

## Friends and Family Feedback Comments

<u>No</u>	<u>COMMENT</u>
Dec 14. 1	I think my Dr are very good and very understanding
2	Prompt, Pleasant and efficient
3	Staff Friendly (Reception and Doctor)
4	Excellent Service
5	Been Registered here with this service since birth, so I know this service very well! However it's a shame that you now have to ring to make an appointment. This never used to be the case for me this practice was the best kept secret kept in Shepherds Bush because of the no appointment system.
6	First Class service - Polite & Thorough
7	Daughters Asthma-Received Great Care From Dr Seth. Thank you so much
8	
9	
10	Because I'm Very Satisfied with the Treatment I get here
11	Satisfied with Care Given, Excellent
12	Always treated well and looked after to the highest standard
13	
14	Excellent Service Very Professional + Polite
15	Dr Seth is Extremely caring and doesn't make you feel rushed
16	Extremely
17	Excellent Service
18	Dr's + staff Excellent
19	very efficient service
20	
21	I find the care here is very good
22	
23	Because the surgery was efficient
24	
25	Good
26	Good Dr's & friendly staff
27	Very Good. I don't have any problems with the service
28	Always satisfied with Results of Visit & Follow up
29	Reception Staff are always helpful & friendly. It's incredibly helpful to get same day appointments and the Dr's here never make me feel uncomfortable and are always kind
30	
31	no issues encountered

32	they resolved my problems of health and I trust, thanks
33	hard to get an appointment
34	very nice and friendly online booking system makes it possible to get an appointment within a reasonable time frame
35	good service friendly and efficient
36	
37	normally very efficient service and polite and professional
38	service was efficient and helpful
39	quick and helpful
40	doctors are good but know everything
41	
Jan 15.	42
	43 EVERYONE AT THE NEW SURGERY IS VERY HELPFUL.
	44 I would like to get better and they help me
	45 the GP's always follow everything up
	46
	47
	48 Because you always look after my daughter so well.
	49 the practice has retained 'traditional family doctor' values
	50 efficient caring surgery
	51 appointments usually available on the same day
	52 excellent service from all staff very professional through with personal interest and great care in a timely fashion
	53 good service
	54 I like my practice and the staff. They are always helpful.
	55 the advice staff and doctors are all very understanding
	56 great service always
	57 I'm very happy.
	58 This doctor's surgery is fantastic; I never had to get an appointment for my young daughter a total rarity in London fantastic practice.
	59 satisfying service
	60
	61 because you help me a lot with my health
	62
	63
	64 good service
	65 friendly and helpful especially the reception staff
	66 good treatment for 48years
	67 the GP I usually see Dr Jolly very understanding and listens to concerns
	68
	69
	70 always professional and helpful never rushed
	71 excellent help advice and waiting time every time
	72 efficient and listened
	73 Dr Seth had loads of practice and he is really good quality
	74 Doctors are very helpful give full attention and very friendly.
	75 good practice
	76 everyone is always friendly and extremely helpful
	77 because I think they are very good

78	nice staff
79	Prompt, Pleasant and efficient
80	
81	Drs very polite and understanding examined my child and gave necessary meds.
82	staff polite and helpful doctor relaxed and thorough
83	staff very friendly good service
84	I get everything the way I like
85	always good service
86	Been with the surgery for 10yrs so far so good.
87	feel at ease explaining my problems very quick and efficient arranging an emergency appointment
88	quick and efficient
89	is the best surgery
90	
91	
92	I believe this is a profession and efficient surgery and would recommend.
93	
94	all staff are friendly and polite
95	very happy with doctor's and staff at surgery
96	very polite and very happy with all the staff at the surgery
97	Always helpful and friendly and all staff always accommodating.
98	
99	Very good the staffs are lovely and helpful; the system is very good too.
100	very good and pleasant staff doctors and services
101	
feb 15.	102 surgery is friendly and helpful and I can always get a convenient appointment
	103 very good service
	104 positive disposition
	105 Dr Seth always gives you answer that you can understand regarding your problem
	106 very good service
	107
	108 Dr's listen and I feel he understands
	109 very good service
	110
	111
	112 very reliable and always available Dr Seth very satisfied
	113 quick confident in response of visit
	114
	115 I can phone the surgery for the day appointment and get seen on time.
	116 very friendly always there to help
	117 friendly staff, environment, local
	118 very nice and helpful especially Dr Omar
	119 always receive good quality care at the practice never any concerns
	120 very friendly efficient Dr has reassuring manner, organised reception staff
	121 Dr Shareef always very helpful and supportive willing to spend time with you and give an answer
	122 good service good treatment very nice and professional doctor
	123 friendly staff, good doctor
	124

125	I was seen promptly and my quires were dealt with in a professional manner
126	nice professional doctor
127	
128	friendly professional service
129	
130	service has always been satisfactory I have never had any problem with the surgery
131	good consultation
132	excellent doctor, receptionists, time keeping, phone contact
133	it is a very reasonable service
134	quick and friendly
135	quick appointment, good consultation
136	
137	
138	listen to symptoms felt reassured, recommended to come back for further treatment
139	Pt. since 1968 would recommend to family and friends all 3drs and staff are marvellous.
140	Good service.
141	Good service.
142	always very good care, helpful, on time, very happy with service
143	friendly staff
144	super helpful
145	doctors and staff do there to properly and pay attention to detail
146	
147	
148	very comfortable to talk to and understand
149	always get perfect answer for my problem
150	absolutely fantastic cannot recommend highly enough
Mar15. 151	Doctors always help and are friendly.
152	seen quickly not much waiting time, responsive doctor, HOWEVER unsupervised young children in waiting area running around and eating appointment had to be booked 1week + in advance
153	the nurse has been very friendly and easy explain what she was going to do, the appointment was fast and I didn't need to wait
154	appointments are given at a reasonable time staff friendly surgery clean and tidy
155	Everything is alright and I have my treatment with them.
156	very good doctor would not like to go anywhere else
157	Dr Seth always compassionate and sympatric on each visit.
158	
159	surgery always good polite and professional
160	comforting advise
161	GP is so professional
162	very efficient and quick
163	Dr Seth always kind through and makes me feel comfortable to discuss ant medical issues
164	very friendly and understanding staff
165	lovely nurse and nice environment
166	efficient friendly doctors

167	very helpful and understanding polite staff
168	excellent service
169	I have been asked by my Dr and please to do it.
170	good service great doctors
171	Friendly helpful, although a little late on appointments but understandable.
172	good treatment
173	
174	I love NHS Doctors are kind and quick but also provide good service.
175	back pain
176	I was made to feel very comfortable as a first time experience Thank you Thembi God bless
177	I have been successful in my treatment
178	excellent nurse very caring all staff at surgery very good
179	
180	Perfect!
181	good with children for their jabs
Apr15. 182	listen to issues and open
183	
184	felt listened to as an individual
185	
186	easy to book appointment no delay at surgery
187	Dr Seth is always helpful and understanding and caring and finds the best solution to the problem
188	always get an appointment staff are nice
189	
190	felt comfortable and cared for
191	Able to get appointment at short notice, Dr approachable and friendly.
192	Thoughtful approach of the GP general reception and service
193	
194	I get appointment quickly
195	excellent and very helpful all round
196	since moving over to computer based system I find it harder to get an appointment and find it shocking the Amount of people who miss their appointments.
197	very good service
198	very helpful
199	
200	
201	The Dr I see is brilliant and all the other staff are lovely and helpful and brilliant too.
202	friendly staff good quality of care easy to make appointment
203	efficient and responsive service
204	
205	Highly professional team.
206	Always quick to be seen always cared about.
207	
208	always had a positive experience with Dr Seth and Dr jolly clear timing prompt and very nice
209	satisfied with Dr Seth at the moment not always other GPs however reception

	staff is fabulous friendly and wonderful
210	
211	
212	doctor listen to my problems
213	good doctors who take the time to talk though problems
214	all GP are quite and understanding as look as though they are in control
215	good service
216	fast efficient service
217	The best GP Surgery ever!!
218	doctors was very nice and understanding he gave me good advice and listened to me
219	service is very good
220	always helpful and available
221	feel in safe hands
222	good service seen on time staff pleasant and clean environment
223	staff are kind and always pleasant
224	considerate friendly and thorough
May15. 225	informal and non-judgemental approach
226	
227	fairly good to get an on the day appointment, friendly staff, good location
228	
229	my go very friendly and approachable never have to wait too long to see him
230	the GP's are friendly and helpful there are regular appointments when needed
231	the service is quick the people are very friendly , welcoming and ensure that everyone is seen to in a quick manner
232	appointment are on time, doctors have time to listen and offer excellent advice and care
233	polite doctors
234	good service
235	I like my regular Doctor Dr Jolly
236	excellent service
237	
238	
239	I was seen promptly and very well
240	Dr Seth clearly explains issues and very helpful, friendly reception staff
241	friendly, helpful and good care
242	nothing specific just very happy with the service received
243	very good all round service from doctors nurse and reception staff
244	Made to feel comfortable felt listened too.
245	I always get seen on time and the doctors are very nice also the other staff
246	I like the treatment that I get
247	clean surgery friendly staff and good opening times
248	efficient friendly and helpful
249	
250	
251	very friendly and professional staff and efficient
252	Dr was very helpful and assisted in the problems presented
253	went fine
254	GP is very good

255	speedy care, caring staff
256	GP's very compassionate understanding and patient receptions very helpful really good not to have receptionists Those are NOT rude! Those are NOT rude!
257	I have been looked after very kindly
258	helpful
259	
260	if asked I would recommend but not likely to be asked
261	Got seen on time and everything was explained to me.
262	doctors are professional and listen to what I needed to say
263	issue resolved
264	great service caring staff
265	I came in at 7am and was able to see a doctor at 9 who listened to my symptoms
JUN15. 266	Drs are very understood and take their time.
267	they are always pleasant and helpful
268	very helpful and curious
269	everyone friendly doctors are efficient and listen
270	
271	staff are always lovely and helpful over the phone
272	because I am extremely worried about decline of NHS in recent times its going from bad to worse
273	excellent GP
274	
275	same day appointment in emergencies, very friendly also with children
276	quick efficient and effective care also reliable too
277	caring sympathetic and supportive doctor (Seth)
278	nice staff helpful, negative point you have to call on the day to get an appointment for the same day
279	helpful considerate great personalities mixed with fast and reassuring help
280	Service is on point. Always get an appointment with no hassle staff are very professional and helpful
281	local practice, friendly staff
282	clear advice, friendly attitude, good booking service
283	very helpful and took time to help me
284	The surgery in general is friendly and helpful, Dr Seth very caring always makes me feel taken care of.
285	
286	excellent service, thorough, efficient and welcoming
287	
288	
289	excellent friendly
290	I was treated with a pleasant respectfulness
291	the doctors and receptionist are very helpful and very respectful
292	I don't really talk to my friends/family about health care
293	approachable GPs, easy to get an appointment
294	
295	my GP is attentive and friendly he helps explain his view on what my issues might be
296	Dr Seth is very good at answering questions and making me fell at ease
297	the service is satisfactory to me

298	the Dr was very understanding and listening to my problems
299	
300	always helpful and clear about the issues and solutions
JUL15. 301	I don't not feel that the service was particular person or reassuring
302	good helpful service
303	friendly, reliable, prompt and good service
304	convince using telephone booking, early appointments
305	had a wonderful service from Dr Shareef very happy
306	because I feel at ease
307	knowledgeable, friendly, accessible
308	she is friendly and helpful
309	she treated me very kindly and professional and give me good advice
310	good professional service
311	
312	
313	I am always satisfied
314	the nurse is very nice and puts you at ease
315	
316	good service they provide
317	like service
318	friendly and quick
319	app at 11:30am seen at 12 noon
320	good service but not very friendly
321	the appointment is good and in time doctors take good care of the patients
322	location and doctor is good
323	
324	helpful good service
325	friendly and very quick service
326	good treatment
327	.
328	2 doctors who listen to what I have said when I have been ill and helpful staff Dr jolly I find abrasive
329	lack of preparation by doctor , imprecise, generalised advice
330	always good help
331	friendly helpful doctors
332	excellent, considerate
333	extremely helpful and friendly
334	staff and drs extremely helpful
335	
336	Dr Seth is very helpful
337	friendly staff and good service,
338	polite, sincere, helpful, understanding
339	reception staff and dress are extremely nice, listen and smile which helps very happy
340	
341	listen and shoes empathy, receptionist are also very helpful and friendly
342	good service
343	on time appointment, friendly care
344	good service, friendly staff, prompt time

345	doctors professional and thorough
346	listen to you, polite
347	happy about consultation,
348	called at 8am had an emergency within the hour
349	ease of appointment
350	Dr was very nice and service very quick
351	Good service, accurate assessment, also quick booking. Thanks!
352	happy with the way she treated me and very professional
353	very friendly and professional, explained everything clearly
354	professional
355	alterative care, through examination, doctor listening to my questions
356	the staff helpful, doctors very good, best in the area
AUG 15. 357	
358	I like the service here
359	Dr was more commitment to know where the pain was
360	excellent service, good doctors, appointment always available
361	listen to me and very polite
362	very pleasant, nice manners, and lovely smile
363	Dr was polite and friendly, was helpful, I would consider this a good service
364	very friendly and very helpful
365	very good
366	very courteous staff, helpful to assist
367	fast friendly efficient
368	good Dr service
369	very good treatment and clean, nice staff
370	I was able to get appointment quickly and the doctor I saw was professional
371	fast and efficient as always
372	
373	on time and well treated
374	Dr Seth very good and helpful, reception staffs are very nice and helpful too.
375	Dr tended to all my issues and was efficient in providing me with the next point of action
376	seen quickly and good manner doctor, reception staff not particular friendly on phone when registering
SEPT 15. 377	Nurse Thembi is wonderful, she has looked after my daughter given lost go encouragement and kindness
378	
379	staff are always friendly and willing to help, drs go the extra mile for mine and my daughters care
380	Nurse Thembi Quick professional and friendly
381	nurse was very caring and friendly, and professional a pleasure and she healed me
382	appointments available without much delay, refusals are made as soon as necessary, all members of stuff are helpful
383	friendly helpful and practical all my questioned answered
384	
385	Easy to book an appointment, professional GP who dealt with my issues efficiently and respectfully.
386	quick and helpful
387	friendly staff, on time, GP listens
388	fast, friendly service

389	politeness and kindness
390	good doctors
391	
OCT 15. 392	I had a nice person treating me
393	friendly consultation
394	I arrive rather late but was still seen, nurse very kind and caring
395	very helpful and friendly
396	
397	Thembi was kind, funny and gentle
398	very professional, considerate caring service by Thembi
399	I like the support I receive from the surgery
400	excellent health check
401	off good service to patients, booking system excellent, times are flexible, I generally would recommend to friends and family
402	excellent service from the nurse
403	my Dr asked
404	Thembi was extremely sensitive and wonderful, kind person to see giving a baby injection a real asset to the practice
405	assured all my questions but did have to wait past my appointment time
406	I came with my mother and she sad that a doctor she trust and retiring
407	the nurse was kind, understanding, none judge mental, she was patient reassuring and excellent listener
408	very helpful
409	flexible hours
410	waiting time
411	I had a good experience, on time, Ms Dawkins was good with my health check
412	very friendly happy and caring
413	very positive experience
414	
415	friendly and efficient service
416	
417	quality care and consistent service, also same day appointments
418	friendly service warm welcome
419	understanding helpful listened to me
420	I find the doctors here very helpful
421	efficient good service
422	very friendly staff who take patients seriously
423	helpful
424	always very satisfied with the service polite
425	always seen on time staff welcoming no issues with service provided
426	I feel the Dr's are great help you to the best of their ability
nov15.427	we ignore out health at our peril
428	
429	I always feel cared for
430	
431	goo, responsive, considerate doctor
432	friendly
433	seen on time all problems answered
434	early morning appointments, running on time, friendly GP and receptionist

435	Dr Seth addressed my concerns in a manner that gave me confidence
436	friendly reception happy with Dr
437	very efficient and helpful
438	very nice reception and a doctor who will listen to you and give helpful advice
439	
440	always a pleasure to see Dr Seth
441	always have great customer care from Dr Seth
442	
443	friendly practice
444	fitted me in in short notice, immaculate nursing skills
445	waiting time for Dr but no waiting time for nurse
Dec15. 446	great friendly Doctor, calm but informative, patient receptionist, fast appointment and helpful
447	perfect communication, very helpful
448	pleased with the service I receive hence happy and recommend to everyone and anyone
449	Courteous approach and was very good in fully explaining the problem
450	attentive and professional service
451	friendly staff that do their best to help and Dr's that listen
452	
453	patient considerate answered all my question
454	fantastic nurse, very comforting and just wonderful, I highly recommend
455	just had a diabetes check, with nurse who was very informative and through in caring out my examination
456	there clinical judgement is very good and there care and engagement with me has been authentic and caring
457	all the people working here, receptionist,, nurse, doctors are very helpful, friendly, they always make me satisfied
	with the service provided I would like to thank you all
458	clear explanation, thorough exam, friendly and professional
Jan16. 459	for health the other people
460	I had very good service, Andrea was excellent she explained everything while doing my check-up I was very happy
461	Because the service is bloody marvellous.