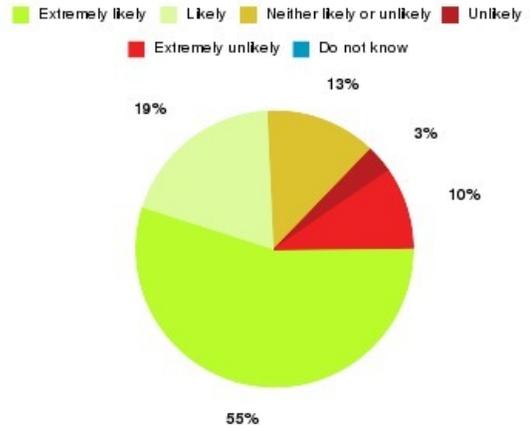


GP – Calvert Practice (1st floor) Summary

Number of responses: 31

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 17 | 54.839% |
| Likely | 6 | 19.355% |
| Neither likely or unlikely | 4 | 12.903% |
| Unlikely | 1 | 3.226% |
| Extremely unlikely | 3 | 9.677% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 23 | 74.194% |
| Would not recommend our service | 4 | 12.903% |
| Neutral or do not know | 4 | 12.903% |



Comments

Pharmacist Friendly, helpful and informative

helpful about medication and pre paid prescriptions.

My daughter already had a nurse appt today at 9.20. Double handling??? I am not very happy that we have done all we can to get an appt and then to be told its a triage appt. We are here now 9.20am and will come back later when the GP has rung for the triage appt and for my daughter to have to come back later in the day. I am aware that I can change GP but my daughter has built up a relationship with Dr Milazzo and is reluctant to change. I don't want special treatment but this is ridiculous. One Unhappy Mum. The only good thing is that the appt was on time yesterday 21st. I was told there were no appts to see a doctor. My daughter and I went to the walk in Dr, waited for 2 hrs only to be told there was another 2 hr wait. I phoned GP and was told to ring in the morning. We went to the pharmacy only to be told to see a GP. Rang GP today and was told it was a triage appt.

Satisfied

Satisfied.

More money needed.

Really excellent idea to discuss medication and any problems medication may cause. I found this very helpful and had more time to discuss this than if id seen GP.

Satisfied.

Lack of money in the system.

What could be improved? Appointment System

Dissatisfied since Dr Pinto left.

What could be improved? Appointments

Satisfied - except appointments

What could be improved? Appointment system.

Satisfied

Satisfied.

What could be improved? Appointments

more staff training, re receptionists (some)

What could be improved - Appointment system.

Satisfied.

What could be improved Appointment system

Medication review Excellent care.

Satisfied.

waiting could be improved.

The staff in our surgery are friendly and helpful. They are cheerful and willing to help with anything that I would like to know. The only disadvantage I have. We have no permanent doctors. We never know who are are likely to see when we walk in. The locum doctors that we see are friendly and professional but they don't know us. We need the doctors that we know and who knows us when we need attention. We do have a lady doctor who is fairly regular but we rarely see her when we use the surgery. I must say that the stand in doctors are really professional in their manner and I do try to understand what they are talking about and I know that they need to learn their trade. Before our surgery was built we had doctors that we knew and respected. They were always there and they knew their trade to a "T". So please let us have two regular doctors at the least in our surgery we can rely on. I wish you a happy and fruitful new year.

Over an hour late so far for our appointment. Something to do with doc not able to log into computer in the morning. Surely if they know appointments are going to be an hour late, ringing patients would be considerate to allow them the chance to change plans etc.

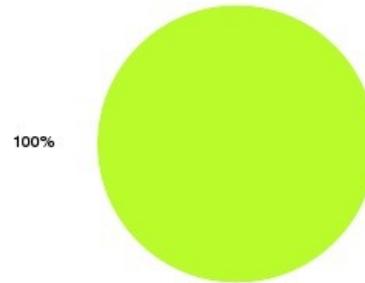
Smear - Louise the nurse was very kind gentle and gave plenty of reassurance. She was excellent. Thank you.

GP – Calvert Practice (downstairs) Summary

Number of responses: 2

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 2 | 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 | 2 | 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

The whole visit was good, speedy, no hassle. Felt very relaxed the whole time.

Had no fault with anything it was very good
