**POSITIVE COMMENTS FROM OUR PATIENTS**

**Month of February 2018**

"Staff and doctors were very pleasant and professional"

"The nurse was fantastic with my son, having his 2nd pre-school injections. She was calm, friendly and chatty with him. We had no tears at all to my relief!"

"Best nurse in the wold, loving and caring!!!"

"Excellent and very thorough doctor. Also important - helpful and friendly receptionists."

"Doctor very attentive"

"Good Doctor who listened and was helpful"

"Very helpful and polite"

"The receptionists were very helpful"

"Very efficient GP"

"I have always been treated well by the practise"

"Staff is very efficient and cheerful. Appointment options explained and guided onto the surgery booking site"

"Doctor was very helpful and listens very carefully to my concerns"

"I am blessed with one of the most professional and caring GPs in Britain. Dr Thawani practice has been consistently excellent and I have benefitted from her prompt and thoughtful decisions throughout years."

"Reception and nurse alike were friendly and helpful."

"Very supported and listened my all problems"

"The nurse Anna has been very helpful and has gone above and beyond in her care"

"Your reception staff is very friendly and helpful. I am replying on behalf of my 94-year-old mother and each time she or I have phoned the surgery we have been impressed with the caring attitude."

**Month of January 2018**

"I was very happy with my doctor."

"Locum Doctor was really good."

"It’s sort of service you expect on everyday life"

"Quick and efficient. No complaints at all."

"The doctor was very kind and explained everything to me. I was still 45 minutes waiting after my appointment time."

"Friendly and supportive doctor."

"Dr was very helpful about my present health situations."

"Service was excellent"

"Good for appointments, staff are friendly and doctors helpful"

"Was seen on time & given time & explained well"

"They were all very pleasant, especially the nurse"

"The doctor was so kind and considerate"

"Thank you everyone were very helpful"

"The receptionist and doctor were very quick in testing for urine infection."

"The doctor was very professional and kind with me."

"I think this practice provides an excellent service."

"I’ve always had a good response from the doctors"

“Dr Thawani is attentive and kind, happy to sort out your problems and the receptionist was efficient"

"I received a very good treatment"

**Month of December 2017**

"Your receptionists are very cheerful and pleasant. Your doctors are very knowledgeable."

"Dr Thawani listens to me and takes me seriously. No patronising feeling that I am wasting her time, no pressure to give a prescription just to end the session."

"Very helpful & efficient doctor & staff."

"Dr Barthes-Wilson was very understanding."

"My doctor was polite, friendly, caring and precise."

"My doctor was helpful & reception all lovely."

"I was very happy with the treatment I had. I felt she handled my symptom properly."

"Called back quickly to book appointment and backed up with text message. Thank you."

"Ease of arranging appointments online... knowledgeable and helpful doctors"

"The practice is well organised and it is not too difficult to make an appointment on the day if you are prepared to queue up at 8am."

"The nurse was so helpful and kind."

"My complaint was dealt with satisfactorily."

"Doctor and staff were very pleasant, although did not like waiting over an hour to be seen. The doctor is very thorough which I like and patient."

"Sometimes delay in appointments but really lovely surgery."

"Nice, efficient and friendly nurse."

**Month of November 2017**

"Dr Thawani is good with people generally. One gets the impression that she cares about her work and this makes me likely to recommend her GP Practice."

"The Dr spoke nicely to me and explained things to me in the simplest form."

"My Dr Thawani is very considerate and she was very thorough with her assessment with my daughter and I feel we are being valued"

"They give you time to explain your problem, to ask questions and you get answers"

"The doctors and nurses have excellent interpersonal skills. Thank you for fitting me in with appointments on the days I requested"

"Friendly reception staff and punctual appointment"

"I saw the nurse. She was fantastic. Great bedside manner, listens"

"I was treated by a most able, experienced and caring nurse who is more than conscientious and genuinely cares about her patients. On the admin side I should mention that my first appointment was cancelled without notifying me, or not fully processed due to my having already been given a second appointment a week later? However, I was impressed that they managed to give me another appointment for the following day."

"Dr Barthes-Wilson is the great caring doctor. Thanks"

"Because everyone in the practice is friendly and helpful and tries their best to give me an appointment as soon as possible"

"Dr Barthes Wilson is very approachable and very professional always very pleasant"

"A very well run friendly practice"

"We were seen on time and the nurse was really lovely with my son who was having his vaccinations."

"Wonderful helpful staff and Drs are very thorough too. More than happy with my local Drs Practice."

**Month of October 2017**

"Helpful staff, good advice from GP, clean and tidy practice with good waiting spaces"

 "Excellent service & very good & supporting doctor Dr Elizabeth Barthes Wilson"

"It was a good experience"

"I saw the nurse and she is always kind and helpful"

"The doctor I saw today was fantastic"

"The nurse is always friendly and very helpful"

"Excellent service"

"Helpful and straightforward reception staff, good atmosphere with the refurbishments"

"The GP was efficient in handling my problem"

"The service that I received is very good, I have no complaints."

"Nurse is outstanding and receptionist friendly and helpful."

"The doctors have been very helpful and understanding."

"I find Dr Jayaweera very good."

"Friendly doctor made me and my children feel comfortable talking to her"

"Very good service at my surgery"

"I was seen on time. Helpful reception staff"

"Receptionists helpful and friendly"

"Everything is ok in the surgery. They all are helpful and respectful and polite."

"Welcoming staff, no time waste and professional service."

**Month of September 2017**

"Super staff! I saw a locus who immediately found the problem and requested a Doppler for me. Very happy. Thanks again!"

"The receptionists are very friendly and effective, and the possibility to make an appointment on same day is a game changer."

"Quick efficient and very helpful"

"Very happy with the care and treatment all of my family have received"

"Dr Jayaweera is great!"

"I'm very satisfied with the attention of care from my Drs."

"I always receive excellent attention - thank you"

"Friendly, polite, efficient. A great example of good practice"

"I like the doctors and I've always managed to get an appointment."

"Dr was very thorough and interest in my ailment. In general good service"

"Extremely. Polite and efficient reception and good service from GP."

"My query was answered quite quickly in a professional manner"

"I am happy with the service I had over the years. Especially with my recent asthma treatment."

**Month of August 2017**

"Staff and GPs are professional and friendly"

"The doctor is calm, friendly, listens and then does a thorough investigation and examination of your problem which gives you piece of mind and a psychological beginning of feeling better."

"As usual Dr is very caring and very thorough"

"I really like Dr Barthes-Wilson and the nurse I saw today. They are so kind and friendly thanks. x"

"Friendly and very prompt in response"

"Excellent attention as usual."

"I do love my family care Practice because all the GPs understand my condition and the rest of my family."

**Month of July 2017**

"The staff are very good and lovely especially the doctors"

"I feel absolutely privileged to be a patient of Dr Thawani. The Nurse is extremely professional and also are those running the reception. They are always helpful and pleasant. Being a patient at this surgery for many years I've never had a reason for any complain so I consider myself greatly fortunate."

"Dr Barthes Wilson is an excellent Doctor and I feel reassured my condition is being managed very effectively"

"Likely, because the GP I regularly see is considerate and caring."

"The receptionists and GPS are ever so helpful and efficient."

"The whole experience of my visit today was an excellent one. From the reception to the nurse, there was a good rapport between everyone, which nice."

"Dr Zaman was wonderful very helpful and kids very at ease with her many thanks"

**Month of June 2017**

"Dr Elizabeth Barthes-Wilson. Best doctor in the world. Literally!"

"Caring doctor and friendly reception staff."

"Admin staff really helped when I had problems with central referrals in obtaining an appointment after central apps mislaid letter. I can't thank them enough for sorting it out please let them know this"

"I was seen by a different doctor who has advised and diagnosed my health issues very well and I was extremely happy with doctor’s advice I definitely will recommend this surgery for other patients. Lastly I would also prefer to be seen by same doctor as lately I have noticed the practise has different doctors all the time."