**Friends & Family December 2019 – MJOG Comments – Total Responses = 101**

1. **Extremely Likely: 84**

I was in on time. The GP listened to my concerns and acted on them.

Dr Taylor, I think that was her name was really nice. Settled my mind a lot.

Appoint was quick treatment was swift and painless (flu jab).

My daughter got seen quickly and the doctor was brilliant with her very understanding too.

They all and always give care respectful service and friendliness.

You have looked after me and my family for years.

Dr Cooper is excellent xx

Sister Best was excellent made me feel at ease conducted test very efficiently no problem.

Because it was good service.

No 1.

Because your Dr sit and listen to me

Extremely easy to get an appointment. Very convenient to have pharmacy on site as well.

Staff polite and waiting time wasn't far off my appointment time.

No delay. No problems.

Even though I had to wait three weeks for a appointment for my biopsy results when the doctor rung me to see me he explained everything to me and helped.

Always get through and get an appointment.

Dr Cooper is very helpful and caring. All the staff are very friendly.

Happy with the service provided. Thank you.

Excellent service.

Dr Frost was thorough and genuinely interested in my concerns.

Easy referral to outside clinic. Prescription review completed all in 1 visit.

The nurse was lovely very thorough and informative. I always find any visits to the surgery really easy and the reception team are always so helpful thank you.

Nice customer service and friendly staff.

Good and helpful service.

Very satisfied.

I would recommend your surgery as we always get appointments when they are needed X

Quick appointment - booked in easily excellent GP.

Did not have to wait past my appointment time and dealt with efficiently.

They explained everything and you could talk to them.

Always feel listened to and never hurried Staff always friendly and professional.

Doctor listened and I felt better just off loading.

Very good surgery, been with them for years.

I think there good doctors.

Dr Hall listened to my Mum's problem and referred her for a scan to clarify the problem in her shoulder, an excellent service, and thanks very much.

I gave this rating because, I was needing some advice I was given advice followed by blood tests. Also was pre booked in for a follow up appointment.

Always feel l have been treated efficiently and compassionately. Many thanks.

As above 1.. Dr Tayler was professional took time to listen.. Did health checks 10 /10. All doctors should follow her example

Easy to book an appointment online and through evaluation at the appointment

Very good surgery and very friendly staff.

1. **Likely: 7**

Last week no appointment available for over a week but the service I received today was excellent and kind.

1. **Neither Likely or Unlikely: 2**

As was told to ring up at 8am daily and couldn’t get through was too busy cut me dead loads of time didn't even make the question then when I did get through was.

1. **Unlikely: 2**
2. **Extremely unlikely: 5**

It was way too busy and I was struggling to breath the doctor checked me over and gave me a leaflet. For a cough, I was with my husband and two children.

I think receptionists are rude and unhelpful.

1. **Don’t know: 1**

Rude reception staff. Given incorrect information repeatedly regarding documents for university disability forms and student finance. Not imputed my details correctly.