

## Friends and Family Responses - January 2017

1 - 3 = RECOMMENDED 97%

4 - 5 = NOT RECOMMENDED 3%

6 - DON'T KNOW 0%

Dates	Department	Rating	Response
03/01/2017	Richard Kelsall	1	
04/01/2017	Andrew Finan	1	
04/01/2017	Andrew Finan	1	Phoned for an emergency appointment this morning. Got referred to triage. Nurse Lorraine phoned me back, asked for my symptoms then asked if I wanted pain relief or an appointment to see a doctor.
04/01/2017	Caroline Fisher	1	Very good service thank you. Gill Ward
05/01/2017	Andrew Finan	1	The nurse I saw; Caroline Fisher was friendly, efficient and professional.
05/01/2017	DUTY DOCTOR	1	Brilliant service!
05/01/2017	Lorraine Bellis	1	Reception staff were very friendly and Dr Warner who I saw was really nice and personable
05/01/2017	Caroline Fisher	1	Caroline, the asthma nurse is excellent! Totally committed to helping and controlling my condition and very very knowledgeable. Dr Fish has also been great with my depression and spotted it straight away, I'm feeling much better and it's great to have these people available! Able to book appointments on line, usually within 12weeks. Helpful staff.
06/01/2017	John Kilgour	1	Doctors are very good, always put you at ease and very professional.
05/01/2017	Caroline Fisher	1	
09/01/2017	BLOODS PHLEBOTOMIST	1	Lovely courteous supportive staff.
09/01/2017	John Kilgour	1	
10/01/2017	John Kilgour	1	
12/01/2017	Andrew Finan	1	The whole scenario was efficient and friendly. Although it was an early appointment, i would imagine it would be much the same at any time. Thankyou.
12/01/2017	Laura Charnley	1	Regular blood test with Laura Charnley always professional and efficient.
12/01/2017	Laura Charnley	1	Warm greeting procedure explained clearly and treated respectfully
12/01/2017	Caroline Fisher	1	
12/01/2017	Andrew Finan	1	
13/01/2017	Caroline Fisher	1	Always well looked after. Lovely Doctors, nurses and staff.
13/01/2017	BLOODS PHLEBOTOMIST	1	Because every body is so nice and they have helped me through all i have been through.. and my doctor is second to none.
16/01/2017	Lisa Wilkinson	1	
16/01/2017	Anthony Reid	1	Helpful staff and Dr Reid is fantastic. Talks you through everything and makes you feel that you matter
17/01/2017	DUTY DOCTOR	1	The centre listened to my health issue and arranged an appointment without any problems.
17/01/2017	Elizabeth Strike	1	Professional response from nurse practitioner Elizabeth Strike.
17/01/2017	Richard Kelsall	1	
17/01/2017	John Kilgour	1	Always feel I have time to discuss my health issues and never feel rushed .Staff are always helpful and polite .
19/01/2017	Caroline Fisher	1	
19/01/2017	Caroline Fisher	1	The Dr's and nurses are excellent
19/01/2017	Carol Pretswell	1	
16/01/2017	Laura Charnley	1	
19/01/2017	Jayne Swarbrick	1	A very professional, helpful and friendly appointment
20/01/2017	Elizabeth Strike	1	
20/01/2017	Caroline Fisher	1	Thourgh in their investigations.
20/01/2017	Anthony Reid	1	Dr Reid is a legend.
21/01/2017	Jayne Swarbrick	1	
23/01/2017	Karen Warner	1	I was seen promptly, the doctor was friendly and professional and also answered my queries.
23/01/2017	Carol Pretswell	1	
24/01/2017	Lisa Wilkinson	1	
24/01/2017	Carol Pretswell	1	
25/01/2017	Kathryn Grant	1	
25/01/2017	Kathryn Grant	1	
26/01/2017	Caroline Fisher	1	
26/01/2017	DUTY DOCTOR	1	All staff very kind and helpful. Also lots of staff to get through patients quickly. A massive improvement over my old doctors
26/01/2017	DUTY DOCTOR	1	
27/01/2017	Lorraine Bellis	1	Good service , not kept waiting beyond an acceptable amount of time. Polite and helpful staff
27/01/2017	BLOODS PHLEBOTOMIST	1	Very efficient, was in and out in minutes. Went to see the Nurse to give a blood sample.

27/01/2017 BLOODS PHLEBOTOMIST	1 Very efficient surgery. Nothing too much trouble.
28/01/2017 John Kilgour	1 The doctor & staff were helpful & very nice
30/01/2017 Colin Campbell	1
31/01/2017 John Kilgour	1
31/01/2017 Karen Warner	1
31/01/2017 Andrew Finan	1
31/01/2017 Paper Survey	1 Would just like to say how pleased I was this morning with how swiftly my query was dealt with in regards to my son.
31/01/2017 Paper Survey	1 Very swift response to urgent need.
03/01/2017 Andrew Finan	2 I felt really confident and comfortable with Dr Finnan who I saw for the first time. However, I always struggle to get an appointment especially with the doctor I usually see which stops me giving a 1
03/01/2017 Lisa Wilkinson	2 staff within practice are great, staff at pharmacy can be rude & unfriendly so i refuse to use it.
04/01/2017 BLOODS PHLEBOTOMIST	2
05/01/2017 DUTY DOCTOR	2
16/01/2017 Laura Charnley	2
18/01/2017 BLOODS PHLEBOTOMIST	2
19/01/2017 Jayne Swarbrick	2
24/01/2017 Colin Campbell	2
31/01/2017 Paper Survey	2 My only issue is that if a patient is even a minute late for an appointment the the patient is then put to the back of the que - but no explanation provided at the time. I waited 40 minutes before asking whatthe delay was - and then had to leave without seeing a GP
16/01/2017 Richard Kelsall	5
31/01/2017 Paper Survey	5 Reception has far too many staff who are not always efficient. Repeat prescriptions are 50% not what ticked. Always weeks for an appointment with doctor od your choice. Newer doctors don't do anything for you!