

| Site              | Very good,Good, Neither good or bad,Poor,Very poor,don't know | Response  |
|-------------------|---|---|
| Creekmoor Surgery | 1   |   |
| Creekmoor Surgery | 1   | Arrived early, went straight in. Nurse very welcoming checked feet done in a few minutes.   |
| Creekmoor Surgery | 1   |   |
| Oakdale Surgery   | 1   | I was happy with the info I was given & the time spent even though it was by phone.   |
| Creekmoor Surgery | 1   | Good, efficient, speedy and friendly service!   |
| Oakdale Surgery   | 1   |   |
| Creekmoor Surgery | 1   | Yes very polite and understanding   |
| Creekmoor Surgery | 1   |   |
| Oakdale Surgery   | 1   | Superb service  |
| Creekmoor Surgery | 1   |   |
| Creekmoor Surgery | 1   |   |
| Oakdale Surgery   | 1   | Dr Sarah j was fantastic and the receptionist was very helpful  |
| Creekmoor Surgery | 1   | [1/2] Excellent dr who referred me to hospital she asked the hospital what follow ups they made when I was in hospital last wk which was non but after today su |
| Oakdale Surgery   | 1   |   |
| Creekmoor Surgery | 1   | On time appointment & friendly staff  |
| Creekmoor Surgery | 1   | [1/2] Found the practice nurse to be both friendly and professional , exc   |
| Creekmoor Surgery | 1   | Always found doctors nurses and reception staff are always very kind helpfull and professional  |
| Creekmoor Surgery | 1   | The service we got from Creekmoor surgery was fantastic! I really rate Dr. Carnegie. She is excellent and her bed side manor is amazing too! Thank you. x       |
| Creekmoor Surgery | 1   | Just a 5 minute wait. Very pleasant nurse and so good I didn't even feel the needle go in . Over and done in 5 minutes. Couldn't have been better.              |
| Creekmoor Surgery | 1   | I was seen and dealt with promptly and courteously.   |
| Creekmoor Surgery | 1   | [1/2] The nurse we saw was very friendly and kind when administering my little girl's 1 year jabs. Thank you to the receptionist who also found me a safe space |
| Creekmoor Surgery | 1   |   |
| Creekmoor Surgery | 1   | Appointment on the day.Seen quickly   |
| Creekmoor Surgery | 1   | Not much waiting time an the nurse was very nice good info on tv screen while waiting calm waiting area   |
| Creekmoor Surgery | 1   |   |
| Creekmoor Surgery | 1   |   |
| Creekmoor Surgery | 1   |   |
| Creekmoor Surgery | 1   | The person I saw was attentive and listened to my problems and done the checks to see if I had underlying problems which I did not he done a very good job      |
| Creekmoor Surgery | 1   | Very considerate and listened   |
| Creekmoor Surgery | 1   |   |
| Creekmoor Surgery | 1   | Trainee and nurse took care to make me feel at ease   |
| Creekmoor Surgery | 1   | Very professional service   |
| Creekmoor Surgery | 1   | All the Staff are very good   |
| Creekmoor Surgery | 1   |   |
| Creekmoor Surgery | 1   | Great service   |
| Creekmoor Surgery | 1   |   |
| Creekmoor Surgery | 1   |   |
| Creekmoor Surgery | 1   | Lovely nurse made me feel very relaxed. Very short waiting time to be seen.   |
| Oakdale Surgery   | 1   |   |
| Creekmoor Surgery | 1   | Made to feel at ease  |
| Creekmoor Surgery | 1   | Appointment ran to time and nurse was really lovely and incredibly helpful  |
| Creekmoor Surgery | 1   | On time   |
| Creekmoor Surgery | 1   |   |
| Creekmoor Surgery | 1   | Done e consult was asked to phone the surgery to make an appointment was seen that afternoon  |
| Creekmoor Surgery | 1   | Always helpful and friendly to speak to   |

|                   |   |  |
|-------------------|---|--|
| Creekmoor Surgery | 1 | My matter was dealt with ,and very helpful and positive  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | [1/2] Dr Goodworth listened to me and advised a referral to the hospital. Having done some brief research beforehand, I feel Dr Goodworth's decision is a good o |
| Creekmoor Surgery | 1 | Charlotte listened and offered some good advice.   |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | Receptionist and doctor was very kind and helpful.   |
| Creekmoor Surgery | 1 | The whole aspect of the reception staff to seeing the Doctor was excellent first class experience  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 |  |
| Oakdale Surgery   | 1 |  |
| Oakdale Surgery   | 1 | Suits me   |
| Creekmoor Surgery | 1 | Helen(physio) very knowledgeable and understanding, explained everything well and set a plan for recovery, excellent thank you.                                  |
| Oakdale Surgery   | 1 |  |
| Creekmoor Surgery | 1 | Very good and help full  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 |  |
| Oakdale Surgery   | 1 | [1/2] The Service was Great Polite receptionist appointment was on time F  |
| Creekmoor Surgery | 1 | I'm always pleased with the service  |
| Creekmoor Surgery | 1 |  |
| Oakdale Surgery   | 1 | Always helpful And good communication Thank you  |
| Creekmoor Surgery | 1 | I am happy with the service provided   |
| Creekmoor Surgery | 1 | Claire was very professional and supportive and fantastic team   |
| Creekmoor Surgery | 1 | A very good service and helpful in trying to solve my problem. I have a review in two weeks, I am trying a new drug for me.                                      |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | Very friendly staff on the phone, Charlotte took the time to listen and explain the medication   |
| Creekmoor Surgery | 1 |  |
| Oakdale Surgery   | 1 | Kathrine was very helpful  |
| Oakdale Surgery   | 1 |  |
| Oakdale Surgery   | 1 |  |
| Creekmoor Surgery | 1 | As always I was treated well, I felt listened to and the care is excellent All staff are brilliant, including the pharmacy.                                      |
| Oakdale Surgery   | 1 | Katharine was thorough, attentive and kind and obviously very knowledgeable  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | Excellent service very courteous and friendly made it easy, prepared to listen   |
| Creekmoor Surgery | 1 | Very understanding, very professional,   |
| Creekmoor Surgery | 1 | [1/2] No waiting. Waiting room clean. Practitioner was welcoming. Friendly. Not rushed. Explained what she was doing. Very professional. Almost an enjoyable ex  |
| Creekmoor Surgery | 1 | Dr Wallace gave me time to discuss three unrelated health issues - explaining helpfully the implications and way forward for each                                |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | Dr Wallis listened and was extremely good and kind   |
| Creekmoor Surgery | 1 | Doctor saw me at short notice was extremely helpful  |
| Creekmoor Surgery | 1 | Because i like our surgery and the staff are good  |
| Oakdale Surgery   | 1 | Excellent service  |
| Creekmoor Surgery | 1 |  |

|                   |   |   |
|-------------------|---|---|
| Creekmoor Surgery | 1 | Very friendly, polite and helpful reception staff. Appointment was on time and no waiting.  |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | I was dealt with promptly & things explained clearly to me & my questions answered .... the nurse was friendly & polite   |
| Creekmoor Surgery | 1 | Always, kind, helpful and caring  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 | Nurse was lovely. She explained everything clearly, and I didn't have to wait at all  |
| Creekmoor Surgery | 1 | It was great service and I was happy with the care I received   |
| Creekmoor Surgery | 1 | Quick, efficient and never had blood taken with no discomfort before  |
| Creekmoor Surgery | 1 | All very helpful and kind   |
| Creekmoor Surgery | 1 | The nurse put me at ease and listened to me and was very helpful  |
| Creekmoor Surgery | 1 | Good visit explained all things well had to wait a little bit over my time  |
| Oakdale Surgery   | 1 | [1/2] Because everybody at the surgery gives a damm good service and we still have all our doctors where other surgeries have doctors leaving because of press  |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | [1/2] I saw a student first who was very thorough and knowledgeable and then Dr good worth who went through everything wit him and me, good to see the new Dr'  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Thoroughly investigation  |
| Creekmoor Surgery | 1 | Because I was very well looked after  |
| Creekmoor Surgery | 1 | Lovely supportive Doctor  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | The lady doctor was very good.  |
| Creekmoor Surgery | 1 | [1/2] I was able to arrange a telephone appointment with ease. The doctor I spoke to fully understood my condition and was able to organise replacement medicat |
| Creekmoor Surgery | 1 | Dr carnegie was very professional and made me feel at ease x  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Quick response from the Gp  |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | The nurse was kind, professional, helpful and supportive. She really made me feel at ease and gave advice to help me.   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Friendly and relaxed environment  |
| Creekmoor Surgery | 1 | I saw James for physio, he was extremely good and helpful.  |
| Creekmoor Surgery | 1 | Very good polite knowledgeable appointment  |
| Oakdale Surgery   | 1 | The trainee paired with Dr Wallace was very thorough, great manner and friendly.. credit to the surgery. Dr Wallace was his normal brilliant self.              |
| Oakdale Surgery   | 1 | Same day appointment.   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Kind friendly efficient service   |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | Dr Cole said he would ring Monday and he kept to his word   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Examination thorough and carried out in both a professional and friendly manner. Reasoning for further investigation clearly explained.                         |
| Creekmoor Surgery | 1 | Efficient professional asthma support   |
| Oakdale Surgery   | 1 | Everything was explained to me clearly and further appointments made for future tests. Very kind and understanding G.p that didn't rush my appointment.         |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | I've already done that.   |
| Creekmoor Surgery | 1 | Both GP and junior doctor were polite, concise and effective.   |

|                   |   |   |
|-------------------|---|---|
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | Quick response and no issues  |
| Creekmoor Surgery | 1 | Given an appointment on same day. Friendly and helpful advice   |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | Always welcomed with a smile and such positivity. I couldn't thank James more for his ideas to improve my flexibility. Thank you so much to James.              |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 |   |
| Oakdale Surgery   | 1 | the nurse, Nurse Amelia, was very good at explaining things, very helpful and professional  |
| Oakdale Surgery   | 1 | Had done what was supposed to have been done  |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | Very thorough, great communication style with my daughter, didnt feel rushed or an inconvenience!   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 | Very efficient  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | [1/3] Today I had my second consultation and treatment with James the practice Physiotherapist. He has been very, very understanding of my health / fitness iss |
| Creekmoor Surgery | 1 | The nurse who took my blood pressure and blood samples was very professional and all so I only had to wait 10 minutes before being seen                         |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | [1/2] Saw by nurse practitioner same day as I phoned. Andrea was very friendly and polite, very thorough and hopefully I'll now be on the mend with medication  |
| Creekmoor Surgery | 1 | Fast, efficient, proffesional, friendly   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | On time very friendly welcome and efficient and professional blood test   |
| Creekmoor Surgery | 1 | Very pleased with outcome from physio appointment   |
| Creekmoor Surgery | 1 | Efficient and friendly, the nurse took time to look at options.   |
| Creekmoor Surgery | 1 | Doctor very thorough ,impressive and polite.  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | ran to time. And although yet again, the phlebotomy tests had not b   |
| Creekmoor Surgery | 1 | Helpful Staff and Doctors too   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 | Quick service, just waited about 10 minutes , atmosphere calm. Nurse has pleasant manner. BP okay.  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | As always kind, friendly efficient excellent service  |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 | Good service.   |
| Creekmoor Surgery | 1 | Nurse was lovely and very good service  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Blds - hit the vein straight off, excellent   |
| Creekmoor Surgery | 1 | In and out ve quickly   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 | No problem in the arrangement or time in the surgery.   |
| Oakdale Surgery   | 1 |   |
| Oakdale Surgery   | 1 |   |

|                   |   |   |
|-------------------|---|---|
| Creekmoor Surgery | 1 | Sarah was very friendly and informative. She didn't rush even though there were few more things to sort than expected.  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | [1/2] We were seen straight away, just a few mins after our allocated app   |
| Creekmoor Surgery | 1 | Nurse was helpful and informative   |
| Creekmoor Surgery | 1 | Always find everyone so friendly and nicexx   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | The doctor gave me the information I needed and the correct treatment. She was helpful and easy to talk to.   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | All good, very happy with appointment. Only issue is the long wait for an appointment, but I know you are aware of this.  |
| Creekmoor Surgery | 1 | Good service, and interesting today with a trainee gp   |
| Creekmoor Surgery | 1 | My appointment was for 12.35 went in at 12.45 so that's not good the nurse I saw was very good and helpful  |
| Creekmoor Surgery | 1 | [1/2] The nurse I saw was lovely and did my blood tests (which I was due to have at a separate appointment next week) in addition to my ecg today to save me go |
| Creekmoor Surgery | 1 | Because I actually got an app on the day I rang and the nurse was very friendly and helpfully   |
| Creekmoor Surgery | 1 | Helpful & caring nurse, excellent service   |
| Creekmoor Surgery | 1 | Everybody is so helpful and kind. Nothing is too much trouble   |
| Oakdale Surgery   | 1 | Informative, & helpful advice given.  |
| Oakdale Surgery   | 1 | .Saw a junior doctor. I think his name was Harry was very good He was working alongside Doctor Cole, who, as usual, was excellent                               |
| Oakdale Surgery   | 1 | Prompt appointment, very helpful and friendly nurse   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 | My issue was dealt with   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Friendly nurse talk to me treated me like a human   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Helen the physio was very professional and gave good advice and explanations of treatment. I always feel respected and listened to by the physio team.          |
| Oakdale Surgery   | 1 | As usual really helpful, friendly and saw me within a few hours of telephoning. Thank you Dr. Goodworth.  |
| Creekmoor Surgery | 1 | Helen is just so good and always tries to help me as much as is possible  |
| Creekmoor Surgery | 1 | We were seen very quickly, and spoke to Dr and student who were both very helpful and understanding   |
| Creekmoor Surgery | 1 | Quick, easy, timely, and painless vaccination   |
| Creekmoor Surgery | 1 | Dr lavender was very thorough and gave full explanations I was made to feel at ease and listened to   |
| Oakdale Surgery   | 1 | Because I always get first class service.   |
| Oakdale Surgery   | 1 | Helped  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Seen on time. Doctor listened and discussed options with me. Felt I was being treated as an individual.   |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | Very polite nurse, efficient, friendly, did have to wait 25minutes though when the screen said my wait was 1 minute and I was next in line                      |
| Creekmoor Surgery | 1 | I was seen on time and the doctor was very thorough.  |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | My son was unwell with ear infection. Got the appointment with no problem and managed to get him on antibiotics. Doctor was polite and professional. Thank you  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | I am happy with the visit, as everything went smoothly and the nurse was lovely.  |
| Creekmoor Surgery | 1 | [1/2] I visited today for a blood test. The nurse is so lovely, kind, empathetic, and professional. I also spoke with the receptionist, who couldn't have been  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Appointment was on time and very quickly in and out. Back to work without undue delay   |
| Creekmoor Surgery | 1 | Because it was pleasant and the nurse was very friendly   |
| Creekmoor Surgery | 1 | Pleasant and helpful  |

|                   |   |   |
|-------------------|---|---|
| Creekmoor Surgery | 1 | Really friendly staff and quick service   |
| Oakdale Surgery   | 1 | Lovely nurse  |
| Creekmoor Surgery | 1 | Polite, efficient and on time. Perfect!   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 | Clare was brilliant at listening for my copd appointment  |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | Friendly staff, surgery always clean and tidy.  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | No waiting. Lovely friendly nurse. Very efficient. V pleased that my email request was dealt with so nicely. Thank you. Robbie                                  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | I was phoned promptly by the nurse (it was a telephone appt) & I was satisfied with the outcome   |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | Awesome help by nurse   |
| Oakdale Surgery   | 1 | Professional, on time and Dr was very good.   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Dr Carnegie has been very thorough and has been very informative about everything   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Friendly understanding staff  |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 | The nurse I spoke to was very helpful and is trying to support me   |
| Creekmoor Surgery | 1 | Quick & friendly service for blood test   |
| Oakdale Surgery   | 1 | Very good and helpful   |
| Creekmoor Surgery | 1 | Got an appointment straight away, seen quickly by the lovely Andrea.  |
| Creekmoor Surgery | 1 | I only waited 5 minutes to see the nurse for my blood test, she was very professional and found the vein immediately and it was totally painless                |
| Creekmoor Surgery | 1 | I had a same day appointment, I hadn't had Dr Lavender before but as all the other GPS at the surgery she was very caring.                                      |
| Creekmoor Surgery | 1 | Both Harry and Dr Lavender very thorough and explained clearly about my problem .   |
| Creekmoor Surgery | 1 | Yes I can as Dr Cole was more than kind he was very very understanding and extremely aware that. I was rather nervous which I appreciated greatly Thank you.    |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | [1/2] Had a blood test, didn't feel a thing and no mark after. Nurse was also very supportive with the lifestyle and diet changes I've made. Really kind of her |
| Oakdale Surgery   | 1 | Dr. Wallace saw me promptly at very short notice. He dealt with my condition and explained everything to me. I found him very helpful.                          |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Very friendly staff and doctor. Nothing was too much trouble  |
| Creekmoor Surgery | 1 | Helpful and Friendly  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Lovely lady who was very thorough and seemed very competent   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | I was treated very well   |
| Creekmoor Surgery | 1 | Quick appointment and the nurse was very professional   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 | Professional and friendly staff. She listened and advised the next step.  |

|                   |   |  |
|-------------------|---|--|
| Creekmoor Surgery | 1 | I saw Dr Cole my GP who is always helpful but I was feeling to unwell to explain my situation clearly but he will be around in the future to help further      |
| Creekmoor Surgery | 1 | The nurse was kind & efficient   |
| Creekmoor Surgery | 1 | Seen same day, appt made for follow up. Again saw Andrea who is professional but very friendly.  |
| Oakdale Surgery   | 1 |  |
| Oakdale Surgery   | 1 | Professional   |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | Great surgery ?  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | Good service ?   |
| Creekmoor Surgery | 1 | We are so lucky to have such kind and caring people to care for us they are a credit to us all   |
| Creekmoor Surgery | 1 | Appointment was on time , and friendly nurse   |
| Creekmoor Surgery | 1 | Prompt, polite and friendly Doctor and Receptionist  |
| Creekmoor Surgery | 1 | Quick response kind service  |
| Creekmoor Surgery | 1 |  |
| Oakdale Surgery   | 1 |  |
| Oakdale Surgery   | 1 | Does it for me   |
| Creekmoor Surgery | 1 |  |
| Oakdale Surgery   | 1 | Felt listened to and came away feeling a lot better  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | Because i was getting my bloods taken and the nurse was very good and got my bloods pretty quick when normally it's very hard to get my bloods                 |
| Creekmoor Surgery | 1 | I gave that response because the new Doctor Gibbs was so nice and very caring and put my mind at ease and was straight on it with my problem                   |
| Oakdale Surgery   | 1 | The physio was lovely .  |
| Creekmoor Surgery | 1 | Nurse Clair was fantastic, she managed to get blood out of me, which is no mean feat! no pain no bruising and she's lovely                                     |
| Oakdale Surgery   | 1 | Good service ?   |
| Creekmoor Surgery | 1 | Efficient and friendly service. Phoned surgery at 8am had face to face appointment with Dr Wallace at 10.30am  |
| Creekmoor Surgery | 1 | Happy with the service and advice given  |
| Creekmoor Surgery | 1 | Very caring doctors  |
| Creekmoor Surgery | 1 |  |
| Oakdale Surgery   | 1 | Very good service today friendly staff ?   |
| Creekmoor Surgery | 1 |  |
| Oakdale Surgery   | 1 | Good nurse pl  |
| Creekmoor Surgery | 1 | Excellent service  |
| Creekmoor Surgery | 1 | Nothing is to much trouble always greeted with a smile   |
| Creekmoor Surgery | 1 | Laura the nurse was calm, helpful and made me feel at ease.  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | [1/2] Dr Wallace is a really good doctor - didn't feel rushed or that I was being a nuisance- everyone I have ever dealt with at the surgeries have been great |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | Didn't wait long, nurse was great  |
| Creekmoor Surgery | 1 | I managed to get a same day appointment and feel like I had a throughout app   |
| Creekmoor Surgery | 1 | [1/2] Professional and just as importantly very friendly practice. I saw   |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 |  |
| Oakdale Surgery   | 1 | Helpful and friendly   |
| Oakdale Surgery   | 1 | Quick response getting appointment and lovely doctor who listened and helped   |
| Oakdale Surgery   | 1 | Dr very thorough . Friendly receptionists quick follow-up appointment.   |
| Oakdale Surgery   | 1 |  |



|                   |   |  |   |
|-------------------|---|--|---|
| Creekmoor Surgery | 1 | Reception good and friendly efficient nurse.   |   |
| Creekmoor Surgery | 1 | Very efficient   |   |
| Oakdale Surgery   | 1 | Immediate relief from excellent advice.  |   |
| Creekmoor Surgery | 1 |  | 1 |
| Creekmoor Surgery | 1 | Quick efficient and friendly   |   |
| Creekmoor Surgery | 1 | Everything was as it should be!  |   |
| Oakdale Surgery   | 1 | Good service very informative and most helpful   |   |
| Creekmoor Surgery | 1 | Happy with care received   |   |
| Creekmoor Surgery | 1 |  |   |
| Creekmoor Surgery | 1 |  |   |
| Creekmoor Surgery | 1 | Very helpful and friendly  |   |
| Creekmoor Surgery | 1 |  |   |
| Creekmoor Surgery | 1 | Appointment on time and really helpful consultation with Dr Cole. Very pleased.  |   |
| Oakdale Surgery   | 1 |  |   |
| Creekmoor Surgery | 1 | Because Dr Cole listened honestly & made me feel supported thank you   |   |
| Creekmoor Surgery | 1 |  |   |
| Creekmoor Surgery | 1 | The excellent attention and friendless of Nurse Charlotte Gordon during a regular blood and blood pressure test.   |   |
| Creekmoor Surgery | 1 | Excellent service by the whole team  |   |
| Oakdale Surgery   | 1 | Dr. Wallace was courteous and very professional. The reception staff were happy and responsive.  |   |
| Creekmoor Surgery | 1 |  |   |
| Creekmoor Surgery | 1 | Quick, friendly and efficient  |   |
| Creekmoor Surgery | 1 | The nurse was incredible, I would highly recommend her, my first smear test and it was so much better than I anticipated!                                      |   |
| Creekmoor Surgery | 1 |  |   |
| Creekmoor Surgery | 1 |  |   |
| Creekmoor Surgery | 1 |  |   |
| Creekmoor Surgery | 1 | Good service   |   |
| Creekmoor Surgery | 1 | Just good  |   |
| Oakdale Surgery   | 1 |  |   |
| Creekmoor Surgery | 1 |  |   |
| Creekmoor Surgery | 1 |  |   |
| Creekmoor Surgery | 1 |  |   |
| Creekmoor Surgery | 1 | I rang 111 this morning. They got the surgery to ring me back. And I was seen straight away. The nurse was thorough and lovely                                 |   |
| Oakdale Surgery   | 1 |  |   |
| Creekmoor Surgery | 1 | The receptionist was very friendly and helpful on the phone. The waiting time was very short. The nurse was very helpful                                       |   |
| Creekmoor Surgery | 1 | A. Because I got a face to face appointment.B. Someone listened to me.C. They were thorough.   |   |
| Creekmoor Surgery | 1 | The procedure was painless and the nurse very professional and friendly.   |   |
| Creekmoor Surgery | 1 |  |   |
| Creekmoor Surgery | 1 |  |   |
| Creekmoor Surgery | 1 | [1/2] I was given very helpful advice for the on going management of the problem which was being treated.I would be confident that I would receive the same ex |   |
| Creekmoor Surgery | 1 |  |   |
| Creekmoor Surgery | 1 |  |   |
| Creekmoor Surgery | 1 | Excellent care. Prompt service couldn't ask for more. Thank you  |   |
| Creekmoor Surgery | 1 | Always a good service  |   |
| Creekmoor Surgery | 1 |  |   |
| Oakdale Surgery   | 1 | Good face to face meeting which gave me the answers I required   |   |
| Oakdale Surgery   | 1 | Super efficient  |   |

|                   |   |   |
|-------------------|---|---|
| Creekmoor Surgery | 1 | [1/2] As an emergency appointment I was seen within 1 hour of calling, Dr lavender was fantastic very understanding and can't up with an action plan to treat m |
| Creekmoor Surgery | 1 | [1/2] Appointment with Sarah. She was amazingly knowledge, approachable and kind. I felt very well informed and nothing was rushed. The waiting room was quiet  |
| Creekmoor Surgery | 1 | Not long to wait and process carried out fairly quickly.  |
| Creekmoor Surgery | 1 | Very helpfull, professional ,polite   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | The person I spoke to was amazing, really helpful, and knowledgeable. She really understood my condition, giving me some new ideas to think about.              |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | It was very informative along with the various links to healthy information that was sent to me.  |
| Creekmoor Surgery | 1 | Asked for a appointment re a ongoing issue,Appointment granted the same day, and excellent advice from the Doctor.  |
| Oakdale Surgery   | 1 | I always find the receptionist extremely helpful and the same goes for the doctor.  |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | I was quite nervous and the nurse was empathetic and reassuring   |
| Creekmoor Surgery | 1 | On time   |
| Creekmoor Surgery | 1 | [1/2] I had a very positive and productive appointment with your physiotherapist, who has been incredibly helpful giving me advice on exercise to help resolve  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Always a friendly atmosphere and ease of access.  |
| Creekmoor Surgery | 1 | I saw Andrea, nurse practitioner, she took the time to check everything and put my mind at ease, fantastic service again  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 | Excellent patient care throughout. Very welcoming reception staff, friendly and polite!   |
| Creekmoor Surgery | 1 | First time I had met Dr Wallace and he is a great doctor listened to me and showed great empathy best doctor I have met in years                                |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | The appointment was on time, the practicinner was friendly and efficient  |
| Oakdale Surgery   | 1 | Cos it was true   |
| Creekmoor Surgery | 1 | Sarah was very knowledgeable and informative. Did not rush me . One of the best interactions I've had over the phone .  |
| Creekmoor Surgery | 1 | I had a free health check by lovely lady. I'm glad I came all good results.   |
| Creekmoor Surgery | 1 | The nurse I was treated by was very good  |
| Creekmoor Surgery | 1 | Excellent response and action plan  |
| Creekmoor Surgery | 1 | The woman i had my appointment with was lovely and gave me things to help with my skin  |
| Creekmoor Surgery | 1 | Appointment on time   |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | Appointment was on time and I got the answers that I needed.  |
| Creekmoor Surgery | 1 | Very polite and helpful   |
| Oakdale Surgery   | 1 | Brilliant Dr. Felt really heard and she was just lovely. Thank you!   |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Same day appointment  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Very friendly and efficient. Professional and listened to any questions asked and gave advice.  |
| Creekmoor Surgery | 1 | The service I got was good  |
| Creekmoor Surgery | 1 | Very friendly and helpful   |
| Creekmoor Surgery | 1 | Quick and efficient   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | High standard of care.  |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 |   |

|                   |   |   |
|-------------------|---|---|
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | I have been seeing the nurse for B12 injection. They have been great with good Comms, friendly, and happy to discuss any concerns   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 | Very good service   |
| Oakdale Surgery   | 1 | Lady was very kind and helpful.   |
| Creekmoor Surgery | 1 | The staff are always pleasant and efficient.  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | Nurse was excellent, painless blood sampling, listened to her patient Pity you were understaffed.                                   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Yes, because they are so amazing, they always have time for me. They are so kind & caring....                                       |
| Creekmoor Surgery | 1 | My initial response logs in the answer.   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 | Dr Cole and all the staff have great compassion and care for all their patients and make you feel valued                            |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 |   |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | On time polite and attentive  |
| Creekmoor Surgery | 1 | Professional manner, but friendly. Clear explanations. Felt at ease and relaxed.  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Heartbeat regular   |
| Creekmoor Surgery | 1 | Doctor was very good kind & helpful & on time to  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Physio was very knowledgeable, kind and empathetic. Valid advice given from her. Thorough assessment and investigation of symptoms. |
| Creekmoor Surgery | 1 | Everyone was helpful and polite, I didn't have wait very long for my appointment.   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Nurse who took my blood wad very professional and friendly.   |
| Creekmoor Surgery | 1 | On time, very pleasant and helpful member of the team.  |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Quick response to phone call and appointment.   |
| Oakdale Surgery   | 1 |   |
| Oakdale Surgery   | 1 | Friendly, helpful and efficient as always. :)   |
| Creekmoor Surgery | 1 | Friendly, welcoming place to come as always. Helen(physio) knowledgeable and very helpful.  |
| Oakdale Surgery   | 1 | Nurse was very nice   |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Nurse was pleasant and friendly and explained everything to me  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Because the staff always do their best against all odds   |
| Creekmoor Surgery | 1 | First class service   |
| Creekmoor Surgery | 1 |   |

|                   |   |   |
|-------------------|---|---|
| Creekmoor Surgery | 1 | Because i like all the doctors there and known everybody for years they all do a great job many thanks .  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | got seen to quickly   |
| Oakdale Surgery   | 1 | A very good service   |
| Creekmoor Surgery | 1 | Pleasant atmosphere, helpful staff and not long to wait.  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Always friendly and helpful   |
| Creekmoor Surgery | 1 | On time and no pain   |
| Creekmoor Surgery | 1 | Excellent visit. Concerned doctor. Referral made.   |
| Oakdale Surgery   | 1 | Punctual visit!! Solved my issue! Very friendly staff.  |
| Creekmoor Surgery | 1 | Quick and friendly appointment, thank you.  |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | I find that Dr Wallace is extremely easy to talk with about what would otherwise be very difficult and awkward subject matter.                                  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | [1/3] Rang up at 8 for an emergency appointment which was kindly given in the morning. Polite receptionist. The doctor was on time for the appointment. He was  |
| Oakdale Surgery   | 1 | Dr Dalton always take time and really cares about patients. She has supported me through some really difficult times. Cannot thank her enough.                  |
| Creekmoor Surgery | 1 | ALWAYS PROFESSIONAL AND COURTEOUS   |
| Oakdale Surgery   | 1 | Always good experience at Oakdale thanks  |
| Creekmoor Surgery | 1 | [1/2] Always get an appointment for my children when they are not well. Always excellent service and kind manner from all the staff at the surgery. Thank you f |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 |   |
| Creekmoor Surgery | 1 | [1/2] The doctor was there to give me my label for my stool sample label that wouldn't print the day before. And the waiting room was nice and cool. Also, the  |
| Creekmoor Surgery | 1 | Again I received a very good service from all staff   |
| Creekmoor Surgery | 1 | The nurse was friendly, efficient, easy to chat with and took time to explain and answer questions.   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Went in on apt time, very friendly & efficient staff  |
| Creekmoor Surgery | 1 | Dr Doultan and trainee doctor very helpful  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Quick to get an appointment and Dr Wallace is always very thorough  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | because the drs and staff are so friendly caring and supportive   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 | Because I was listened and taken seriously and they had their heart in the right place and full of genuine compassion.  |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 | Good consultation, on time.   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 | I have not been to the surgery before and was nervous...they did exactly what I was there to do. Explained everything and was on time.                          |
| Creekmoor Surgery | 1 | Everyone is always polite, caring and helpful   |
| Creekmoor Surgery | 1 | Always find the staff helpful and friendly  |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Creekmoor Surgery | 1 |   |
| Oakdale Surgery   | 1 | Doctor gave comprehensive answers after examination   |
| Oakdale Surgery   | 1 | Quick appointment and very good advice provided. Didn't feel rushed, took time to explain the issues  |
| Creekmoor Surgery | 1 | Lovely reception staff, very helpful. All areas looked very clean & tidy.   |
| Oakdale Surgery   | 1 | Efficient and friendly  |

|                   |   |  |
|-------------------|---|--|
| Creekmoor Surgery | 1 | She listened and had time to understand my complex medical issues. She looked for possible solutions.  |
| Creekmoor Surgery | 1 | The same as always very efficient , lovely caring staff and nurses and doctors!  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | [1/2] It's a Tuesday after bank holiday weekend which is always very busy, I am an oncology patient on active treatment and I got seen and sorted quickly and e  |
| Creekmoor Surgery | 1 | Professional   |
| Oakdale Surgery   | 1 | Very helpful   |
| Creekmoor Surgery | 1 | Dr listened and did a thorough test  |
| Creekmoor Surgery | 1 | Because she rang me up on time and was very helpful  |
| Creekmoor Surgery | 1 | Gave me lots of info without needing to ask, very helpful and gave a plan to work towards  |
| Oakdale Surgery   | 1 | Very informative and helpful appt.   |
| Creekmoor Surgery | 1 | Great responce and Lovely Staff  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | Pleasant physio. Well explained.   |
| Creekmoor Surgery | 1 | The staff were helpful and efficient and the nurse was pleasant and very helpful .There was a cheerful atmosphere all around.                                    |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | No   |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | Sarah is a very friendly, thorough and caring professional.All the staff are very helpful.   |
| Creekmoor Surgery | 1 | A very informative and useful conversation around my health and wellness.  |
| Creekmoor Surgery | 1 | Staff were really helpful and listened to me. The GP was really nice to me   |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | I was made to feel very comfortable and we went through all my meds and I was given a lot of useful advice And I left feeling Very good                          |
| Creekmoor Surgery | 1 | Always a pleasure to meet the nurses.  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | Being able to get a same day appointment for our toddler. Doctor Clark and his trainee were brilliant with her.  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | I was seen quickly. The trainee was superb. The supervising doctor rechecked my mobility problem and treated me with respect and compassion. Wonderful ! X       |
| Creekmoor Surgery | 1 | The nurse ???? that I saw was extremely helpful.   |
| Creekmoor Surgery | 1 | I feel very comfortable and safe with OAKDALE and CREEKMOOR doctors surgery.   |
| Creekmoor Surgery | 1 | I was phoned promptly at 8.15 as agreed by the nurse - I was happy with our discussion - all questions answered & future plans agreed regarding next appointment |
| Creekmoor Surgery | 1 | [1/2] The person who saw me gave me a feeling that she is very knowledgeable competent and she was caringI felt up build on leaving and understood better my s   |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | [1/2] The doctor and pediatrician (Dr powell) were excellent. Hopefully found what is wrong with my daughter and it was all explained beautifully. The appointm  |
| Oakdale Surgery   | 1 | On time  |
| Creekmoor Surgery | 1 | Nurse was very polite  |
| Creekmoor Surgery | 1 | As always an amazing service from Birchwood Medical. Can't rate them highly enough   |
| Creekmoor Surgery | 1 | Put at ease by the nurse prior to bloods been taken  |
| Creekmoor Surgery | 1 | Paediatrician and doctor explained t   |
| Creekmoor Surgery | 1 | Charlotte was very kind and helpful  |
| Oakdale Surgery   | 1 | Prompt appointment. Polite staff.  |
| Creekmoor Surgery | 1 |  |
| Oakdale Surgery   | 1 |  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | Ongoing issue, happy with service as was offered to see the pediatrician at the same time, came up with a plan to move forward.                                  |
| Creekmoor Surgery | 1 | I have complimented the practice many times nothing has changed  |

|                   |   |  |
|-------------------|---|--|
| Creekmoor Surgery | 1 | Excellent service  |
| Creekmoor Surgery | 1 | Very helpful and reassuring thank you  |
| Creekmoor Surgery | 1 | Didn't have to wait long for my appointment, good check up from the doctor.  |
| Oakdale Surgery   | 1 |  |
| Creekmoor Surgery | 1 | Always caring, understanding, informative and helpful  |
| Oakdale Surgery   | 1 |  |
| Creekmoor Surgery | 1 | Your staff are so helpful and very pleasant too speak too.   |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | [2/2] visit made me feel i had the best attention possible from a Doctor and put my mind to rest.  |
| Creekmoor Surgery | 1 | It was an emergency appointment the doctor was very thorough and we were seen very quickly   |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | Quick to understand  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | [2/2] rthritis. He did offer physio as well but I declined this.   |
| Oakdale Surgery   | 1 |  |
| Creekmoor Surgery | 1 | All the staff including receptionist were very helpful, understanding & professional.  |
| Creekmoor Surgery | 1 | I didn't have to wait too long & the nurse was friendly & efficient  |
| Creekmoor Surgery | 1 | I was seen on time, explained the procedure clearly asked for consent, painless procedure, really pleased with all thank you                                   |
| Oakdale Surgery   | 1 | Helpful Polite   |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | The nurse I saw was very kind and helpful. Also receptionist changed an appointment that I had made on line and couldn't change my self.                       |
| Creekmoor Surgery | 1 | Final physio follow up carried out in professional way following successful treatment plan.  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | Very professional efficient and friendly appointment.  |
| Creekmoor Surgery | 1 | Usual prompt efficient caring response   |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 |  |
| Oakdale Surgery   | 1 |  |
| Oakdale Surgery   | 1 | [1/2] Because having been a patient for around 40th years I have always r  |
| Creekmoor Surgery | 1 | Always able to sort necessary appointments. Lovely nurse Charlotte   |
| Creekmoor Surgery | 1 | The nurse was very knowledgeable & friendly. She was wonderful with my 12 year old son.  |
| Creekmoor Surgery | 1 |  |
| Oakdale Surgery   | 1 | Very pleased with treatment and staff  |
| Oakdale Surgery   | 1 | [1/2] The physio team, particularly James, have been excellent. Very knowledgeable & supportive, offering a friendly yet professional approach with sound advi |
| Creekmoor Surgery | 1 | Friendly nurse who made me feel very at ease and was on time welcoming me in to the appointment.   |
| Oakdale Surgery   | 1 |  |
| Creekmoor Surgery | 1 | Had an appt for a blood test but my name wasn't on the list - was able to be fitted in and didn't even have to wait long! Great customer care! Thank you       |
| Oakdale Surgery   | 1 | [1/2] The treatment I received has helped so much. The discomfort has eased and makes walking a lot easier. Hopefully, given a little more time the cause will |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 | After being in a lot of pain overnight I got an appointment with Dr Cole quickly I can never fault this surgery  |
| Creekmoor Surgery | 1 |  |
| Oakdale Surgery   | 1 | Helpful advice   |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 1 |  |
| Creekmoor Surgery | 2 |  |
| Oakdale Surgery   | 2 |  |
| Creekmoor Surgery | 2 |  |

|                   |   |   |
|-------------------|---|---|
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 | Good and prompt.  |
| Creekmoor Surgery | 2 | It was a good service and the advise was excellent thank you.   |
| Creekmoor Surgery | 2 | Overall the service was good.   |
| Creekmoor Surgery | 2 | You done all the all the checks throughly   |
| Creekmoor Surgery | 2 |   |
| Oakdale Surgery   | 2 |   |
| Creekmoor Surgery | 2 | Got to see nurse on same day, however half our wait on arrival for appointment  |
| Creekmoor Surgery | 2 | The staff were very helpful   |
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 | Hat to wait agen  |
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 |   |
| Oakdale Surgery   | 2 | I am always treated in a professional manner with the advice I am given...!!  |
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 |   |
| Oakdale Surgery   | 2 | Service good as usual   |
| Creekmoor Surgery | 2 |   |
| Oakdale Surgery   | 2 | Should have been 1 thorough examination, listened to me and gave me reassurance that my problem was not permanent gave advice on treatment                      |
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 | The drs are excellent it's just trying to get an appointment is the problem   |
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 |   |
| Oakdale Surgery   | 2 |   |
| Creekmoor Surgery | 2 | [1/3] Charlotte Gordon rang me for an asthma review. She listened and gave good advice whilst I updated her on how I was following a terrible reaction I had t  |
| Creekmoor Surgery | 2 | [1/2] Staff friendly, clean- only issue was lengthy delay from Appointment time To being seen - not a major issue but hard when you are working and trying to a |
| Creekmoor Surgery | 2 | [1/2] I was kept waiting 10 minutes after my appointment time while the nurses chatted and I was already feeling anxious as I was going for a smear test. Howe  |
| Creekmoor Surgery | 2 | I found the information useful  |
| Creekmoor Surgery | 2 | The nurse was friendly but the appointment start time was a little late   |
| Creekmoor Surgery | 2 | [1/2] Good for seeing me so soon, good to test my nerves etc but I'm still in pain and waiting list for physio is at least 3 months so I'm in limbo hoping it s |
| Creekmoor Surgery | 2 | If it had been on time it would have been a 1   |
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 | Been at that surgery for 40 odd years they always been good to me and i live in parkstone but i wouldent change it  |
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 |   |
| Oakdale Surgery   | 2 | It was ok waiting to long   |
| Oakdale Surgery   | 2 | The waiting room was too hot and the doctor was running very late.  |
| Oakdale Surgery   | 2 | The appointment was not really required, I already had an investigation for AF. But the nurse was very nice and helpful   |
| Creekmoor Surgery | 2 | Slight delay in seeing the nurse, otherwise everything fine.  |
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 | Happy with service but 10 minutes behind appointment time so not perfect.   |
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 |   |

|                   |   |   |
|-------------------|---|---|
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 2 |   |
| Creekmoor Surgery | 3 | A longish wait but otherwise fine!  |
| Creekmoor Surgery | 3 | Punctual appointment , friendly nurse ?   |
| Creekmoor Surgery | 3 | Never get anywhere sorting stuff out  |
| Creekmoor Surgery | 3 | [1/2] I called yesterday, after I got txt Saturday . I didn't know I had appointment . David looked and told me it was a phone call today @ 2.35 pm . Still wai |
| Oakdale Surgery   | 3 |   |
| Creekmoor Surgery | 3 | Good to have phone appointment but didn't throw a lot of light on my condition.   |
| Creekmoor Surgery | 3 |   |
| Creekmoor Surgery | 3 |   |
| Oakdale Surgery   | 3 |   |
| Creekmoor Surgery | 3 |   |
| Creekmoor Surgery | 3 | [1/2] Nurse lovely but Needed 4 APTS for diabetic review. 1 to take blood - 3 unsuccessful attempts. 2 to take blood - 2 attempts, 1 successful. 3 for BP/foot  |
| Creekmoor Surgery | 3 | [1/2] Nurse great, blood test easy, trying to make a follow up appointment with the receptionist a nightmare. I really don't want to discuss why I want to see  |
| Creekmoor Surgery | 3 | [1/3] I was kept waiting 30 minutes before seeing the doctor, booking was for 1800 I arrived at 1755 so not to be late but not seen till 1830 and when I arrive |
| Creekmoor Surgery | 3 | Well it was supposed to be a phone call but I never received the phone call   |
| Creekmoor Surgery | 3 | [1/2] I was only in for a few minutes not a lot happened Second reason I need to talk about personal things with the doctor and I am unable to do that with a   |
| Creekmoor Surgery | 3 |   |
| Creekmoor Surgery | 3 | I waited a considerable amount of time past the appointment I was sent.   |
| Creekmoor Surgery | 3 |   |
| Creekmoor Surgery | 3 |   |
| Creekmoor Surgery | 3 | Nurse excellent kept waiting for 10 minutes   |
| Creekmoor Surgery | 4 | [1/4] I asked for an apt with a named person (Julie) for a blood test as it is difficult to find my veins and she can do it. When I arrived, the apt was with s |
| Oakdale Surgery   | 4 |   |
| Oakdale Surgery   | 4 |   |
| Creekmoor Surgery | 4 | [1/2] Not pressed by the hour and half interrogation as not nice at all . I personally think that an Interview like this shouldn't happen at all as I came home |
| Creekmoor Surgery | 4 |   |
| Creekmoor Surgery | 4 | [1/3] Complete lack of communication. No information on blood pressure, heart condition. No BMI check. Only interested in my alcohol consumption and if I smoke |
| Oakdale Surgery   | 5 | [1/5] I had to wait four weeks for my appointment to discuss my test results which were delivered 12th July. Receptionist was very rude on the phone when I cal |
| Creekmoor Surgery | 5 |   |
| Creekmoor Surgery | 6 | It was very informative and felt go a lot out of it. Very positive and i learnt a lot   |
| Creekmoor Surgery | 6 | You cancelled the appointment but failed to inform me.  |
| Creekmoor Surgery | 6 | Late to be seen and had to leave to collect my son for nursery.   |
| Creekmoor Surgery | 6 | It was a phone call appointment for this afternoon and I haven't yet received the call  |
| Creekmoor Surgery |   | I had a very positive visit, my doctor was wonderful and as always, so are the staff  |
| Creekmoor Surgery |   |   |
| Creekmoor Surgery |   |   |
| Oakdale Surgery   |   | Because I asked to be checked at the pharmacy first.  |
| Creekmoor Surgery |   | Yes, because my appointment was cancelled.  |
| Oakdale Surgery   |   | I rang surgery requesting appointment around 15.25 seen by Dr 17.00   |
| Oakdale Surgery   |   | I had a physio appointment today and James the physiotherapist was very thorough and explained everything to me in a way that I could understand he was s       |
| Creekmoor Surgery |   | Because your nurse is a credit to her profession. If the NHS had more of her ilk it would be a big plus.  |
| Creekmoor Surgery |   | I was genuinely happy with the service  |
| Creekmoor Surgery |   |   |
| Creekmoor Surgery |   |   |
| Creekmoor Surgery |   | You may need to smile first ?. The service was prompt.  |
| Creekmoor Surgery |   |   |
| Oakdale Surgery   |   | Best surgery I know   |
| Oakdale Surgery   |   |   |

|                   |  |   |
|-------------------|--|---|
| Creekmoor Surgery |  | Because you are soon help full.All the Doctors. And staff.Thank you.  |
| Creekmoor Surgery |  | The nurse very friendly and competent didnt feel a thing  |
| Creekmoor Surgery |  |   |
| Oakdale Surgery   |  | Because I received very good and efficient service from the reception staff and of course Dr Chris Cole as always giving his excellent service. |
| Creekmoor Surgery |  |   |