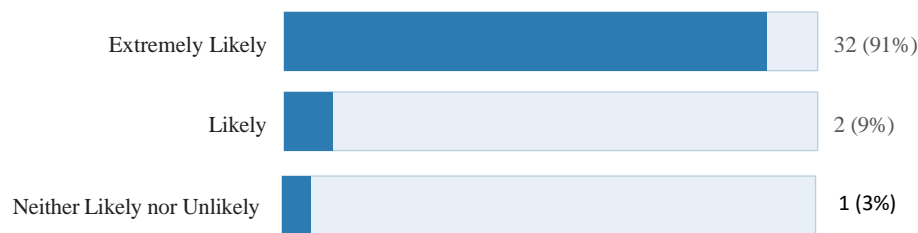


35	91%	9%
Total Responses	Extremely Likely	Likely or Better

Question 1

How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?



Answered: 35 | Skipped: 0

Question 2

Please tell us the main reason for your choice

- Friendly, helpful and professional.
- Very helpful
- Can always talk to someone, reception staff are supportive and kind.
- Prompt and appropriate treatment.
- Great staff friendly but professional get it right first time I would say 8/10 times
- Outstanding service on every level
- Excellent everything!
- Dr Garrido is always exceptional, as are the others.
- Good service always
- Dr Dawson and team are all excellent. Appointment system works very well.
- More often than not you can always get an appointment on the same day.
- All work efficiently
- Very efficient at dealing with ailments and rapid escalation of required
- Everyone knows you spends time to have a chat instil confidence and caring always willing to adapt the waiting room is friendly and welcoming
- Nearby and usually easy to get an appointment
- Absolutely brilliant
- Fast response to get an appointment. Caring staff on reception, GP and pharmacy.
- Have always been very happy with the care I receive. The staff are all very helpful and professional.
- Treated with utmost courtesy and friendly approach
- I really like this surgery and how well looked after patients are, I had a great experience with Dr May, he carefully listened and took what I said into consideration, however I had to wait 10 days to be seen, but when assessed was told my condition was quite serious and was Dismissed by reception.

- Ease of booking appointments
- Always have a good appointment
- Always feel comfortable going to the practice
- Professional are approachable
- Prompt appointments, excellent care, friendly staff
- No trouble getting appointment quickly (covid vax). Small friendly team. Great to be able to ring up rather than arranging it online.
- Well looked after, very friendly staff in all departments,
- The surgery always offer an excellent service
- Politeness and professionalism
- Reasonable access to appointments. Listening and caring staff.
- Always excellent

Answered: 31 | Skipped: 4

Question 3

What impressed you today and why?

- Always put at ease.
- Promptness called at the time she said she would
- You feel listened to, and supported.
- On time. V pleasant demeanor.
- Laura is friendly and professional but also asks about me general health and shows an interest she is great
- Speed of appointment and level of care
- Good explanation of my problems
- She is very efficient and so caring.
- Friendly and professional
- Dr Dawson as always very engaged and empathetic
- Doctor was very good
- Doctor understood my concerns and followed through with logical explanations
- Appointment times adhered to
- Prompt friendly helpful the same as always
- Polite and efficient service
- Very polite and professional
- Regular updates
- Appointment on time
- Dr May, was incredibly thorough listening to everything I had to say with consideration and sympathy, giving me a clear diagnosis and treatment plan going forward.
- Friendly service
- Good visit as usual for my Covid jab
- Time given at appt

- Nicholas May is kind, friendly and caring as well as thorough
- In and out even before the time of my appointment. No waiting.
- The doctor gave me various options
- The doctor was extremely helpful and the the pharmacy staff are too
- Doctor is very approachable and explains things well
- Dr found time to see me personally when I had inr test
- As above.
- Exactly the same

Answered: 30 | Skipped: 5

Question 4

If you could change one thing about the Surgery, what would it be?

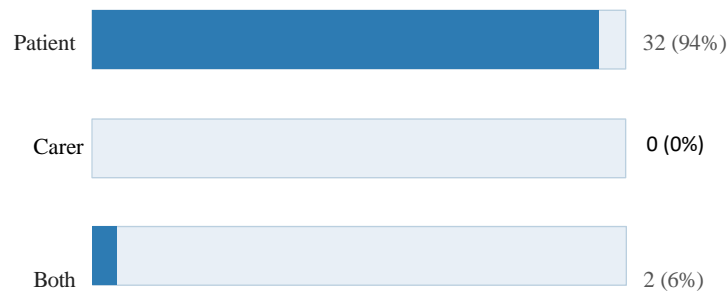
- Nothing
- Nothing
- I don't think there would be anything to change, they all do a great job
- I feel they don't always see the bigger picture I have fibro and arthritis and due to the fact Dr Dawson removed my co codamol and gave me paracetamol as a replacement I am now on the list for a knee replacement when I was doing 10 miles a day at the gym now I can just about get upstairs and it's awful being in so much pain but I just get on...
- Larger pharmacy
- All fine
- I have had no problems so nothing to change.
- Would the pharmacy consider selling Continuous Glucose Monitors e. g Dexcom one plus
- Nothing
- Covid signs a bit out of date?
- Nothing
- Nothing
- Nothing
- Guide to waiting time if running late for appointments
- The font size on the vidio screen to small can it be put back to how it used to be I am short sighted
- The reception team deciding how urgent your issue is, with no medical training and tell me I wasn't an emergency. I'm unsure how they can determine how some medical issue can be decided by them.
- Nothing
- I think it's as good as it can be.
- At present when collecting prescriptions we do so through an outside sliding window So sometimes when it's cold you have to stand outside Not usually for too long but we live rurally and weather very changeable Would like to collect prescription from the Dispensary window inside surgery where it's warmer
- Nothing
- I rarely go but I think we are so lucky to have this surgery compared with the experience of friends in towns.

- Nothing
- Nothing, keep up the fantastic work you do!
- Nothing
- Larger fonts on notice monitor on wall
- Transparency of items allocated to an individual. e.g. GP contacts. Explanation of why I have contacts in my nhs app log, when I have not visited the GP in a long time. Mainly I go for vaccinations, when I have apts with the nursing team.
- Nothing

Answered: 27 | Skipped: 8

Question 5

Please let us know if you are a Patient or a Carer or both



Answered: 34 | Skipped: 1

Question 6

Please let us know if you are happy for us to publish your comments



Answered: 34 | Skipped: 1