

Friends and Family Results

Feb-17

TOTAL

Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
70	14	0	1	3	2

Comments

All round good service and to listen to what you have to say made not to feel like a burden

no complaints very happy with doctor and staff

Always feel like you're being taken care of

Because from the reception to the doctors everyone is lovely.

Because it is a very good doctor

because of the good Doctors

Because of the great care you show to your patients

Because they are good doctors you have to wait sometimes but they always see you and phone

you brill my doctor

Because they have a wonderful team. Very helpful. And I've received fantastic care from a number of doctors and nurses. I was ill for quite a few years before I met doctor Gilbert. But when I told him what my symptoms were he got me the right blood tests done (because the doctor who was there before didn't seem to listen, thank god he's retired) and I'm all better and continue to get the help in need. So massive thank you to the team.

Because you can not always get appointment with the doctor.

Care and compassion from the doctor

Coz I love them.

Dr Ali always explains everything clearly.

Dr Ayton is a brilliant doctor. She is very compassionate and caring and really listens to what you have to say. She's happy to discuss options for your treatment which is really refreshing. The other doctors I have spoken to are also very pleasant as are the nursing staff and the lovely receptionists!

Dr Gilbert and the reception staff are excellent

friendly and quick

friendly staff

Good service from GP and reception ,

GPS are good when on time !

Great service

Had to wait over an hour after my scheduled appointment to see a doctor

Helpful proactive reception staff

I have every confidence in Dr Ali and his team!

I have never had a problem going there the staff are very polite

I think the Drs themselves (Ali and Gilbert) are very, very good. Dr Gilbert has been excellent in alleviating my anxieties, he never rushes me and takes time to listen. I find some of the language the nurse uses to be off putting (a little blunt and unnecessary, e.g it's ok for now) and she seemed to rush a little through my last appointment. Also the appointment (waiting) times are poor but I guess that's like all of the NHS at the moment. Overall I would like to state how fantastic I think the Drs are.

kind, thoughtful and helpful

I do like the way I am treated and the kindness of the staff

lovely caring doc listens to you

Quick appointment fitted in as an emergency received a thorough examination and given prescription **quick friendly**

Quick service, friendly, happy with outcome of visit

Really good practice with caring doctors

*** - *(comment removed due to language used)*

staff is kind and seems to care

very friendly

Very helpful and combines two separate appointments into one to get all my tests sorted

very helpful and so friendly - felt at ease the whole time

Very nice and helpful staff.

While the service I received today was very good and professional, I am not aware of many friends or family who live sufficiently near to the centre, given I am not from Manchester originally. Therefore I would be likely to recommend the centre to colleagues (etc) should they live nearby or health topics are considered at work