

1 - 3 = RECOMMENDED 75%
 4 - 5 = NOT RECOMMENDED 25%
 6 - DON'T KNOW 0%

Friends and Family Responses - May 2018

Dates	Department	Rating	Response
04/05/2018	Carol Pretswell	2	Because I am pleased with your help always if I ask
06/05/2018	Richard Kelsall	1	Ive been with the worden surgery near enough all my life. The receptionist are polite and try to help when possible. The doctors are good. My only bugbear is not always getting an appointment at a good time due to working.
08/05/2018	Karen Warner	1	All the staff where friendly. I was seen very quickly today and was in and out within just over 1/2 an hour. Probably due to what I called up with.
10/05/2018	Dawn Billington	1	
11/05/2018	Carol Pretswell	1	Helpful and friendly receptionists, doctor was very informative and easy to talk to.
15/05/2018	Elizabeth Strike	5	Because a ten minute appointment was only 2 minutes & I wasn't advised properly nor asked relevant questions. I was sent away with no information other than to observe for symptoms but never told what symptoms. I was told to look at a website. It was waste of time.
15/05/2018	Elizabeth Strike	1	
16/05/2018	Richard Kelsall	4	My referrals not checked or chased up when asked to sorted now but took a while mix up with medication recently and gp said he was confused why this happened and was given blood pressure check that was the painful and when I told the GP they said grin and bear it looking to change health center now sorry to say this but I have been unhappy with my care at wordon medical center for some time now
16/05/2018	John Kilgour	5	Try not to make too many appointments as it's always hard to get an appointment especially with a doctor who knows you and your history. Felt I needed to come this morning as unwell for s few days and as usual came away feeling I hadn't been listened to properly and the problem wasn't resolved. I have gradually lost faith in this surgery over the last few years which is frustrating as I still have a family that need treatment including a young daughter who has has 2 yrs of chemo!!
17/05/2018	Elizabeth Strike	1	The service was first class, as always
21/05/2018	Carol Pretswell	1	
31/05/2018	Karen Warner	2	