

September 2024

Positive feedback:

Everything was fine and perfect; I thank all the staff and the doctor."

"I was able to book an appointment online- was given options for the next day. Saw the same (very helpful) GP that I saw last time."

"My Appointment was right on time, and the receptionist was very pleasant and helpful."

"Phone appointment was helpful and around the right time. The pharmacist has a very nice manner and listens to your problems and is interested in helping."

"I was sent for to have bloods done was seen promptly by a very pleasant nurse and was very pleased."

"The doctor was very kind and was very discretionary regarding My personal issues, very kind Doctor."

"Very helpful and fast service"

"Because the surgery is well run"

"My Appointment was right on time, and the receptionist was very pleasant and helpful."

"Everyone I had spoke to assist me were very friendly and helpful, sometimes it can be daunting contacting the GP about certain issues (this is due to my own anxiety) but the two ladies I had spoke to were absolutely amazing!"

"Knowledgeable and friendly staff. Listened to me and were very good."

"I have found, over the past ten years, that my treatments and service by the doctors, nurses, receptionists, telephone advisors/receptionists and other administrative staff has been nothing less than phenomenally excellent. The kindness, concern and efficiency has always been well beyond every reasonable expectation. When I sit in the waiting area, ready for an appointment, I feel nothing but confidence and comfort, knowing that the person I will see, will do their very best to care for me and my somewhat complex assortment of medical problems. I cannot emphasise enough, my feelings regarding the wonderful service that I receive from ALL of the staff at the Thornfield Medical Group."

"The staff were friendly and nice and very helpful I would recommend to anyone."

"Diligent in looking up records: referrals and in answering questions to help me clarify situation."

"I completed the appointment form. And seen a gp all within 2hrs. I find the new way of asking for appointments much more efficient and less time consuming, especially when you work."

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Negative feedback:

"I have been coughing for more than a month and I have pain on my chest since then no medication at all has been given despite all exams with negative result. Nothing to resolve my health situation, until now I am still coughing and having severe pain on my chest. What is the point of going to the GP just for advices? I am suffering and I don't what is my next step."

"Gp told me that they would contact me back regarding pain medication and this has not been done".

"Disinterested nurses who lacked kindness towards anxious parents in vaccination clinic for 4-month-old baby"

Asked for an implant removal and took time out of work to get it done. Was booked in with someone who can't even do the requested appointment".

"I have waited for 4 weeks to get a monitor for blood pressure. I received it on Monday afternoon but when I got home and it was active the battery was flashing and it had only one bar left. I knew it was not going to last 24 hours and I was right. It only lasted for about 5 hours. I have had high blood pressure for about 5 months and 2 episodes where I have lost my speech and could not talk properly. I could end up with a full blown stroke so this is very worrying."

"Not happy attitude of nurse practitioner"

"The GP displayed a very discriminatory attitude towards me. Unwilling to help me. Condescending tones towards my own knowledge of my conditions and refused to prescribe me medication that works. Lied to my face claiming they don't prescribe medication anymore as a service. Refused to answer questions about my next steps regarding health care as they were unwilling to provide it. Official complaint will be made as this is medical neglect and abuse!!"

: "Went for pain relief , not given , have to wait for timms appointment, probably have to wait months for an appointment, long time to be in constant pain."

"Got impression doctor didn't have time and was unhelpful and miserable not good enough."