

# July 2020 Results



- Efficient and friendly
- Efficient, straight forward and friendly
- I had a very helpful 1st counselling session with Inja
- Very professional
- Staff very nice
- Efficient and good doctors
- Excellent nurse, efficient and friendly
- Nurse Emma was excellent. She was very attentive, courteous, and friendly and showed a great deal of care & concern.
- Made me feel relaxed and welcome and not stressed
- I am usually so scared of needles and blood test was kept well settled and relaxed and didn't even feel the needle entering my skin very impressed
- The staff are always polite and considerate
- Everyone was kind with me
- Very good service - and happy & polite & good!!!
- The appointment was quick and efficient
- Dr Gibson was lovely and dealt with my issues.
- Efficient service
- I was amazed how quick the result was and also the friendliness
- Efficient and friendly service
- Efficient. No wait time.
- I receive excellent customer service from Ms Sarah Williams each time I visit the surgery.
- The nurse was very good at doing the blood test and I felt very comfortable at the way she handled it
- Very helpful
- My counsellor Inja helps me a great deal and understand my situation totally
- Sarah the nurse is excellent - very calming & clear. The doctor was on also hand to give immediate advice & feedback.
- Very friendly, professional staff and keenly interested in me as a patient, made me feel very welcome and comfortable plus very caring towards me.

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- Good doctors
- My nurse Emma was really excellent- kind, professional and understanding, I have previously found smear tests to be a very unpleasant experience
- I felt safe going in, it was efficient and instructions were clear. Nurse Hannah was really helpful and kind.
- The care taken re: covid precaution from the receptionists to the nurse. First class.
- The two members of staff I dealt with were so helpful and nice
- The care and understanding exhibited by Kate, the nurse
- Shanti who did my blood test is so very good it's always difficult for my blood to be taken she had so much patience and was very caring many thanks to her
- All of you are very good and I am grateful to DR Patel who helped me with my problem.
- I am happy with the service in general beginning with appointment nurses and the doctor follow up I am satisfied
- The service was quick and the nurse was helpful and polite
- Always a good service
- Clean, efficient, safe & friendly