

Extremely Likely	74	Breakdown	
Likely	20	Prescriptions x 0	
Neither	7	GP's/Nurses x 5	
Unlikley	1	Online x nil	
Extremely Unlikely	2	Mjog x 100	
Don't Know	1	Total = 105	
	105	Comments x 39	90% would recommend our Services

Comments:

- Trust, treated with respect
- Honest about procedure taking place
- Dr was helpful
- Nurse kept calm
- Dr was extremely helpful with daughter
- Appointment on time, Baldry Gardens is a nice environment
- Great service from Nurse
- Dr very pleasant
- Efficient and friendly
- Dr was professional and also efficient
- Very nice staff, pleasant experience from Nurse
- No waiting time and very happy with consultation with Dr
- Really caring
- Friendly staff and friendly Nurse
- Excellent GP
- Receptionists arre friendly
- Dr gave full attention, felt confident of her opinion
- Prompt and unrushed appointment with Nurse
- Nurse gave swift, professional and accurate consultation
- Caring GP's, great service
- Helpful and kind from Reception staff to GP's
- Lovely Practice, good set of Dr's and Nurses
- Nurse very cheerful, helpful and considerate
- Friendly and nice Dr

Other comments

- Poor service and was asked to go to the Pharmacy
- Received text and phone consult, informing that I was entitled to Flu jab, however clinician said no at appointment.
- (Please would the above patient who left this reply on our text service contact Tracey at the Practice to investigate?)**
- Waited 2 weeks for appointment, waited 40 mintes for appointment only to have pulse taken with thumb
- Poor communication
- Referral letter delayed

