

## Friends and Family Test January 2015 – Patient comments

<p>I have been attending the surgery for 12 years and have never had any complaints, staff excellent. Dr Barraclough has always looked after me, give the surgery a 10/10.</p>
<p>Friendly GP who took time to discuss through with me rather than as quick as possible. Helped a lot today and clear plan of action for future, thank you. Reception also very helpful and rang back last week when my appointment had been cancelled to offer an appointment quickly.</p>
<p>Yes, because of the care and understanding of our problems, and of the time given.</p>
<p>I would recommend this GP practice to all friends and family because of the kindness and care and helpful staff and doctors. Many thanks.</p>
<p>Dr Linnard, the head of practice, is very thorough and extremely capable. I have great trust in her ability. Also she is very good a listening and has a sympathetic manner. I feel the welfare of patients is her top priority. Other doctors, my experience with other doctors has been good. Reception staff, Courteous.</p>
<p>Never had a problem with GPs, everyone friendly and helpful.</p>
<p>Receptionists are pleasant and helpful. Doctors are pleasant, take time to listen and are very knowledgeable. All in all a good experience, unlike my experiences of London GP surgeries where I relocated from.</p>
<p>Dr Linnard is very professional and has a very good manner. The doctors is conveniently placed geographically.</p>
<p>Phone consultation is very helpful so while they may not have available appointments you can still be seen if they think it is necessary.</p>
<p>Very thorough appointment, felt Dr Adcock was very friendly, listened and explained my symptoms and treatment very well. Left feeling very satisfied with level of service. Same can be said for all of my appointments. A great practice. Thank you.</p>
<p>From reception to practice nurses to GPs, all are pro-active, thorough and treat you with respect.</p>
<p>Over the years the service given to me and my family has been amazing. The problem we are experiencing now though is the difficulty in seeing our own doctor. The importance of this is very evident to us as a family when my husband was diagnosed with a serious illness our doctor spotted it straight away, which was not spotted for at least 8 weeks by a locum doctor.</p>
<p>The doctor listened and was very helpful.</p>
<p>I have always been satisfied with the treatment I have received at the alma clinic and with my GP Dr Linnard.</p>
<p>Always been happy with GPs staff and service.</p>
<p>I have seen Dr Alner several times over the last couple of years. I have found her friendly, courteous, caring, interested and would have absolutely no hesitation commending her most excellent service. I have also seen other doctors during this period and they have also been great.</p>
<p>Informative, friendly, relaxed and very helpful. Gave me advice on how to make prescriptions cheaper, very helpful for a student.</p>
<p>Friendly staff, get right to the point of why you're there and are able to advise appropriately. The only issue is the waiting time for your appointment.</p>
<p>GP very good.</p>
<p>Long term patient, always had good service.</p>
<p>You can never get an appointment on the day unless you wait all morning for the Dr to call you. I needed an appointment today and was told the next available one was in 15 days time. Much preferred the 5 minute appointment system.</p>
<p>Not impressed that the 'emergency GP service' (which kicks in between 12.30-2pm, when the surgery is closed for lunch) rarely answer, and when they do they have hung up on me.</p>

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I don't think about it often, but I definitely should
Fast, easy and polite service
Fast Friendly Service.
Dependable.
In 20 years at this practice not one problem.
Good consultation technique.
Because they could be seriously ill.
Wait too long for appointments.
Difficulty and time to see a GP.
I always get friendly and courteous service from every member of staff at the surgery. The reception staff seem to have limitless patience! Although I generally see the same doctor, I would be happy to see any doctor that the practice chooses to be part of their team.
Always get good service