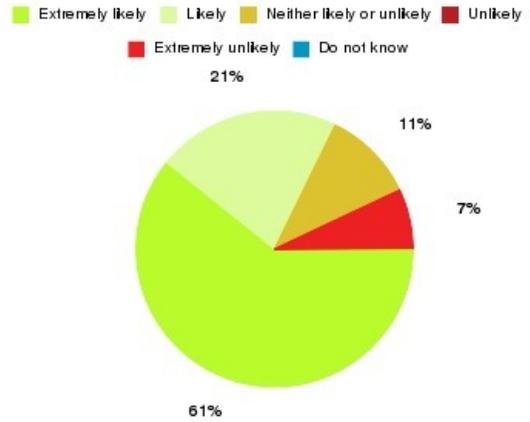


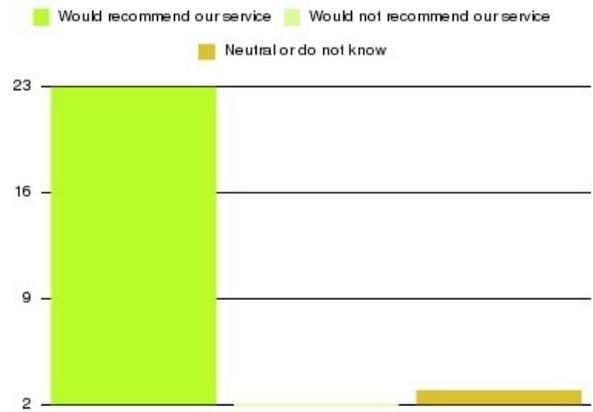
GP – Calvert Practice (1st floor) Summary

Number of responses: 28

Recommendation	Amount	Percentage
Extremely likely	17	60.714%
Likely	6	21.429%
Neither likely or unlikely	3	10.714%
Unlikely	0	0.000%
Extremely unlikely	2	7.143%
Do not know	0	0.000%



Recommendation	Amount	Percentage
Would recommend our service	23	82.143%
Would not recommend our service	2	7.143%
Neutral or do not know	3	10.714%



Comments

Medication review The member of staff that I saw was friendly and professional. I like the fact that my prescription is now on a yearly review allowing me to collect prescriptions from my local pharmacy for 6 months.

Medication review Surgery always runs on time and GP very helpful.

Dispensing nurse A lot has improved lately ie appointment system better, less time and wait to see doctor. Drs very nice and on the ball.

Pharmacist Pleased with everything.

Dr Gonzaaalez I had a good check for my problem. Nothing could be improved.

Pharmacist Was seen quickly and everything explained well.

Pharmacist Excellent, Emma was very thorough and understanding my visit was of help to me.

I always have a good friendly efficient visit to this practice in all aspects.

Med Review Excellent. Opportunity to discuss medication and review options.

Nurse visit Bloods and smear. Generally services with nurses are good. Doctors - poor continuity of care as different doctor every day. I saw 4 Gps over 4 weeks with the same problem all had different opinions.

Doctors Appt. Friendly staff. Not busy and having to wait like Hessle Health Centre or Anlaby Road Centre. Not had to wait an hour like I had to most visits in Hessle and Anlaby Road. Enough parking spaces.

Pharmacist

Doctor was very helpful and very informative about my problem.

Very helpful

Polite staff, nurse very informative and helpful. Had to wait beyond appointment time.

Doctor listened and didn't rush me.

seeing nurse always had good relationship. Disappointed to see Dr Pinto leave the practice.

I was late and still seen.

4 weeks ago went to see Dr Cai rubbish Dr. Then asked to see practice manager she wasn't able to see me either. Will be changing doctors. Dr Gonzalez very good.

flu jab

Pharmacist Very pleasant person, efficient. Efficient and appointment seen on time.

Pharmacist - prompt, informative friendly.

Smear test Nurse Louise very helpful and informative. have found all staff especially Nurse Tony (great with baby for his injections), all doctors really nice since Dr Pinto left.

seen on time.

Pharmacist Everything talked about, could ask questions and query medication, very thorough service.

Doctor - got the cream needed and referral needed. Nothing to be improved.

Pharmacist - very good service - no improvement needed.

Seen Nurse Lisa - Nice to see a nurse that does not call me mate, otherwise surgery ok.