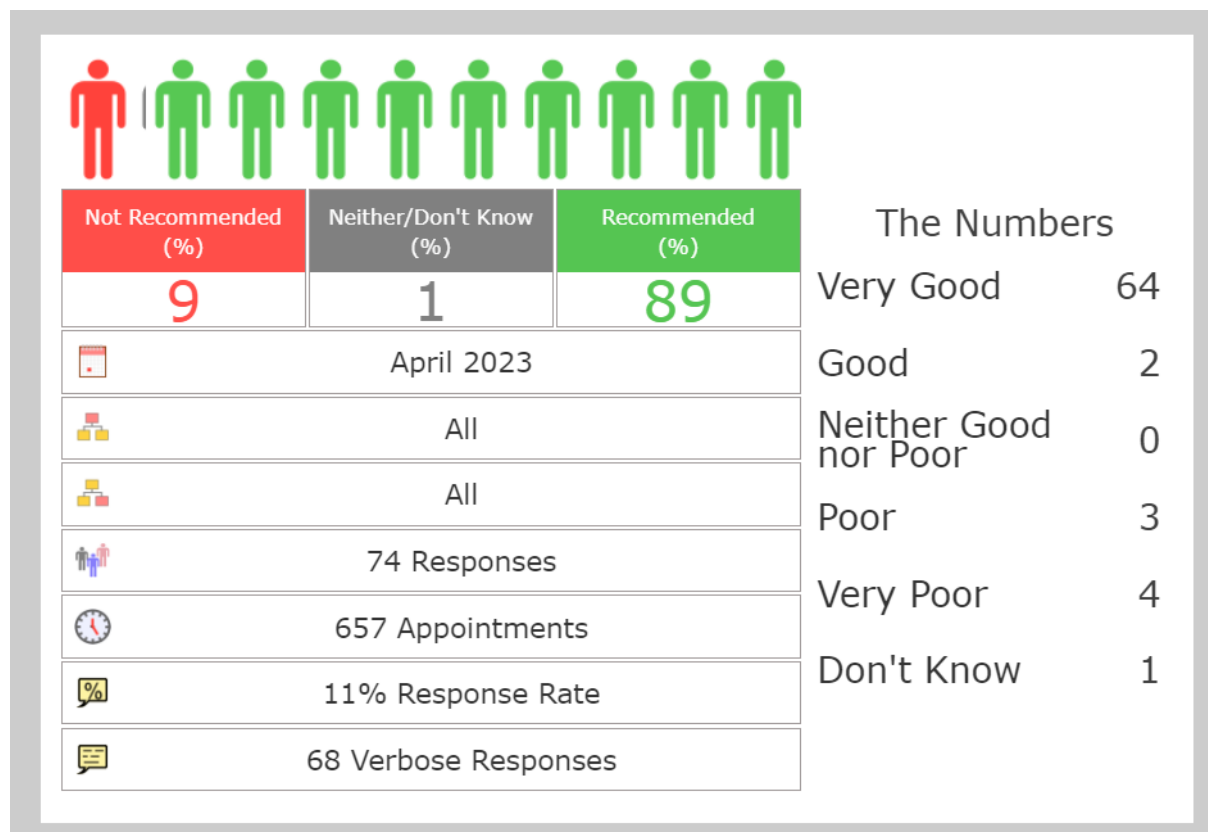
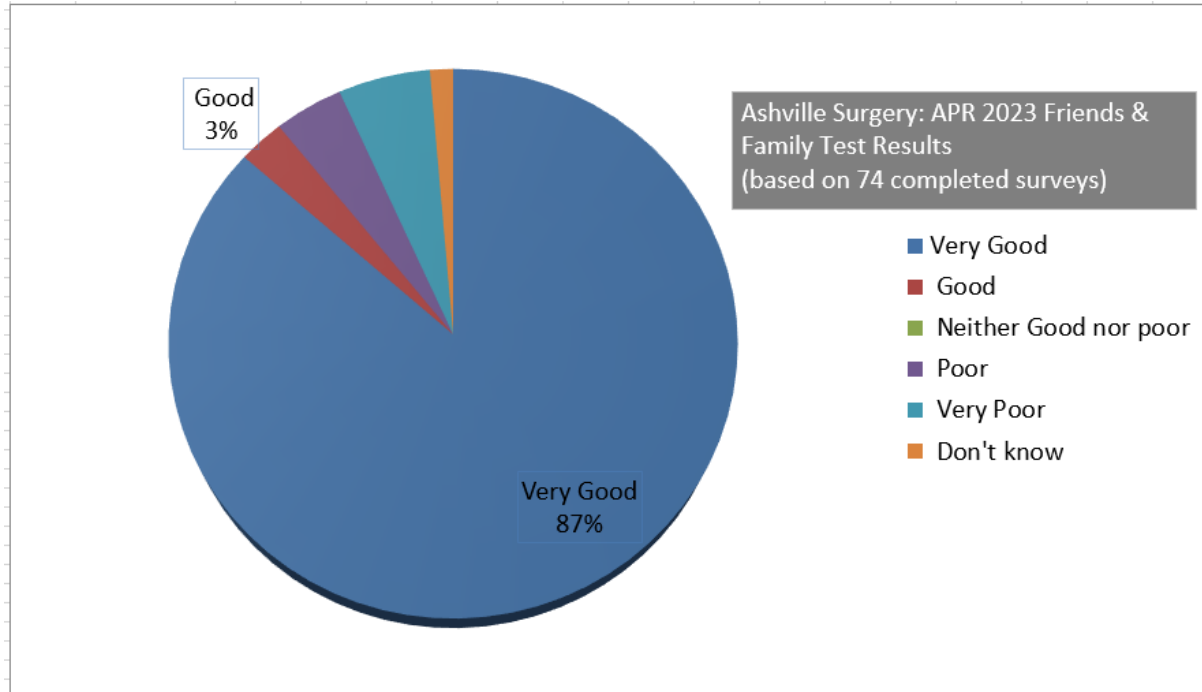


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer – SEE PAGE 2*).

Here are the results from APRIL 2023



Department	Response
Session	The nurse I saw was really lovely and made me feel very comfortable. The appointment was very quick as well.
GP Clinic	we came for our 8 week, appointment and the receptionist told me we were early and to come back in one hour. When we came back we lost the appointment because it was when we went originally and then they couldn't see us. We waited one month for it
GP Clinic	Very quick, in and out and easy to book! Thank you for seeing me and being so lovely at reception also!
GP Clinic	Xcellent GP who knows me and always gives me the time I need
Nurse Clinic	Sally, the practice nurse was willing and helpful in addition to carrying out the blood tests I had been called in for.
eHub Paramedic F2F (booked by Paramedic)	I had an absolutely pleasant conversation with my GP. She was very kind, polite, attentive and competent. Nothing could be better.
Nurse Clinic	The test was done very efficiently with friendly relaxing conversation.
Nurse Clinic	The appointment was efficient and quick
Nurse Clinic	Nurse very nice and took good care of me
GP Clinic	Everyone was pleasant and went smoothly and was not rushed
GP Clinic	Because the staff was good
Nurse Clinic	They wouldn't let me in because I was late for 15 mins
Nurse Clinic	I was seen very quickly, gp was super polite and efficient!
Session	Staff are friendly and I didn't have to wait long .
GP Clinic	Dr. Ryan was very pleasant and thorough
Session	I was greeted by every one at the desk when I entered . Earlier I had requested for my prescription over the phone . The girl recognised and and politely told me . I get my medicines on Friday from fulham pharmacy . The nurse was excellently dealt
GP Clinic	No delay. Seen before appointment time.
eHub Paramedic F2F (booked by Paramedic)	Very quick turnaround to get the appointment. Comprehensive treatment.
eHub Paramedic F2F (booked by Paramedic)	Great team
DIABETES CLINIC	Appointment on time fitted a new diabetes sensor to my arm and follow up in a month face to face appointments are important
Session	My blood test was done on time, and with really smooth efficiency, by your lovely nurse, Sally! Thank you.
GP Clinic	Very little wait time. Friendly reception as always. Doctor Aras helpful, thorough and informative as usual. Best experience.
GP Clinic	Quick response, very considerate and qualified doctor

GP Clinic	I was seen straightaway and attended to. However, it begs the question that I felt I should have had a home visit rather than come into the surgery. I felt very poorly and wasn't sure I was up to it.
HCA	This was the second cancelled appointment this month for the same issue. The first was cancelled the day before due to staff illness. Today's appointment was cancelled this morning. Fortunately the issue isn't urgent.
GP Clinic	Everyone at the surgery is great and attentive
Nurse Clinic	I was quite nervous when I heard my blood report over the phone, but the way the nurse gave me courage after I got here was really admirable. Thanks
HCA	the appointment was cancelled
GP Clinic	Dr Beech was very helpful with the answers she gave to my question and made me feel better about myself, and confident
HCA	Polite staff at front desk and the nurse is fantastic makes you feel at ease
Session	The nurse was lovely, very patient, kind and knowledgeable. Very grateful to her.
GP Clinic	Because I didn't feel rushed when explaining my worries.
GP Clinic	Really appreciate all treatment, referrals & advices from my Doctor. Also thanks to receptionists for all assistances that I have received.
GP Clinic	They don't care what I say, what I have, they don't refer me to relevant doctor. I feel helpless and in need. Horrible, racist, discriminating service by the doctors. I was treated like rubbish just because I am not from England. They don't treat me.
HCA	Speedy !
HCA	All went to plan
HCA	Because all of the Medical and Support Staff are friendly and caring.
HCA	Efficient and kind welcome ; staff well trained . However my conversation with the doctor was not accurately reflected in the notes left with the nurse
HCA	The service was friendly and time efficient whilst explaining things well
evening session	Lovely GP Helpful information
HCA	The appointment took place on time, the nurse knew his job and he was polite
GP Clinic	1- I called my clinic after I had tried to treat myself by seeing a private nurse from bad cough lot of mucus for 10 days. I explained to receptionist whom said not urgent !! will call back. - took 5 days to hear back for an appt with NURSE!
HCA	Staff always professional & helpful.
HCA	The noise from staff at reception was totally unprofessional. However, my session with Scott was very good.

HCA	I was able to organise to see Dr McWhirter quickly for an appointment for my son. She was great, very responsive, friendly and helpful. A really positive experience.
HCA	No pain when taking bloods
GP Clinic	The doctor was absolutely amazing!
HCA	Scott is very professional at his job .and very helpful
HCA	Amazing
GP Clinic	In an urgent situation I was able to see an extremely competent doctor who was very thorough and efficient. This was on the same day that an appointment was requested. Very rare nowadays.
Nurse Clinic	Very friendly practice nurse , reassuring and on time Thanks
GP Clinic	I didn't feel listened to, just boxes checked and refer to someone else (a service iv tried and previously didn't work - hence me ending up here)
GP Clinic	Kind, answered all my questions fully and showed genuine interest
HCA	No waiting & super speedy blood test!
HCA	I never had to wait long and Scott was very polite and professional
HCA	Because I am happy with the help that I get.
Nurse Clinic	Good service
HCA	BECAUSE it was good , they got back in touch with me with blood results very quick.
HCA	Slightly delayed but very professional
HCA	Quick, easy and on time for appointment and the desk team were very helpful.
GP Clinic	Prompt appointment, friendly and knowledgeable staff
GP Clinic	The doctor listened and was lovely.
HCA	Very helpful and friendly service.
Session	Everyone, all staff and doctors are always very nice , nothing is too much trouble for them.
Session	You guys are the best
GP Clinic	Appointment on time.Doctor was very thorough.Clear follow up plan.Receptionist very helpful.
GP Clinic	We were seen very quickly. The GP was thorough in his examination and very reassuring.
GP Clinic	The Dr is very thorough, professional and knowledgeable. Appreciated seeing a lady doctor for this problem.