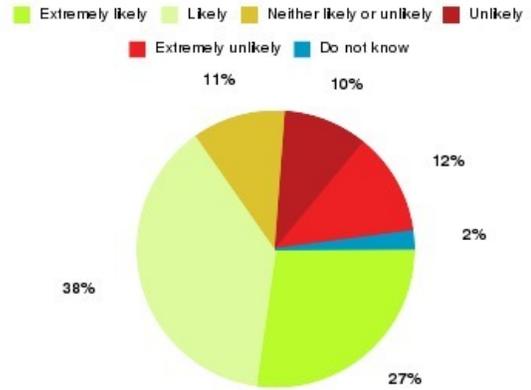


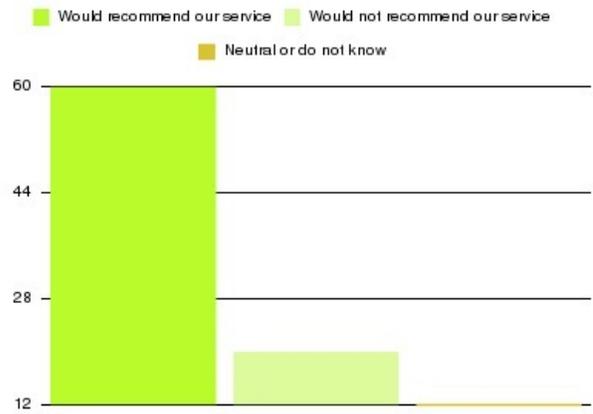
GP - Calvert Practice Summary

Number of responses: 92

Recommendation	Amount	Percentage
Extremely likely	25	27.174%
Likely	35	38.043%
Neither likely or unlikely	10	10.870%
Unlikely	9	9.783%
Extremely unlikely	11	11.957%
Do not know	2	2.174%



Recommendation	Amount	Percentage
Would recommend our service	60	65.217%
Would not recommend our service	20	21.739%
Neutral or do not know	12	13.043%



Comments

I am very happy with the service i received from the surgery I now understand the new telephone system is now working so might be able to book an appointment easier.

Excellent service thank you.

Can reception stress 'calvert' at 'newington' as had problems but reception sorted it so very good of them, thank you.

Receptionist manners could be improved.

very satisfied very polite very respectful

Never get through 4 days to get through to order repeat prescription and always full until you've tell receptionist who is not a gp to get you seen and then i have to come in to get an appointment. joke. think its time to chnge and the forget to do you a script and have to wait two more days

Great doctor, can we keep him also reception very helpful.

Receptionist came off phone went into office to check up on something instead of seeing me.

Really well and very helpful

Quite hard to understand but eventually good treatment, thank you.

Never see some doctors, appointment system, parking, waiting times needs to to be improved, other then that service fine.

Car parking needs to be improved. service very good.

Service very good

Very happy great service, lovely doctors.

Things surly organised.

Overall happy with the service, staff happy and helpful. parking is a bit of a nightmare but apart for that, everything fine.

Always treated with respect and feel like i'm always listened to, no issues whatsoever.

Everything 1st class

Only complaints is that never seem to see the same doctor twice, But all doctors are nice and seem very efficient.

Everything just fine

Very happy

appointments could be improved

Really good appointment

Doctors was great today, however I have recently used the online treatment service for here a requested medication and it was ignored twice.

Everything was fine.

Some appointments today - nurse great, be lovely to see same doctors.

Very supportive and helpful.

We were seen and given good care and plenty of attention.

Appointment system? Very efficient and good.

Visit ookay.

Fantastic and really supportive.

Good nurse very helpful and listened to my concerns. Excellent appointment today no negatives.

Good appointments

Very god and thorough could do with f&f cards and box away from reception.

Everything fine.

Souless atmosphere no problems re appt Found appt very useful today.

Telephone answering system not working - needs more lines!

Doctors need to listen more and sort out whats important.

Unhappy today as I saw the nurse last Tuesday 18 days ago and ive come to pick up my prescription and it hasnt been done so now im having to wait for it to be done.

The receptionist need customer service training as today ? was very rude and unapproachable.

45 mins behind - ridiculous.

Amazing friendly professional nurse made us feel at ease which is very important especially for injections. Very kind.

Information of your phone out of hours why are we listed as Plane Street Doctors when we are at calvert?

Dr Javed prescribed nasal spray for a long term cough, Not only did it help the cough but also my sleep and insomnia was MASSIVELY improved, Wife says snoring dramatically reduced too. Thank you Dr Javed,

Car parking

Receptionists - please dont change them so much.

Appointment system not good. Generally not happy with receptionists here or Newington.

appointment fine - do not agree with the 10min policy.

Everything was fine,

All fine, good appointment.

Since merger not a great service. Not fault of practice too much to do.

Appointment hard to get.

Appointments system not good. Rang 50 times not get through.

All staff are great. Appointments are very hard to get.

Appointment system not good. Tried at 8am til 8.30am.

Happy with service.

Appointment system!! Telling people to phone at 8am in the morning and the line being constantly engaged then there are no appointments when you can get through.

Always happy with the service.

Very happy with the service.

Receptionists could do with more training. Appointments cancelled. No communication re above. Not the doctors - just reception.

More people on reception re waiting time.

Would like to have own and regular doctor. Otherwise fine.

Massive improvements.

Reception fine. Happy with service.

Everything needs to improve.

Appointment system. Otherwise fine.

The appointment to another practice - 3 weeks away, Cant get through on the phone. Have to come in at 8.00am just to get an appointment.

Never see own doctor. Appointment system - on hold for ages.

Very happy with appointment

Appointment system! Be nice to see same doctor. Cant get here to queue for appointment.

Hard to get appointment in a morning,. When you can the service is fine.

satisfied

Consistency of reminders of appointments.

Would like to see a doctor for more than allocated time.

Happy with the service.

The way appointments are booked have changed, Patient not contacted re this. Communication is the key. Patients should be valued.

Appointment system difficult. GP fine.

Appointment system not working. Waiting for 3 days to get appointment.

Prompt and professional nurse.

Appointment system not working.

Appointment system not working. Doctors fine.

Appointment system could be improved.

I would like to ask PALS to have a word with my GP about medications which have been stopped.

The receptionists could be better trained as to protocols and procedures regarding pregnant patients.

Doctors fine. Receptionists could do with more training re appointments.

Dr Moe is lovely and so helpful! All reception staff friendly and really helpful also. Thanks!

Happy with the service generally.

Reception good as always. Although my appointment was delayed I believed there was some training going on. Nurse and HCA very helpful and friendly. Good job done. Thank you.

Waited 2 hours to not be seen. Declined apt from doctors. Offered walk in, Nurse didnt turn up. Rang same day and still not seen!!

Good appointment

Good appointment - not agree with 10 min policy

Great thank you