

**In March 2022 we had a total of 102 responses; 99 said that they were 'EXTREMELY LIKELY', or 'VERY LIKELY' to recommend our GP Practice to friends and family if they needed similar care or treatment. You told us:**

- Always friendly, helpful and very professional. A terrific team.
- Apologies for the delay in reply as I have been on the piste. Anyway I was warmly welcomed and tenderly stabbed and jabbed. I was on the way out when I noticed something on the floor by the pharmacy serving hatch which was a debit card so I rang the bell and handed it over. Good deeds all around.
- Appt was on time, I was there for a blood test & was in & out very quickly. The lady who saw me was very nice.
- As always, not kept waiting, treated with respect and usual good service.
- Called through on time, clean waiting areas. I'm difficult to get blood from but nurse Emily managed to get it first try.
- Clear and adaptable understanding of my health issues. Thank you.
- Consultation conducted with great empathy and clarity and very clear and very helpful guidance given.
- Efficient courteous and punctual
- Efficient friendly service
- Extremely lovely staff, took blood first go no problems
- Friendly & professional
- Friendly nurse, calm manner
- Hannah was very pleasant and put me at ease
- I feel reassured and understood during my appointments and my mental health which affects my appointments is taken as equal to my physical health.
- I was seen promptly by the physiotherapist who was clearly experienced and agreed a proactive course forwards. Thank you.
- I was seen promptly, and Shirley Hatton was efficient, professional and friendly.
- It was a simple check up and dressing change - all went well and was given plenty of dressings to see me through the next week or two until cut is healed. Thanks.
- My appointment was @ 15:10 I was seen promptly and efficiently with courtesy and care.
- My appointment was for Physio on a back problem but I also had additional issues that were causing me to feel unwell. The physiotherapist was very thorough and explained all problems and proposed treatment fully. She also got the Duty Doctor in and worked alongside him with added issues and concerns. There was a student in attendance also and she was included on the diagnosis and reasoning of the treatment. Very open and professional and reassuring
- My appointment was on time and the nurse was efficient courteous and very pleasant
- My appointment was thorough, and the doctor took time to listen
- On time, very pleasant Nurse, tests all done, and awaiting results.
- Pleasant friendly communicator and very efficient.

- Professional and caring
- Quick and easy blood test. Polite and efficient nurse.
- Really friendly nurses that made me feel relaxed
- Reason for attendance only partly achieved
- Shirley was very efficient, on time, was very nice to speak to & it was done very quickly
- Short wait. Friendly efficient procedure
- Staff always extremely pleasant, efficient and helpful.
- Staff were very friendly and helped me to relax.
- The nurse was really helpful and kind when discussing my condition.
- Very good Doctor, Samuel, who listened and gave good advice
- very professional phlebotomist
- We have always had a good service, appointment was on time. No problems as always

Thank you very much for taking the time to complete these slips. We appreciate your support.