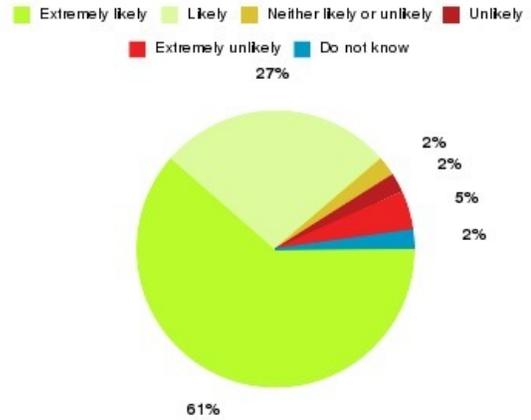


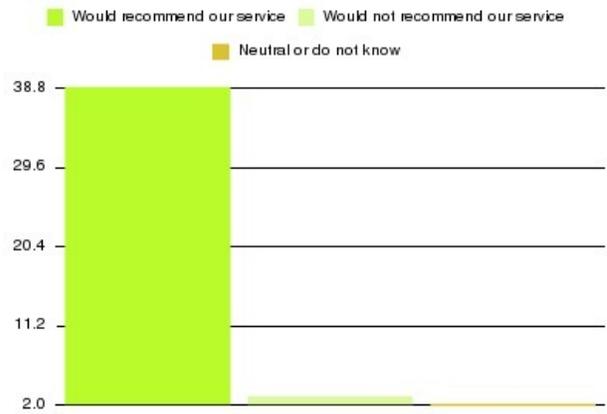
GP – Calvert Practice (1st floor) Summary

Number of responses: 44

Recommendation	Amount	Percentage
Extremely likely	27	61.364%
Likely	12	27.273%
Neither likely or unlikely	1	2.273%
Unlikely	1	2.273%
Extremely unlikely	2	4.545%
Do not know	1	2.273%



Recommendation	Amount	Percentage
Would recommend our service	39	88.636%
Would not recommend our service	3	6.818%
Neutral or do not know	2	4.545%



Comments

Cant think of anything to improve.

very friendly staff

excellent professional service

Nothing good was waiting for an hour with kids that are unwell. Doctors aren't bothered. Wish Dr Pinto was back.

Nurse - Jane Everything was very efficient and totally professional.

Very helpful today.

Doctor - 40 minutes late, good consultation. Listened too. Although found accent hard to understand.

Pharmacist - very informative

Med review Very good nothing needs improving.

Prescription review Improvements - IF service could be available from 8am

Very good

All good nothing to improve. Usually have a consistent doctor but still deliver the same standard.

Good quick service

Very happy

All went well

Excellent service

Very nice nurse, very professional highly recommend.

Med Review Pharmacist Nothing to improve, everything gets sorted everytime I come.

Lisa All the staff need badges I find it very difficult to remember all the names as I am sure most people do. Lovely surgery and very helpful caring people.

Doctor was very helpful.

Nurse Great appointment. Able to ask questions - no rush. Very good service.

Doctor Very good on the whole. Doctor spoke a little quickly but I did get the main gist. She was very helpful.

Nurse went for injection all well nurse very pleasant - no problems.

Pharmacist Med Review Despite being unhappy at not seeing the doctor for medication review, the pharmacist, Emma, explained medication thoroughly and suggested enhanced approach to nicorandil use to follow consultations recommendations. Result!

Lisa Very efficient and friendly service

Pharmacist No problem, nice friendly service

Everything alright

Perfect as it is!

Pharmacist very helpful, gave good advice. Put my mind at ease.

Very good.

Excellent friendly service.

Great appointment.

Dr Green lovely - can we keep her?

Everything was fine.

Very good appointment with Doctor.

HCA Lisa I always go for reviews when called in but never really know why or what for. Lisa was very good and told me all I need to

know. Very thorough and patient. I genuinely felt it wasn't too much trouble.

Every visit I have made to the doctors has been amazing. Friendly helpful staff. The doctors are amazing and reassuring. Don't rush you out. So helpful and nice.

Medication Review with pharmacist I was very impressed to see that my medication was discussed thoroughly with me. It was a service that I have not had before. As I have been taking medication for some time it was refreshing to have a discussion about possible alternatives that are perhaps more up to date. I felt very positive after speaking to the young pharmacist that my medications were being matched to me personally. I think this is the way forward in the long run is more likely to save the NHS money. Good idea NHS" Utilising professionals in their area of expertise.

Pharmacist It was quick and easy took pressure off the doctor and had time to talk about my medication and answer queries.

Med Review The girl was very nice more relaxed then seeing the doctor.
