

1 - 3 = RECOMMENDED 96%
 4 - 5 = NOT RECOMMENDED 4%
 6 - DON'T KNOW 0%

Friends and Family Responses - December 2016

Dates	Department	Rating	Response
01/12/2016	Richard Fish	1	
01/12/2016	Karen Warner	1	
02/12/2016	BLOODS PHLEBOTOMIST	1	
01/12/2016	Karen Warner	1	
02/12/2016	BLOODS PHLEBOTOMIST	1	
02/12/2016	BLOODS PHLEBOTOMIST	1	The appointment was easy to check in, no waiting and on time and dealt with efficiently.
02/12/2016	Colin Campbell	1	Felt reassured with my consultation.
03/12/2016	Lorraine Bellis	1	
03/12/2016	Dawn Billington	1	
05/12/2016	Colin Campbell	1	
05/12/2016	DUTY DOCTOR	1	Got an appointment for Daughter quickly
05/12/2016	Richard Fish	1	
06/12/2016	Richard Kelsall	1	I actually for the first time ever went in on time
07/12/2016	Richard Fish	1	
07/12/2016	BLOODS PHLEBOTOMIST	1	Professional phlebotomy
08/12/2016	Laura Charnley	1	
08/12/2016	Anthony Reid	1	Excellent service I needed to see the doctor straight away due to my heart condition and was seen straight away
12/12/2016	BLOODS PHLEBOTOMIST	1	
12/12/2016	Laura Charnley	1	The doctors and receptionists are always so helpful and friendly. I've never had a bad experience at the surgery or on the phone. The doctors always listen and you never feel rushed. Amazing surgery!
12/12/2016	BLOODS PHLEBOTOMIST	1	Professional and quick
12/12/2016	Colin Campbell	1	Ease of appointment
13/12/2016	Carol Pretswell	1	
13/12/2016	Patricia Ford	1	
14/12/2016	Caroline Fisher	1	Easy to speak to on the phone. Doctors n nurses all polite and approachable. Appointments could be sooner but I appreciate there are so many patient. I also love that they have weekend appointments now. I could never understand why this isn't standard as illhealth doesn't know what day it is.
15/12/2016	Lorraine Bellis	1	Diabetes staff very caring and helpful. Reception not stereotypical Doberman very friendly
16/12/2016	Richard Fish	1	
16/12/2016	BLOODS PHLEBOTOMIST	1	Arrived early and was seen before my appointment time. Pleasant staff and kept well informed about my condition.
16/12/2016	Lorraine Bellis	1	
17/12/2016	Lisa Wilkinson	1	

19/12/2016	BLOODS PHLEBOTOMIST	1	I was seen very promptly and the nurse was cheerful and friendly.
19/12/2016	Carol Pretswell	1	Excellent doctors
20/12/2016	Caroline Fisher	1	
20/12/2016	Laura Charnley	1	Thorough, efficient and friendly service.
21/12/2016	Lorraine Bellis	1	Very helpful. Was prescribed antibiotics a week ago, but no better. Seen this morning again with more antibiotics so hopefully have a chance to get better for Xmas. Everyone extremely helpful at the surgery.
20/12/2016	John Kilgour	1	
22/12/2016	Carol Pretswell	1	
22/12/2016	Anthony Reid	1	
22/12/2016	Colin Campbell	1	Extremely professional and efficient service within a friendly environment.
23/12/2016	Laura Charnley	1	
24/12/2016	John Kilgour	1	Receptionist and doctors both helpful
29/12/2016	Lisa Wilkinson	1	
29/12/2016	Karen Warner	1	Satisfactory outcome
30/12/2016	DUTY DOCTOR	1	
29/12/2016	Karen Warner	1	My concerns regarding my current health situation were discussed and the questions asked were appropriate. The resultant tests arranged would appear to help to discover what is causing my problems. I always feel that Dr Warner makes me feel confident and listens to my concerns on my rare visits to the surgery.
30/12/2016	Richard Kelsall	1	think your all great at your job
30/12/2016	Carol Pretswell	1	
29/12/2016	DUTY DOCTOR	1	I was extremely pleased to be seen by a doctor after having a telephone appointment .I had been discharged from hospital a few days earlier and wasn't feeling very well. So thank you
06/12/2016	Elizabeth Strike	2	Booked a smear test at same time but this was cancelled as nurse doing my appt was not able to do this - had booked time off work - now have had to book another spot & to have more time off
12/12/2016	Colin Campbell	2	Pleasant staff
21/12/2016	Richard Fish	2	Had to wait half an hour to see doctor. But the doctor was thorough and took time out to write a letter to the hospital for me.
21/12/2016	Laura Charnley	2	
07/12/2016	BLOODS PHLEBOTOMIST	3	No y
13/12/2016	John Kilgour	3	Appointment was 5pm got seem at 10past had to re arrange another appointment that it clashed with.
09/12/2016	John Kilgour	5	
12/12/2016	Richard Fish	5	