

|                   | Extremely Likely   | Likely   | Neither   |
|-------------------|--|--|---|
| Number of Returns | 43   | 34   | 3   |
|                   | Staff are always friendly and helpful. You can always get an appointment when needed service is excellent  | I can see any doctor within a reasonable time and with the new open surgery on a Tuesday it helps with time for minor ailments | My GP is great and always helpful. However throughout course of tests at hospitals over a 6 month period I've had a lot of issues and delays at Heartlands Hospital |
|                   | Always pleasant at reception and not he telephone. Brilliant service by Dr Susan so understanding and kind nurses always pleasant.                         | some of the doctors I would highly recommend   | I find that the service offered by the NHS very patchy so wouldn't recommend or not.  |
|                   | I have recommended to family and they have been happy with the understanding practitioner and the care and treatment they have received excellent practice | doctors are helpful refer without delay very good service appointments can be made at short notice                             |   |
|                   | Very efficient Personally I consider service at my practice to be first class and when necessary appropriate action is taken                               | excellent service well treated nice staff  |   |
|                   | I booked my appointment this morning and was seen within two hours   | caring environment friendly staff professional quality service ease of location  |   |
|                   | Very helpful   | very polite although takes a while to get an appointment   |   |

I have always received very clean and tidy  
good advice and help and polite staff  
come away reassured that  
I am in good hands and  
that I will recover from  
what ails me

good service excellent service  
everyone extremely it good  
pleasant and appoints run  
to time. Doctors really  
listen to you  
its the Truth friendly receptionist  
calm atmosphere nice  
friendly Doctor

good standard of always friendly and  
treatment helpful  
working well on reducing friendly punctual and  
pain already passed on to reassuring  
friends and relatives

very friendly service I have always received  
excellent good care and  
treatment for me and  
my family

the GPs are lovely and the  
reception staff and nurse  
are wonderfully helpful

I am pleased with the  
practice  
friendly helpful GP that  
takes her time and is  
troughed  
always excellent service I  
would highly recommend  
this surgery and all of the  
staff herein thanks for  
another great visit.

the doctors are all very  
nice you can always get an  
appointment and the  
looked after my mom all  
the way through

Always helpful

Receptionist are always very friendly which is very important as first impressions really matter. Doctors are very approachable and friendly

Always polite and listens to what we have to say always feel reassured when we leave the surgery

Very good  
Able to see the same doctor for continuity by can see any doctor at any time. Open surgery on a Tuesday is a bonus.  
Doctors and staff very friendly  
Prompt minimal waiting

always received a good service. Only thing I would like to see is opportunity for later appointments as sometimes I can wait up to 4 weeks for late time due to work

always willing to help in a professional and supportive manner  
Staff are friendly and approachable and helpful especially the office staff.  
Doctors and nurses are supportive and helpful especially when dealing with my father

very cheerful caring service with opportunities to discuss concerns and an overall feeling of practical professional help being available

| Unlikely | Ex unlikely | Don't know | Total |
|----------|-------------|------------|-------|
| 1        | 1           | 0          | 82    |