

Friends and Family Responses		
	Comments	
Date	<u>Negative</u>	<u>Positive</u>
23/10/2017		"I was treated very well. I found the lady very helpful, well mannered in general very good service."
23/10/2017		"Brilliant, caring, efficient"
23/10/2017		"Good booking system good staff."
23/10/2017		"Friendly staff"
23/10/2017		"They are always very helpful and the doctors are good"
23/10/2017		"I can't think of any way the practice can improve."
23/10/2017		"Very thorough and knowlegable"
23/10/2017		"Dr James is very supportive and thorough"
23/10/2017		"Good advice"
23/10/2017		"Nice doctor, efficient service."
23/10/2017		"My GP I usually see is very professional, caring, he listens to what I am saying to him (doesn't keep checking the time) , he always wants to help."
23/10/2017		"It's a excellent gp"
23/10/2017		"Lavender Hill is a consistently excellent surgery which gives an amazing and responsive customer service. Particularly Victoria Morris who is so helpful and responsive."
23/10/2017		"Appointment availability, friendly staff, cleanliness"
23/10/2017		"Friendly helpful Dr (Dr James)"
23/10/2017		"Dr James was extremely courteous, compassionate and kind. I felt my worries were listened to and she was appropriately reassuring."
23/10/2017		"A very good, kind, caring GP"
		"The doctors are very approachable and follow up when they say they will."
		"Efficient and friendly"
		"Great service"

		"Doctor. Gill in particular is very empathic and capable. I have experienced a nurse visit before and other doctors. The nurse was kind and she spends the time to explain me what she was doing and any consequences about the vaccination. I felt listened to and well taken care of. I would and I had recommended the practise to everyone living around the area and I think it is such a great service that I would be happy to pay even more taxes towards it. The practise is also always clean and the receptionist very kind."
		"Swift appointment and very helpful"
		"Dr Carter is the best doctor I have ever consulted with"
		"no waiting and thorough examination"
		"The service is quick & easy. Always seen on time & very flexible with appointments."
		"Appointment availability and friendly staff"
		"Making the appointment was easy and the practice manager very friendly. Seeing the doctor was quickly arranged and the appointment satisfactory."
		"The doctor I have seen is excellent , but difficult to get an
		"I always receive good advice in a kinky and appropriate manner"
		"Efficient & friendly"
		"Competent and friendly GP"
		"Very quick and efficient. I was seen exactly on time and the staff were very friendly and professional."
		"My doctor is the most approachable doctor and has looked after me so well during some serious health issues. Also. Using the new Gp app is brilliant way to get an appointment very happy patient."
	"They THINK they are doing a great job but have several failings....like one doctor not reading another doctors notes properly. Also poor communication with patients."	
		"Efficient and stress free"
		"Staffs are friendly and efficient"

		"Dr Kroll is the best doctor I have ever had and her amazing work has had a very positive impact on my health and well-being."
		"Very efficient and quick, all the doctors and medical staff I have met have all been quite attentive and dedicated."
		"Dr Kroll was very kind and reassuring. I did not feel rushed during my appointment."
		"Polite, friendly and competent staff, good reminders for the appointment"
		"Always found reception staff friendly and helpful. GP was attentive & receptive."
		"Very friendly Dr"
	"3 weeks to get an appointment is far too long"	
		"Everything has been fine with this practice for at least the last
		"Very easy to book appointment, easy to check in at surgery & was seen on time."
		"Quick efficient treatment with modern surgery. Getting appointments are fairly easy. Staff are good"
		"Quite happy"
		"Very efficient receptionist."
		"Really good doctor who listens."
		"I really rate dr kroll"
		"Very professional Drs and Nurses. I have been attending for over 15 years and everyone has always been attentive, respectful and patience. I always get the impression that the Drs and Nurses know my health history, but also look at me in a holistic manner, asking questions about my day to day with the aim of assessing my emotional health too. I feel some of the Drs know me and my husband very well and make time to listen if we have worries."
		"Very professional"
		"I felt total confidence in the young doctor who saw me at short

		"The reception is always pleasant and helpful The doctor is a good listener always explaining and helpful."
		"I have always found it easy to get an appointment, all the staff are very friendly and efficient"
		"Beth was very welcomeing and made me feel at ease."
		"Quick and fast service, helpful advice"
		"I've been very impressed by this surgery since I joined, the staff are friendly and the ease of getting appointments is great. However the nurse today was rude and unhelpful"
	"I would like to communicate any delays to my appointment when I arrive at check-in at reception rather than me waiting obliviously, getting frustrated."	
		"Happy with the service you provide, Thank you".
		"I really appreciate that the same GP has cared for me for
	"Although I ticked satisfied for paperwork I had to wait a while longer for a medical for my job last year, the person I was dealing with messed me about a bit".	
		"You are all doing a brilliant job and may it last. Thank you all".
		"We joined the surgery recently and the service is so much better than our old surgery, in all areas".
	"I am deaf and on many occasions have to attend the surgery alone due to no BSL interpreter".	
	"I am deaf and this has caused problems not just at the practice but at referrals".	
		"Still and excellent group practice, your receptionists are very
	"Not always clear about what current rules are for getting an appointment are eg booking non emergency appointments, double appointments etc."	
		"I have been with you for more than 40 years and have never had a complaint. A very good practice".
		"Very friendly and helpful"
		"A very caring doctor who has worked exceptionally hard to support my family"

		"My gp is fantastic very helpful professional and supportive"
		"I needed a repeat prescription so had a call back from the GP, very friendly and efficient."
		"Friendly manner of reception staff. Able to get an appiiment when needed- the call back service the Gp's offer . Cleanliness of
		"Really lovely staff. Test results come back very quickly. Easy and quick to get an appointment. Would highly recommend."
	"It was a mixed bag experience, the doctor was running extremely behind schedule having to wait 45 minutes after my appointment time. However the front of desk staff and the doctor were extremely apologetic which made the situation much more bearable."	