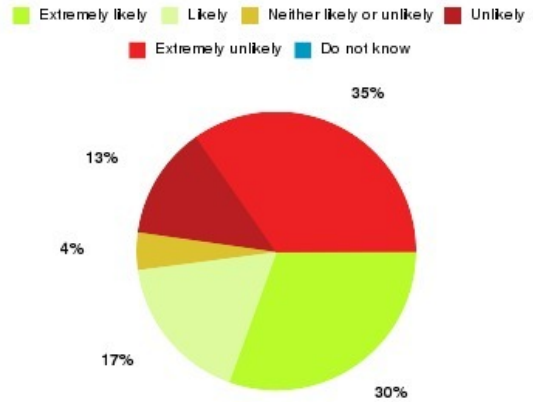


GP - Calvert Practice Summary

Number of responses: 23

Recommendation	Amount	Percentage
Extremely likely	7	30.435%
Likely	4	17.391%
Neither likely or unlikely	1	4.348%
Unlikely	3	13.043%
Extremely unlikely	8	34.783%
Do not know	0	0.000%



Recommendation	Amount	Percentage
Would recommend our service	11	47.826%
Would not recommend our service	11	47.826%
Neutral or do not know	1	4.348%



Comments

Service is shocking. Reception staff rude and Ignorant.

Time keeping useless, negative feelings all round, Every visit 40 minute wait. No Recommendations.

Waited and then waited again, very frustrating. No recommendations.

Very good appointments.

Service not very good.

Ok Today

Quite happy today

Appointments nightmare.

I want to complain about the booking and telephone service I tried for 10 days to get an appointment and only got one in the end as is was insistent. It's a terrible service you can never get through on the phone.

Really good doctor. Only bad is the communication- I've had to chase results several times and the communication with pharmacist is poor. Blame each other for mistakes.

Nurse very kind

Nurse very helpful thanks.

Very good always, feel for receptionist they take all the flack.

Doctor great. A certain receptionist would benefit from a course on social graces. No eye contact very dismissive , as a front for a surgery. Not professional.

All good.

All fine thank you.

All fine thank you 10/10. Water coolers could be more useful in another obvious places, and need cups.

Doctor Brilliant.

Bit of light music would be good, excellent.

All good thank you.

All good. Happy with all services

Very happy excellent service

Very good service.