

1 - 3 = RECOMMENDED 95%  
 4 - 5 = NOT RECOMMENDED 5%  
 6 - DON'T KNOW 0%

### Friends and Family Responses - February 2017

Dates	Department	Rating	Response
01/02/2017	BLOODS PHLEBOTOMIST	1	
01/02/2017	Lorraine Bellis	1	
01/02/2017	BLOODS PHLEBOTOMIST	1	
02/02/2017	Andrew Finan	1	Dr Finan was exceptionally caring and listened throughout my appointment.
02/02/2017	Anthony Reid	1	Have always had excellent treatment. Feel like I matter and not just a number. Receptionists very helpful. Doctors excellent.
03/02/2017	Colin Campbell	1	I was seen promptly by a nurse, and my treatment was followed up effectively by a doctor for further checks.
03/02/2017	DUTY DOCTOR	1	
03/02/2017	Colin Campbell	1	
04/02/2017	Andrew Finan	1	Kind caring staff. Very responsive. Never have to wait long.
06/02/2017	Richard Kelsall	1	
06/02/2017	Carol Pretswell	1	The doctors that I've seen recently are excellent especially Dr Pretswell, Dr kilgour and Dr Campbell. The reception staff and nurses have always been very good too.
08/02/2017	Samuel Esuga	1	
08/02/2017	Samuel Esuga	1	
08/02/2017	DUTY DOCTOR	1	
08/02/2017	Anthony Reid	1	
09/02/2017	ANTE NATAL MIDWIVES	1	
09/02/2017	Caroline Fisher	1	Quick efficient and kind staff
10/02/2017	Lorraine Bellis	1	
09/02/2017	Elizabeth Strike	1	I have received good service from this practice.
11/02/2017	Carol Pretswell	1	
11/02/2017	Carol Pretswell	1	
11/02/2017	Carol Pretswell	1	
13/02/2017	ANTE NATAL MIDWIVES	1	
13/02/2017	Richard Kelsall	1	I've been a patient at worden medical all my life. Getting an appointment with the midwife was quick and she was lovely. however trying to get an appointment with my gp Dr warner is a nightmare. Only releasing appointments every 2 days! Even when I have stated I have stopped taking my medication (antidepressants) for the safety of my precious miracle (baby) I am still unable to see my doctor. So after this last week I probably won't recommended worden medical centre to friends and family unless the appointment system changes
13/02/2017	DUTY DOCTOR	1	
13/02/2017	Laura Charnley	1	Receptionists helpful. Drs knowledgeable and signpost well. I personally have not struggled to get an appointment
14/02/2017	DUTY DOCTOR	1	Very quick service appointment given on same day as ringing up
15/02/2017	BLOODS PHLEBOTOMIST	1	
15/02/2017	BLOODS PHLEBOTOMIST	1	I got a same day appointment. The doctor was friendly and gave me clear analysis and what next steps would be to help my recovery
15/02/2017	Caroline Fisher	1	
15/02/2017	Kathryn Grant	1	Dxcellent response and advice from dr grant ajtho it proved impossible 2 see dr warner in under 3 weeks
15/02/2017	Caroline Fisher	1	Excellent service , professional through out consultation
15/02/2017	Caroline Fisher	1	Appointment on time no waiting
16/02/2017	Laura Charnley	1	I feel the Dr always listens and does all the tests he needs to fill he finds out whats wrong. All staff at worden medical centre are friendly and helpful.
10/02/2017	Richard Kelsall	1	
17/02/2017	BLOODS PHLEBOTOMIST	1	
16/02/2017	Karen Warner	1	
17/02/2017	Lorraine Bellis	1	Very good response to my possible vein thrombosis.
20/02/2017	Richard Kelsall	1	Very pleased with Dr Kelsaww takes his time to explain test results
20/02/2017	Lisa Wilkinson	1	
20/02/2017	Lisa Wilkinson	1	
20/02/2017	DUTY DOCTOR	1	
21/02/2017	Elizabeth Strike	1	
21/02/2017	Richard Kelsall	1	GOOD SERVICE
22/02/2017	Samuel Esuga	1	I always get an appointment within a short time frame, doctors attentive and helpful, always come away feeling like I've been treated well
23/02/2017	Andrew Finan	1	
23/02/2017	Anthony Reid	1	

22/02/2017	DUTY DOCTOR	1	Always good service and my doctor is brilliant
27/02/2017	Karen Warner	1	
27/02/2017	BLOODS PHLEBOTOMIST	1	Efficient. Pleasant & very professional service.
27/02/2017	John Kilgour	1	
27/02/2017	Anthony Reid	1	
27/02/2017	Anthony Reid	1	Dr Reid listens to what you say
27/02/2017	Karen Warner	1	
27/02/2017	BLOODS PHLEBOTOMIST	1	I replied with a 1 because the service I received both from reception & the nurse taking my blood were both friendly & helpful
27/02/2017	Anthony Reid	1	
06/02/2017	John Kilgour	1	
21/02/2017	Richard Kelsall	2	I gave that response because the doctors get very busy.
01/02/2017	Lisa Wilkinson	3	I wouldn't recommend as it's normally quite difficult to get an appointment. That said, I wouldn't NOT recommend as I've not had any other issues
03/02/2017	Carol Pretswell	3	A long wait for the appointment then late going in to see the doctor
28/02/2017	Paper	3	Service is good when I can get it but sometimes there is a long waiting time for appointments. Please could we have a quiet waiting room free of pop music
28/02/2017	Paper	4	I just joined I made 3 appointments 10 before my sons he informed me he felt better the receptionist spoke to me like crap as I didn't cancel sooner as she could have filled the space 45 minutes later the doctor is still delayed. Very rude!
02/02/2017	Elizabeth Strike	5	last thursday, we were triaged and seen by duty nurse. did not offer treatment but told to go back if symptoms especially coughs persist. we both got worse by weekend but had to wait until this morning. then i was told triage is for emergencies only so we cant be seen until tomorrow.
22/02/2017	Lorraine Bellis	5	