**POSITIVE COMMENTS FROM OUR PATIENTS**

**Month of Aug & Sep 2019**

"The doctor was friendly and answered all my questions, giving good explanations. The receptionist was very helpful and efficient."

"Did not feel rushed and felt doctor listened and answered all my queries."

"I did not have to wait very long, just 10 minutes."

"I was seen promptly and the examination was thorough."

"Very good and well run Surgery. I am very satisfied with the services. Thank you."

"Nurse Allison was lovely. She explains everything before she done my smear test. First experience was not that bad."

"Staff were very friendly and helpful, things were done straight away like changing my chemist and making an appointment with the hospital."

"Brilliant staff at the surgery and the doctors are amazing."

"I came in today with my son as he has been complaining about his ears since last week. The Doctor was great; he took his time and checked his ears up properly! I was amazed by the care and his patience towards my child. Great Doctor. Many thanks."

"Very friendly stuff at the reception, and my GP was very professional."

"The GP I saw was helpful, compassionate and knowledgeable."

"Other than a slight wait, the appointment went very well."

"The nurse was very helpful and professional at all times."

"Welcoming receptionist and excellent GP."

"I didn’t have to wait for long and the nurse was very professional and efficient."

"I was able to see my GP very quickly."

**Month of June & July 2019**

“This surgery has been brilliant and previously gone the extra mile at the end of a very busy day - very grateful!"

"Receptionists were very helpful."

"Even though I have to wait outside the surgery from 7.45am, I always get an appointment for that morning and the doctors always deal with things as well as I could possibly expect. They are thorough and professional. “

"I was seen quickly and doctor was so helpful."

“Dr Jayaweera was attentive and helpful."

"Great care provided by GP at my visit."

"I saw a locum doctor who really listened to my problems and provided diagnosis and guidance."

"Right from the reception staff to nurse and doctors I had very pleasant experience."

"Reception was good and the ladies were really helpful and knowledgeable as well as quick."

"I received very professional service and doctor was able to answer my queries."

"I received an excellent service."

"Clinician explained properly all my concerns."

"Receptionists were fantastic in getting me the right consultation very quickly and guiding me where to go for blood tests - all with smiles on their faces. A lovely team of 2 ladies on Wednesday 24th July morning - thank you both."

"I did wait 30 mins after my appointment time but got results that were needed."

"The doctors are friendly and helpful."

**Month of May 2019**

"There is an easy access at this practice. I'm very pleased with the professional way of welcoming and caring. I would highly recommend this practice for my family members and friends."

"I have always had good care and although very busy most of the time I manage to get an appointment when I need one. Receptionists also are helpful and friendly".

"I received nice and professional service".

"All my issues were addressed and explained well".

"I found this practice efficient and business-like."

"I had an appointment today and whilst it always being difficult to get an appointment, this was worth the wait. Dr Tamara Jayaweera was such a lovely woman to speak to. She was so understanding of my condition and you rarely find people with such compassion these days. She made me feel at ease about a situation I have at the moment. She was fantastic. She is a credit to your surgery."

"My GP is an excellent doctor".

"I had a very good consultation with a locum doctor."

"I find this practice always very helpful and caring".

**Month of March & April 2019**

"The staff is very friendly and welcoming. The doctor is good listener, attentive and very professional".

"Doctor was very helpful regarding my problem and gave me thorough examination".

"Very sympathetic receptionist and professional doctors. Thank you all".

"I am very happy as all those who work at this practice are great and professional. They worked hard to accommodate my request when I needed urgent appointment with doctor. Well done and thank you".

"The doctor was very helpful and informative".

"I was seen within 15 minutes of my appointment time and the nurse was informative, helpful and friendly".

"Doctor was so nice and helped me with all my issues”.

"I have seen polite, respectful and knowledgeable GP today. My GP listened to the problem and responded sensitively. I didn't feel rushed”.

“Great reception support, they are so polite and nice. Prompt appointment. My doctor was very helpful. Thank you".

"The doctors and the staff are friendly and helpful."

"GP was polite and dealt with my health concerns."