**POSITIVE COMMENTS FROM OUR PATIENTS**

**Month of January & February 2018**

"The last two doctors I have seen over the space of a year have been fantastic."

"Excellent service and very friendly staff"

"Very professional doctor"

"I made the next day appointment for my vaccination with a pleasant and efficient receptionist. I didn't have to wait too long to be called in by a very caring and professional nurse. I had a very positive experience."

"Appointment was on time and the attention, care and information given by the GP were very good and to the point."

"Good service, very happy with making appointments by online service"

"Friendly staff at reception"

"I have been always looked after"

"Always get good advice from the surgery"

"Telephone service was prompt and efficient"

"The doctors are good and friendly"

"Very friendly and helpful staff"

"The nurse was extremely helpful kindly and friendly"

"Very friendly nurse, she provided the highest quality of care"

"The doctor was good, thorough and very thoughtful"

"Appointment was on time with excellent results in the medical examination"

"Very helpful reception staff - friendly and cheerful too! Doctor was very nice too - thorough and reassuring. Appointment ran on time."

"The reception staff is very friendly despite all the pressure they go through. The doctors and nurses are very kind and show lot of empathy"

"Staff and GP ate efficient and polite"

"My appointment was a bit late but everything else ran like clockwork and the advice and help was impeccable"

**Month of December 2018**

"Everyone was very pleasant; Nurse Anna is amazing"

"Friendly & efficient service"
"I had my smear test and the nurse Ms Fernando was very welcoming, professional and the whole procedure was painless."

"Doctor was very thorough"

"Doctor was very thorough and sent us straight for various checks."

"I receive regular check-up reminders and Doctors do take their time with patients."
"I like the nurse she has a very nice. She made me feel comfortable".

"My appointment was late by 25 minutes. However, Dr Dutt was good and friendly which compensated the delay."
"The nurse is lovely. She is both caring and efficient."

"The nurse was very kind and knowledgeable"

"Quick and efficient service"

"I received courteous, well-informed and competent service"
"Very grateful for the care and attention received at all times”

**Month of November 2018**

"The nurse was so lovely. She was really kind and friendly, thank you".

"Dr Zafar was excellent; she understood me and was very helpful".

"Your receptionist was very helpful; good communication with patients".

"Staff are always friendly and helpful".

"Nurse Fernando was very pleasant and efficient. Reception staff was also very helpful".

"Reception staff is warm and friendly ".

"I received excellent service. Practice has very friendly staff."

“My doctor today was very understanding and helpful".

"I went to see the practice nurse for a smear test. She was very professional and approachable. She answered any questions I had about the test and explained everything I wanted to know. She made me feel at ease during the all appointment. She is a great nurse with a beautiful smile. She was also the one who gave my son the preschool booster vaccines. I was very pleased to see that she would be the one doing the test for me."

"Helpful doctor and reception staff"

"Staff is always helpful. Usually appointments made within reasonable period.

**Month of October 2018**

"This practice offers comfy and homely atmosphere."

"This practice has very nice staff and caring doctors and nurses."

"I was seen on time."

"The practice nurse was very efficient."

"I received caring and helpful service."

"I had very good service."

"Nurse was helpful and friendly."

"My appointment was quick simple and easy."

“My doctor conducted very professionally."

"I received very helpful service."

"It is easier to make your appointment and order repeat prescriptions online. New staff at reception is friendly and GPs are all thorough."

"I received quick, friendly & efficient service."

**Month of September 2018**

"The receptionist was helpful and my doctor was very generous with her time in making sure that I understood what my results were. She gave clear guidance of what steps I would need to take to make sure I remain in good health."

"Dr Barthes-Wilson is an excellent GP."

"I received an excellent service."

"My appointment was on time and I received an excellent service."

"My GP was excellent. I strongly recommend this practice."

"My GP was professional and friendly and I felt at ease and not rushed despite the surgery clearly being very busy at the time of my appointment."

"My appointment was quick and very convenient."

"This practice has excellent medical staff."

"All the staff and doctors are always excellent."

"Nurse was friendly & felt comfortable with her."

"I have seen warm and caring doctor."

**Month of August 2018**

"This practice provides excellent care"
"I received a professional service from my GP and receptionist"

"No waiting times! Dr Dutt was extremely friendly and helpful! Talk about mental health to doctors especially male doctors can be really daunting but he put me at ease and was very understanding"

"Very helpful"

"Great and very nice GP. Dr Rashid is a great doctor and very helpful"

"Delighted with Dr Rashid"

"Good treatment. Nice service"

"Friendly staff & doctor"

"Excellent doctor today"

"I like friendliness of receptionist and approachability and efficiency of doctor"

"Easy to make the appointment. Friendly receptionist and efficient and pleasant GP"

"The nurse I have seen this morning for regular asthma check was very friendly and I liked the way she treated me. Thanks"

"Welcoming reception staff, caring doctors, great online booking and repeat medication system"

"The staff is very nice"

"Efficient and helpful"

**Month of July 2018**

"The atmosphere was warm; I was seen on time, I was happy with my treatment and advice"

"The nurse was very kind to explain things systematically"

"Great service. Calm environment."

"Very good and nice people"

"The GP today was very professional, he did listen to my concerns, advocate for me, and suggested a good plan for my benefit, and he did showed his empathy for my situation."

"Dr Dutt is really good, he listens and gives time to patients and he explains everything as well. Thank you Dr Dutt"

"Friendly, attentive, efficient"

"I have always been satisfied with the service I have received"

"Dr Barthes-Wilson is perceptive, good at diagnosis and kind"

"Very helpful GP who listens, respects, supports patients and spends time with patients. She is very kind as well"

"I have been very unwell and received first class care with this medical practice from booking procedures online, reception staff to my doctor."

"Friendly and efficient"

"Quick, decisive local diagnosis and an immediate referral to A&E was an excellent responded"

"I am pleased with the GP that I saw, I was listened to and implementation was put into place"

"I have been patient in this practice for a long time with no complaints"

**Month of June 2018**

"I saw Dr D Dutt on 30th May. He asked questions; once he had understood my history he gave further physical examination and proceeded to make further suggestions to assist me. Thorough, clear, superb manner and highly recommended as he was handling sensitive issues. Very happy. Reception staff was also very helpful, thanks."

"Friendly staff - very caring doctor."

"The nurse was very pleasant and I had to wait only 15 minutes after the fixed time for my appointment."

"Doctor listened to my problem and was very respectful so I would like to see her again."

"Good service, thank you!"

"Appointment was on time. Doctor was very helpful and understanding. Doctor spent good time to understand my problem."

"Dr Barthes Wilson is an excellent doctor. She understands the problem and knows sometimes it's about the whole person not just the thing you're making the appointment for."

"The doctors are always willing to help."

"Extremely happy with the way I was treated."

"I always feel that the doctors always care to try & resolve your problem."

"It was easy to get an appointment and all staff, doctors and receptionists were nice and helpful."

"Doctor was thorough and I felt that I have been listened to and been valued. She made a quick referral for ultrasound scan which I think it was very necessary for the speed diagnosis."
"I had an access to book online appointment, and it was very practical to choose my own availability and time. I was seen on time."

"Dr Thawani is very caring and tries her best to help.”

**Month of May 2018**

"I was seen on time for my appointment."

"Firstly I would like to say a big "thank you" to two receptionists, Grace and Dipal. They are very understanding and helpful which makes it so much better when a patient is unwell. Dr T Jayaweera is an excellent GP and we feel we can talk to her without any hesitation in explaining the problems. However, it would be so much better if something can be done to make the appointments procedure better."

"Although I had a long wait all my issues were addressed."

"Very quick service, nice staff."

"Nurse was very helpful and friendly. She gave me time and a positive experience."

"Very happy with my GP surgery."

"Although appointments are difficult to get, when you see the doctor or nurse all issues are thoroughly looked into."

"Nurse put me at ease straight away very friendly."

"Excellent doctor who was thorough and understanding."

"Very happy with the service given by the doctor."

"The service I received was very good and friendly."

"Friendly and professional service."

"Very nice staff, I was seen on time and felt that everything went smoothly."

"I received an excellent service from the nurse. Punctual appointment."

"The waiting time is efficient."

"Nurse is friendly and good."

**Month of April 2018**

"People are very nice and friendly."

"Good Staff, very helpful."

"I had very good service. Thank you very much."

"A friendly and efficient practice."

"Good service, everything on time."

"Excellent doctor, friendly staff."

"Very supportive."

"Nurse was very friendly and helpful."

"Lovely doctor, understanding and spent time listening to my problem."

"Very patient and understanding."

"Very friendly, helpful and caring nurse."

"The GP treated me with respect and was concerned about my welfare."

"Dr Thawani, gave enough time & listened."