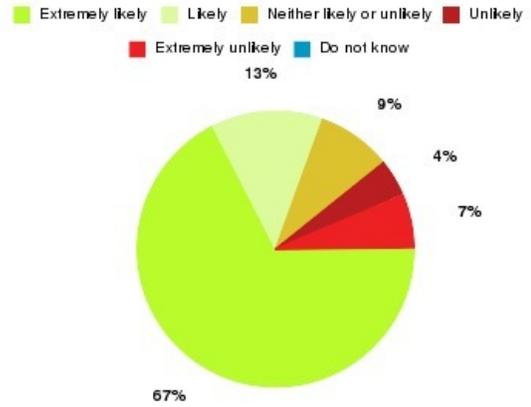


GP – Calvert Practice (1st floor) Summary

Number of responses: 46

Recommendation	Amount	Percentage
Extremely likely	31	67.391%
Likely	6	13.043%
Neither likely or unlikely	4	8.696%
Unlikely	2	4.348%
Extremely unlikely	3	6.522%
Do not know	0	0.000%



Recommendation	Amount	Percentage
Would recommend our service	37	80.435%
Would not recommend our service	5	10.870%
Neutral or do not know	4	8.696%



Comments

Heather is extremely helpful and nothing is too much trouble.

Doctors

Pharmacist fast, efficient no long waiting for appointment.

Pharmacist Excellent. Extremely useful and must save valuable doctors time.

Medication review with Pharmacist. Very kind and happy lady who helped us today. Plenty of time taken to listen to us and sort out my prescription.

Pharmacy

Practice Pharmacist I came in thinking what a waste of time. Emma was extremely professional, took her time, paid interest in me and has led to a mutual and agreed course of medication. Thank you.

Nursing - Tony Having had a blood test today I strongly recommend Nurse Tony. He is extremely efficient and courteous a pleasure to visit.

Pharmacist - Today I was seen promptly and she was very professional.

Emma - Pharmacist Very polite and helpful.

Pharmacist medication review

Pharmacist - friendly and informative.

I think the phone system for appointments needs changing like a caller queue. Trying to get through in a morning is a nightmare.

Finding harder and harder to get an appointment with a doctor. Never mind see the same one! There are 12 members of my family at this surgery and each one is trying to move practice.

Heather has been amazing and so helpful, always correcting mistakes made by others, always makes me feel less anxious and stressed, wonderful member of staff.

Been twice about a problem, have not been examined.

Medication review - she explained all my medications properly and changed some of my medications to help me remember them.

The whole thing was a good experience and the nurse was very friendly and informative.

Emma was lovely and very considerate and helped sort out our problem. I had booked my mum in for a blood test only to find out on arrival she was booked into the speak to the pharmacist. My mum is 94 years old (blind and deaf) so making the journey wasn't easy as she is unable to walk. Emma did manage to sort out a blood test so very grateful.

Appointment times appalling. Staff turning up late. Appt waiting 20 minutes+ What's the point of making an appt if staff fail to turn up to work on time.

The doctor was very friendly and provided the results of my blood test clearly and that all was as it should be and nothing further was required. My next review would be in 6 months time and to carry on with my medication for high blood pressure. My improvement is reinstating the late night surgery to see the doctor. My hours of work is 9-5.30 Mon to Fri. Nurses do blood tests from 8am with no problems. Doctors only cover surgery hours! My employers do not like staff going to doctors in work hours.

On occasions have tried to call over 125 times to get through for an appointment, that was trying from 8am, got through at 8.35am to be told no appointments. Have had this on several occasions. Dr Pinto left, not informed, other GPs not as good. I have a rare condition and am under neurologists in another city their requests for local services are never followed up unless I chase them.

Pharmacist Quick service - friendly staff.

Pharmacist

Usual nurse - good at making you feel relaxed.

Nursing: Tony This is second visit to Tony. The first being with my daughter and again he made me feel incredibly comfortable and at ease.

HCA Good friendly service never have to wait for long in reception.

Pharmacist More accessible, more time to discuss No improvements at the moment.

Pharmacist Pleasant and efficient.

Medication review Nurse was lovely and helpful

Only tony can get my blood, he make you feel very relaxed

I had an asthma review with Tony, I learned more about inhalers in that session than I have ever been shown,

It's always a pleasure to see Tony, very uplifting

Nursing - Tony Made to feel relaxed. Need to be able to see same nurse for each visit.

Nursing - Tony Did not have to wait. Nurse had a cheerful disposition.

Nursing - Tony Friendly attitude towards my problem.

Nursing - Tony Male nurse good option.

Nursing - Tony Great customer service from all staff. Tony went an extra mile to make sure I got weekend appointment with district nurse.

Nursing - Tony

Nursing - Tony Quick to be seen, friendly people and helpful.

Nursing - Tony Friendly, quick makes you feel at ease.

Friendly pharmacist who explained and discussed medication I was taking. Service is much better in the doctors then in a chemist.

Friendly. easy to talk to.

Nursing - Tony No waiting, Very efficient.

Nursing - Tony Its fine, no improvement where i'm concerned.

Pharmacist - The service was very good and friendly.