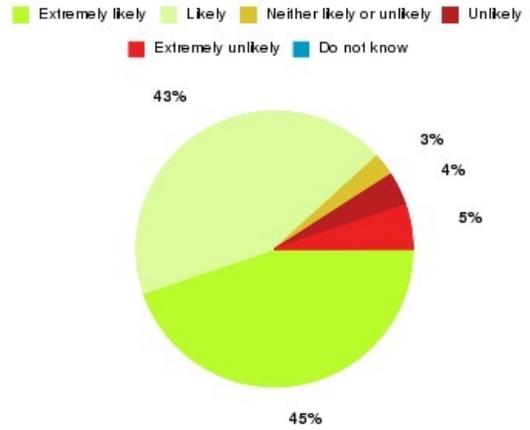


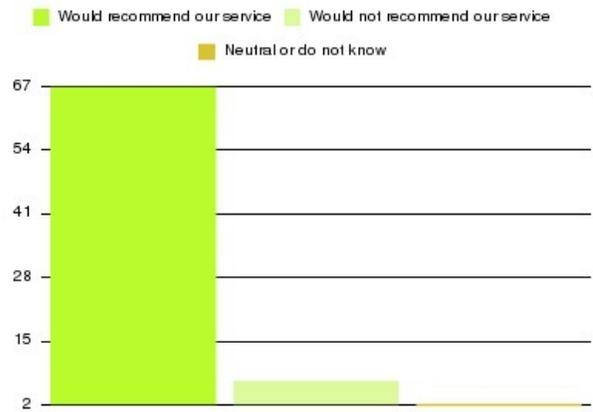
## GP - Calvert Practice Summary

Number of responses: 76

Recommendation	Amount	Percentage
Extremely likely	34	44.737%
Likely	33	43.421%
Neither likely or unlikely	2	2.632%
Unlikely	3	3.947%
Extremely unlikely	4	5.263%
Do not know	0	0.000%



Recommendation	Amount	Percentage
Would recommend our service	67	88.158%
Would not recommend our service	7	9.211%
Neutral or do not know	2	2.632%



## Comments

Received good service

Easily made apt, ringing in at 8am for same day appt. Doctor was on time very knowledgeable about my symptoms and advised clearly how to take medication. Tried to make appt on line in advance no appts showing. When rang diary for July not available couldn't make future appt.

They are all friendly, helpful and greet you with a smile.

Good appt. Rang up and got appt at once. This does not normally happen, so pleased today.

Happy with appointment today. All good.

I brought in a new patient form. The receptionist (Heather) answered all my questions and explained anything I was unsure about. She was very polite and friendly. everything a new patient needs when joining an unknown practice.

Doctor Javed is a lovely doctor, very supportive and professional. Very happy he's at the surgery.

everything was perfect.

All fine and good appointment today.

All went well.

good

Very satisfactory

went really well.

great appointment Discussion re bloods but all ok.

Very good thank you

**All fine thank you Toilet doors always open not good when entering building.**

All ok good appointment.

Rubbish, Just had nasty infection but had to ask for BP to be taken to put my mind at rest.

very efficient, good communicator. all fine.

Excellent nurse. Friendly and helpful.

Good communication appt fine Results from bloods.

Happy with everything.

Nurse Excellent on time did everything needed.

**In the past great. In the past year not at all. No recommendation. Need communication between Dr and specialist T phone!!! rang 48 times - need consistency**

**Miss seeing a specific doctor. Doctor absolutely fine re content very informative.**

efficient service

Quite informative re blood tests - very positive.

**why cant Dr do blood? Just a messing about having to keep coming back for appointment appt.**

all fine thank you

Triage does not work for me as I have to turn phone off at work and also cant get time at 8am so no appointments difficult. May use online after given leaflets.

All fine thank you

Fine but have to return for other results.

Just fine thank you

Could have been notified of merger. Notices not enough. Brilliant

Very improved over time.

Parking a problem, otherwise fine.

Fine thank you

Very helpful as always. Dr Moe is fantastic!

Excellent service today very friendly and listened. Also got an appointment very quickly.

HCA Lovely pleasant nurse made me feel comfortable and at ease.

The doctor was very nice. asking lots of questions really nice.

Girls managed the merging (which must of been stressful) with a smile, well done!

**To improve better another tele line would be ideal. 75 calls in half hour to get through for an appt.**

Med review Friendly pharmacist who explained system for automatic repeat prescriptions. Pharmacist able to reduce dosage of one medication without need to see a doctor. This is a trial at patients request. Pharmacist had plenty of time to discuss needs and ask relevant questions.

Fantastic service So helpful in my ongoing care. All staff fantastic!

Could have informed patients re merger, a notice was not enough.

Should have been told re merger notice not enough.

Car parking today was good, although on other occasions when there has been a meeting etc cant get in car park.

Very good service with Dr Moe. Helpful reception.

**Nurse Today my appointment was exactly as booked to time and the nurse was very pleasant and efficient. Previously appointments have been cancelled due to the nurse being off sick. Having just one person who can do tasks such as blood pressure check is not acceptable. The receptionists are much friendlier than previously.**

Doctor I received good advice from the doctor and I think I have a further understanding of my migraines. I will now be waiting for neurologist that my doctor is trying to arrange. Friendly and very helpful.

Nurse/HCA Fine thank you

Nurse/HCA All positive - thank you.

Doctor Really helpful and listened, good discussion. Always been great. Receptionists lovely.

Appointment system? Referred straight away for thorough blood work after raising concerns.

Excellent doctor service

Doctor Could do to be more slow with talking instead of rushing. apart from that all was ok.

Doctor Its improved greatly. Listens well, good discussion cant fault him. Lovely.

Doctor Very nice, very thorough.

GP I saw was very good. Explained everything. Would be better if ask to see same at every visit.

Thinking of moving surgery. Not same as used to be. Why reception need to ask what's wrong!!

Doctor Great doctor as always, friendly and listens.

Nurse/HCA All fine thank you

Seen on time. Listened to. Very good service by Doctors. Receptionist always very helpful.

Doctor Informative and easy to talk to. All good.

HCA/nurse very friendly staff. Clean work environment and professional. Easier to get an appointment then past experiences.

really helpful

**Staff are rude, always late and left waiting a long time for your appointment. Blonde lady on reception a massive breach of data protection. Talking about patients on the front desk.**

**Waiting too long more than hour hour. If was 5 mins late would have to book another appt.**

I feel a bit nervous to see what my results are

Very welcoming, very friendly, great service

Pharmacist Med review Happy with discussion - reassurance about medication.

Pharmacist review All fine but don't see the point in a medicines review for those with lifelong conditions.

Excellent review with Emma

Emma - Excellent

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