	Vome	
	Very good,good,neither	
Site	• • •	Pomono
Site	good or	Response
	bad,poor,very poor, don't know	
Creekmoor	uon t know	
Creekmoor		Very polite and a nice service, never had anyone care before about what's been happening to me and my family
Creekmoor		rely pointe and a mee service, herer had anyone care before about what s seen happening to me and my family
Creekmoor	1	
Creekmoor		
Creekmoor		
Creekmoor	1	
Creekmoor	1	Quick, efficient, doctor helpful
Creekmoor		The nurse was excellent doing my blood test she was able to get my blood first which for me is rare
Creekmoor		Saw the Practice Nurse who was very thorough and helpful.
Creekmoor	1	A very polite and friendly professional approach by a staff that took my blood sample. It made me feel relaxed during the process.
Creekmoor		Good condoly
Creekmoor	1	Very short wait to see GP.
Oakdale Su	1	
Creekmoor	1	
Creekmoor	1	
Creekmoor	1	
Oakdale Su	1	Reliable ' friendly 'helpful' and explanatory service. Sarah put me at ease to have my bloods taken " A nice warm welcome from reception
Creekmoor	1	REGULAR
Creekmoor	1	On time , pleasant and professional
Creekmoor	1	Prompt service and I was dealt with very professionally.
Oakdale Su	1	
Creekmoor	1	
Creekmoor	1	
Oakdale Su		Very professional ,well experience, very caring and respectful
Oakdale Su	1	Reception staff were pleasant and Dr Wallace is always a first class Drpatient, caring & above all listens.
Oakdale Su		Dr Cole was very helpful and reassuring
Creekmoor		Because I had more help from Sarah Harvey the clinical Pharmacist in just one appointment! than I've ever had visiting a GP at this surgery! I hope I c
Creekmoor	1	Very helpful and friendly staff. People visit the doctors worrying about there health issues and its nice when staff are happy and friendly makes you fee
Creekmoor	1	Sarch Excellent such a caring Doctor
Creekmoor	1	I waited half an hr and know you are very busy, but my one to one was very good and looking after me thankyou.
Creekmoor	1	
Creekmoor	1	
Oakdale Su		I've been a patient for many years, back to when Dr Otekin was there and have always received exceptional service and treatment
Creekmoor	1	Because I did
Creekmoor	1	
Oakdale Su	1	Polite and efficient as always and On time. Comfortable and clean.
Creekmoor	1	
Creekmoor		Very efficient polite staff
Creekmoor	1	The doctor was helpful

Oakdale Su	1 Never any problems or bad experience's
Creekmoor	1 Caring effective service. Supportive and engaging.
Creekmoor	1
Oakdale Su	1 No waiting around to be seen, and the Nurse was polite and informative. Thank You
Oakdale Su	1 Prompt and efficient service.
Creekmoor	1 all on time nurse very efficient and I felt at ease
Oakdale Su	1
Creekmoor	1
Creekmoor	1 Amazing support from a great team of medical professionals
Creekmoor	1
Creekmoor	1 Receptionist really good also the nurse
Creekmoor	1 Efficient, professional, caring, and quickly seen
Oakdale Su	1 Dr Carnegie was very helpful and reassuring.
Creekmoor	1
Oakdale Su	1
Creekmoor	1
Creekmoor	1
Creekmoor	1 All went well.
Oakdale Su	1 Happy to listen to me and gave me advice to help the pain management
Creekmoor	1 Very pleased with the rapid response thankyou
Creekmoor	1
Creekmoor	1 My visit today went perfectly. Did not wait too long and my nurse was very friendly and engaging. Very pleasant appointment. Thank you.
Creekmoor	1 The nurse was very nice
Creekmoor	1 Got to see doctor straight away.
Creekmoor	1 Always lovely staffalways feel comfortable and listened to
Creekmoor	1 Early and quick appointment
Oakdale Su	1 Physio was very thorough and helpful
Creekmoor	1 Excellent doctors and facility.
Creekmoor	1 Appointment on time, nurse very good.
Creekmoor	1 Kind nurse's that are happy to help
Creekmoor	1
Creekmoor	
Creekmoor	
Creekmoor	1
Oakdale Su	1
Creekmoor	
Creekmoor	
Creekmoor	1 I telephoned and spoke to a very helpful man, who arranged a call with a doctor
Creekmoor	
Creekmoor	
Oakdale Su	1
Creekmoor	
Oakdale Su	
Creekmoor	1 My HRT is working great and I am pleased that it's not a 3 month check it's now a yearly one from today and doctor is really pleased it's working
Creekmoor	1 The person who attended me was quite lovely

Craclina	1 Decrue i una della vitta ment con and maferinally.
	1 Because i was dealt with great care and professionally
	1 Because everything went smoothley no waiting .
Creekmoor	1 Creekmoor Surgery is always excellent, and leaves me feeling confident
	1 The appointment was carried out by 2 very kind muses. I was emotional and they were so lovely. Please feed that back to them individually. Such kindness.
Creekmoor	1 Dr Cole has been amazing to my daughter over the last few days several calls to check in on her and seeing her again this week
Creekmoor	
Creekmoor	
Creekmoor	
Canadic Sa	1
Oakdale Su	
	1 Very polite and helpful nurse. Very informative.
	1 Very friendly and helpful nurses
	1 Friendly and efficient service, punctual and very helpful. Thanks
	1 Because the visit was excellent
	1 The nurse was very polite helpful and kind
	1 i have recently changed practice. the previous one's reception/admin (Adam practice) was particularly bad. rude disinterested staff, appts messed up, not
	1 Because I was listened too and given information I needed and I didn't have to wait long in the waiting area
1	1 Quick, efficient and professional, answered all my questions.
	1 Very nice nurse
	1 Because Dr Wallace really helped us
1	1 Nothing is too much trouble got to be the best
Oakdale Su	1
	1 I can't sing Dr Carnegies praises enough. Im a rather complex patient! She was very patient and with a good bedside manner. I felt listened too and after
Creekmoor	1 Dealt with on time and in a very pleasant manner by Charlotte.
Creekmoor	1
Creekmoor	1
+	1 Clare the nurse was lovely and kind very easy to talk to
1	1 Relaxed appointment with professional service
Oakdale Su	1
	1
	1 i felt listened to and received the exact support i wanted and needed. the doctor was very understanding, and i left feeling very happy with the outcome
Creekmoor	1 Although the doctor was running late, he listened to me on three issues, understood and gave sensible advice which I agreed with. More than happy with my co
Creekmoor	1
Creekmoor	1
	1 Dr Cole was very professional and friendly
	1 Good advice given
Creekmoor	1 Efficient check in. Both times I have been to this surgery, Dr Wallace has been great. Listens to the problem, takes it seriously and very helpful. Makes
Creekmoor	1 Dr Wallace always listens is honest and helpful
Oakdale Su	
Creekmoor	
Oakdale Su	1 Lovely doctors and receptionists
Creekmoor	1
Creekmoor	1 Because I was seen, and had bloods taken, by a very pleasant woman
Oakdale Su	1 Dr Wallace was very helpful & he listened & very thorough
Creekmoor	1

Creekmoor	1 Appointment pretty much on time, clean and quiet waiting area, approachable GP
Oakdale Su	1
Creekmoor	1 Dr darlston was great and had lots of time and patience for me even though she was tired and the surgery was so busy
Oakdale Su	1 Prompt appointment, no waiting
Oakdale Su	1
Creekmoor	1
Creekmoor	1 Always find James to be friendly, thorough and helpful, giving clear advice on treatment, exercises etc.
Creekmoor	1
Creekmoor	1
Creekmoor	
Oakdale Su	1 On time lovely nurse nice and friendly
Oakdale Su	1 Dr lavender and reception were very kind
Creekmoor	1 Appointment was on time, and the nurse was very efficient
Creekmoor	1
Creekmoor	1
Oakdale Su	1 Dr Cole- absolutely amazing, as always! Honestly, can't rate her higher I have no idea how, ANY GP gets any bad press these days!!! Also, the receptioni
Creekmoor	1
Creekmoor	1 Happy with service
Creekmoor	1
Creekmoor	1 Most of the staff are very helpful and the nurse I saw today is really kind and informative
Oakdale Su	1
Creekmoor	1
Creekmoor	1 Nurse Tilly was on time, very efficient and helpful.
Creekmoor	1 Friendly quick polite staff
Creekmoor	1
Creekmoor	1 Short time booking the appointment and had some answers to something I was afraid to know the answer to.
Creekmoor	1
Creekmoor	1 Appointment was on time and I was dealt with efficiently
Creekmoor	1 All pleasant, in and out
Creekmoor	1
Creekmoor	1 Very thorough, listen to my concerns. Was very helpful in her recommendations. Pleased with the service she gave me. Thanks
Creekmoor	
Creekmoor	
Oakdale Su	1 The receptionist was very helpful
Creekmoor	1 She made me feel relaxed
Oakdale Su	1 Very please with the treatment I received
Creekmoor	1 We seen on time by an efficient kind nurse
Creekmoor	
Creekmoor	1 I got a very fast appointment to see a Dr and discuss my complaint. I had a very positive experience.
Creekmoor	
Creekmoor	1 did. sent an explanation of why gave a rating of 1 immediately after sent the rating.
Oakdale Su	1 The doctor has covered all aspects of my issues and Answered all my questions
Creekmoor	1 On arrival was greeted pleasantly. My appointment was with Nurse who called me promptly with a very welcoming smile. Before my procedure I was sat down and
Creekmoor	1 Very helpful did what was expected
Creekmoor	1 Advice and next step for my monitoring is much appreciated
OI CCINITION	2 native and next step for my monitoring to mater appreciated

Creekmoor 1	As usual I have no complaints about the service we receive always try to put us in contact with the right person
Oakdale Su 1	Always very good & helpful ?
Creekmoor 1	Thirdys felly glood a helpful.
	Easy process with E-consult and follow up appointment booked.
Oakdale Su 1	Eddy process with a consult and follow up appointment booked.
	Lovely receptionist and good doctor
Creekmoor 1	Ecvery receptionist and good doctor
Oakdale Su 1	•
	Because the nurse was very warming to meet thanks
	Nice staff and took their time , didn't feel rushed
	Dr Goodworth was very compassionate, listened to me and was able to reassure me in a very calm and professional manner
	Excellent physiotherapist. Very thorough, knowledgeable and took her time to explain exactly what was happening.
1	Cos it was good
	lve never had a problem with anyone at the surgery, never have i had a problem getting an appointment, fantastic team at this surgery
1	From beginning to end felt very comfortable. Nurse explained exactly what she was doing and what I should expect. Very professional.
Oakdale Su 1	Trom beginning to end left very comfortable. Notice explained exactly what she was doing and what i should expect. Very professional.
	l'm very nervous about needles but it all went well
	I cannot fault these drs, they are great, the receptionists are always friendly & polite & been with these drs for at least 30 yrs
	I got the emergency appointment very quickly dr Cole was excellent explained everything and was very supportive overall I was very impressed.
Creekmoor 1 Creekmoor 1	I got the emergency appointment very quickly dr cole was excellent explained everything and was very supportive overall I was very impressed.
	the doctor is nice
	Was seen quickly & everything fully explained
	Appointment ran to time, nurse and doctor were very friendly and made me feel comfortable and at ease
Creekmoor 1	I visited in the morning and had an appointment the same afternoon. Can't get better than that.
	It was a refreshing change to see a GP who was smiley, kind and not presenting as wanting to be elsewhere
Creekmoor 1	tt was a refreshing change to see a Gr. who was shiney, kind and not presenting as wanting to be eisewhere
	Very helpful, exercises are working.
	Appointment held on time. Professional, welcoming and friendly consultation.
Creekmoor 1	Appointment held on time. Froiessional, welcoming and mendiy consultation.
	Reception greeted enthusiastically and with a smile by David Visited Nurse who came out with a smile introduced herself. Once in room given full details w
1	Very friendly at reception and whilst in with the doctor,
Oakdale Su 1	very mentally at reception and whilst in with the doctor,
	Because the nurse was cheerful and nice.
Creekmoor 1	Great service
Creekmoor 1	or ear service
Creekmoor 1	•
	Prompt and friendly
Creekmoor 1	- Compression mentally
	Professional, patient and gentle
	The dr was very kind to me over a very delicate subject
	The doctor was very helpful
Creekmoor 1	The action made to proceed.
Creekmoor 1	·
Creekmoor 1	·
Creekmoor 1	
CIEEKIIIOUI	

Creekmoor	1
+	1 The nurse is always prompt. Cheerful and very supportive.
	I frie flurse is always prompt. Cheerin and very supportive.
Creekmoor	
Oakdale Su	
	1 Friendly nurse, appointment running to time, and explained everything clearly
Creekmoor	1 Dr Cole is outstanding!
Creekmoor	1
	1 Clair was really friendly whilst being very professional, caring, empathic and genuine - she was awesome
+	1 Very thorough GP
Creekmoor	1
Creekmoor	1 The usual excellent service.
Creekmoor	1
Creekmoor	1
Creekmoor	1 The nurse who took my blood make me feel very calm. She was very pleasant. Also the receptionist was helpful.
Creekmoor	1
Oakdale Su	1 David is a lovely friendly receptionist & Dr Cole is superb
Creekmoor	1 Once gaining an appointment, all staff pleasant and helpful
Creekmoor	1 Polite staff
Creekmoor	1
Oakdale Su	1
Creekmoor	1
Creekmoor	1 No waiting, nurse was very efficient and friendly.
	1 Seen on time and treated very politely.
	1 Dr Lavender always listens to what you're saying & explains how she can help you with treatments. I find her very caring.
	1 Fast and efficient
Creekmoor	1
Creekmoor	1 The doctor dealt with my issue in a caring and professional manner.
	1 Nurse listened sympathetically, and gave good advice.
	1 A very competent member of staff who carried out the required procedure guickly and effectively.
Creekmoor	
	1 Didn't have to wait very long went in earlier than my time
	1 Dr Dalton was very helpful and kind as she always is, also always listens and advises what's best. First class.
Creekmoor	
Creekmoor	
	1
Creekmoor	
	1 The nurse was polite pleasantxand knowledgeable
	1 No waiting, appointment on time ?
Creekmoor	1
	1 The nurse was very kind and helpful also very informative and is calling back to give me some help on the next step
Oakdale Su	1
Creekmoor	1
CLECKITION	1

Creekmoor 1	
	My appointment was on time, and the nurse was quick and efficient and very informative. Thank you
	Prompt friendly efficient helpful and kind, could not wish for better
	I was given an appointment at late notice to see a GP in person. The GP was able to answer all of my questions and provide a prescription that I was abl
Oakdale Su 1	
	Helpful staff. Nice appointment.
	Staff were cheerful happy and friendly, apologised for long wait (30 minutes)
Creekmoor 1	Patient, interested and helpful
Creekmoor 1	All pleasant in and out quick ?
Creekmoor 1	Appointment made in good time not waiting a long time and blood taken with no pain!
Creekmoor 1	
Creekmoor 1	Excellent service. V friendly
Creekmoor 1	Everyone was friendly
Creekmoor 1	Prompt friendly efficient service
Oakdale Su 1	Because, over the past twelve months, the surgery seems to be "upping its gain" whether that had anything to do with the poor rating it got last year, I
Creekmoor 1	Excellent as always
Creekmoor 1	Got seen on same day. Very thorough and efficient.
Oakdale Su 1	Friendly smiles making me feel at ease, easy to talk to and very helpful with information
Oakdale Su 1	Provide the medicine I needed
Creekmoor 1	
Creekmoor 1	Nurse not only excellent in way dealt with my leg but also advising me re dressing ulcer & shower protector
Oakdale Su 1	
Creekmoor 1	
Creekmoor 1	Seen promptly and the nurse was fantastic,
Oakdale Su 1	
Creekmoor 1	The doctor listened to my lengthy explanation and understood exactly what the problem was. She prescribed what sounds like appropriate medication and gav
Creekmoor 1	Friendly staff, prompt. Nurse was very nice & very thorough.
Creekmoor 1	
Oakdale Su 1	I was contacted by the practice, in support of an overdue health check. The appointment was prompt and made for a convenient time the following day. Clai
-	Very efficient service
Creekmoor 1	Kind courteous and efficient treatment
	Dr. Lavender was very helpful and took time to check my history .
Creekmoor 1	I was called on time and the nurse was professional and informative
Creekmoor 1	They care about your wellbeing, excellent service.
Creekmoor 1	
Creekmoor 1	Friendly lady
Creekmoor 1	Sarah was knowledgeable, helpful and referred me for specialist treatment and x ray
	Because it was excellent
Creekmoor 1	We did not have to wait long, and the doctor explained everything to us. We were satisfied.
Oakdale Su 1	
-	Although my appointment was late as usual, I appreciate how busy all the GP's are these days. I got my appointment on the day and a quick diagnosis when seen
	I didn't have to wait too long and the nurse I saw was very pleasant.
	Although, at first confusion, all went well and recent follow up excellent, Thank You
-	OK only blood tests results
Creekmoor 1	
<u> </u>	

Creekmoor 1	
	I Good manner, professional.
	I Good marmer, professional.
Oakdale Su 1	
	Blood pressure taken, and routine blood test, by lovely nurse with excellent people skills Totally pain free blood test - I didn't feel a thing.
	On time
Creekmoor 1	I was early to the surgery, and see immediately, the nurse was friendly professional and did a great job, explained what she was doing and I was complete
Creekmoor 1	
Creekmoor 1	
Oakdale Su 1	Always professional and friendly staff, Thank you
Creekmoor 1	
Oakdale Su 1	I was well looked after
Creekmoor 1	Quick appointment, good service, advice needed given
Creekmoor 1	Nurse was lovely
Creekmoor 1	Didn't have to wait, in fact was a little early. Doctor was lovely, very helpful and listened to me.
Creekmoor 1	Listened and had good suggestions to help
Creekmoor 1	I was called by the nurse who was pleasant and had my blood taken very easily and without any pain.
Creekmoor 1	The doctor gave me her full attention for which I was grateful.
Creekmoor 1	
Oakdale Su 1	
Oakdale Su 1	
Creekmoor 1	i
Oakdale Su	On time and very polite and efficient
	Prompt appointment time. Nurse is lovely. And most importantly kind and helpful receptionist.
	Happy to have an appointment through quickly, very caring and professional treatment given. thank you
Creekmoor 1	1
	Because they are incredibly hard working staff and always very knowledgeable and passionate about the work they do and really care about their patients.
	1 Appt nearly on time!
	Lovely friendly doctor
	1 Very friendly and sympethetic hearing. Further investigation plan instigated.
	1 Always happy to speak to me regarding my baby at a moments notice, always feel looked after and heard. Baby is well cared for. All doctors are lovely.
Creekmoor 1	Aways happy to speak to the regarding my staby at a moments notice, aways teer blocked after and flearer, busy is well-cared for. All deceasable lovely.
	Very efficient, quick visit.
	1 Very friendly
	I It was a pleasure to meet Sarah. She was very knowledgeable, pleasant & friendly. She thoroughly reviewed my medication & gave me advice. She was very helpful
Creekmoor 1	It was a pleasure to meet sarah. She was very knowledgeable, pleasant & mendiy. She thoroughly reviewed my medication & gave me advice. She was very helpful
Creekmoor 1	<u>- </u>
Creekmoor 1	I Stiring well arrive and friendly
	1 Efficient, welcoming and friendly
	Good friendly positive treatment excellent
Creekmoor 1	
Creekmoor 1	<u> </u>
Oakdale Su 1	
	Because of exemplary service and treatment I've received
Creekmoor 1	
Creekmoor 1	

Creekmoor	1
Creekmoor	1 Staff confident and friendly.
Oakdale Su	1 Polite friendly and helpful
Creekmoor	1 Fortice mentity and neighbor
Oakdale Su	
	1
Creekmoor	1 Because it is true. I have always been happy with the Birchwood Practice. In approximately fourteen years since I have been attending Birchwood Practice
Creekmoor	1 very helpful and I didn't have to wait long to get seeing
Creekmoor	1
Creekmoor	
Oakdale Su	1 Well after having two different messages one for a phone appointment and then one for a visit to surgery I had the phone call which was very reassuring a
Oakdale Su	1
Creekmoor	1 Just a simple quick consultation.
Creekmoor	1
Creekmoor	1
Creekmoor	1
Creekmoor	1 Dr Dalton is so friendly and approachable, skilled, respectful, non judgemental and knowledgable. Couldn't ask for a better or kinder GP. As a surgery, I
Creekmoor	1
Oakdale Su	The nurse was very nice and made me feel
Oakdale Su	1 Prompt and professional service
Creekmoor	1 The waiting time was short and dr Wallace has an excellent manner and is thorough
Creekmoor	1 The nurse was very pleasant had a great conversation whilst I had my health check. Nothing what is not the norm at the practice.
Oakdale Su	1 Katherine was brilliant.
Creekmoor	1 Caring
Creekmoor	1 A friendly and efficient service, punctual too. Many thanks
Oakdale Su	1
Creekmoor	1 Yes, appointment was bang on time and a happy nurse. Very happy thank you.
Creekmoor	1
Creekmoor	1 Because i had a call back from GP very soon after my call and antibiotics.
Creekmoor	1 Nurse was very professional and put me at my ease.
Oakdale Su	1 I have not appointment today , still waiting for a call back,
Oakdale Su	1 Super quick well explained
Creekmoor	1 I was seen on time and my appointment was pleasant with Claire. She was polite and friendly and made my visit enjoyable.
Creekmoor	1 I was relieved to get an appointment at short notice, as I am in a lot of pain. Dr Dalton was very understanding and gentle and prescribed much needed pa
Creekmoor	1
Creekmoor	
Creekmoor	
Creekmoor	
Oakdale Su	
Creekmoor	1
Creekmoor	
Oakdale Su	1
Creekmoor	1
Creekmoor	1
Creekmoor	1
Oakdale Su	1 Receptionist was very friendly yet still professional. Everything was clean and tidy. Dr Dalton was lovely and I felt really listened to.
Oakudie Su	Thecephonist was very menury yet still professional. Everything was clean and thuy, by balton was lovely and helt feality listened to.

C	
0.00	1
Creekmoor	
Oakdale Su	1 Appointment was punctual and all issues talked about were resolved
	1 She's was very pretty and nice
Creekmoor	1
	1 Tho best
Creekmoor	1
Creekmoor	1
Creekmoor	
Creekmoor	1 As usual I have received excellent quick care from my doctors that listed to my medical needs. Thanks again TW.
Oakdale Su	1
Creekmoor	1
Creekmoor	1
Creekmoor	1
	1 Prompt, didn't wait long, friendly happy nurse.
Creekmoor	1 Nurse very efficient kind + very thoughtful ?
	1 was actually sent to Birchwood surgery due to a problem but all was well taken care of thanks
Creekmoor	1 feel at ease with Dr Cole as we have known each other a long time, very informative.
Creekmoor	1 am always given very good service from everyone in the surgery and also the pharmacy
Creekmoor	1 Prompt service from phlebotomist.
Creekmoor	1 The doctor listened to problems and gave me advise.
Creekmoor	1
Creekmoor	1 My appointment with Dr Wallace was on time and as usual he couldn't have been nicer. I was in and out in less than ten minutes but it didn't feel rushed.
Creekmoor	1 Dr Cole had time to talk and very understanding
Creekmoor	1
Creekmoor	1 Dr Dalton (and the nurse) did a great job Multiple tasks done in
Creekmoor	1 Good session with physio. Sorted out pain & gave me exercises
Creekmoor	1 As always, courteous, efficient, helpful, sensible clear advice.
Creekmoor	1
Creekmoor	1 The Dr is always very nice and understanding and informative
Creekmoor	1
Oakdale Su	1 Jodie was very friendly, understanding and explained everything I needed to know
Oakdale Su	1
Creekmoor	1 It was very good because it was quick and easy, nurse was super friendly and I didn't even feel anything when she was taking my blood. Very happy!
Creekmoor	1 Nurse was professional and helpful with questions.
Creekmoor	
Creekmoor	1 Dr Dalton is so helpful and informative
l	1 Excellent care with brilliant staff and doctors
Creekmoor	
Creekmoor	1 I saw Tilly and she has very kindly just rung me with my blood results
Creekmoor	
Oakdale Su	
	1 Dr Cole's and Dr Wallace's level of care for Eric outstanding. A home visit greatly appreciated. In fact everyone at the surgery tries their best and do
	1 A quick appointment which was on time. Treatment and a follow up appointment
	1 My appointment was on time, and I had no waiting
	1 Titte

+	1 As usual seen by GP 2 hours after phoning . Quick efficient service xx
Creekmoor	
	1 Nurse most helpful and pleasant thank u
+	1 Fitted my daughter in at short notice, great service .
Creekmoor	1
Oakdale Su	1 Ran ahead of time hardly no waiting.
Creekmoor	1
Creekmoor	1
	1 The lady who took my blood was nice and it didn't even hurt when the needle went in
Creekmoor	1 It's good when I felt feedback with doctor is positive two way process
Oakdale Su	1 Receptionist careing & Dr. Wallace
Oakdale Su	1
Creekmoor	1
Creekmoor	
Creekmoor	1 Happy with the service provided
Creekmoor	1 Very efficient diagnosis and follow up on very caring
Creekmoor	1
Creekmoor	1 Quick emergency care for a large blood clot
Oakdale Su	1
Creekmoor	1 I was seen quickly. The nurse Jodie I saw today was lovely and made me feel at ease, which made the experience more bearable.
Creekmoor	1
Creekmoor	1 The lady was friendly and good at her job
Oakdale Su	1 Very friendly and called in early for my appointment. Helpful with questions
Creekmoor	1 Claire was amazing she made me feel very comfortable and relaxed. She was very good at explaining things to me and she answered very question I had.
Creekmoor	1 Got an appointment very quickly and they were very thorough and gave me some great feedback. Hopefully be on the mend soon.
Creekmoor	1 Friendly and efficient service
Creekmoor	1 Dr Wallace
Oakdale Su	1 The physio team always give a friendly excellent service.
	1 Promp caring treatment well done!!
Creekmoor	1 Kind courteous and efficient treatment
Creekmoor	
Creekmoor	
Creekmoor	1 The doctor was good and attentive and explained things clearly. He recommended good further follow up tests.x
Oakdale Su	1
	1 Tilly, gives a very professional service and is a very polite in her manner.
Creekmoor	
Creekmoor	
Creekmoor	1 Very pleasant service appointment on time. Very attentive.
Creekmoor	
	1 The waiting time was reasonable and the Dr had a very good rapor with my young daughter putting her at ease and making his thorough check up much easier.
	1 Managed to get a swift appointment for my child. We were seen very quickly after we had arrived. Doctor quickly diagnosed and prescribed antibiotics. The
	1 An emergency appointment requested today seen today and the gp was lovely
1	1 In and out in 15 minutes.very polite good service.
	1 Seen on time and Dr Goodworth was very thorough
<u> </u>	1 He was straight to the point honest never made me feel fobbed of
	- International Control of the Contr

Creekmoor	1 Efficient, as it is difficult to take my blood for testing
Creekmoor	1 Lovely reassuring nurse, appointment on time.
	1 I was very pleased with the service I received and the ongoing advice
	1 The nurse was helpful and friendly and suggested that I submit another urine sample when I mentioned that I thought that I could have another UTI.
Creekmoor	1 The Nurse whom I had the Appointment with took such Kind care of me
	1 Does it for me
Creekmoor	1
Creekmoor	1
Creekmoor	1
Creekmoor	1 Doctor was very thorough, looked at different options, showed she cared and was prompt.
Oakdale Su	
Creekmoor	1
Oakdale Su	1
	1 Caring staff
	1 Staff were wonderful and I was more than happy with the whole experience.
Creekmoor	1
	1 Very pleasant and helpful
	1 The appointment was conducted in a very professional manner and all questions raised by me were answered satisfactorily
	1 Good service
	1 True team of medical practisoners
Creekmoor	1
	1 Because I was well looked after
Creekmoor	1
Creekmoor	1 To be able to ring the surgery by 8oclock have a telephone appointment by 9 o'clock and then a doctors appointment by o'clock what not to like .First rate .
	1 After speaking with the receptionist this morning, she kindly gave me an appointment in 7 days time which I felt was OK, but after she learnt of the issu
Creekmoor	1 The doctor saw me promptly, listened to me and answered my questions. I felt that there was a solution to the problem that was worrying me.
Oakdale Su	1
Creekmoor	1
Oakdale Su	1
Creekmoor	1
Creekmoor	1 Friendly and welcoming staff. Lovely doctor who listened and talked to me step by step on what was going to happen.
	1 Had a blood test, didn't feel a thing. Thank you
Oakdale Su	1
Creekmoor	1 Appointment on time, doctor very good listened to me and very helpful
	1 Lovely nurse. Only a couple of minutes wait. Procedure (smear test) was comfortable.!
Oakdale Su	1
	1 As usual good service on time very helpful
	1 Seen reasonably promptly, only comment was the banging of doors on the premises
Oakdale Su	1
Creekmoor	1 Quick appointment and brilliant Doctor Wallace
	1 well i was surprised to get a same day appt.
Creekmoor	1 Helpful
Oakdale Su	1 Appointment on time and treated with respect.
Creekmoor	
	1 The Nurse doing my blood test was nice and reassuring, she kept me informed of what she was doing, I didn't even feel the needle go in.

Creekmoor	1 Excellent service as always.
Oakdale Su	1 Well run friendly
	1 Wen run menury
Creekmoor	1 A contract of the state of th
Oakdale Su	1 I spoke to dr goodworth, he has always been an amazing dr, he was kind, thoughtful and considerate to my position! He put me at ease, he didn't rush me,
Creekmoor	1 Dr Wallace followed up my appointment from last week. Very caring and I thorough.
Creekmoor	1 Professional pain free service, no fuss
Creekmoor	1 Dr was helpful and saw me quickly
Creekmoor	1 felt was listened to with understanding and compassion. was given the time and not rushed
Oakdale Su	1 Efficient, friendly as always
Oakdale Su	1
Creekmoor	1 Prompt appointment friendly gp
Oakdale Su	1
Creekmoor	1 On time, quick & efficient and parking available today
Oakdale Su	1
Creekmoor	1
Creekmoor	1 Professional treatment with understanding. Good customer service too.
Creekmoor	1
Creekmoor	1
Creekmoor	1 Good advice and exercises given
Creekmoor	1 Helen was extremely nice when explaining my results
Creekmoor	1 Very nice nurse and very efficient
Creekmoor	1 The nurse was brilliant & appointment went well
Creekmoor	1 The nurse was most helpful & exsplained the way forward
Creekmoor	1
Creekmoor	1 Great and quick service ?
Creekmoor	1 Dr Cole is a very understanding and thorough .
Creekmoor	
Creekmoor	1 Quick efficient friendly staff.
Creekmoor	
Creekmoor	1 My concerns were taking seriously and I was seen quickly
Creekmoor	
Creekmoor	1 Thank you for an early appointment as hopefully will contribute to stopping asthma symptoms getting worse. Thank you also for very thorough care and bein
Oakdale Su	1 Doctor was very thorough and listened to me
Creekmoor	1 Seen quickly. Thorough examination and testing of my foot. Very pleasant physio who explained things well
Creekmoor	1 Friendly, appointment on time.
Creekmoor	1 No problems, all good.
Creekmoor	
Creekmoor	1 met Dr Lavender and she was very kind and understanding about my personal problem and had a lot of good ideas. So all on all a very good visit and lot
Creekmoor	1
Creekmoor	1 I was happy with the service. The appointment time was not too long to wait, only few minutes after booked time. The nurse was very pleasant and helpful
Creekmoor	1
Oakdale Su	1 Because he was a very nice doctor. And the receptionist was friendly and helpful.
Creekmoor	1 Very satisfied thank you
Creekmoor	1
Creekmoor	1
CLECKIIIOOI	1

Oakdale Su	1 Because the lovely young woman was very nice and helpful
	1 Quick and friendly nurse
	I Quick and menuly nurse
Creekmoor	<u></u>
Creekmoor	
	Very friendly, compassionate response from receptionist when booking appointment. My first visit with this GP and I felt she took time to listen to my c
Creekmoor :	1
Creekmoor :	1
	The surgery contacted me to offer these jabs. They made quick appointments and the nurse was very professional put me at ease explained everything about
	1 The Dr was very understanding, kind and really wanted to help
Creekmoor	1 On time, efficient, pleasant and informative.
Creekmoor :	1
Oakdale Su	1
	1 Very friendly and professional. Seemed to care about my health helping to put my mind at ease while taking me seriously as a patient too.
Oakdale Su	1 Clean, friendly. The reception was amazing and so was the nurse
Creekmoor	1
Creekmoor	1 The lady was very good, and pleasant.
Oakdale Su	1
Creekmoor :	1
Creekmoor	1
Creekmoor	
Creekmoor	1
Creekmoor	1
Creekmoor	Dr Wallace had given some thought to my reoccurring problem and suggested an alternative solution.
Creekmoor	1 Friendly & kind nurse. Polite & reassuring.
	Polite friendly professional service with appointment within 5 minutes of the appointed time, also waiting room is clean and spacious so not sitting on t
Creekmoor	1
	Helen was very informative and took the time to explain things to me .
Oakdale Su	1
	Because the response was so quick and tha staff were so kind and helpful.
Creekmoor	1
-	1 Because everyone were helpful .
Creekmoor	1
Creekmoor	
Creekmoor	1
Oakdale Su	1
Creekmoor	1
	1 Very satisfied thank you
Oakdale Su	
Creekmoor	- 1
	I I had a physio appointment and I was treated with courtesy and treatment was very helpful.
	1 Knowledgeable and understanding appointment with doctor
	Supportive, thorough, caring service. Convenient to do by phone by agreement
 	
-	1 Very efficient friendly service.
Creekmoor	
Creekmoor	1

Creatives	1 Destar listened to any issues the metal and malarate diag
Creekmoor	1 Doctor listened to my issues. He was helpful and understanding
Creekmoor	1
Creekmoor	1
Creekmoor	1 Quick Appointment.
Creekmoor	1 Nurse was very good told me everything explained it to me very well
Creekmoor	1 Quick on time and no hold ups.
Oakdale Su	1 Dr Goodworth was friendly. Thorough check and questioning. Good listening.
Creekmoor	1
Creekmoor	1
Creekmoor	1 I was seen to straight away with friendly staff
Creekmoor	1 Very efficient & friendly
Creekmoor	1
Oakdale Su	1
Creekmoor	1 On time nurse very helpful
Creekmoor	1
Creekmoor	1
Oakdale Su	1 Welcoming, professional, friendly and all with a smile. ?
Creekmoor	1 Nurse Tilley was extremely helpful and told me about any side effects that I may experience from the injection. I was given the leaflet from the box con
Oakdale Su	1
Creekmoor	1
Creekmoor	1 Friendly nurse appt on time.
Creekmoor	1 Lovely friendly nurse felt very at ease
Oakdale Su	1
Creekmoor	1 ANP Martino was polite and understanding and helped me with my treatment
Creekmoor	1 Part deaf and the nurse I saw yesterday was fantastic!
Oakdale Su	1
Creekmoor	1 Receptionist was very helpful, found answers to my questions and printed out my forms, she was friendly and approachable which is very important.
Creekmoor	1
Creekmoor	1 Whole team were really kind and the communication was great about the appointment changing location and during the appointment
Creekmoor	
Creekmoor	
Creekmoor	1 Dr Carnegie was professional, friendly and having examined my medical issue put my mind at rest.
Creekmoor	1 The doctor I saw was very kind and understanding and suggested different options that could help me.
Creekmoor	1 Fantastic physio got me out of pain
Creekmoor	1 Dr was thorough and listened to what I said and gave an appropriate response
Creekmoor	1 Appointment on time, very pleasant lady medical practitioner, painless extraction of blood sample, very professional approach.
Creekmoor	1 The staff were brilliant dr and nurse can't fault the service given
Creekmoor	1
Creekmoor	1 Very happy with appointment
Creekmoor	1
Oakdale Su	1 The physio I saw was lovely, very thorough, explained everything very well. I didn't feel at all rushed
Creekmoor	1
Creekmoor	1
Oakdale Su	
Creekmoor	1 The appointment was pretty much on time and courteous etc.
	- ·

C	
Creekmoor	1 The diabetic nurse (sorry but forgotten her name) was easy to talk to and advised me what her job entails. She ran through the list of medications and as
Creekmoor	1 I was seen on time and very efficiently
Creekmoor	1 As always a brilliant surgery and staff.
Creekmoor	1 I saw dr cole and he made me feel at ease with all my medical probl
Creekmoor	1
Creekmoor	1
Creekmoor	1
Oakdale Su	1
Creekmoor	1 Doctor was very helpful and reassuring.
Creekmoor	1 rang for an emergency appointment mid morning and had seen a doctor before mid day and was put on the treatment I needed. Superb service x
Creekmoor	1 Very clear advice. Courteous and professional approach. Treatment applied efficiently with minimum fuss. Very satisfied
Creekmoor	1 Hurt my arm quite badly just before my appointment was given access straight away to a nurse who cleaned and dressed the wound . Excellent service
Creekmoor	1 Everyone is so friendly, and I ways get a warm welcome
Creekmoor	1
Creekmoor	1 The doctor who treated me was incredible.
Creekmoor	1
Oakdale Su	1 Early app Good patient experience
Creekmoor	1
Creekmoor	1
Creekmoor	1 Because I felt that I was very well looked after not rished and was seen on the day
Oakdale Su	1 The exercises suggested at my previous appointment have been really helpful and I'm sure the new ones recommended today will be too. James is very listen
Oakdale Su	1 Wasn't kept waiting, great service from when I originally seen doctor to getting a physio appointment, the physiotherapist is really lovely, caring
Creekmoor	1
Creekmoor	1 Fast and efficient
Creekmoor	1 The lady I saw listened was friendly and helpful
Creekmoor	1
Creekmoor	1
Creekmoor	1 Honest opinion from Sarah harvey
Oakdale Su	1 Seen on time, Sarah very professional and friendly.
Oakdale Su	1 Just remain the same
Creekmoor	1 Because the lady that did my blood test Wes lovely
Creekmoor	1
Oakdale Su	1 on time very helpful very efficient
Creekmoor	
Creekmoor	1 Professional and caring attitude and quick response to my issues
Creekmoor	1 Tilly was excellent with her needle skills taking blood. Didn't feel it at all even though my viens are difficult to access. She was friendly and explain
Creekmoor	1 Easy booking in process. Didn't wait too long. Nurse was very friendly yet still professional. I was in and out quite quickly.
Creekmoor	1 Nurse was very helpful
Creekmoor	1 Very knowledgable physio.
Creekmoor	
Creekmoor	
Creekmoor	
Creekmoor	1 Friendly, on time appointment
Creekmoor	1 Informative, caring and efficient nurse. I witnessed good use of medical records and felt reassured upon leaving
Oakdale Su	1 was promptly seen and both receptionist and nurse were friendly and efficient
	and the second and th

C	
Creekmoor	
Oakdale Su	1 The experience was relaxing and staff very good
Creekmoor	1
Oakdale Su	1
Creekmoor	1
Creekmoor	1 Quick service and very good
Creekmoor	1 I asked for appointment Wed afternoon and got one Fri morning . Polite staff and GP .
Creekmoor	1 Nurse was very informative answering all my questions and very reassuring
Creekmoor	1
Creekmoor	1 I was very happy with my treatment at the Surgery and my appointment ran to time.
Creekmoor	1
Creekmoor	1 They were very good with me
Creekmoor	1 Seen very quickly, reassured by doctor who was very understanding, tests ordered and follow up ensured.
Creekmoor	1 Very quick and efficient service
Creekmoor	1
Creekmoor	1
Creekmoor	1 Efficient reception staff, Dr Lawrence was very attentive, listened to my problems, and explained things very well.
Oakdale Su	1 As always on time polite and great manner thank you
Creekmoor	1
Oakdale Su	1 Very thorough in-depth
Creekmoor	1 Friendly, timely efficient service
Oakdale Su	1 Very welcoming staff!
Creekmoor	1 Despite being told the previous day there were no appointments available till the end of March, on phoning that morning I was given an 11am slot. Arrived
Creekmoor	1 I was seen on time and the nurse was very careful with the needle when putting it into the vein
Creekmoor	1 Went into see doctor at appointed time and was please with the outcome
Creekmoor	1 Because I was very satisfied with the doctor
Creekmoor	1
Creekmoor	1
Oakdale Su	1
Creekmoor	1 Helen was friendly and nice to talk to, also gave me all the information I was waiting for
Creekmoor	1
Creekmoor	1 Dr Cole was very friendly, willing to listen & gave very good advice & you didn't feel rushed
Creekmoor	1 The nurses were very professional and friendly. They made me feel at ease.
Creekmoor	1
Creekmoor	1
Oakdale Su	1 Both receptionist & phlebotomist v pleasnt in manner & helpful in answering questions & providing useful advice.
Creekmoor	1 I got a quick appointment and dr Cole is an excellent, knowledgeable gp.
Creekmoor	1 Excellant service from Reception Dave an Nurse for ECG.
Creekmoor	1
Creekmoor	
Creekmoor	1 Seen on time and given next appointment.
Creekmoor	1 Very informative and efficient ?

Creekmoor	1 All went well, nurse was nice and kind. I only waited a short time. Thank you
	1 Very friendly and caring
	Livery menuity and Carring
Oakdale Su	
Creekmoor 1	
	1 Good attentive conversation
Creekmoor 1	Because it's the response that fits the review options 1 - 5
Creekmoor 1	1
Creekmoor 1	
	1 As always the staff are very pleasant and helpful. I managed to get an appointment within 2 hours of calling after explaining my problem. And Dr Martino
	1 Doctor Wallace very professional in his approach , understanding and listened to my problem.
Creekmoor	1 Didn't have a long wait to see doctor. He was thorough & didn't hurry me. Also clear with next steps.
	1 Nurse was very helpful
Creekmoor	1 Very efficient ?
Creekmoor	1
Creekmoor	The doctor was very good, understood my issues and dealt with them in a way which was very understanding and agreeable to us both. Also agreed an update
Creekmoor	1
Creekmoor	1 My daughter has special needs. She had a yearly health check with Dr Goodworth. And he is always so very professional and welcoming.
Creekmoor	Prompt response to my request for help, and agenuine effort under difficult circumstances to resolve the problem
Oakdale Su	
Creekmoor	1 Excellent nurse first class service
Creekmoor	I Ah always attentive and knowledable
Creekmoor	Because having been a patient at Oakdale for many years, I've always received exemplary treatment from the doctors/ nurses and the admin staff
	Because the service was very good ?
	1 Had my telephone call from Dr Wallace he was very pleasant ?
Oakdale Su	1
Oakdale Su	1
Creekmoor	1
Creekmoor	1
	Lovely lady, good listener, and answered all of my questions. ?
Creekmoor	1
	1 Andrea was caring and very thorough. She understood my concerns and did what was needed to help me get try to get to a reason for my symptoms.
	1 Dr Cole is a superb doctor
	1 As always, great listeners, always attentive and extremely knowledgeable and helpful
Creekmoor	1 Seen on time, nurse nice and friendly
Creekmoor	1
Creekmoor	1
	2 Efficient and friendly service.
	2 Good service 25 mins late but all good
	2 Very polite and helpful
Creekmoor)
	2 I was happy to see Dr. Goodworth(my original GP). He answered all of my questions and explained my results in an understandable manner.
Creekmoor 2	2 I was nappy to see on occurrently original or j. He answered an oring questions and explained my results in an understandable mainler.
or common	
Creekmoor	Delay for appt but quick once been seen, nurse was polite

Creekmoor 2	
Oakdale Su 2	
Oakdale Su 2	
1	Tilley was up to her eyebrows but managed to dress my leg & dealt with my questions. She suggested I see a Dr & I now have an appt with Dr Wallace tomorrow.
Creekmoor 2	
Oakdale Su 2	
Creekmoor 2	
	Because it was the correct one.
Oakdale Su 2	
Creekmoor 2	
Creekmoor 2	If I ignore that Claire stabbed me a number of times leaving me looking as if I had been attacked by a swarm of bees everything was good.
Creekmoor 2	
Creekmoor 2	
Creekmoor 2	
Creekmoor 2	Clinical pharmacist was very helpful and informative
Creekmoor 2	
Creekmoor 2	
Creekmoor 2	
Creekmoor 2	Swift response and attention
Oakdale Su 2	
Creekmoor 2	
Creekmoor 2	Nothing is perfect
Creekmoor 2	
Creekmoor 2	
Creekmoor 2	
Creekmoor	
Creekmoor	
+	[1/2] The nurse was pleasant and professional. No issues at all there . But the receptionist checking people in was on the computer and didn't acknowledge me a
Creekmoor	
Creekmoor 2	
	Because i came away with the way forward for me when i was feeling frighten
i	Because it was
Creekmoor 2	Decause it was
<u> </u>	The appointment was a little late, however the nurse was very helpful and knowledgeable, thank you
Creekmoor 2	The appointment was a little late, however the hurse was very helpful and knowledgeable, tildlik you
	My appointment was for 8.50 but did not go in and have my blood drawn till 9.05
	The therapist did her best and as thoroughly as she could
	The therapist did her best and as thoroughly as she could
Creekmoor	
Creekmoor	Van die groee and basin what she is daing
i	Very nice nurse, and knows what she is doing
	All pleasant in and out no bother ?
Oakdale Su 2	
Oakdale Su 2	
Creekmoor 2	
Creekmoor 2	The nurse and doctor was very helpful they understood that I needed help as I have a brain tumour

Creekmoor	Good service 20 minutes later than expected but all good
	2 Dont like to really give exceptional
Creekmoor)
Oakdale Su 2	
Creekmoor 2	
Creekmoor	
Creekmoor	
	2 your nurse is efficient and empathetic d mw
Creekmoor)
Creekmoor	
	Peing disabled, I would have liked a seat available during a long wait at Reception. Apart from that I would have given top marks.
Creekmoor)
Creekmoor	
0.0000.	The doctor was extremely helpful and understanding thankyou
Creekmoor)
	2 Its a very nice place pleasant people
	2 Good service and clarity thank you
Creekmoor)
	I don't know the outcome of my visit yet. Apart from that the doctor was very helpful and polite and waiting time was very good
Oakdale Su 2)
	2 I received good advice and recommendations on how to go forward with my weight management.
	[1/2] Grateful to be seen as in rotten pain in head with sinusitis. Not sure who I was seen by, no introduction and although there was an awful lot of typing I
	Not much interaction
Creekmoor 3	3
Creekmoor 3	3
	Because was very professional and polite cannot fault the service
	Didn't feel like the normal checks that I've always had in the past, ie no physical foot checks and no explanation as to why not. Tilly did say how impor
	Don't know
Creekmoor	1
Creekmoor	1
Creekmoor	1
Creekmoor	Dr was ver professional and understanding. Was able to assist with our needs
Creekmoor	
Creekmoor 4	1
Creekmoor	4
Creekmoor	Doctor not pleasant.
Creekmoor	Would not want to be seen by this Doctor. Second bad experience with her. Rushed, dismissive and bedside manner is terrible.
Creekmoor 5	I have been sent to 5 pharmacies this week to try and get a prescription. Not one has had this in stock despite us being sent there and being told it is
Creekmoor 5	
Creekmoor 5	
Creekmoor 5	
Creekmoor 5	I had an appointment today and when I turned up the door was locked and a message on the door stating the surgery is closed for training. I tried ringing
Creekmoor 5	
Creekmoor 5	
Creekmoor 5	Appointment didn't happen. I was expecting a call from nurse about my blood results . Booked for 12.30. No call received

1 Nurse is lovely and helpful phoned when she said she would
5 Poor reception, excessive delay
1 GP SORTED OUT MEDS AS NEEDED
5 I've not had an appointment even though I Came to surgery and then called reception,
5
6
6 Good surgery
6 Don't know
6 Because I haven't had a call from the doctor yet
6 Hard to tell yet
The advise i receve and help i get is brillant you are all wonderful
Nothing really my appointment was cancelled and rescheduled for next month.
The person in question was friendly and chatty and listened to my general chit chat readily.
[1/2] The nurse was excellent which was why I gave 1 for very good. My appointment was 3-15 but I didn't get to see her until about 3-35. I appreciate the fact
The person I saw was very helpful to me
seen on the same day, within a few hours very helpful and friendly
[1/2] Other treatments they have had problems getting the needle into a vein causes a lot of bruising. Mostly at hospital had to get the cancer nurse a few ti
, , , , , , , , , , , , , , , , , , , ,
I was having a ashma attack 1st one for a few year's