to see her, and she will always ask if I'm okay or need anything. I just want it to be known she is so darn good at her job.	Thank you for your kind feedback, Viv was happy to hear this.
Likely	When I come to the health centre I would like to see my own GP, I always get a trainee (not on).	Thank you for your feedback, we are sorry to hear this has upset you - If you wanted to discuss this further then you are welcome to contact the practice on 01254 226691 and ask to speak to Ann or Kim.
Likely	Staff always friendly and helpful. However, today I checked in using the digital kiosk. After an hour I checked at reception and it hadn't worked! I was informed this wasn't the first time today that it had	Thank you for your feedback, we are sorry to hear this happened but are glad you were still able to be seen. Although we invest as a practice in technology it does sometimes let us down. We apologise for the problems you had checking in - you are always welcome to check in at the reception desk if you would prefer in future.

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	happened. Luckily the staff found me another Dr to see. No point in having technology that can't be trusted to work so in future I'll always speak directly with reception to book me in.	
Neither Likely Nor Unlikely	Various.	Thank you for your feedback, though we would love to hear more about why you feel this way, as it helps us to improve on those areas.

Extremely Likely 27 / Likely 3 / Neither Likely Nor Unlikely 1 / Unlikely 0 / Very Unlikely