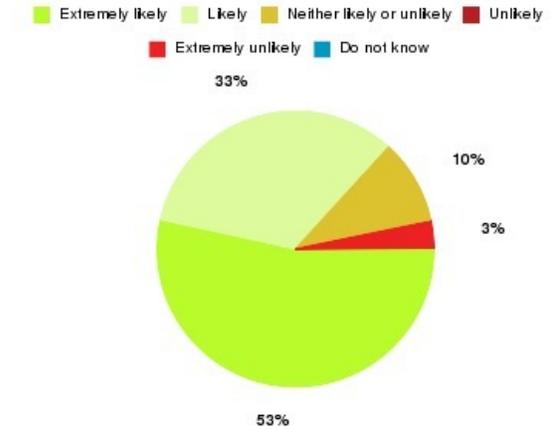


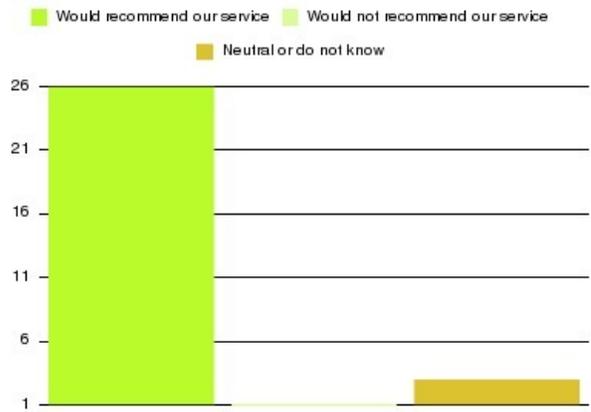
GP – Calvert Practice (1st floor) Summary

Number of responses: 30

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 16 | 53.333% |
| Likely | 10 | 33.333% |
| Neither likely or unlikely | 3 | 10.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 1 | 3.333% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 26 | 86.667% |
| Would not recommend our service | 1 | 3.333% |
| Neutral or do not know | 3 | 10.000% |



Comments

Tony is so helpful and understanding. He gives straight answers to my questions, there should be more nurses like him.

Nurses are great, why are there not enough doctor appointments?

Friendly staff. Regular reviews of my health.

Need more doctors, lack of appointments are ridiculous

Tony is the only nurse who can get my bloods. He is always polite and professional

Tony is the only nurse who can get my blood. He is polite and professional

I came early and was seen early by tony

Doctor - could have communicated a bit more.

Nurse - very good as was able to talk in detail to the nurse.

Came in for bloods feeling very nervous. The nurse put me at ease very quickly and he was so good

Came to see tony about my recent bloods. Great explanation of diabetes and what I need to do to get back control of my blood sugars

Friendly staff

Today I telephoned around 11.00 a.m to ask for an appointment to see a GP only to be told that I should ring at 8.00 am for an appointment. This I find unacceptable. Does this practice offer only 1 appointment per day, assuming that you are the first on the line at 8.00 a.m. What happens if you are the second person AFTER 8.00 a.m. - no appointment? So does this GP surgery generally see between 0 and 1 patient per day, because if you do not get through at 8.00 a.m. you cannot get an appointment at all??? There is no wonder that this GP's surgery waiting room is ALWAYS empty....this isn't a GP's surgery its Russian roulette....if you are lucky enough to get through at 8.00 a.m. then you should be able to get an appointment???

Nurse was lovely very patient and chatty and reassuring lovely lady

Nurse very friendly. My main concerns are the difficulty getting through to reception when ringing. Always engaged. And the lack of regular doctors so no consistency. ALWAYS locum.

Very thorough nurse

nurse was excellent and friendly

Very helpful

Friendly staff, no changes to suggest today

Nurse very caring

Compassionate, helpful, happy

The nurse was brill

Nice staff very helpful good service

Nurse was very helpful and kind

Very affective and helpful

Always a really big delay. In the services like blood results and repeat prescriptions this practice appears have gone down rapidly since Dr Pinto has left, I feel reception staff are not always very helpful, no problem with nurses and doctors