

## June 2024

### Positive feedback:

*"Very thorough pleasant over all excellent"*

*"The nurse who rang me was friendly, helpful and professional. She really helped with my concerns."*

*"Appointment was on time, in and out within 15 minutes."*

*"Appointment time and availability. Speed of service and friendly staff"*

*"Friendly staff"*

*"Explained everything clearly and politely."*

*"Happy with the service and friendly staff"*

*"The staff on reception are warm and caring. The doctor was nice polite .and humorous and couldn't do enough. First seen her and impressed."*

*"Lovely doctor very easy to talk too."*

*"The doctor took his time to explain things to me".*

*"Very professional very knowledgeable"*

*"Great service very friendly and professional"*

*"The nurse was very pleasant and efficient doing her job."*

*"The receptionist and nurse I seen was very friendly and very helpful."*

*"Excellent customer care. Very friendly nurse. Appointment on time. Thank you."*

*"Easy to book in and seen very quickly."*

*"The reception team and call handlers were very kind and helpful and the qp that I saw listened to my concerns and was very reassuring and I left feeling that I had been understood."*

*"Helpful and listened to my concerns. Came up with a good plan."*

*"Helpful staff."*

*"Nurse was on time and very friendly. Also, I had asked about the vaccine in a prior GP visit, and the GP checked and responded over SMS promptly."*

*"Made me welcome and felt at ease."*

*"Calm and quiet in waiting room, receptionists efficient and friendly, and without questions wonderful doctors"*

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### Negative feedback:

*" Felt fobbed off."*

*"My appointment was cancelled same day I was meant to attend without any valid reason, or explanation."*

*"No help whatsoever after sitting in the waiting room for 30 minutes without an apology, will not be using that GP again!!"*

*"Felt a bit rushed."*

*"Received text half an hour before appointment so had to ask to leave work got to doctor to be told oops it was a mistake; they've pressed wrong button half a day's pay and Â£5 bus fares down not happy."*

*"No real action, no closer on the waiting list, didn't address my original concern."*

*"I have got excruciating back pain and have to wait all the way up until the 12th July for an appointment, it'll probably be better by then which defeats the point."*

*"Waited 40 minutes for an appointment that never happened."*

*"I didn't appreciate seeing several tubes full of blood on the desk, presumably from previous health review patients. I don't think it was very professional. Surely there is a procedure for the blood tubes after blood has been drawn from a patient?"*

*"Did not resolve problem."*