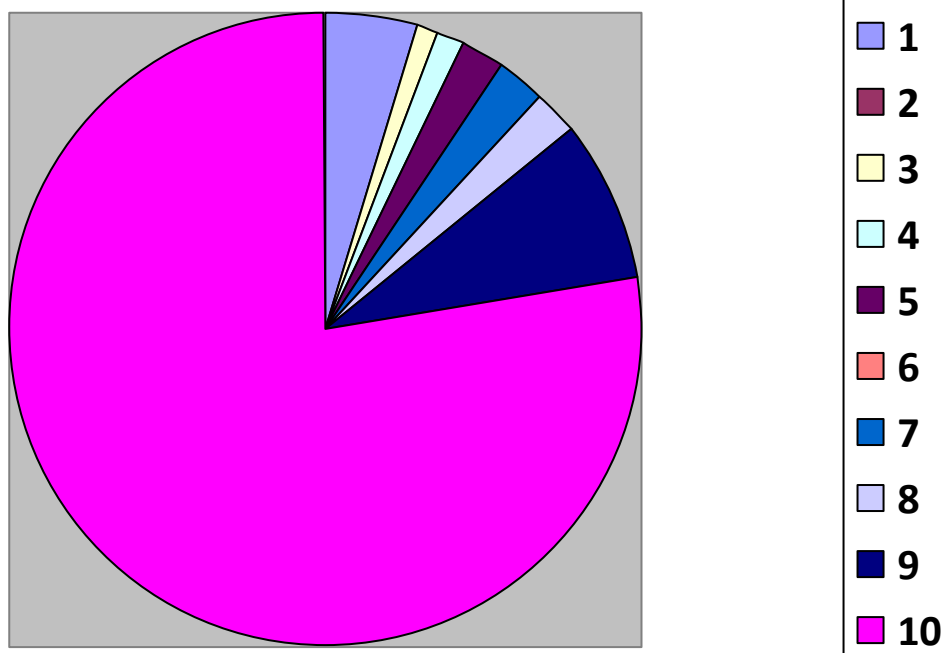
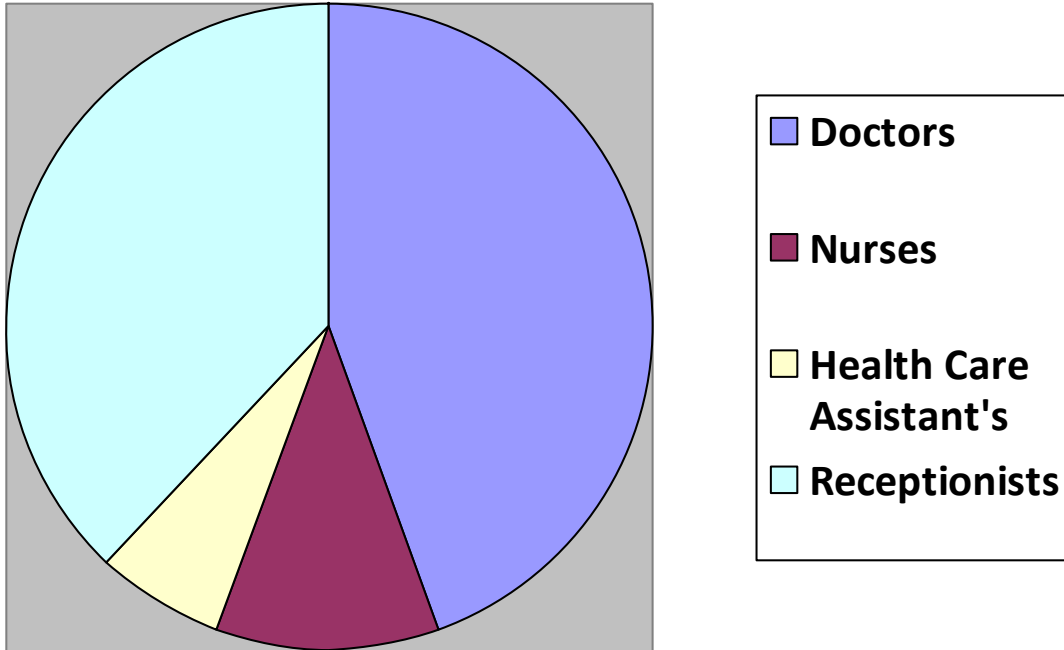


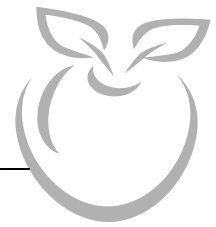
## Patient Services Feedback



On a scale of 1-10 (1= very dissatisfied / 10 very satisfied)

# Chapelgreen Practice

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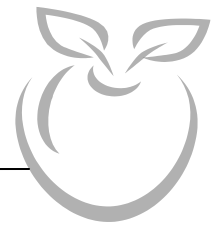


## Comments:

- Couldn't be better.
- As always the reception staff are the unsung heroes of the surgery. As the first point of contact they are amazing. They are all always caring and considerate, and have always done their best to help me and my family. I have the highest admiration and praise for each and every one of them. Even when I've been in so much pain that I have been rude or off hand with them they have still been polite, respectful, understanding and forgiving and never stopped helping, supporting and smiling.
- Doctor was very understanding and helpful. But she was also stern and supportive. Almost telling me off (which I needed) for feeling guilty about things that are beyond my control.
- Very helpful, caring, offered good in depth advice, took extra time to offer support above and beyond my appointment time. I feel very reassured by the nursing staff. The friendliest and most warm nurses I've been treated by. Thank you!
- Polite, helpful staff. Nothing was too much trouble even though it took a while to sort a complicated issue. Thank you.
- I always find Doctors and Receptionists are incredibly helpful and friendly both at Burncross and High Green. Thank you.
- Very Pleasant.
- Very patient and thorough – left feeling at ease.
- Dealt with numerous problems – very good.
- Very helpful and tried very best to help.
- I lost my medication, the receptionist sorted it out.
- Doctor really helpful and supportive, looked at my overall needs, felt that she had time and was not rushed.
- Was very kind.
- I'm always happy with the service at Burncross and High Green.
- Make you feel at ease.
- Waited 1 hour and 10 minutes.
- Thorough examination, very please how treated.

# Chapelgreen Practice

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- Very patient and thorough.
- Nice Doctor
- Excellent and Helpful.
- Very friendly and Informative.
- Reassuring, Informative, Very approachable.
- Long wait at reception whilst receptionist chatting to pharmacy worker. Eating biscuits while talking to patient – not professional.
- Very helpful, and good bedside manner.
- Staff, Nurses and Doctors all are always very pleasant, informed, helpful and efficient, despite being under extreme duress and stress. Well done!! Keep up the good work, Thank you!
- I really enjoyed today and I was treated very well thank you.
- Absolutely superb, end of story.
- Very helpful advice for self-certification.
- As usual the reception staff have been helpful & friendly. Trying their best.
- Helpful & Friendly. Had a good look at my daughter, very satisfied.
- Very polite & helpful
- Brilliant sorted my breathing out great
- Perfect outcome for what I required.
- Went out of her way to help me. As usual the reception staff are fantastic.
- This waiting room is just weird. Terrible TV, 'dead' atmosphere.
- About time a multimillion pound practice got a fridge to store patient samples.
- This surgery has become more dysfunctional than ever, manger needs to do his job.
- No time, even when explaining, no compassion.
- Great stuff!!!
- If running late (doctor) reception should let you know whilst waiting.
- Always happy to help at reception.

# Chapelgreen Practice

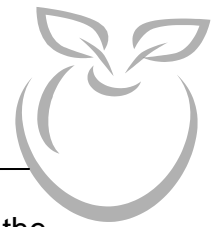
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- Doctor was understanding & compassionate with an excellent professional attitude.
- Only problem, waiting time.
- Lovely Doctor, Very caring and assertive. Thank you.
- Receptionist very helpful and considerate to my needs.
- All very professional, helpful, efficient and pleasant – Almost a pleasure to be ill!!!
- Very helpful in making appointments – with a smile.
- Very helpful, friendly and human.
- Very helpful and showed concern and consideration.
- This is not a complaint against the way I was treated by the doctor, but the appointment system is terrible, waiting times are ridiculous & availability of appointments is even worse. People who do actually work are not taken in to consideration.
- Over the last year the doctor has worked hard with me as a difficult patient to achieve a very good result, with real concern for my health plus all the team at both surgeries.
- Very helpful in making appointments – with a smile.
- Nice to see a smiling face.
- Only problem is booking appointments. Very satisfied with service.
- As usual the receptionist was polite, friendly & helpful.
- Very good.
- Very helpful and understanding.
- As always the reception were friendly, polite and helpful. Despite having to hold on the phone for over 45 mins recently I still believe the reception do the best that they can.
- Very late appointment
- Maybe if reception answered the telephone it would save people having to walk to the surgery to make an appointment.
- Doctor is an asset to the surgery, upon seeing my daughter nothing was petty or irrelevant in her eyes, made my daughter smile. Fantastic Doctor.

# Chapelgreen Practice

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- I have received excellent service on the 3 occasions I have seen the receptionist this week.
- The HCA is a very caring and competent person with a cheerful personality.
- Doctor always running Late
- Very good Doctor, very satisfied
- Very good service
- Excellent
- Brilliant service.
- Had to hold for over 40 minutes after being cut off twice. Once we got through the service was good.
- Brilliant Doctor.
- As always the reception staff were polite, friendly, pleasant and helpful. They deserve more acknowledgment for the service they provide.