

1 - 3 = RECOMMENDED 97%  
 4 - 5 = NOT RECOMMENDED 2%  
 6 - DON'T KNOW 1%

### Friends and Family Responses - October 2016

Dates	Department	Rating	Response
01/10/2016	Laura Charnley	1	Staff are always very friendly and efficient.
01/10/2016	Lisa Wilkinson	1	Friendly efficient service. Good online appointment and repeat prescription system. Good diabetic clinics.
01/10/2016	Lisa Wilkinson	1	Always helpful and efficient
01/10/2016	Patricia Ford	1	
01/10/2016	Lorraine Bellis	1	
01/10/2016	Elizabeth Strike	1	
01/10/2016	Laura Charnley	1	Its good service
01/10/2016	Dawn Billington	1	Medical & reception staff are efficient, trustworthy and friendly.
01/10/2016	Elizabeth Strike	1	we r very pleased with worden medical generally as we have always been treated well
01/10/2016	Lorraine Bellis	1	
01/10/2016	Dawn Billington	1	
01/10/2016	Patricia Ford	1	
01/10/2016	Andrew Finan	1	
03/10/2016	Colin Campbell	1	The receptionists are pleasant and helpful, as are the nurses. Virtually all of the doctors have the time and patience for you and you can get an appointment when you need one which you can book on line as you can prescriptions
03/10/2016	Carol Pretswell	1	I am pleased with worden medical centre as the service i receive is always done with care and understanding . That is one of the reasons i would highly recommend worden medical centre
04/10/2016	Caroline Fisher	1	
04/10/2016	Colin Campbell	1	I was seen very quickly and dealt with thoroughly by Dr Campbell in a polite understanding manner.
04/10/2016	BLOODS PHLEBOTOMIST	1	Every time I ask my appointment that day I can have it and polite and kind the staff to approach the patient like me.
05/10/2016	Lisa Wilkinson	1	Good app with nurse and easy to book app with doc
04/10/2016	Carol Pretswell	1	
05/10/2016	Andrew Finan	1	Excellent service and care from all staff over the years I've been a patient, which is virtually all my life.
05/10/2016	Andrew Finan	1	
04/10/2016	Carol Pretswell	1	I had an appointment with Dr Pretswel and really happy with advice given and investigations. Felt like I was really listened to. Brilliant GP.
06/10/2016	Caroline Fisher	1	
06/10/2016	Dawn Billington	1	The staff work well with people and thay listen.
06/10/2016	Carol Pretswell	1	
04/10/2016	Laura Charnley	1	Been for a flu jab brilliant idea Saturday morning just for those straight in and out
08/10/2016	Laura Charnley	1	
08/10/2016	Patricia Ford	1	
08/10/2016	Karen Warner	1	
08/10/2016	Caroline Fisher	1	
08/10/2016	Richard Kelsall	1	Impressed with effort being put in by doctor and nurse to establish my problem.
08/10/2016	Patricia Ford	1	Always had polite and satisfactory help
08/10/2016	BLOODS PHLEBOTOMIST	1	
09/10/2016	BLOODS PHLEBOTOMIST	1	I find that all the Doctor's & Staff are kind & curtious
08/10/2016	Karen Warner	1	
10/10/2016	Elizabeth Strike	1	
10/10/2016	Caroline Fisher	1	
10/10/2016	Laura Charnley	1	
10/10/2016	Anthony Reid	1	Because Dr Reid is a wonderful doctor and he has the best bedside manner, bar none. Many other doctors could seriously learn a thing or two from him.
10/10/2016	Caroline Fisher	1	The reception staff are generally pretty good, although I have been ignored and left waiting for several minutes, on several occasions, when the surgery has been devoid of other patients.
10/10/2016	Andrew Finan	1	GOOD SERVICE AND VERY PLEASANT
10/10/2016	Colin Campbell	1	
10/10/2016	BLOODS PHLEBOTOMIST	1	Efficient pleasant Nurse

10/10/2016	Anthony Reid	1	
11/10/2016	Colin Campbell	1	
12/10/2016	Richard Kelsall	1	Fast efficient service and Dr Kelsall explained in detail the diagnosis for my illness
08/10/2016	Lisa Wilkinson	1	Friendly and professional in there approach to all patients and their families
12/10/2016	BLOODS PHLEBOTOMIST	1	Today they did "over and above" for me as a favour and it was a huge help to me.
12/10/2016	Colin Campbell	1	
13/10/2016	Andrew Finan	1	
11/10/2016	Andrew Finan	1	
13/10/2016	Richard Fish	1	I felt at ease talking about my problems and Dr Fish was very understanding
13/10/2016	Richard Fish	1	
14/10/2016	BLOODS PHLEBOTOMIST	1	
13/10/2016	BLOODS PHLEBOTOMIST	1	Been with the practice for over 50 years. I fully satisfied with the service i receive
17/10/2016	Lorraine Bellis	1	Friendly and informative service
17/10/2016	Anthony Reid	1	You get the treatment you need
17/10/2016	Karen Warner	1	
18/10/2016	Karen Warner	1	
19/10/2016	Richard Fish	1	
20/10/2016	Patricia Ford	1	VERY HELPFUL
20/10/2016	BLOODS PHLEBOTOMIST	1	Since joining the practice i have found everyone very professional and helpfull
20/10/2016	Karen Warner	1	Excellent sound advice from Dr Warner. Have never had an issue with any doctor I have seen here. Reception staff v helpful and all staff I have had contact with have been great.
20/10/2016	DUTY DOCTOR	1	
20/10/2016	Patricia Ford	1	I was able to get an appointment for my Daughter straight away, receptionist was very helpful
21/10/2016	MEDICAL STUDENT	1	
21/10/2016	Richard Fish	1	
21/10/2016	Lisa Wilkinson	1	
21/10/2016	BLOODS PHLEBOTOMIST	1	
21/10/2016	DUTY DOCTOR	1	
22/10/2016	BLOODS PHLEBOTOMIST	1	I have just moved to Worden Medical Centre, and what a difference i have noticed, so organised and efficient. The staff are so helpful, and understanding. As a patient i am so pleased that i decided to move there.
22/10/2016	DUTY DOCTOR	1	I was seen straight away and the doctor was understanding x
24/10/2016	DUTY DOCTOR	1	Thorough, caring and understanding treatment. The GP had read up on my history prior to the appointment.
24/10/2016	Richard Fish	1	
24/10/2016	Colin Campbell	1	
24/10/2016	Laura Charnley	1	
24/10/2016	Laura Charnley	1	
25/10/2016	MEDICAL STUDENT	1	
25/10/2016	Carol Pretswell	1	Excellent service, very efficient. Dr Prestwell was very good
25/10/2016	Elizabeth Strike	2	
26/10/2016	Lisa Wilkinson	2	My nurse Lisa is really nice and helpful
27/10/2016	Laura Charnley	2	Because I was seen to on time and the receptionist and nurse were helpful andpolite The only complaint that I have is the annoying loud music guaranteed to raise ones blood pressure !
26/10/2016	Richard Fish	2	
28/10/2016	John Kilgour	2	I have never have any problems with any doctor. They always give a good service. Thanks again
28/10/2016	Richard Fish	2	
28/10/2016	Patricia Ford	2	
28/10/2016	BLOODS PHLEBOTOMIST	2	Appointment on time and efficient.
28/10/2016	Carol Pretswell	2	
28/10/2016	Colin Campbell	2	Only because ive never had any problems there
28/10/2016	Andrew Finan	2	High recommend the practice. Sometimes hard to get through and for people who aren't articulate struggle to get a appointment when they need and accept a appointment in the distant future.
26/10/2016	DUTY DOCTOR	2	
31/10/2016	Caroline Fisher	5	I was sent a text to make an appointment for flu jab. When I got there nurse was quite rude asking what had I come for as I don't qualify. I was just turning up as told to by the surgery. When I asked receptionist when I booked it why I was entitled she couldn't tell me and just said i am. Nurse this morning said I should have asked to speak to a nurse to question it. But if I am sent a text to make an appointment then how am I to know it's wrong. Just doing what the surgery told me. Wasted my morning and felt I was rudely treated.
31/10/2016	Richard Fish	5	
31/10/2016	Jayne Swarbrick	6	