**Friends and Family Comments October 2023**

**RESULTS**: 181



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| * Receptionist got me an appointment dame morning. Saw doctor and a trainee...both very nice and very thorough. Excellent service
 |
| * Went through things with me and if anything I need to know he would answer
 |
| * Excellent consultation
 |
| * I needed quick medical advice and possibly medication. I got both within a couple of hours of contacting the centre
 |
| * Listened
 |
| * Nurse professionalism
 |
| * The reception are very helpful with a query
 |
| * So patient with me
 |
| * Although the doctor was in training she was very thorough. I do wish however that we got to choose if we see a doctor in training or experienced. I understand it’s important to train up GPs but sometimes you do need to see someone who is familiar and knows your history
 |
| * The doctor listen & did her best treated with respect & the nurse showed me how to use the new device over all 9 out of 10
 |
| * The doctor who I saw checked me thoroughly and with a very good attitude. The office staff were very helpful
 |
| * You’re all so great you’re tops
 |
| * Though I was very anxious and my anxiety was going through the roof doctor n nurse was supportive
 |
| * I found the doctor and the nurse that I saw very informative and very understanding a very pleasant experience thank you
 |
| * I see Dr Kathuria who's very helpful and friendly Always leave Happy with what she does for me so easy to talk to
 |
| * Very kind and not in a hurry
 |
| * The member of staff was brilliant
 |
| * lovely friendly young lady
 |
| * Quick appointment to suit working hours and very helpful Doctor thank you
 |
| * Talk me through things, very polite
 |
| * Very helpful and understanding. Didn't rush me
 |
| * Thorough, invested, on time
 |
| * Professional way the consultation was handled
 |
| * Maxine on reception goes above and beyond to help, and the doctor and the paramedic were great
 |
| * Always helpful
 |
| * Polite and friendly service thank you
 |
| * Good appointment. GP listened. I didn't feel judged and it felt like a partnership
 |
| * Maxine the receptionist goes above and beyond to help, and doctor Jeyam and Stephen are very very helpful
 |
| * Booked in an hour before saw the doctor instantly. Staff friendly and positive. Very well run practice
 |
| * Very helpful
 |
| * No problems very polite quick No long waiting times
 |
| * Mollie was very reassuring and friendly. Made me completely at ease ....lovely person
 |
| * Very patient junior doctor
 |
| * My son as special needs and the staff are always brilliant with him
 |
| * Problem wasn't resolved felt like she didn't listen didn't care just fobbed off again
 |
| * Dr Kathuria and the staff are very friendly and professional. Well done
 |
| * As always a very professional approach to the treatment received
 |
| * Seen on time
 |
| * All Doctors and staff helpful an kind
 |
| * Polite quick and. easy
 |
| * Referred me to angina clinic
 |
| * Made to feel very relaxed and included in every aspect of consultation.
 |
| * First class
 |
| * Don't know
 |
| * Friendly staff and efficient
 |
| * Very nice and polite, went through things with us
 |
| * Nice friendly staff
 |
| * The surgery is efficient and always prompt
 |
| * Friendly helpful staff
 |
| * Friendly welcome efficient service and no waiting. Can’t fault my experience
 |
| * Friendly staff, always able to get an appointment without having to wait for days, doctors listen to patients which is nice
 |
| * I had a flu jab and didn't have to wait long. Also had medical data updated. Very efficiently done
 |
| * It is brilliant doctors nurses reception always so friendly and efficient
 |
| * Because the staff are very caring and try to fit you in as soon as possible
 |
| * Had a problem and was very quick with appointments
 |
| * The service was excellent
 |
| * Very helpful
 |
| * Outstanding service never had any issues what so ever never had any issues with my practice at all
 |
| * Pleasant polite staff who dealt with my appointment on time
 |
| * Appointment on time, flu jab administered with courtesy
 |
| * Excellent professional and thorough in a manner that I felt comfortable and reassured
 |
| * Everything went as planned and in a professional manner
 |
| * As always a very good professional approach to patients. New practice nurse very good
 |
| * Quick, friendly, professional
 |
| * The staff on reception are second to none and so helpful and polite
 |
| * Excellent professional and thorough in a manner that I felt comfortable and reassured
 |
| * Arrived slightly early for our flu jabs but were seen before our allotted time which was brilliant
 |
| * Always looking out for patients welfare doctor Shareen was very concerned about my shortness of breathing, prescribed me more of the steroid tablets, also inhaler and a inhaler tube, thanks Doctor Shareen
 |
| * Excellent professional and thorough in a manner that I felt comfortable and reassured
 |
| * Both receptions very friendly and polite Also both the health Dr very good and professional
 |
| * Without exception I was treated professionally and courteously
 |
| * I was seen on time
 |
| * Janine gave my flu vaccine today and was very pleasant and professional, very satisfied thank you
 |
| * It was only an injection so it was in and out but the staff are very good and make you feel at ease
 |
| * Got seen 10 mins after my agreed time sent to hospital with a letter
 |
| * Reception staff very welcoming & helpful , saw the nurse within 10 mins
 |
| * Seen me even though I was there early. Very professional and no pain when she gave me the flu jab
 |
| * No fuss straight in appointment on time perfect and as Always friendly helpful staff
 |
| * Waited a long time to be seen
 |
| * Quick and courteous service throughout thank you
 |
| * I saw the nurse and she was great
 |
| * Is good
 |
| * Efficient and didn't have to wait too long. Good quality of session with nurse
 |
| * Dr Kathuria is always so thorough and always listens and tries to help the best way she can
 |
| * I thought I was listen to and my concerns where addressed
 |
| * Dr Tabassum is a good doctor
 |
| * Seen on time. Asked questions to make sure all safe and finished quickly
 |
| * Very good experience
 |
| * because the nurse made feel relaxed and comfortable
 |
| * Went in on time and the nurse was very good
 |
| * Appointment on time. The nurse was very efficient and pleasant
 |
| * I gave that answer as I went to my doctor's saw a paramedic who didn't sort my tablets out and had to return the next day only to find they still hadn't been sorted
 |
| * Didn’t wait to long to get an appointment , and was seen near to the time I was given
 |
| * First time I never felt an injection
 |
| * Very accommodating & lovely doctors
 |
| * Very thorough and helpful made me feel at ease
 |
| * Good information and friendly
 |
| * Very polite information good happy
 |
| * Was see at rite time and was helpful
 |
| * Appointments to suit, good communication via app and text. App reminders, friendly, knowledgeable and helpful staff
 |
| * On time
 |
| * I was very please for service that l received
 |
| * On time and helpful
 |
| * Very helpful
 |
| * Janine was very friendly and professional. She explained everything very clearly. Excellent service
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