

## February 2025

### Positive feedback:

*"Everyone is very professional yet still friendly&highly competent."*

*"The nurse was excellent and very professional with a high level of service."*

*"Doctor was friendly, put me at ease. Listened and then explained everything ."*

*"Very thorough and knowledgeable GP"*

*"Because I received phone call on time and my medication was sorted straight away"*

*"Outstanding service! First class service I always have at my doctors"*

*"Lovely doctor, no long waiting time, available parking and a good IT system that sends reminders."*

*"Got an appointment within minutes of filling in o line form"*

*"Convenient time and service and first class service from excellent staff"*

*"Listened and very understanding"*

*"Was seen on time and lovely people"*

*"Nurse made me very comfortable during my smear test whilst remaining professional. She really made me feel relaxed before my procedure normally I'm very anxious about these kind of things but she really lightened the mood with her bubbly personality"*

*"I was greeted by the receptionist when i came in. My appointment was 4.30pm and i was seen right on time. Nurse was so caring and told me to ring her if i had any problems or worries."*

*"Doctors are amazing and reception team very helpful, if carping did doctors surgeryâ€™s it would be thornfield, thankyou"*

*"Knowledgeable member off staff explained the reason for me being there professionally and in a friendly manner"*

*"Each time i come to Thornfield Medical Practice i am always very pleased with the help also understanding that i receive from any GP that i have seen ."*

*"The receptionist was very helpful and the doctors listened to me ."*

*"Welcoming atmosphere was good both the receptionist and the GP."*

*"Girl on phone went out of her way to help"*

*"Mum had two appointment with murses. They were so nice, so patient and giving clear and easy understand informations"*

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### Negative feedback:

*"It's very clear from the whole experience that you're not wanted as a patient. They find it annoying that you are there, want you in and out the door as soon as possible regardless of whether an issue is solved. I felt like a number not a person."*

*"Waiting time was a bit long for doctor, waiting for results now"*

*"GP has not been supportive of health issue that I keep seeing them about. Just being messed around negatively impacting my health- disgusting!"*

*"The doctor forgot to send my sick note and forgot to do my prescription. I have been waiting for 3 days to get this sorted out"*