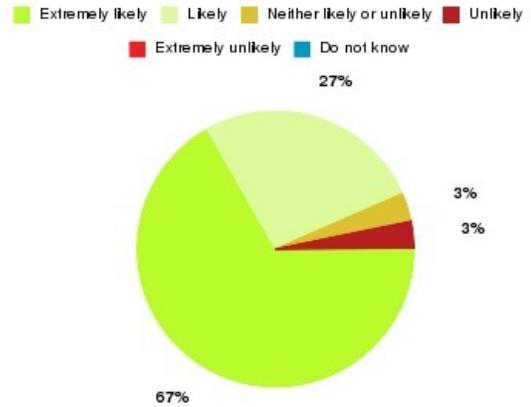


GP – Calvert Practice (1st floor) Summary

Number of responses: 30

Recommendation	Amount	Percentage
Extremely likely	20	66.667%
Likely	8	26.667%
Neither likely or unlikely	1	3.333%
Unlikely	1	3.333%
Extremely unlikely	0	0.000%
Do not know	0	0.000%



Recommendation	Amount	Percentage
Would recommend our service	28	93.333%
Would not recommend our service	1	3.333%
Neutral or do not know	1	3.333%



Comments

Reception staff very helpful and friendly

Never had a problem with the surgery, the appointments can be difficult to get, but the nurses and most of the doctors are helpful.

Only been twice saw doctor chai and Lisa both helpful and friendly thank you

Nice surgery and staff

I don't visit the surgery enough to know of any changes. I haven't seen the young lady who did my review before today. She was pleasant and explained what my bp review was for and why. I am happy at the surgery

Pill check and smear - very friendly service, made an awful experience comfortable and welcoming.

Very friendly, made me feel very comfortable.

Nurse - Saeeda was very lovely and is a great nurse.

I had blood pressure check with Lisa she was very helpful explaining the triage with me. I have been worried about taking a slot for a minor problem but chemist could not help.

Regarding ordering repeat medication. I ordered last Monday 16th May needing propranolol tablet. I cannot just stop taking, a week later prescription still not done as it needs reauthorising. If this was a one off I wouldn't feel the need to complain but many times I have problems with my meds.

Very good service and completely satisfied - Nurse

The nurse was very nice put me at ease and chatted. There was an error with my appts, not stating I was booked in for a smear. This needed addressing. The nurse was very professional . It was her time to leave work but she stayed and did everything. Very lovely nurse.

Nurse very good

Pharmacist med review - what a good idea, you know she tells you everything which is very good.

time taken , explanation and conversation very good.

Nurse - had blood tests today nurse was lovely.

Excellent nurse

Excellent doctor

rang lunchtime appt given for 5.10 very pleased to get in so quickly. Doctor was very quick and reassuring.

Staff are helpful, it helps when you see a cheerful nurse and he is also very understanding

This surgery needs more appointments, there are no where near enough, you are waiting far too long to see anyone

The care is very good, we are very grateful to Tony as I feel he saved my wife's life when she came in to give blood. He spotted she was not well and she ended up going in ambulance to hospital and later found out she had a heart attack, she is now recovering well

Good but not great. More appointments needed

I came for a blood test again with Lisa she is very good and always asks if there is anything else she can help me with. I find that very thoughtful. I find the surgery very good

Happy with my service today blood test with lisa

I am finding appointments a little easier to obtain. My service today was with Lisa to check blood pressure. Very thorough and answered my questions for me. Nothing seemed to much trouble

I did wonder where all the reception staff had gone but was a lovely surprise to see the happy one was now taking my bloods and the other reception staff have returned. I always appreciate the service I get in the surgery

Was thirsty when arrived asked at reception for a drink was told to go downstairs this made my appointment late and downstairs didn't have water. Lisa got me a drink. Wish reception had been more helpful.