

# Friends and Family Results

Apr-17

## TOTAL

| Extremely lik | Likely | Neither likely nor unlikely | Unlikely | Extremely unlikely | Don't know |
|---------------|--------|-----------------------------|----------|--------------------|------------|
| 63            | 9      | 1                           | 1        | 5                  | 1          |

## Comments

Always helpful n polite staff and good doctors

Dr Ayton is one of the best doctors I've seen. In fact I would say the best. She listens to what you have to say and empathises and evidently cares deeply for her patients. She has really helped and supported me with my conditions and for the first time in more than a decade I'm starting to feel like there is hope and a light at the end of the tunnel and that is hugely down to Dr Ayton. Your reception staff are also really friendly and personable which also makes a huge difference. All in all a lovely practice filled with lovely people who I would highly recommend. Thank you.

Staff and doctors are always polite and helpful

Overall the nurse was great with me but one thing that I wanted to comment on was my appointment time. My appointment was 9:30am, I witnessed the nurse coming in after this time then it was 10 mins later that she could see me. Just feel, if this is the case then appointment times should be put after her arrival so she can sort herself out. Other than that, reason I was there, was dealt with well

They dealt with me effectively and sorted my problem out

Staff not very helpful paper work not ready when your there simple blood test and your there for over The way I'm treated whenever I go there is brilliant, the staff are always really friendly and helpful, it's always clean, very rarely does it over run in there which given the stress the NHS is under is amazing!

The staff are professional and empathic. I was told how many people were in front of me in order to indicate the wait time. My practice is clean and inviting and they really get whatever job it is done. I was initially diagnosed with breast cancer here and the aftercare, 5 years on has been amazing.

Excellent service

Always have good response from surgery and doctors when need to be seen

The doctors are listening care fully to the client, and their explanations are good they are not rushing.

The dr was really helpful and understanding and the reception staff went above and beyond to find me evening appointments, even looking up the addresses of other GPs because I'm new to the area and don't know where they are.

dr are great, reception staff are disorganised often say untrue things such as 'we don't remove stitches because why are you asking

the diabetic nurse can be included in the good service delivered via the practice

excessive waiting times and poor communication from staff





