**Friends and Family Comments October 2024**

**RESULTS**: 155



* Dr Explain everything well and Give good advice
* Always kind and helpful
* Doctor Jesudas and staff are very kind and helpful
* They never listen to you they are so good at making you feel stupid to the point I hold off going in then I end up with more things wrong but by then I can't go in and say I've got this and this wrong because I'm made to feel like I'm stupid
* Doctor dismissed all my questions
* Along with my previous appointments for an injection everything went has planned and on time
* In seen on time
* Quick efficient
* The reception staff got back to me soon after I asked about my blood results
* Someone who listens
* The doctor was very helpful
* Doctor was very nice and didn't rush me! I found what my problem was so. Thank you
* Met a new Doctor, lovely man with time for you. This is as expected at the Surgery. Always consideration. Thank you
* Same day appointment. Excellent attention and always polite
* I was seen on time and the staff were friendly and helpful
* I was treated compassionately and professionally my issues were acted upon and treatment explained fully with follow up actions and referrals. All in all I was given an excellent service
* Efficient and professional
* As usual I was seen to on time and everything went well with the injection
* Prompt and efficient
* Everything ran efficiently
* Nice young man who explained to me what was going on and put me at ease
* A good service from the nurse and performed really well
* Dr Sefton is a very good thorough, approachable caring GP, he is knowledgeable and comes across professional. Thank you
* Very helpful. Dr Sefton
* Halliwell Surgery 2 has been my practice for many years. The receptionists are all exemplary in their work and its dedication, always welcoming with a smile. Our GP and partners are emphatic and patient, I’m so lucky and blessed to have such a supportive team at Halliwell Surgery 2, Drs Jeyam & Dr Jesudas are highly professional with an emphatic approach , well done all
* Was seen on time receptionist was lovely and the Doctor that I saw was probably one of the nicest Doctors that I have encountered his explanations were easy to understand and he asked about my understanding at intervals. I know how busy Drs can be but he gave the impression that time was not an issue he was lovely
* I've attended the surgery a number of times this month for the same injection and each and every time it's been administered on time and with a smile, what more could you ask for
* Dr Sefton is a really good doctor. He listens to questions and concerns and explains things clearly. He has a human side to him which is really important in a GP
* Excellent service polite, knowledgeable and professional
* You’re all is the best
* Dr Charleston gave me a very nice greeting, took time to listen and advise me
* GP was very thorough
* The nurse was very good dealing with me. She listened carefully to what I said to her
* Excellent service thank you
* As always you are treated very well at this Health Centre
* I was seen on time and the injection went has smoothly
* James was highly skilled, highly professional I did not have to wait for treatment. The advanced practitioner role works extremely well. I’m delighted with my treatment
* Always happy with the service I receive
* Good
* Good doctor who explained things without rushing
* Dr El-Lami was excellent, informative and put me at ease
* She listens to me and is referring me to the mental health people so far so good
* The Doctor was helpful
* Very understanding and efficient with a pleasing manner
* Everything went well and I was seen to promptly on time during my appointment for an injection
* Made me feel relaxed and comfortable and addressed all my concerns
* Because I'm very happy my GP
* Reception staff very friendly and extremely helpful
* The reason why is because I like my doctor
* Reception ladies are always helpful
* Excellent. Lovely lady
* Everything went well it couldn't have gone any better and it was nice to have someone to listen to a couple of concerns that I've had recently. It couldn't have gone any better
* Excellent patient care
* The doctor was very helpful and referred me straight away
* The doctor had time to listen to the reasons for my visit and gave knowledgeable advice as well as arranging the relevant treatment and follow up appointments
* Left home 9.20 arrived at surgery 9.34 seen by Nichole within 5mins injection given left and home by 09.55 EXCELLENT
* No wait time to book appointment, reception ladies were so helpful. Was seen on time for my appointment. Doctor was patient and listened and was super helpful
* On time friendly caring
* I was referred to the pharmacy for my flu and covid jab so I didn't really do much with the surgery
* Very efficient and knowledgeable doctor
* The doctor was very polite, helpful and knowledgeable, made me feel comfortable and was great at giving injections I was completely satisfied with my appointment
* Appointment on time
* Got there early, went in straight away great service top surgery
* Seen early. Were listened to. Jab almost painless
* Excellent service by reception staff as well as Dr Kathuria
* Very pleasant to talk with
* Dr Pilkington was very polite and efficient
* Appointment on time in and out
* Always pleasant staff and have a laugh feeling relaxed
* The doctor gave very good advice and wasn't afraid to get a second opinion. Would go to see him again
* Very very good ???? thumbs up on all the advice I was given
* Seamless process
* My visit at the Surgery was ok in a flash. I was seen too. Didn’t have to wait long the Nurse were very supportive in a flash I was out. Will highly recommend. Thanks
* As always a professional approach
* As always very efficient friendly staff. Appointment on time and was helped by the lovely receptionist earlier in the morning when she referred me to the pharmacy for antibiotics for a water infection. Excellent experience
* On time. Efficient
* Reception immediate, appointment on time, treatment excellent
* I received my treatment promptly and this was provided in a caring and professional manner
* Had my annual flu jab administered by Nicole practise nurse. Very efficient, painless
* Great
* Give me good advice
* Dr Jeyam lovely person always smiling very good service
* Friendly helpful
* Everything was good. For a change
* Great, friendly helpful staff as always
* Helpful friendly
* On time and out quickly
* The doctor was very pleasant and made me feel comfortable about having my flu jab
* Quick, on time and efficient
* Very friendly and informative
* I was only having a blood test and everything was okay
* Very pleasant practitioner, very informative
* Good approach and respect to human rights
* The nurse Nicole, was lovely with my daughter
* Quick smooth service from a friendly, polite nurse
* Good customer service and happy with the service
* Excellent service by doctor and receptionist
* Dr couldn't have been more helpful
* My experience at the surgery today was excellent from start to finish. Reception staff were very helpful and professional when I arrived and also when booking follow up appointments. My appointment with Dr Kathuria was on time with very little waiting time and my treatment was very thorough and helpful. Dr Kathuria took me straight to my appointment with Dr Limbert who was extremely helpful with both treatment and advice for further treatment. I have nothing but praise and appreciation for the staff at this practice
* I was in on time and well looked after
* No waiting, saw Dr on time. No problems
* Very attentive and caring -great attention to the problem and working to solve it - very helpful
* Managed to get an appointment within a couple of hours staff has always brilliant Maxine always brilliant Dr Sefton took a sample of my septic toe plus antibiotics always very thorough good bedside manner, has always been very pleasant brilliant no complaints
* Had my annual flu jab and everything went has planned
* Always good. Lovely staff in reception, Dr's are very respectful
* She listened & helped
* Was a blood test didn't have to wait lady was friendly and polite
* Very good service
* Appointments were running slightly late, but otherwise, straight in to a very helpful polite doctor, was given an additional vaccine, and straight out! No complaints from me
* Appointment went smoothly
* Very helpful and understanding
* In & out, no problem
* Prompt appointment. Good
* Excellent service all round. The only problem I have is that it's too hot
* On time friendly. And professional
* Good way I was dealt with
* Lovely friendly Doctor very polite listening to what you have to say explains to you what's wrong and what you need to do
* Doctor reassured me
* Prompt appointment. Painless injection and offered to give us the respiratory injection as well so that we didn't need to make another appointment
* Great service - fast, friendly and on time - thanks so much
* I went to have my flu jab, and although it was very busy I was in and out in about 5 minutes. Very good
* Flu jab, easy to book and done on time
* Happy to get the flu vaccine but unhappy that covid19 vaccine was not provided
* Quick, polite and very professional
* Nicole is always pleasant but professional. She never fails to reassure any nervous patients
* I had a good experience talking with the doctor and a good and positive chat about things for the future
* Helpful staff/ seen at the time booked
* The nurse was very good very helpful
* She was very good at explaining she was doing and why
* Very helpful good results thanks to the health nurse much appreciated
* The doctor was very good and understanding of my situation and I received the treatment I was after
* Always an uplifting & positive appointment with Dr James Limbert who makes time & the effort regarding any health issues you're concerned about
* During my annual health check I was given a lot of advice & information, which I found very helpful and any questions I asked were fully answered
* People where so nice to me five stars from me
* The physiotherapist was very thorough and explained my symptoms very clearly and put my mind at ease
* Pleasant friendly nurse, who answered all my questions
* James listened to me and answered all my concerns
* Excellent
* Very efficient
* Every helpful