

**Positive comments: 2013 Questionnaire**

- (20) I have no issues with this practice at all. I have always found it very warm and friendly.
- (23) I have been using this surgery since it was in Nunhead lane and I have never had a problem with the reception services. They have always been polite, friendly, patient and informative.
- (26) Reception services are fine. This survey should have included doctors.
- (27) Always really polite and helpful and very patient as I try to set up appointments.
- (32) Very friendly, enthusiastic and professional people at reception. Keep it up.
- (33) Very helpful and polite.
- (35) Usually patient and helpful, some are genuinely interested in patients' health and will go the extra mile to make things better.
- (38) The receptionists have always been very friendly and co-operative. I could not fault them.
- (41) Very warm and welcoming and supportive. All staff makes you feel at ease. I was new to the area and had signed up to new gp and I left my old GP which I was with for 15 years but Nunhead staff has made me feel welcome.
- (44) Receptionists always helpful
- (48) Excellent service. Great staff, caring and professional.
- (92) Always positive experience. Efficient but also friendly and human. Very helpful and patient when explaining procedures like repeat prescriptions etc.
- (94) I always find the receptionists helpful and friendly. They make booking an appt very easy and not the frustrating process I have found at other surgery.
- (95) As with any establishment there are staff who are friendlier and personable and more efficient than their colleagues. I would say that is the case with 90% of reception staff here. 10% are less desirable.
- (98) Always find the staff helpful and polite.
- (99) The reception service is really good and I feel very comfortable being here, no complaints from me.
- (101) Pleasant, very helpful, informative to my questions. Due to my enquires a follow will be given to me.
- (102) Have always found all the receptionist very friendly and helpful.
- (103) I am very happy with their kind manner and very helpful when I was unwell last year. I was fitted in at short notice.
- (104) every occasion I have telephoned all reception staff are welcoming and they are friendly and helpful at all times. My mum and sister always have great experience with them too.
- (105) staff and doctors are always courteous, helpful and professional.
- (106) Always helpful and understanding.
- (107) Friendly and helpful
- (108) Excellent, always polite and helpful.
- (115) I find reception services very good. Polite, professional, helpful and generally knowing what they are about.
- (118) Reception staff always polite and helpful.

## **Positive comments:**

- (119) Respectable and customer focus.
- (120) I found your service very good. I wasn't happy with my old surgery and a friend tell me about here abs it is good so far. Thank you.
- (122) My diabetic clinic with Mary has been excellent and very beneficial to me in all aspects.
- (123) I have found receptionist helpful and willing to try and accommodate appts at suitable times for me.
- (124) The BEST surgery I have come across in London.
- (125) Excellent reception staff.
- (126) Very helpful and polite.
- (127) Always very helpful and polite receptionist and doctors
- (128) They are very resourceful and approachable. They are very well mannered.
- (129) All staff and doctors are nice and helpful.
- (130) Compared to other GP I have visited Nunhead is excellent, in terms of getting an appt quickly.
- (131) I have only been registered since 18/9 but as I am pregnant I have had 2 visit to date. Reception is 100% better than my previous GP Melbourne Grove. The staff is friendly and helpful, never too busy to help. Phoning for appts is super quick. Very happy.
- (132) Always friendly, efficient and problem solving attitudes
- (133) The best nursery (surgery?) I ever been with.
- (135) When I first registered in 2012 it was difficult to get through and wasn't warm and welcoming as it is now. I am so pleased I found this surgery.
- (136) The receptionist are friendly and always looks happy and smiley.
- (139) I have always found the services at the Nunhead Surgery excellent. I really feel the reception services really try to accommodate me and I have never had trouble getting an appt or results.
- (241) Generally good, helpful and accommodating
- (242) The people working at reception are good and caring.
- (243) The receptions were very friendly and helpful both on the phone and in person. Registering with the clinic was very fast and easy and I was able to get a convenient appt.
- (245) The staff at reception are generally polite and helpful and go the extra mile to help and make you feel comfortable.
- (247) Brilliant doctor surgery
- (248) Dr Iu is so refreshing. Always makes time and is great
- (249) I find the staff and doctors are the best. Should be paid more.
- (250) All good. Keep it up.
- (254) Always find the receptionist very polite and willing to help.
- (256) I have always found the reception staff brilliant at this surgery. They are excellent at their job and I feel very lucky.
- (257) I found the reception services very helpful.
- (258) Polite and friendly
- (262) Always very polite and friendly. Makes you feel welcomed.
- (263) Extremely helpful, polite and professional

## **Positive comments:**

- (264) You are always so helpful and nice. I love this surgery
- (265) We are new to this surgery but I have found the reception services to be very good.
- (266) I have always found reception services to be erodent, polite and friendly. Would recommend this practice to anyone.
- (267) Very friendly and helpful.
- (268) it is usually easy to get an appt at a suitable time which is quite rare compared to friends surgeries many having to wait days.
- (269) Brilliant
- (271) Very friendly, relaxed and efficient
- (273) Always found reception services friendly, polite and professional.
- (274) The receptionist here are some of the nicest and most approachable I have encountered. The practice seems extremely well-run and administered. All the staff exceptionally friendly, helpful and kind.
- (275) Always found receptionist extremely helpful and friendly.
- (277) Very polite and helpful.
- (280) The doctors in the surgery are wonderful but reception staff need to catch up (also negative comment)
- (290) They are doing good work.
- (291) Always very good. I find it very easy to make an appointment and the reception staff are very polite and helpful.
- (306) Compered to stories from friends our receptionists are off the highest standard, would not change I thing.
- (314) The reception services are very good.
- (321) Always easy to get an appointment within a reasonable time.
- (324) They are very friendly and helpful when asking questions (receptionist)
- (339) I have never had any problems with reception services. Every time since I have signed up everyone has always been kind, pleasant and understanding, whatever the issue/subject.
- (344) I think the reception are very good. No problems phoning for an appointment.
- (348) Very kind and accommodating with appointment times etc
- (349) Unlike my old surgery (gaumont house) I always get through and always get an appointment.
- (350) Very friendly. Always polite and lovely.
- (355) Very good and reliable medical support.
- (364) I found the receptionists when I have had discussions with to be friendly and welcoming. I saw the nurse and she was very nice.
- (370) I am new to the area and I am very impressed with the practice after my previous experiences elsewhere.
- (374) Reception staff has always been polite, friendly and helpful, whenever I have called or visited the surgery.
- (375) Since I have moved to this area, this doctors surgery has been the best since I have registered with a gp. The doctors and all the staff are very caring towards me.
- (389) All reception staff is excellent.
- (394) No complaints at all service are excellent.
- (396) Much more friendly than at the practice where I was previously. (Sidcup)

(399) Always pleasant to deal with and very efficient in their roles.

**Positive comments:**

(405) Very helpful and accommodating when I was running 5 mins late because of train delays.

(412) I have always found reception helpful and friendly

(422) I found the reception to be quite polite and friendly. Just wonderful.

(425) Good. Always able to put Childs buggy in the office if I need to go upstairs.

(427) Friendly, professional and helpful.

(430) I feel like I get a good service here. Everyone is friendly and helpful.

(447) I am really happy with the surgery – by far the best I have ever been to. Always easy to get hold of, always friendly and helpful.

(448) Reception services are very good at this surgery.

(449) Very nice people.

(450) I am so happy with this surgery that I would like to keep with it even when I move out soon.

(451) Always very helpful.

(460) Very happy.

(465) Very professional and friendly.

(470) The ladies are always helpful whenever I have telephoned or visited the surgery. I don't know how they do it but always have a smile on their faces, they polite and always find ways or solutions the deal with difficulties.

(472) Always excellent and polite. Very helpful.

## **What patients would like:**

- (26) It would be brilliant to have a Saturday AM surgery but I release resources are too stretched.
- (41) Only downside is there aren't any magazine to read or something to entertain young children.
- (47) Use mystery shoppers.
- (91) An earlier morning and later evening appts would help
- (108) It would be good if surgery was slightly later one evening.
- (118) Need windows to be open in waiting room. Too stuffy.
- (127) Coffee machine or water dispenser needed in waiting room.
- (246) Would recommend being open until 8pm for one day a week so others can benefit from late openings.
- (259) Something for children to play with.
- (361) Saturday mornings surgery would be helpful.
- (393) It would be handy if you could book an appointment over a week's time. But I guess this doesn't affect many.
- (455) There should be an easier way of repeating prescriptions rather than need to visit/ internet. Telephone calls should suffice.

### **Negative comment:**

- (50) Lately, less easy to get an appointment fairly quickly e.g 24-48 hours. How does appt blocking work? Also less easy to get the Doctor of your choice especially lately.
- (240) Receptionist sounded very unhappy. Appointments never run on time and seem very unavailable. I have also experienced incorrect information being given.
- (280) Receptionist could be a bit more approachable.
- (282) There should be a late surgery for people working 9-5 hours.
- (347) Phones frequently engaged.
- (359) There is no possibility to discuss things with the receptionist without being overheard by phone in the waiting area.
- (364) I think the layout makes it embarrassing to hand in samples and to discuss personal matters or raise personal issues. But to change this would require a refurbishment.
- (370) My only criticism would be occasionally the wait is too long.
- (384) Few of the receptionists are rude and unfriendly, especially the ladies from the European countries.
- (391) Telephone manner quite rude.
- (433) Dr Thompson's bedside manner is, at best, questionable.
- (448) Only feedback is that appointments are always late and often by more than 10 minutes.
- (474) On occasions in the past, reception welcome wasn't as friendly as today and I have witnessed staff being impatient and rude (perhaps due to insufficient training? )

### **Why wouldn't you recommend us to another person comments:**

- (93) I haven't used the surgery enough to know.
- (260) I have quite a few negative experiences with the GPs – never to reception staff.