## July 2022 – Patient feedback

- Always listen with prompt treatment very caring great staff.
- Because I insisted to see the right doctor who as dealt with all my illness from the beginning.
- The only reason I marked down was the fact that you won't book a request for a Dr call, in advance. Very annoying. Otherwise, nice receptionists and Dr's, particularly Dr's Hebden and Mark. Thank you.
- Listening to my issues and trying to determine what's causing the problems.
- Dr Hebden is always professional and sort's you out.
- My appointment was with the nurse, she's lovely very caring and thoroughly explained what was going to happen regarding the procedure, receptionist although run off her feet was tentative and nothing to much trouble.
- Call back within a few hours. Satisfactory consultation with GP. Friendly and efficient.
- We always have good service.
- Managed to get an appointment which solved my difficulty. Clear communication and met my needs. Although had to call at 8am wait time was not long and an appointment was available that day. Doctor was friendly and helpful on the phone.
- Really helpful.
- The receptionist was pleasant and the Dr really listened to how I was feeling/coping.
- Dr Hebden has always given me time to explain when I see him.
- Dr called on time. Excellent service and text message re prescription and information leaflets emailed.
- Easy communication and straightforward discussion over the phone with the doctor and subsequent face to face appointment next week.



- Was in and out staff was very good.
- Because Dr hebden did exactly as asked for antibiotics for an ear infection once asked all details he needed was over and done with the appointment within 5mins spent longer on the phone to receptionist.
- Always polite and ready to help and very quick with everything I have needed thank you.
- The surgery is always good at communicating.
- Because everyone we have dealt with at the surgery we very helpful.
- Rang me back when promised. Doctor listened carefully and offered appointment with the practice nurse.
- I got to speak to the doctor and she has made referrals to get me some support.
- Because I got what I needed from my doctor straight away no problem.
- Great practice.
- Quick and efficient.
- Punctual, pleasant, efficient.
- Never had a problem when dealing with the service.
- My GP is brilliant and the nursing staff are really good and supportive.
- Because the Doctor and Staff are always very pleasant and helpful.
- The receptionist are marvellous with me and Dr H is a proper family doctor.