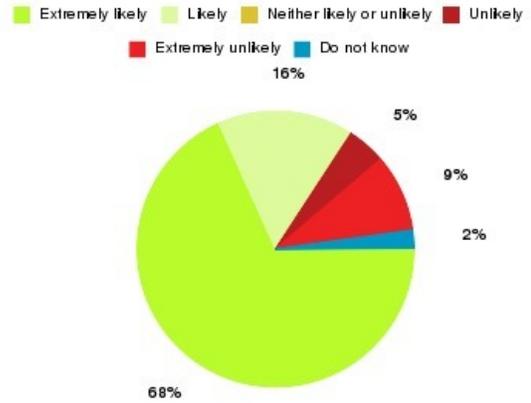


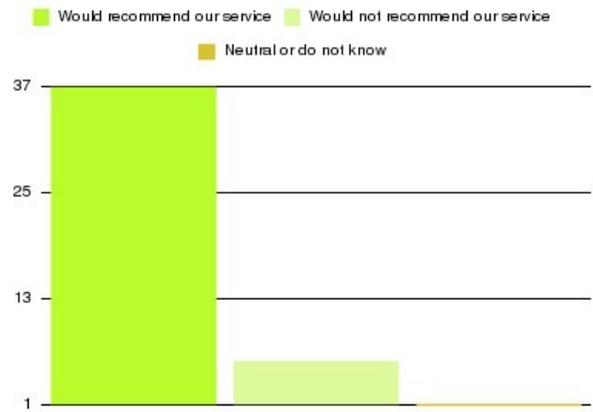
GP – Calvert Practice (1st floor) Summary

Number of responses: 44

Recommendation	Amount	Percentage
Extremely likely	30	68.182%
Likely	7	15.909%
Neither likely or unlikely	0	0.000%
Unlikely	2	4.545%
Extremely unlikely	4	9.091%
Do not know	1	2.273%



Recommendation	Amount	Percentage
Would recommend our service	37	84.091%
Would not recommend our service	6	13.636%
Neutral or do not know	1	2.273%



Comments

Nurse The nurse Fiona was very efficient, very helpful and gave me lots of advice on controlling my asthma. Took bloods very efficiently and generally very pleasant.

Doctor What could be improved? Time of your appointment being within 20 mins of your appointment.

Nurse Very detailed and thorough appointment. Fiona was very helpful and friendly.

Nurse Friendly and thorough.

All staff very friendly and happy

Fiona was great so helpful and friendly - best ever!

Do not agree that in the past children have been put on telephone triage before getting an appointment.

When you ring up the prescription line they say two days then when you come in theyre never ready.

Good appointment.

Great appointment.

Perfect!

Very good service.

Good appointment

Seen on time and happy with advice given.

Great

Good appointment

Friendly, helpful staff.

Very helpful and understanding

What was good and what could be improved? Not same doctor each visit. 10 days wait as appointment cancelled.

what was good and what could be improved? Waiting to see doctor at surgery Appt system Staff great

Positive

What could be improved? More doctors Appts difficult.

What could be improved? Telephone appts.

Had to wait for doctor to ring back bit of a pain.

Hard to get appointments.

Happy.

Happy with service.

Doctors great.

What could he improved? Books to accommodate children.

what could be improved? Telephone appts Left on hold Never see same doctor.

Health Care Arrived for blood test whilst waiting in reception a patient arrived for an appointment he was rude and obnoxious because the Dr called in sick (receptionist was Paula). The receptionist was very pleasant and tried to explain. She was very professional. This surgery is wonderful the care is 2nd to none.

Pharmacist Emma was extremely knowledgeable and helpful and explained in detail my medication.

Seeing the pharmacist direct was better, peace of mind and simplification of repeat prescriptions makes managing my medication simple and easy.

Lisa - quick and friendly.

I was having a blood test and was asking about my diabetes. I was not sure what to eat. Lisa was very helpful and took the time to advise me on the best things and what to reduce.
I received a lovely welcome. I am always seen early if its possible. Lisa always makes me feel at ease.

never know which doctor on duty

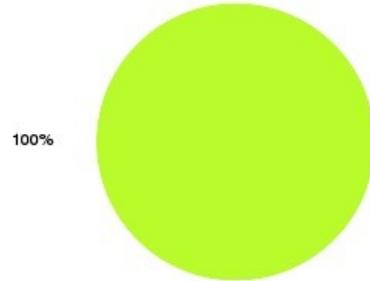
very happy

GP – Calvert Practice (downstairs) Summary

Number of responses: 3

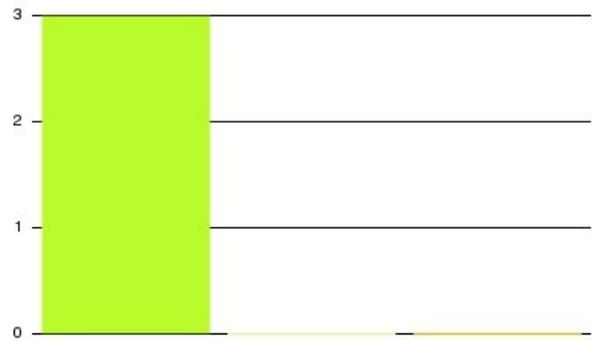
Recommendation	Amount	Percentage
Extremely likely	3	100.000%
Likely	0	0.000%
Neither likely or unlikely	0	0.000%
Unlikely	0	0.000%
Extremely unlikely	0	0.000%
Do not know	0	0.000%

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



Recommendation	Amount	Percentage
Would recommend our service	3	100.000%
Would not recommend our service	0	0.000%
Neutral or do not know	0	0.000%

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Visit was excellent and friendly, no problems

Very efficient

HCA was so gentle and kind. It almost made up for the day before when the nurse didn't turn up and everyone's appointments were cancelled
