

FRIENDS & FAMILY TEST

Our patients were asked to say how likely they would be to recommend the practice to a friend or family member asking if they should register with the practice. We are extremely grateful to those of you who have responded so far, and for all the nice things you have said about us. All the comments are listed at the end of this document (if you need some bedtime reading!) but the summary figures and our responses to those comments that raised questions are below:

Summary figures

The numbers of patients reporting how likely they were to recommend the practice to family or friends are:

	Respondents	% of total
Extremely likely	1621	90%
Likely	175	10%
Neither likely or unlikely	8	<1%
Unlikely	10	<1%
Extremely unlikely	1	<1%
Don't know	3	<1%
Extremely likely or likely	1796	99%
Total	1818	100%

We have over 2390 patients, and to date we have reached 76% of them.

Patients who responded they were extremely likely to recommend us were also most likely to leave a comment.

The comments from those neither likely or unlikely, or unlikely to recommend us suggest this was because they had no one to recommend us to.

Commentary

We would like to thank our patients for their lovely comments which is an incredible endorsement of the care we provide at Hindon Surgery. The comments align with the IPSOS MORI survey where we rank 1st or 2nd for almost all areas measured.

Some comments raised questions and we try to answer those below. Some things we will not change but we hope that a more detailed explanation will help you understand why we do what we are doing. As in everything there is a balance between what is possible and what people may want, including the knock on effect on others.

For the rest we thank you and will continue exactly as we are – it seems that 99% of you feel we are getting this right which compares favourably with other practices.

<p><i>I am convinced that these questionnaires are purely a pre-cursor to privatisation</i></p>	<p>The FFT is a contractual obligation for all GP practices. Your GPs do not see it as a precursor to privatisation and struggle to understand how it could be. The Department of Health idea seems to be to have a quick, simple and up-to-date way to get patient comments so we can respond to any problems quickly, as well as get reassurance that the service we provide is what our patients want. GPs are measured on a lot of things but you may be surprised that the responses to the FFT appear in the quality report for your practice, along with the answers to the quarterly IPSOS MORI more detailed survey sent to some patients. They are given more prominence in that report than many other things you may think more important, like uptake rates of vaccinations or how many patients are admitted with conditions that could have been prevented by interventions like good management of hypertension, or help patients to stop smoking. GPs are also constantly pressurised to increase the number of reports submitted which is why we have rather bombarded our patients and thank the 85 who responded during January and apologise for any irritation caused - we hope it gave some patients something to do whilst waiting to be seen.</p> <p>There may be other things that could be a precursor to privatisation but we do not think the FFT is one of them. In any case with a national shortage of GPs, primary care is not attractive for any private organisations, although in cities we are now seeing private "Accident and Emergency" departments that are really providing a same day GP service to patients who cannot see their own GP quickly enough (as there aren't enough of them). In Hindon we have provided a same day service for years and run eight never-full surgeries a week, employ nurses for three times the average capacity of Wiltshire practices and in May 2019 are expanding the GP workforce so that we can provide even more and longer appointments.</p>
<p><i>This will be my third visit to Hindon, and still not right – gut pain</i></p>	<p>Abdominal pain can be difficult to sort out. We suggest you consult us again if you are still having problems</p>
<p><i>Suggestion – WiFi in the waiting room! Helps to do things whilst waiting to see GP</i></p>	<p>Whilst most of our patients appreciate the haven from social media and the internet they find in our waiting room, and the opportunity to read a magazine or chat or just sit undisturbed, we know that some patients would find access to WiFi useful especially as there is no mobile signal in the surgery. We are unable to give access to the NHS WiFi due to information governance security measures. However there is a national IT project for all GP surgeries to have WiFi for patient use and this is happening in Wiltshire at the moment. We are currently waiting to have this installed and will be letting patients know when it is up and running.</p>
<p><i>Opening hours – Tuesdays? Well Woman Clinic please.</i></p>	<p>Unlike a lot of surgeries we are open from 0800 every working day (most others don't open or accept telephone calls until 0830). We also remain open at lunchtimes and almost always have a GP in the building all the time we are open. Again, unlike many surgeries we remain open until 1830 and it is only on Thursdays that the building is shut from 1700 but calls go through to the duty GP until 1830. On Tuesday afternoons we are covered by another small local practice who will see any patient who needs to be seen that afternoon. We offer same day access for anything and have eight 'never-full' surgeries every week. This level of access is extremely unusual. If this patient wants to be able to see one of our two GPs on a Tuesday afternoon for a planned appointment we are sorry that this is never going to be possible but they can see a local GP who has access to their notes and this is very much the service provided at many large practices where continuity of care is rare.</p> <p>We have provided a well-woman service for decades. We may not call it a well-woman clinic because we feel just providing the service at a specific time does not suit our patients. It is available in any of the appointment slots for the specialist practice nurse providing this service. Information about all our services are on our website, in the practice booklet or you can ask at reception. We have about the highest uptake of cervical screening, mammography screening, chlamydia testing, seasonal 'flu and shingles vaccination and NHS health checks and the lowest rate of smoking, ischaemic</p>

	heart disease and COPD in Wiltshire and this is partly due to so many of our patients making use of our well-woman services.
<i>Not told actual cholesterol – just told a little high. Don't worry (it was 6. I found out 2 years later)</i>	We are sorry about this. Your comment doesn't say who told you this but not the number. We are not keeping anything secret and all our staff would have told you the exact number if you had asked. Usually the level is discussed by a practice nurse or GP during a consultation where the GP often puts the number of the total cholesterol and the HDL cholesterol into a risk calculator that also includes your age, sex, postcode, body mass index, systolic blood pressure and some relevant personal and family medical history and your smoking status. We do this at face to face appointments as we will want to have a discussion about what to do next and involve you in the decision. We can alter numbers on the risk calculator to show you how each one alters the total risk (easily the riskiest are smoking, being diabetic and getting older and the cholesterol level is less important). The actual number is only useful with the rest of the information and for many patients a total number of 6.2 is completely normal and associated with a tiny cardiovascular risk whilst in another patient it could lead to a recommendation to start drug treatment. If you were told the level was a bit high the GP filing the result will have seen the other risks and the computer automatically gives the ten year risk of a cardiovascular event. For every patient our advice is the same as it has been for the last 15 years – be happy, take regular exercise, do not smoke, drink alcohol in moderation, eat a balanced diet with plenty of fruit and vegetables and try and achieve ideal body weight. This is on our website, in the practice patient information booklet and regularly appears in the village newsletters and we feel all our patients will know this information and some will be following it as well. It is only worth knowing your cholesterol to find out if you are one of the 0.2% of the population with an inherited high cholesterol – these patients have total cholesterol of 8 or higher.
<i>My only gripe is trying to get electronic prescriptions to work on my iPad</i>	Thank you. We don't run the online service but we will investigate with SystemOne who provide this and our clinical software. When we have found out what is happening and why and what, if anything, can be done about this we will put the advice on our website and also brief our staff so they can continue to help patients benefit from this service. The online service is additional to all other ways of contacting the surgery and many patients find it particularly useful to manage appointments and request prescriptions when the surgery is shut. We want it to work brilliantly all the time and appreciate being told about any problems so we can try and correct them and it remains a real help all the time.
<i>"It is extremely difficult to collect prescriptions during working hours. Anything that could be done to distribute these locally would be an advantage"</i>	We are sorry that picking up dispensed medication is a problem for one of our working patients. We are open from before 0800 every weekday and on three evenings until at least 1830 and sometimes to 1900 and we do not shut at lunchtime. Many working patients ask someone else to collect their medication and we are happy to do this with your signed permission. If there is no one who can do this for you or you are never in Hindon when we are open we can always arrange for the prescription to be dispensed at a more distant community pharmacy so that you can collect it on a Saturday but that will mean a longer delay from requesting the medication to it being dispensed (at the surgery for items that are authorised and in stock this is usually a matter of hours but elsewhere can be several days) and the additional journey.
<i>"Appointments always late. Currently 35 mins. Not practical for busy people"</i>	We have special extended hours surgeries on three evenings most weeks that are specifically there for 'busy' people (those in work who have difficulty getting to the doctor for a routine appointment). Of course if you are unwell you shouldn't be at work and not wait until 6.30 pm but come to one of the normal surgeries or the eight 'never-full' surgeries that run at the end of every session.) Details about all these surgeries as well as why we sometimes run late are on the surgery website and in the practice booklet. We have discussed the problems of running to time whilst offering a same day appointment for anyone irrespective of urgency and giving patients the time they need during the consultation with our patient representative group. The group unanimously felt that giving patients time and being able to be seen the same day and also having continuity of care was far more important than being seen exactly to time. We will not

	<p>change the way we consult and suggest that busy people should plan ahead and book either the first appointment of the session (08.40am) or use the (at present almost never booked) extended hours surgeries. These are bookable by calling reception. We also run eight "Never-full" suregries every week at the end of normal surgeries. We have asked patients to come at 1130 or 1700 and advised them if likely to wait as often happens as we can see over 20 patients in these additional sessions. We introduced these surgeries three years ago and keep them under review. From August 2017 we will alter the bookings slightly by booking in the first five patients at ten minute intervals and asking everyone else after that to come at 1230 ot 1800. Doing this should reduce the time spent in the waiting room for these patients. Patients ringing after the surgery is over will be booked for the next session.</p>
<p><i>"Great surgery. Thank you. Can hear consultation through wall in waiting room. Needs better insulation/low volume radio??"</i></p>	<p>We have commented on this before and looked extensively at insulation solutions and made several changes but there are no more that are possible in the existing building. Background music has been tried and generated far more complaints than the sound proofing problems. The main problem occurs when the clinician is talking whilst using the examination couch and is closer to the waiting room and talking towards that wall. The surgery staff are aware of this but attached staff (like midwives who use the couch for every consultation) and also change frequently are less aware and we don't always get a chance to tell them about the potential problem.</p>
<p><i>"Sound-proof the rooms!"</i></p>	<p>This is a problem occasionally mentioned but this is the first time for some years since remodelling the front room. The building cannot be further sound proofed and the only solution in the long term is a completely new building should NHS funds become available.</p>
<p><i>"I think the surgery could take a slightly more pro-active stance with regard to regular health checks, particularly for the over 50s."</i></p>	<p>We already have almost the highest uptake of the evidence based five yearly NHS checks and vaccination and screening programmes and write regularly in the village newsletters about what checks are worthwhile doing and what are not. We will not change anything we are doing at present as the evidence is that doing more is more harmful than beneficial and also a waste of NHS resources. Anyone who wants testing outside the NHS recommendations can access to various private companies eager to take your money, but these have considerable risks as minor abnormalities of no consequence are frequently found that generate anxiety and additional costs. If you lead a healthy lifestyle, don't smoke, take regular exercise, are ideal body weight, drink in moderation, are happy and participate in the NHS recommended vaccination and screening programmes there is no evidence you need anything more.</p>
<p><i>"It was silly to appoint another male doctor, when another female doctor is what was needed"</i></p>	<p>The NHS is 10,000 GPs short and many practices cannot recruit desperately needed GPs of any sex and struggle to see their patients without a wait of many weeks. We have been incredibly lucky to recruit an experienced GP who wants to work in Hindon as well as advise the NHS on the clinical evidence that shapes national policy. Your GPs took a considerable pay cut last year to employ additional GP and nursing staff (we have three times more nurse time than the national average) so that we can provide same day access to a clinician regardless of clinical need. Anyone wanting to see a female GP can do so by planning a little ahead to book with Dr Sally Hayes or ring on the two mornings she is at work. Not only are we limited by the availability of any suitable additional GPs and the affordability of so doing (extra help is paid for out of the GP partner's pocket and not some great pile of NHS money) but by having the room for the extra GP to work from. We think very hard about the services we provide and the needs of our patients and even CQC felt this was outstanding. To be told we are 'silly' is hurtful. If whoever wrote this knows of a suitable female GP willing to work here for the time they need we would be very glad to hear from them as would the thousands of GP practices desperately looking for any doctors willing and suitable to fill their vacancies.</p>
<p><i>"All great apart from confidentiality problems! Can clearly hear receptionists in the office talking about particular patients and also sound proofing of Dr's room"</i></p>	<p>We are aware of problems with being overheard and regularly include in our staff training the need to be mindful about how far sound can travel in such a small building. We will remind all staff that speaking without a closed door between them and the waiting room (including in the dispensary or the back of reception) may be overheard in the waiting room. They are already trained to avoid patient identifiable information being overheard at the front desk and we have looked into ways to reduce</p>

<p><i>next to waiting room is not great. Have heard babies' heart beats through the wall when midwives are with their patients"</i></p>	<p>this with screens but none are possible in the present building. The problems with the front room improved when we changed the position of the desk to be next to the outside wall but problems remain when a patient is being seen on the examination couch that is against the waiting room wall. We have put in additional sound proofing but there is a limit to what we could do. We have discussed these problems with practices that have fewer reports of similar problems and the reason is always that they are working from brand new and far larger buildings with modern sound proofing and more separation between waiting areas and reception desks or consulting rooms.</p>
<p><i>"To be told of any delay with appointments on arrival"</i></p>	<p>Sometimes our patients may have to wait longer than usual in the waiting room. This is inevitable as we do not stop consultations if they are taking longer than the booked time (although we do give longer appointments to patients likely to need more time), and we will see unwell patients squeezed in between other patients if they need immediate attention.</p> <p>The eight 'never-full' surgeries per week will always involve a wait as patients will be asked to come at the same time and are seen in the order of booking. This is because these appointments should be for 'on the day' problems only and some appointments may take less time than others.</p> <p>Some patients have said they have waited a long time but this was partly because they arrived well before the appointment time. Doing this rarely means you can be seen any sooner and you may find patients arriving after you but booked before being called in sooner. Our staff will generally tell you how many other patients are already booked into a never-full surgery so you can estimate your possible wait. When you arrive, if the waiting room is full you are likely to have a long wait as most of these patients will be waiting to see the same GP as you are.</p> <p>We asked the patient representative group about the waiting times and all but one did not want any change, feeling that being seen on the day with a wait was preferable to waiting days or weeks but being seen on time.</p>
<p><i>"Does anyone use the gel placed where it is? Would another area as you come in be an advantage?"</i></p>	<p>The gel is placed at the first suitable location as you enter the building and easily visible exiting the waiting room and clinical rooms and next to a shelf that can be used to place items to free up hands for gelling. There is gel in the WC and in all clinical rooms. We tried a number of other locations and the chosen one was easily the most suitable. In our experience the vast majority of our patients do not use gel and those that do bring their own or have no difficulty finding ours.</p>
<p><i>"Overrunning appointments is very frustrating"</i></p>	<p>We appreciate that it can be frustrating when you are seen later than the time of your appointment and we know that our patients wait longer than many other surgeries. However, the same surveys report that almost all our patients do not mind the wait and the Patient Representative Group did not want us to change our policy of seeing patients for as many problems they bring to the appointment and for as long as it takes. Very many comments praise us for the time we take and the feeling of being listened to and not being rushed. We also run eight 'never-full' surgeries a week after every normal surgery so that we can see every patient on the day of their request. Inevitably this will mean we cannot always keep exactly to time but we try and make the waiting room a pleasant environment and the reading material varied and up to date. We try to reduce our carbon footprint by doing as much as possible at a single surgery visit as so many patients drive several miles to see us. This means we may have interruptions to write a form or update a prescription so that patient doesn't have to come back later on. We are very grateful to all our patients who plan their care to make it easier to keep to time.</p>
<p><i>"Parking bad" "Parking situation is a nightmare"</i></p>	<p>When the practice was built there were eight surgeries a week, each lasting a couple of hours and the building closed in the middle of the day. Now we have GPs and nurses working continuously during the surgery opening hours and supported by an increased</p>

	<p>administrative staff as well as hosting a number of external services. We have been at the forefront of the transfer of care from hospitals to general practice and this generates more activity per patient with blood tests and appointments. This means that the building and car park designed for fewer patients receiving less care from the GP is now running at full capacity. We have tried to reduce pressure on the parking spaces with staff members parking away from the building and using the side of the building. We try to reduce the need for our patients to come to the surgery by use of electronic prescription ordering and appointment booking and telephone or email consultations and to fit in as much as possible during a single visit (seeing a GP and nurse at the same time and dealing with all the problems at that appointment as well as picking up prescribed medication). Fewer East Knoyle patients now need to visit the surgery because of the prescription ordering and pick-up service from Wren's shop and electronic transfer of prescriptions means patients using community pharmacies can have these sent electronically and not need to pick up a paper script from the surgery. There is little further room to reduce the present demand on parking spaces and the only solution is to build a new surgery with much more parking. This needs funding from the CCG and NHS England and we are not seen as a priority practice for support in the near future. Many patients are very helpful by parking elsewhere in the village and combining a surgery visit with some primary preventative health by taking a little exercise and we are very grateful for this considerate behaviour. We have some traffic cones that, with warning, we use to cordon off a space for patients needing to park as close to the building as possible and we will visit patients at home who cannot get into the building because they cannot manage the short walk from the car park to the building or transfer from a car to one of our wheelchairs kept for these transfers.</p>
<p><i>Financial constraints can cause a “revolving door experience” for the patient</i></p>	<p>Very unfortunately the financial constraints will get worse. Wiltshire CCG is around £5 million overspent this year and heading for an estimated £23 million overspend in 2016. This is partly due to increased spending on prescribing but mainly due to too much hospital activity. All practices have been asked to do whatever they can to make sure they and their patients use NHS resources properly. What this means is that GPs prescribe according to quality guidelines including reducing waste. We have been doing this for years and are one of the few Wiltshire practices that are always within budget. This does mean we will not prescribe drugs off formulary that may have been prescribed by a previous practice, or follow instructions from specialists to prescribe something that they cannot (and which they should not be asking the GP to prescribe). We prescribe on a four week cycle (which reduces waste by up to 4% - which is almost the whole of the Wiltshire overspend). The CCG has introduced much stricter contracts about what they will pay for and details of this are on a link on this website. We will continue to manage patients ourselves when we are able to do so and this may be a surprise to patients coming from practices more ready to refer elsewhere. The Hindon GPs are all very experienced and have reviewed the outcomes of every referral and every hospital admission made since 2007. We have learnt when a referral is likely to add value and when we and you are better to have the condition managed by us. This means that when we refer it is for something we cannot manage ourselves or if for an operation the next step is to be placed straight onto a waiting list having had all the preparatory tests done and medically fit. This approach protects our patients from harm (inexperienced doctors seeing you for the first time usually do things that are not needed and can be harmful), uses NHS resources appropriately and conveniently (you can get exactly the same care for many things at the surgery on the same day minutes from home or in several months 20 miles away in hospital) and avoids the 'revolving door experience' of seeing one hospital specialist after another. Financial constraints are not affecting the care provided within the practice as we have prioritised investing in the practice to continue to provide our same day service for everything by a well-trained and skilled practice team of doctors, nurses, phlebotomist and supporting staff.</p>
<p><i>Card machine?</i></p>	<p>We take a small number of cash transactions, mostly for under £10. The monthly cost of a card machine is similar to the cash we take. Most of this money is for prescriptions and we are collecting it for the government. We do not get any resource for costs associated with collecting this money and giving money to the card reader company</p>

	<p>means we will not have it to pay staff or provide clinical services. Most patients know we do not have a card machine - this information is on our website and in the practice booklet given to all new patients and available on request. Providing a machine would mean increasing the charges of the few private services we provide and which we have kept at the same level for about ten years. Again we feel it is better to charge a low amount and ask patients to plan ahead and come with a cheque book or appropriate cash.</p>
<i>Need two phone lines?</i>	<p>We have had two telephone lines for many years but despite a stable patient list the number of calls has increased for a number of reasons. We encourage all our patients to register for the web service to order repeat prescriptions and make appointments which can be used at any time and also reduces telephone calls to the surgery. This service will be extending to test results and some summary information and this will also free up telephone lines. We encourage all our patients to deal with everything at one contact; e.g. when collecting medicines you should open the bag to check the medicines are as ordered and for any messages to make appointments. Doing this can cut down several calls to report a missing item, to book for a blood test and then to book for a GP appointment. With over two thousand patients helping the surgery to provide efficient care can cut down telephone traffic enormously and free up the lines for when they must be used</p>
<i>Waiting time on occasions a slight problem</i>	<p>The IPSOS MORI survey also showed that our patients on average wait longer in our waiting room than most other Wiltshire practices but few seemed to mind. The PRG said not to be over concerned about this and it was an inevitable price to pay for same day availability. Some feel the problem is that some patients take far longer than 10 minutes for a consultation. We do recognise this and hope that patients can understand that if that time is needed we will give it. However we do try to book those patients that we know will take longer into a double slot.</p>
<i>I find it very difficult to get in touch with the health visitor</i>	<p>The health visitor is part of the community team but not one of our staff. If you experience problems with NHS services outside the practice you should take this up with that service directly. Only then will they realise that they need to improve their service.</p>
<i>Could you please provide urine sample pots for the patients!</i>	<p>For years the hospital who supply these pots have told us not to use them for urine samples tested in the practice. Following this FFT comment we asked if we could have more pots and were told we could - the policy had changed but we had not been informed.</p> <p>Most urine samples to send to the hospital should go in one of their special tubes and you will be given these with the request form and there is no need to bring a sample in your own pot.</p> <p>When we ask you to produce a sample for us to test we will give you one of the silver topped pots.</p>
<i>Receptionist a bit curt on the phone – did not put me off though</i>	<p>One comment amongst hundreds saying how wonderful they are. The IPSOS MORI survey ranked our receptionists the best in Wiltshire (and the practice nationally 3rd highest regarded of all 8,000 GP practices). Our staff are constantly trained and their performance monitored but they are all different and what may be curt to one patient not feeling their best will be seen as efficient and business-like to another.</p>
<i>Why not 3 month prescriptions</i>	<p>There are several good reasons why not although for the patient with a well-controlled long term condition who pays for their prescription and who always comes for check-ups without being reminded we appreciate this is tiresome. However few patients are in this group.</p> <p>A three month prescribing cycle would not be viable and may mean that the dispensary would shut; all the prescriptions would have to go to a community pharmacy and not only would this remove a service greatly appreciated by almost all our patients but very shortly the practice would close as the dispensary supports the rest of the practice. Our management of long term conditions that we run through a very tight repeat prescribing system would fall apart with consequences for the health of our patients and also increased costs again affecting the practice viability.</p> <p>Waste of drugs would increase – they may end up not being used or being thrown away</p>

	<p>because they are out of date.</p> <p>The web prescription ordering system works well and makes ordering very simple. We will soon also have electronic transfer of prescriptions to a nominated community pharmacist for those patients we cannot dispense to and this will make processing of their prescription requests faster and simpler.</p>
<i>Not too easy "out of hour" availability</i>	To access out of hours you just need to ring the surgery number and it transfers automatically to the right service. Provision of this service is the responsibility of Wiltshire CCG and if you have problems (as well as letting us know) you should raise these directly with the CCG and the service provider – the 111 service or Medvivo.
<i>an elderly friend had a different experience</i>	We are sorry to hear this and suggest that the survey is to report your own experience and not those of others who can fill out their own survey or come and see one of us and discuss how we can make the situation better for them.
<i>Sometimes slow process to be referred to a specialist when needed</i>	<p>Some patients feel their problem needs a specialist but sometimes this is a problem we can manage ourselves or that needs a 'work-up' first. We will only refer patients when we expect that referral to add value to their care. If a referral leads to the ordering of tests we could have done ourselves and then a follow up some months later this just leads to delay and added costs. If we do the tests in the practice they can be done in a few days and they cost the NHS almost nothing. If you wait weeks or months to see the specialist and then have tests arranged it will cost at least £150 for that appointment. Our experience is that the patients who are most insistent on a specialist appointment are those least likely to need one and where no value has been added apart from endorsing what we have been doing already.</p> <p>For most surgical referrals there needs to be a working up period so that when seen the specialist can arrange the operation at that first and only appointment with all the right tests done already and all the other health issues addressed. That is why we will make sure you are medically fit, offer help to achieve this and arrange tests and GP follow up prior to any referral.</p>
<i>It took some convincing at first with regard to various medical issues</i>	We meet many new patients and with increasing age and complexity of long term conditions it can take some time to unravel and also understand past management. We prescribe to a strict formulary and do things in an evidence-based way and this can come as a change for some patients who occasionally need a fresh look at what may be wrong with them. We will continue to review all new patients' past medical problems and their management and often find the situation can be improved.
<i>but not for long waits before our appointment to see Stella</i>	<p>We are not sure if this means the patient waited a long time in the waiting room or they wanted an appointment with Stella (practice diabetes nurse). We have looked at waiting times in the waiting room and compared the time the patients arrive and the time seen and generally the waiting times are very short. There are occasionally unavoidable longer waiting times if an appointment runs over time, but we try to keep these to a minimum.</p> <p>If it was a delay to be able to book an appointment we ask for some patience. Stella was on sick leave this year and also has periodic annual leave and this will mean that the diabetic patients who have regular bi-annual check-ups may not have been able to book at a day's notice for something they should plan months ahead. We now have far more availability of nursing appointments than the current demand.</p>
<i><u>NEITHER</u> Dr Janet Emms or Mary wore gloves whilst having difficulty extracting blood (test) from me</i>	We have conducted a risk assessment and found that the risk of a needle stick injury is greater if gloves are worn because of reduced dexterity and the importance of fine touch when using the Vacutainer system. All our staff follow standard infection control procedures.
<i>Sometimes hard to see the doc you want if an urgency appointment needed.</i>	We run a system of same day access to a GP for any problem and the words 'urgent' and 'emergency' are not allowed to be used by staff. If you want to be seen that day, you will be, but not necessarily by the GP of your choice - we only have three and they do not work on every day. If there are no available appointments you will be offered our 'never-full' surgery at 1130 or 1700. You may have to wait, but you will be seen on the day.
<i>Not "research" oriented</i>	We don't understand this as Dr Craig-McFeely is one of under 1% of GPs who is a Clinical Research Fellow, Dr Treadwell is one of the 50 most influential GPs in the

	country because of his work on holistic care and avoiding over-diagnosis and gives advice to NICE and the NHS. All three GPs are members of their Royal College and hold a number of post-graduate diplomas – all research based. We do not conduct general practice research in the practice although we have done so and been members of a number of research groups including that run by the Medical Research Council. We stopped this work partly because we have too few patients to recruit to studies within tight time frames and also because much of this sponsored by drug companies is really a method to promote prescribing of their new drugs and this was often not in the best interests of patients.
<i>"I feel I don't sometimes get the answers I want"</i>	"We have had very many comments praising the way our patients feel they are listened to and their care is explained and issues addressed and we are sorry this patient had a different experience. We suggest you discuss this at your next consultation. Like all practices we do not always give our patients what they want, but provide professional advice to meet their needs with proven interventions that also avoid causing harm. Some things patients want are not needed, are not beneficial or can cause harm or are outside our professional expertise or area of work."

Conclusion

We are most grateful for the huge number of wonderful comments. It helps boost staff morale during a period of very great pressure on the NHS and the worst morale in general practice for more than a decade.

Dr P M Craig-McFeely
5th April 2019

The full list of comments.....

Comments (Extremely likely/likely)

Comments where possible improvement is being asked for are highlighted and our response may appear in the commentary.

Very happy with how the surgery works. Always get an appointment.

Excellent service

Reliability – v helpful – efficient – excellent treatment. Good dispensary too.

Efficient, friendly and helpful at reception. Excellent, knowledgeable doctors.

Wonderful surgery

Always very helpful and professional

Excellent practice

Unrivalled response to patients' needs

Mainly the fact that one can have an appointment very rapidly and is not just a number to be ticked.

Very fast at getting appointments. **This will be my third visit to Hindon, and still not right – gut pain.**

Friendly and hopeful staff. Always given helpful advice and information as required.

Excellent surgery in every aspect that I have encountered.

All the people at the surgery are so helpful and caring. I have been with Hindon surgery for 70 years!

Professional, friendly, diligent, quick appointments, prescriptions available in practice, excellent referrals and follow-up.

Could not think of a better staff, doctor or surgery.

Excellent, caring, personal service.

Generally easy to arrange an appointment. Good care, follow up and support. Pharmacy in the surgery.

Always excellent – friendly service.

A family GP who knows you and your family is much better and more effective than a GP clinic with an enormous practice.

Good staff – not 'flustered'. Flexibility: able to see face-to-face, telephone appointments, online facility for prescription and to book appointments.

First impression extremely positive (new patient)

So easy to talk too. Very helpful.

Easy appointments. Always have time to listen. Good advice.

I am convinced that these questionnaires are purely a pre-cursor to privatisation.

Friendly doctors, helpful staff. Availability of appointments excellent.

I have always received good care and advice from this practice.

Wonderful surgery.

We have received exceptional caring and helpful support and treatment from Hindon practice for over 30 years. I have hesitation in recommending the practice.

Very helpful an every visit. Calm atmosphere.

Compared to the Shaftesbury Surgery it's so much easier to get an appointment here.

Friendly staff. Always try to help you get a same day appointment.

This surgery gives the greatest of care, which is much appreciated.

Fantastic service.

Health check; as always very obliging, sound advice – almost a pleasure!

All of you are always lovely – and helpful.

I have had excellent service and care from this surgery.

Dr Patrick is amazing, friendly and understanding.

Totally helpful with appointments and all help.

Hindon Surgery is to be highly recommended. Help, advice and care is outstanding.

Very friendly and helpful staff. I appreciate seeing the same doctor as opposed to random ones like in larger surgeries.

Always there to help you.

New patient – service much better than previous experiences in Bristol.

Hindon Surgery is amazing. They are very to-the-point, get the job done and are extremely kind. Thank you all.

I can always book appointments easily and quickly without much notice. Staff are very helpful and friendly.

It is a very warm and helpful surgery and I would highly recommend it.

So kind and helpful.

Because you provide a friendly and efficient service. Nothing is ever too much trouble. We are very lucky!

Availability/accessibility/continuity and helpfulness.

Helpful, confidential, always easy to get an appointment.

Best surgery we have ever been signed in to.

Always very helpful

We had been so well treated with Hindon Surgery. We've hardly had to wait and all the staff – nurses and doctors – are excellent.

Always willing to help and we are met with a smile.

Exceptional service from friendly staff and helpful GPs.

We have nothing but praise for your surgery and the people who work for you.

The staff are nice.

Brilliant! Can always get an appointment.

Excellent bedside manner and professionalism.

The prompt appointments. Good advice.

Fantastic Service from all staff and Dr Patrick Craig-McFeely. Not one single complaint.

The service at Hindon Surgery is second to none. Absolutely excellent. Thank goodness for these fantastic doctors.

1000% improvement on my experience with Harcourt Medical Centre. Never used to see the same doctor, impossible to get an appointment and receptionists were rude.

Just very good all round. Well done and thank you all.

Always get seen and treated so well. Easy to talk things through and tablets sorted well.

Staff always so helpful and friendly. Never have any trouble getting an appointment when I need one.

Fantastic practice.

Well done. It's always quick and easy to get appointments on time – not like other larger practices where you sometimes have to wait up to 4 weeks.

Friendly, kind, understanding a very patient.

Normally very good but a long wait today.

Good friendly and helpful staff

I am very happy with this practice. Always well treated here.

Friendly GPs and staff – time to listen

Excellent customer service and care at this surgery.

Excellent care from all in the practice. Approachable and friendly doctors who are pro-active in preventative care. Extremely happy with this surgery.

Everything about the Hindon practice is fantastic. We are very lucky to have you.

Super doctor and team, kind and effective. Huge thank you for all you do.

Always very happy with the help and support at Hindon surgery

Friendly and very helpful

This is an exceptional practice

Kind and helpful, would be lost without Sally and Patrick

Full confidence in doctors, nurses and administrative staff. Always helpful. A suitable appointment is always available.

Always happy to come, pleasure. Lovely doctors.

Perfect service every time we visit.

Always efficient service at the practice – doctors and nurses excellent. Receptionists and admin staff also highly recommended.

Very friendly and helpful people

Great staff, appointments available, cogent and current diagnosis and treatment.

Very friendly practice.

Very good and quick. Been coming here for over 20 years and wouldn't ever consider changing surgeries.

It was my first meeting with the doctor. His manner was very friendly. We had an interesting helpful discussion. I am so pleased I came!

Always ready to see one and offer extra help when needed.

Wonderful service from everyone.

I can always get an appointment the same day. Unlike Shaftesbury!! Everyone is friendly and makes you feel important.

Dr McFeely is excellent, knowledgeable and concerned. Waiting times are reasonable.

Excellent service and manner.

Always friendly and reassuring.

Could not be more helpful kind and great doctors.

Efficient but extremely customer friendly service. Caring and careful.

It is an extremely well-run practice with very friendly staff.

Very efficient staff. Very helpful.

Suggestion – WiFi in the waiting room! Helps to do things whilst waiting to see GP

Amazing service from both doctors and staff

We have had very good service and know we can be seen that day if not as soon as possible

If I need an appointment on same day for any of my children Hindon always manages to see them

Award-winning service

Friendly and helpful staff. The benefit of same day appointments is a reassuring factor. Range of services and very professional.

22 years of excellent service

Opening hours – Tuesdays? Well Woman Clinic please

Hindon Surgery is fantastic – always helpful, polite and willing to make an appointment as soon as possible.

Can't praise them enough.

Faultless service and excellent doctors and support staff

Excellent service. Charming staff

Easy to get an appointment. Offer early and late appointments, offer same day appointments

A good and caring team who are v professional

An amazing surgery – I feel very lucky

None so far – new patient and very impressed

I have various conditions, including heart attack 18 months ago. The staff and GPs are all very patient, understanding and give over and above care. This practice is outstanding.

We think everyone in the surgery works very hard for us

Very good service

You give time (patiently) to your patients. I am able to make immediate appointments for all the family or quickly discuss something by phone

Availability and care consistently excellent

Very happy with the surgery

Prompt, friendly, efficient, professional – all very. Thank you so much.

Excellent and considerate patient care

Extremely friendly, helpful staff. Respects people's privacy.

Excellent medical care

Very excellent service. Best in area.

An excellent practice with a very good all round team

Very efficient practice/friendly

Friendly and efficient

I think you offer a fantastic service. It always manage to get a same day appointment and staff are always friendly, polite and caring.

We have always had positive help and treatment.

I've previously been at a different practice where appointments are at least 5/6 weeks off and often prescriptions are hard to obtain. This practice is completely the opposite. Ease of appointments, friendly reception and excellent care. All of which are not to be taken for granted. Thank you.

Friendly and efficient always.

A very efficiently run surgery – always friendly adding to the excellent doctors who never turn a patient away.

You can always get an appointment when needed – I've never experienced this at any other surgery.

Good treatment and understanding. Caring and friendly.

Helpful on first visit and prompt. Assessment on first visit. V understanding.

Service and care is exemplary. Thanks.

The surgery provides excellent service to all patients.
Always so welcoming and helpful. Kindness personified.
Outstanding care from everyone at this practice.
Very efficient and friendly service. Nothing is too much trouble. Can always get an appointment on the day if required.
Having relatively recently transferred from my London GP practice, I have found the accessibility to appointments and friendliness of all staff very impressive.
A brilliant service.
So kind and helpful and good always.
You provide a wonderful service for all our needs. We are most grateful to all concerned.
Because good practice
This surgery is, as far as I am concerned, 100% and always treated well
Superior medical experience, ability to diagnose and proven excellence in medical advice. Very friendly and always helpful
Very friendly and efficient, which gives me confidence
Very happy with the care I have received
Hindon practice provides excellent service and the staff are very friendly and welcoming
Friendly, helpful and professional service
Always able to get an appointment when needed
Because without doubt it is one of the most kind, hardworking and efficient practices left in England. Sad there are not more like this nowadays
Excellent outstanding service
The best service I have had – very friendly, extremely efficient and despite it not being my GP clinic I have been very impressed
Excellent care and attention
Very friendly and accommodating
Efficient friendly service at all times
All the team are helpful and responsive, alert to the needs of the family. The service is second to none here
Fantastic surgery in every way
Impossible to beat. Excellent friendly surgery with great expertise and warmth
We have been consistently looked after in an exemplary manner over a period of 30+ years. Presently in the midst of a major health case, we have been greatly comforted by the professional and emotional care that has been given by everyone in Hindon Surgery.
Outstanding service
We know when we are well-off, so thank you and please keep up the good work
This surgery which I have attended for 30 years is brilliant in every way.
Not told actual cholesterol – just told a little high. Don't worry (it was 6.1 found out 2 years later).
"Excellent service – faultless and always personal"
"Can get appointments quickly if needed. Friendly staff"
"Always very friendly and welcoming. Also accommodating at fitting me in at short notice"
"I recently had a GP referral to a dermatologist. The whole process from beginning to end was faultless"
"Everyone here is so friendly and helpful"
"A brilliant surgery in all areas"
"Very helpful staff all round and swift service. My only gripe is trying to get electronic prescriptions to work on my iPad"
"Really good service A*"
"Always helpful and very caring to all members of our family that use this surgery"
"Extremely caring staff. Always thorough, never feel rushed, very approachable and excellent treatment"
"I am a new patient to this surgery but the little contact I have had has been excellent in all areas"
"Well run practice. Appointments and medication easy to arrange. Pleasant doctors and staff"
"Always very helpful"

“Lovely staff, clean surgery”
“Excellent service”
“Excellent service, doctors very patient and understanding. ‘Back office’ team very good also”
“Best GP practice ever!”
“The best! Thank you”
“Comprehensive provision with excellent flexibility/availability of doctors”
“Best GP practice in area”
“Excellent prompt friendly service”
“My mother had a horror of NH waiting rooms. This one is where one will probably meet friends”
“Unfailingly helpful, kind, considerate and above all, professional”
“Always very easy to get an appointment. Super surgery”
“Fantastic level of service. Like an old private practice”
“Exceptional in every way”
“Patients receive the very best care and understanding. The staff are always polite and helpful when I phone. The practice is well run”
“Best surgery I have ever experienced. Efficient, effective and caring”
“Lovely personal service and kindness”
“Appointments always available soon. Excellent service and treatment by all”
“It is extremely difficult to collect prescriptions during working hours. Anything that could be done to distribute these locally would be an advantage”.
“We really value the friendly, welcoming and efficient service. It is a great reassurance to know we can see a doctor ‘on the day’”
“The service at this surgery is excellent in all ways. The ambience and ease of being able to see someone!”
“Excellent attention and service”
“Confidence”
“We feel very lucky in Hindon to have such good care by all our NHS staff and practice”
“Prompt, welcoming and professional”
“Exceptional staff – all round”
“Very grateful – thank you”
“Always make an effort and provide a wonderful service”
“Staff and doctors, always friendly, helpful and very knowledgeable”
“Appointment always available. Excellent very friendly professional staff. Complete service including dispensary”
“Literally the best practice. Small friendly and always a same day appointment”
“Nothing is too much trouble”
“Excellent service”
“Attentive care, prompt service and very responsive”
“Always friendly, compassionate, understanding and patient”
“Wonderful, supportive surgery”
“Best service I have ever had”
“Never full surgery makes a huge difference to reducing stress and preventing worsening symptoms”
“Ease of making an appointment”
“A friendly and efficient practice inspiring confidence and expertise”

“They have plenty of time for you and have been good to my mother. Caring and very understanding. And have a laugh with them”
“I really value the fact that I can see a doctor very soon after making the initial phonecall”
“Always easy to get an appointment. Friendly practice, confident in doctors and staff”
“Kind and lovely team. Always helpful, never say no. Thank you.”
“Best ever GP practice”

"I don't think my answer requires any additional comment – it speaks for itself"

"I like smaller practices as the large ones are so impersonal. However I realise this is not possible except in villages"

"Excellent service"

"I am new to the practice and am very impressed with friendly and efficient approach"

"Small is beautiful. An excellent practice in every way"

"Because this is a highly efficient practice"

"It is always good, as we can get appointments quickly. Everyone is nice, kind and smiley"

"Very satisfied"

"Always good"

"Prompt appointments. Caring attitude. High quality of care"

"Appointments always late. Currently 35 mins. Not practical for busy people"

"Ease of access to either seeing or speaking to a doctor is invaluable. Caring doctors"

"As a patient I am given time and feel that I'm listened to by the GPs. The staff are efficient, friendly and helpful"

"Staff always helpful and friendly"

"Excellent all round care and very friendly staff"

"I have nothing but praise for the doctors and all staff at this surgery. We are all indeed fortunate"

"Always friendly, helpful, always able to get an appointment. Caring doctors, not rushed"

"Great surgery. Thank you. Can hear consultation through wall in waiting room. Needs better insulation/low volume radio??"

"Best practice in Wiltshire"

"Always found Hindon Surgery helpful and friendly and professional"

"Welcoming & friendly"

"Efficient & knowledgeable staff & brilliant care"

"Believing doctors"

"Worried might not be here forever but thank you"

"Must rank as one of the best surgeries anywhere in the UK"

"Friendly efficient staff"

"Extremely helpful & thorough"

"Prompt appointment. Good after care service. Compassionate & considerate doctors & staff. Top practice in Wiltshire last year".

"Very helpful and polite. Explains conditions. Very good and clear".

"Always extremely accommodating eg. called in to book a flu jab – done there and then!"

"Always a great experience to pay a trip to Hindon Surgery"

"All staff are brilliant. Helpful and efficient"

"Friendly and professional. Best practice I've known – been registered with others in recent years"

"We moved here in the past 6 months and have found your practice extremely helpful and caring at all times – thank you"

"Can always be seen on the same day. Always friendly and unhurried"

"Very friendly and helpful"

"The surgery is a centre of excellence with an excellent team of staff who are always a pleasure to deal with, delivering exceptional service"

"Very helpful and friendly team"

"We can't really fault the care we receive from your practice. Thank you"

"Smaller practice, better appointments to see Dr. Shaftesbury town hard to see own Dr and appointment. Hindon the best!"

"Everyone at surgery always helpful, efficient and friendly. Will always try to book an appointment to see Doctor on the day"

"Warm, caring approach"

"Always there when needed"

"Hindon Surgery welcoming and friendly"

"It was silly to appoint another male doctor, when another female doctor is what was needed"

"I think the surgery could take a slightly more pro-active stance with regard to regular health checks, particularly for the over 50s. Otherwise we are all very fortunate to have such an efficient and friendly local surgery"

"Hindon Surgery is brilliant. Kind, caring, always get to see a doctor. Very lucky to have such great doctors"

"Brilliant, kind friendly, fast service"

"After a recent visit to hospital I was phoned by Dr C-M enquiring to my well-being"

"Love this surgery – reception wonderful, doctors interested"

"Excellent treatment"

"Because the practice gives exceedingly good service"

"Always receive exceptional care. Excellent service. Lovely staff, caring team. Efficient"

"Always friendly and helpful"

"We always receive the best possible care. Can always get an appointment. Very helpful"

"Sound-proof the rooms!"

"I am amazed at the efficiency and friendly atmosphere of this surgery"

"My mother dreaded the idea of the NHS waiting room, coming here is rather more like visiting the club"

"Great surgery. Caring staff"

"Genuine caring interest shown in all aspects of care"

"Since moving to Hindon and this practice I have received kindness, prompt service and excellent medical advice and care"

"You care and are very warm, welcoming and smart"

"The staff have been exceptionally friendly and it is easy to make appointments. It feels as though the staff care for patients as individuals"

"Always extremely helpful and thorough"

"Super surgery. Couldn't be better!"

"We in Hindon are extremely lucky to be looked after by what must be the best surgery in the NHS"

"I am 84 and in my varied experience with surgeries I have never found anyone better than this. Excellent"

"Everyone absolutely amazing!"

"I moved to Hindon area in 2013 and have been consistently most impressed with the support given – by the doctors and the support team here"

"Personal attentive consultants, appointments book quickly, professional excellent service"

"We are always so well cared for here – we feel very lucky to live close enough to come here"

"You are the tops"

"I have been coming for many years, always met with a smile and cheery greeting. The practice always does it's best to meet requests"

"This is the best surgery anyone could wish for"

"Always able to get an appointment when needed"

"Just brilliant – couldn't wish for a more efficient and caring surgery"

"Excellent service, very friendly approachable staff. Never struggle for an appointment."

"All great apart from confidentiality problems! Can clearly hear receptionists in the office talking about particular patients and also sound proofing of Dr's room next to waiting room is not great. Have heard babies' heart beats through the wall when midw"

"I recommend the surgery on a regular basis. Quality medics and nurses, friendly service and ease of appointments."

"Ability to make an appointment easily. Good follow up."

"Efficient, polite, just wonderful."

"A local country surgery that tries to see patients quickly."

"ALL staff - very professional, helpful and understanding."

"We are so fortunate to have such an amazing practice in our village."

"I have always received very good care & treatment from this surgery."

"Fantastic Service always, cannot fault this surgery."

"Very helpful, knowledgeable & kind service."

"Very helpful and considerate/accommodating - thank you!"

"Because one can always see a doctor when necessary. Because all the staff are delightful and friendly"

"The best surgery I have ever attended"

"What can I say – you are the BEST!"

"Friendly, homely, welcoming"

"Wonderful staff, always able to get appointments"

"Very friendly and relaxed"

"In my limited experience, Hindon Surgery is unparalleled as a friendly and professional practice"

"We are so lucky to have such a wonderful practice"

"Your staff are welcoming and you feel confident to be seen on time"

"Because they are brilliant"

"Helpful, cheery, patient, good humoured, flexible, understanding, everything you can want from your GP"

"Excellent care"

"The Hindon Surgery maintains a high reputation for the Drs downward. In particular Dr Craig-McFeely remains outstanding"

"We in Hindon are fortunate enough to be patients at what seems to be the best practice in the NHS. Kind, comforting and super expert and efficient. We are very lucky, and very grateful"

"Brilliant surgery"

"Very good service"

"We are really lucky to have a surgery with such pleasant staff and never have to wait for an appointment"

"I have been with them since I was 8 years old"

"Excellent surgery"

"Because we have always been treated well. Thank you"

"Having moved from the South East I am really impressed with the ease of making and getting an appointment".

"Exceptional surgery"

"They responded promptly to an emergency. Early, same-day appointment, diagnosis and treatment – excellent"

"This is an excellent practice, very efficient and friendly"

"Ease of booking appointments. General efficiency"

"Helpful, informative, friendly and positive"

"Brilliant surgery. All friendly staff that care"

"The best looking out too when I hear how other surgeries are run"

"Amazing, helpful, fun and efficient – love 'em"

"Always polite, helpful and friendly. Make you feel at ease"

"Always understanding and helpful"

"It's not just a first class service but also the excellent attitude of all the staff"

"Excellent practice"

"We are very lucky"

"Very friendly service"

"Very good and also friendly"

"One in a million surgery. Staff, service – what more can I say!"

"Whenever my family or myself have needed help nothing seems too much trouble"

"Always very helpful at all times"

"Always able to see a doctor. Very friendly. Nice waiting area"

"Fantastic doctors! Always same day appointments"

"All doctors and nurses have always been extremely helpful and friendly"

"Very helpful and nice to talk to"

"Friendly efficient service"

"Good availability of appointments. Good doctors and staff"

"Hindon Surgery is excellent. The GP care is first rate, and the support team is friendly and efficient"

"The practice is outstanding! And so friendly"

"We in Hindon are fortunate enough to be looked after by the most skilful, encouraging, caring and helpful practice in the NHS. We are all extremely grateful"

"Always prompt and helpful"

"Reception takes the time to listen"

"Caring doctors and nurses and appointments and prescriptions are easy to get"

"Excellent, friendly and always available"

"Always good service"

"Surgery staff friendly and helpful"

"Having a good response to appointments when needed"

"To be told of any delay with appointments on arrival. Always very caring"

"Nothing is ever any trouble"

"Very helpful and friendly nurses and staff. Doctors always have time for you"

"Always professional and friendly"

"I have been registered at a few surgeries and I love this one. Amazing doctors and wonderful receptionists"

"Excellent care and advice. We are grateful for speed of service and short waiting times"

"The surgery is efficient can caring and the treatment received is excellent from the doctors and nurses"

"A very well run surgery – efficient practical and caring"

"Excellent care all round and the ability to get an appointment quickly"

"You have to trust your doctors. We do"

"A wonderful, friendly, efficient one stop shop for all your health needs. Just love them!"

"An excellent family practice. You can always see a doctor when you need to"

"We couldn't be more pleased with the help we receive from the surgery and consider ourselves very luck to live nearby"

"Quick service. Excellent care"

"Very lucky to have these doctors! Very good all round and ease of booking appointments"

"Have always been given good service by ever friendly staff"

"Excellent service"

"My wife and I have always found advice and medication good and never have problems getting an appointment"

"Lovely surgery. Lovely staff"

"Because I have always had the best and most courteous attention in every way"

"Lovely staff and nice to get appointments same day"

"Prompt, courteous and efficient service. Friendly staff"

"Friendly and efficient service"

"I get the best service"

"Always able to make an appointment"

"Expertise, friendliness, efficiency and a warm welcoming atmosphere"

"Amazing doctor and great staff"

"Friendly, well resourced, approachable"

"Caring; follow-up phone calls; a real effort to get you seen quickly; going that extra mile"

"Only just joined the practice. Amazingly friendly"

"Lovely friendly surgery"

"Very understanding and great help with shoulder problem I have"

"Always helpful, accommodating, friendly"

"Ready reply on the phone to help with appointment. Pills available within 24 hours. Regular checks/record: excellent"

"Entirely happy with all aspects of the surgery"

"Very good service. Staff doctor ace"

"Excellent surgery – no complaints at all"

"I've always had great help from this surgery"

"I have no useful comments except to say thank you for the shelf for checking prescriptions on, I find that a great help especially when collection one of my husband's bumper bundles. I know most of your patients realise just how very lucky we are, I have many friends of a similar age to me who live elsewhere and are very envious. My only wish would be for the immortality of the current partners, I'd like you to be around until I shuffle off this mortal coil or become so demented I don't know who the doctor is".

"What a marvellous surgery you run and how happy I (and my family) are to be patients. All the staff are fantastic, polite and friendly, and the doctors without fail are good listeners who respond with compassion and intelligence"

"Best surgery ever!"

"Very caring. Will always manage to see you"

"Friendly, caring, efficient staff. You can usually make an appointment promptly"

"Excellent service from all staff"

"Always friendly and easy to see someone quickly"

"Already have recommended...."

"Extremely efficient"

"You are brilliant! We are very lucky"

"Very friendly and helpful. Always able to get an appointment"

"All round excellence in health care"

"Friendly staff and ease of appointments"

"Fairly new patients but have received exceptional medical care that is not only expert but friendly and warm for our whole family"

"Efficiently run surgery, helpful and friendly. I have every confidence in the care and treatment of the patient"

"Excellent all round patient care"

"A very good service"

"You provide an excellent well managed service and getting to see a doctor is always easy and quick"

"Great family practice"

"I have never had to wait for an appointment more than 24 hours. Brilliant surgery in every way"

"Excellent in every way"

"Excellent"

"Good service"

"Lovely practice, friendly staff, long wait at busy times"

"Always friendly and welcoming"

"Because we are very happy with the practice"

"Friend from abroad seen quickly and in friendly way – we were both super impressed!"

"I am extremely lucky for the care and treatment you have given me. Thank you"

"Cannot rate the service, promptitude and kindness of staff too highly"

"Because all the doctors and staff are very helpful and understanding and will help at any time"

"So helpful with a personal feel. Always do their best to give an appointment"

"Because you are all very good"

"You always go out of your way to help patients and attend to their needs"

"Able to get an appointment when needed. Friendly personal practice"

"We can always see a doctor if and when we need to which is a bonus these days"

"Everybody extremely helpful and efficient"

"A very well run surgery that provides an excellent service and enables speedy appointments"

"Always friendly and can always get an appointment on the day we need it. We are very lucky"

"We have been with the surgery at Hindon for 31 years – and they are marvellous"

"The doctors, nurses and staff cannot be faulted in any way. They are always friendly and helpful"

"We could not have a better surgery. Doctors, nurses and staff are all excellent and always very helpful"

"We are so lucky to have such a good surgery with such good doctors, nurses and staff"

"A well run service"

"Excellent service. First class facilities"

"Also get seen. Always helpful and please to answer any questions. Family friendly"

"Very good treatment from all doctors. Friendly staff to put you at your ease and always helpful"

"Wonderful service. Friendly and welcoming"

"Whatever problems I present with are dealt with with care and understanding. Never made to feel a nuisance"

"Caring and helpful at all times"

"Overrunning appointments is very frustrating and the parking situation is a nightmare...."

"Excellent. Thank you all"

"The feeling of confidence in my GP restored and being given time and care"

"A breath of fresh air in our GP services experiences of late"

"Excellent service, friendly and helpful"

"Best surgery I have ever used and very pleasant and kind staff"

"Wonderful – we're from London and can't believe how good this is!"

"I've always been given times that suit me and the doctor always seems to have time to listen to me"

"Ability to see a doctor at short notice. Friendly nurses and receptionists"

"Friendly staff. Very helpful midwife. Always make time to talk and very understanding, never felt rushed"

"Hindon doctors are fantastic and I would highly recommend this surgery to people. I feel we are very lucky to have such a great surgery"

"Does anyone use the gel placed where it is? Would another area as you come in be an advantage?"

"Unusually friendly surgery at all levels. Everyone very helpful"

"Wonderful to see a doctor when you want to. Staff and doctors are all so helpful"

"This practice really cares about its patients and I can find no fault!"

"GP and all staff are very accommodating"

"Helpful, thoughtful, flexible, understanding, listening surgery"

"Access, competence, efficient, helpful"

"Neg: Parking bad. Pos: Willing to help out"

"Financial constraints can cause a "revolving door experience" for the patient"

"Appointments easily available. Friendly service"

"A wonderfully supportive team; the best surgery I have ever had"

"Quick, efficient and caring service – top notch"

"Lovely, friendly welcoming to the practice, staff are very helpful and there always if needed"

"The best"

"Just excellence!"

"Well looked after here for many years"

"Friendly, helpful, cheerful"

"Approachable, friendly and very efficient"

"You can always get an appointment when needed"

"Very thorough and quick to get appointments"

"Absolutely fantastic care. So glad my family are in safe hands"

"Friendly, helpful and always with time to see you"

"Very supportive of the patient, all staff very helpful"

"Very friendly, caring and amenable, they will fit you in at the last moment"

"Attentive, professional, helpful and caring"

"I would be glad to do so!"

"Great surgery – very caring and very professional"

"We feel we are very well looked after by our GP and the other staff are helpful and considerate"

"Friendly staff, helpful. Can be seen quickly"

"The service provided here is excellent"

"From what I have heard concerning other surgeries, we are very lucky to have Hindon – particularly when everyone is so nice"

"Great service, attentive staff – easy to get appointments when needed"

"Wonderful doctors and staff"

"I have recently recommended the practice to friends because I always get appointments when I want, I see the doctor of my choice and my experience of the care here is very positive"

"Caring individual attention. My health and welfare treated with respect and professionalism"

"Always get an appointment. Very friendly"

"Very prompt with appointments and accommodating"

"Every visit to the surgery/telephone call has impressed me by the care and professionalism of everyone I have had dealings with – I have been a patient here for a year"

"Sympathetic – first class service at all times"

"Excellent! Easy to get appointment and extremely helpful and friendly reception staff"

"Very helpful and friendly"

"We particularly like the flexibility the surgery provides, and the welcoming, friendly atmosphere"

"Superb surgery. Great attention to detail"

"Satisfied"

"We in Hindon are lucky enough to be in the care of a superbly run practice. We have absolute faith in our excellent doctors and the expert nurses are patient, gentle, good humoured at everything. Nowhere could we find a better setup"

"Care is quick"

"Probably the best GP practice I've experienced – from front desk to all clinicians"

"After joining from Gillingham Surgery I have received a much better and compassionate care at Hindon"

"Service excellent at all times"

"Very friendly staff. Always happy to help"

"I have lived in 3 different areas of Dorset in last few years and a good doctor's surgery that is friendly is worth more than a large medical centre"

"Always well treated, a very professional surgery"

"Everybody in the surgery is extremely helpful and friendly"

"Very good caring and community surgery. Good surgery"

"I'm a new patient but I'm so impressed with the kindness and extreme efficiency"

"Hindon Surgery provides an excellent service. The whole team are helpful, understanding and well led by Dr Patrick Craig-McFeely"

"Outstanding service"

"I have always found things very satisfactory"

"Very good practice"

"As always – superb 😊"

"Friendly staff. A doctor who doesn't automatically prescribe drugs. Fast appointments. Flexibility"

"Delightful building – feel better on arrival! Delightful staff for 24 years"

"Helpful staff. Excellent dispensary"

"The staff – and ease of making an appointment"

"Having moved to the area from London, I am frequently surprised by the speed of appointments and the helpfulness of doctors and their colleagues"

"Always very helpful"

"Consistent demonstration of patient priority care. Family knowledge too"

"Need 2 phone lines? Cash/card machine"

"Only been twice so hard to comment but good so far"

"A very friendly doc"

"Staff are always helpful and very efficient – never have time to read the magazines! Much appreciated".

"Everything is excellent and everybody"

"Always able to get appointments to suit. All staff, doctors, nurses, receptionists and clerical, very helpful, friendly and supportive"

"Very friendly, always happy"

"Very friendly and personal service. Thank you"

"Fantastic service – I am able to see my doctor on same day. Weekends can be an issue occasionally"

"The care of all staff, availability of doctors and quick referrals and all first class. Thank you"

"I have been with Patrick for many years and have always found him a very thorough GP and very courteous and friendly with good empathy"

"Everyone is so considerate, and helpful, in particular to the care and assistance for my late mother"

"Excellent. Very high standards of care and treatment"

"Very happy"

"Have always got an appointment when needed. Good GPs"

"Friendly kind and caring. Quick to see patients"

"The practice has always been friendly, professional and efficient. I would recommend to all"

"Excellent medical care, available and hugely flexible"

"Friendly, efficient service for our small boy – family is from out of area and we needed an emergency appointment – thank you all"

"Rapid access. Friendly staff. Competent and knowledgeable. Only drawback – small car park"

"Friendly, professional, caring"

"My wife & I get very good advice and prompt service usually the same day"

"All-round brilliant! Caring. Lovely doctors and staff, easy to book appointments. Friendly - old fashioned service – unlike other practices we've experienced. Can't speak highly enough"

"Never had a bad experience at this practice"

"Very dedicated and professional practice. Feel I can trust all the staff and their care of myself and my family"

"I have found ALL staff at this practice EXTREMELY HELPFUL"

"Almost 100% of the time I have requested an appointment you get to be seen the same day, unlike relatives I have in Salisbury. They are lucky if they are seen in 3 to 4 days. A fabulous rural practice"

"Hindon Surgery is fantastic, you can get appointments easily and quickly, staff are friendly and very helpful"

"Hindon Surgery is fabulous. The best in the area"

"I think the staff here are very patient to everybody's problems"

"Excellent service for all my family – every visit"

"Always seen quickly – same day with no issue – fantastic, professional team"

"The doctors always make time to see any members of my family and never make us feel rushed"

"Excellent surgery. First rate treatment"

"We are extremely lucky to have such high quality care near to home at short notice"

"The practice is small, helpful and efficient. The doctors are thoughtful and positive and I feel that my health is in very good hands"

"Most helpful practice in the UK"

"Always seen on time and my GP takes the time to explain everything to me"

"Always very happy with my treatment both with Dr Sally and the reception staff. Thank you."

"The best doc and staff to be found anywhere"

"Prompt appointments. Waiting time on occasions a slight problem"

"Staff always very efficient, kind and helpful. The staff and doctors make me feel that I am in safe hands medically"

"When I forget, they inform me of my appointment"

"Hindon is a friendly practice, always willing to help. If they can't they'll find someone who will. Great!"

"You can always speak to a person who recognises you as a person and not a number"

"I have always received prompt reaction and courtesy to any queries I may have had. Excellent service".

"The whole Hindon Surgery team is extraordinarily helpful"

"Outstanding. Sally is an excellent, caring doctor. All staff friendly and very professional. An asset to NHS"

"Brilliant 'front of house'. Warm reception, v. efficient. Dr PCM always happens to see me, no waiting for days, usually same day or within an hour! V efficient prescription deliveries to shop"

"I find it very difficult to get in touch with the health visitor"

"Dr Craig-McFeely and his support nurses have stabilised my health and I feel really well now"

"After our experience over the years with the Shaftesbury practice it's a delight to have a relationship with the same doctor and such helpful and kind staff"

"I think the service you provide is exceptional. Warm, friendly, professional staff, do their very best to cater for the patient's needs. I always enjoy coming".

"Previous difficulty with prescriptions seems now fixed by online requesting"

"Could you please provide urine sample pots for the patients! I had an unfortunate experience with a jam jar!"

"Very good with my children. Always helpful"

"Very professional. New patient – extremely impressed by practice"

"Dr Craig-McFeely has been very helpful in my recovery after a recent accident, including home visits"

"Always helpful, willing to sort you out. Get the right treatment"

"Always get to see a doctor if the surgery is open; getting prescriptions on site; good availability of nurses for INR etc"

"You are a great team"

"Doctor notes appear to be based on what the patient says, rather than the doctor's feelings!"

"You helped my son who has COPD and diabetic to understand his illness"

"Bravo"

"By far the best doctor's practice I have been to, wonderful friendly staff and an excellent doctor!"

"I value the personal service. Quite different from Abbey View where one sees a different GP each visit. Such a refreshing, encouraging experience altogether"

"Because it has a female doctor and I am a woman. Happy to see male doctor but like the option"

"Small, friendly practice with a guarantee that one will see only one of two GPs, either one of whom will know something more about one than just what is listed on file!"

"Receptionist a bit curt on the phone – did not put me off though!"

"I have always been treated with respect, and been listened to"

"Very efficient service – extremely helpful staff. Always feel better on walking into such a bright, cheerful, purpose-built place!"

"Warmth of reception. Speed of Action. (Compare North London!!)"

"Always efficient and helpful. Excellent doctors".

"Both my husband and I have problems with our own health over the last two years. We have always had the best treatment from all staff at this surgery".

"Always helpful, efficient and pleasant. I feel like part of the community"

"Accessibility to doctors and nurses. Professional and friendly team".

"When calling to make appointment very friendly and helpful".

"All staff at office very helpful, supportive and friendly. Doctors very understanding".

"Friendly, flexible, thoughtful"

"Very professional and excellent results"

"Helpful and easy to make appointment (always try to fit you in, in an emergency)"

"Excellent personal service"

"My husband and I have always been treated with care and efficiency and the staff are always friendly and helpful"

"I have always found the staff to be very helpful and responsive. I have never had difficulty accessing a GP"

"Good, friendly efficient service. I miss Doctor Emms".

"Quick appointments in an emergency. Seen punctually. Understanding clerical and medical staff and doctors".

"Always helpful, quick to see when needed".

"I have always received extremely good and efficient treatment with friendly staff"

"Always get very quick appointments. Consistency/quality of GPs. Helpful team of staff – receptionists, nurses, GPs, always respectful and helpful".

A friendly, helpful surgery in all departments. No wait for appointments. Why not 3 month prescriptions?"

"Simply because of the reception and help I have received here".

"The surgery provide an excellent service. All staff are friendly, approachable and professional".

"Very friendly service"

"All one needs from a doctors surgery. Quick appointments, approachable nice staff answers phone!"

"Both doctors in the practice do really treat 'the whole person'".

"First class service. Very cheerful staff".

"Very friendly and welcoming".

"The surgery has been efficient, making appointments was easier than Shaftesbury".

"Helpful considered professional advice, a varied useful appointment time now available"

"Certainly miss it if it didn't exist!".

"Easy to get appointments and feel I'm listened to during my visit".

"Feel the service is very good so I would recommend"

"The GPs, the administrative staff, all are very assiduous, caring and efficient. The GPs in particular always make you feel welcome and give their time generously".

"Very helpful surgery"

"Local, good service"

"I am very happy with the GPs that I see. The reception staff are always friendly and helpful".

"The service provided at the 'point of entry' to the NHS is outstanding. All the staff are highly professional in their approach to patients and the execution of the service provided".

"A very friendly and caring practice"

"We have always had the most positive experiences with this surgery"

"Helpful, kind, friendly smiley receptionists and very caring medics. What more could one ask for?"

"Good service"

"Appointment always available"

"Availability of appointments with both male and female doctors"

"I am very new to the surgery but since moving here have had a few hiccups. The service I have received from all members has been fantastic. So very different from my last surgery. I cannot speak highly enough. Thank you".

"Always pleasantly polite and helpful"

"Staff extremely helpful – even at short notice. Doctors and nurses very caring and competent with excellent interpersonal skills".

"Staff very friendly and helpful. Doctors listen to you and give help and advice rather than just dish out tablets for everything".

"We feel that we are very well looked after at this surgery. Efficient and professional".

"Friendly prompt service – always helpful when needed"

"Friendly, efficient and reliable surgery. I just love them all!"

"Good, reliable treatment and service generally"

"Very professional and friendly, quite the best I have ever received from a doctors surgery".

"Good availability. Good doctor".

"Small and friendly, familiar, get appointments"

"Amazing care during my pregnancy"

"Friendly helpful and available"

"I was recommended to the practice by a good friend and believe she is a good judge".

"Friendly and professional service"
"Always here to help you whatever it is"
"Ease of getting appointments. Good treatment"
"Excellent surgery"
"Very quick, efficient, and friendly professional service always"
"Good doctors and staff"
"Always get an appointment when needed. Very good staff on reception".
"Think you run a thoroughly good practice"
"Everyone is so friendly and it's very easy to get an appointment"
"Because I think it is the best doctors surgery I have ever been to in my 81 years! The quality of care is exceptional".
"Every aspect of my care is without fault"
"Friendly, quick, efficient"
"Friendly and professional service. Able to get appointments relatively easily. Good link the pharmacy in Tisbury".
"Staff at the practice are pleasant and efficient and available".
"Short waiting times to see a doctor. Sympathetic and listening service. Referrals given if GP not able to diagnose".
"Dr P Craig-McFeely outstanding GP".
"Always very helpful"
"All very good doctors. Doctors all have time for you. That is all staff as well".
"Prompt efficient friendly service. Caring staff"
"Always been quick and simple to get an appointment whenever I've needed one. Many thanks".
"Because the surgery is the best"
"Staff, ease of making appointments, proximity to home, home (pc) appointment service, availability of on-site prescriptions, nurse appointments – only downside – not too easy "out of hour" availability".
"It is a highly efficient surgery with very caring doctors and medical staff. In fact all the staff".
"Friendly reception, good doctor, use of email, ease of making appointments".
"No reason to think otherwise".
"Nothing not to like. 10/10"
"The practice is small, the staff are exceptional. You are getting it right. Thank you".
"Very happy with practice, friendly and approachable staff. Easy to get appointments. Really good doctors".
"I could not be happier with the Hindon Surgery. I have never had to wait for an appointment and I think everyone in the surgery goes the extra mile to help. Thank you, and good work".
"Always cheerful and efficient service with very little waiting time. Very pleased with everything".
"Very pleased with this surgery, always impresses me. Whenever I ring for an appointment, I always get one".
"Small friendly surgery. Helpful staff".
"Good personal communication. (My feeling about the NHS is that no amount of money could not be wasted. The management structure fails to involve staff. Staff do their job. For example, no-one can be bothered to check the 'what age are you' box!)"
"Friendly staff. Very kind and approachable doctors".
"Appointments are readily available at short notice. Very friendly staff and excellent medical care".
"Always appreciate the service I/we receive from Hindon Surgery – from everyone".
"I consider myself very lucky to live in your catchment area – prompt appointments, attentive receptionists and top quality, compassionate doctor. PS Thank you for the opportunity to comment. And thank you for your excellent care".
"Always available – so far!"
"We have always had fast responsive service from you and of course you are local".
"Easy to get appointment. Friendly staff".
"Because everyone is helpful, kind and very good at their job. Any worries sorted straight away".

“Easy to get an appointment, friendly helpful staff, time to talk, not too ready with the drugs, useful advice for home health care, cricket supporter(s?)”

“It is always easy to get an appointment. The doctor always has time to listen to you and you never feel you are in a hurry. The surgery seems to have a thorough understanding of the family and relevant issues. Couldn’t fault it!”

“Polite, quick service. No waiting days/weeks to see a doctor”.

“Personal doctors who remember their patients. In this day and age is bliss! Quick appointments, lovely surgery, staff and care”.

“There is always an excellent response to any health query”.

“Friendly, efficient and more importantly able to see someone when needs must”.

“So fortunate to have a surgery in the village. Care on hand”.

“Very friendly and efficient service”.

“Always had good service whenever needed”.

“Appointments are always available. Polite staff”.

“Hindon Surgery is “first rate”. Always helpful”.

“I have always had amazing help and support from the doctors and nurse and staff here. I can’t fault anything really”.

“Very friendly. Always get an appointment”.

“I’ve received superb care from doctors and nurses”.

“Very pleased with all doctors and staff”.

“Have found that being able to chat to doctor on phone is very good”.

“Good availability of appointments. Friendly helpful approachable doctors. Dispensing chemist. Good administrative staff”.

“I had no hesitation ticking ‘extremely likely’! This is an excellent GP surgery. Thank you”.

“Very helpful and takes time to discuss your lifestyle”.

“The standard of care is exceptional – no further comment is needed. Thank you”.

“I have a very positive experience on every occasion – an elderly friend had a different experience”.

“We are incredibly lucky to have such a wonderfully efficient and effective practice so close – VERY satisfied customers indeed”.

“As a family we have received helpful and considerate care from the practice over 30 years”.

“Friendly, on time usually, easy to see a doctor”.

“Excellent service”.

“Because the staff are all friendly and you get good helpful advice”.

“Always prompt, helpful and caring”.

“I always get an appointment very quickly. Everybody friendly. Surgery is very close to my home”.

“Lovely place! Great staff”.

“Comprehensive care, provided with compassion and efficiency”.

“No problems with the service and high standard of care”.

“Always friendly and helpful – can usually get an appointment when needed”.

“Everyone listens to your answers with great interest and therefore give a good diagnosis. Staff always helpful”.

“Flexible re. appointments”.

“I find the surgery and the staff very helpful”.

“Nice, competent people”.

“Sometimes slow process to be referred to a specialist when needed”.

“Very friendly and helpful”.

“I have always had a good response/help from the surgery when needed”.

“Always get seen. Nothing is too much trouble. Always helpful”.

“Local, friendly available service”.

“It took some convincing at first with regard to various medical issues, but once it did everyone has been very helpful; I get home visits when needed, sort out meds quickly and always can get an appointment”.

"The service is always charming, helpful and quick to see me".

"Very good practice. Very efficient and friendly".

"Because we feel we are very lucky to have such a friendly and approachable "full medical service" in our village".

"Great service, friendly, efficient".

"I have complete faith for my welfare. Every aspect of the surgery is excellent".

" I think you are all marvellous. Everything works so smoothly and efficiently and no problems".

"Help, kindness, everything well beyond the call of duty. I have never had a surgery like this – AMAZING".

"Always there when we need you. Thank you".

"An extremely user friendly practice. Always very satisfactory service and staff".

"Miraculous combination of daily availability, meticulous professional care".

"Always looked after very well".

"Terrific family doctors practice".

"The service I receive is very very good".

"You feel cared for and thought about".

"Dr Patrick Craig-McFeely is a very helpful practician and has helped me in various ways – mental and physical problems – and it's because of him I'm here".

"Always feel looked after".

"Very good".

"Excellent practice, always helpful, doctors, nurses, receptionists all excellent".

"This is the best, most attentive, generous surgery I have ever known. It is outstanding".

"Ease of getting appointments, friendliness, excellent service".

"Love everything about the surgery – great staff, good hours, no waiting!!".

"Very friendly, never dismissive".

"My wife receives regular treatment and has always spoken highly of the service. This is my second visit and each time have been attended to promptly".

"Staff of clinic invariably helpful".

"There is such a wonderful atmosphere in this surgery – the staff are charming and could not be more helpful".

"Good mannered and friendly".

"Because really good doctors and they do listen to what you say and have always been good".

"I have found myself able to have appointments at convenient times to me".

"Most considerate at all times".

"Always able to get an appointment. Very approachable and understanding".

"Very helpful and approachable in supporting my mother".

"Extremely likely to recommend for care and treatments – but not for long waits before our appointment to see Stella".

"Not a regular attendee but in a semi-emergency, the treatment was excellent by doctor and nurse (and reception)".

"Your service could not be bettered – it is excellent".

"A very efficient surgery team – caring and polite".

"Best practice around. Helpful, polite and best ever".

"I have never known another practice".

"Always someone to help. Telephone always answered promptly and professionally. Always an appointment on same day. AMAZING SERVICE and to a high standard always".

"Very practical and good service".

"Sally and Patrick have been supportive above and beyond the role of doctor especially since son diagnosed with autism".

"Because of the dedication to their patients, nothing is too much trouble".

"After a move from a good practice in Kent, the medical care exceeds our expectations".

"Our doctor is great and it's easy to get an appointment".

"Courteous, prompt, efficient".

"Excellent first class surgery. A good example of how the NHS should work".

"Always able to make an appointment for that day. Very friendly, caring and helpful".

"Because everyone is so kind and efficient".

"The whole practice is very good and efficient".

"I have always been very satisfied when visiting the surgery, everyone is so helpful".

"The pills prescribed arrive like magic. Very friendly people".

"Great customer service in all areas".

"I appreciate all the care and attention the doctors, nurses and receptionists give to me. Always happy to listen and treat the problem with care and efficiency".

"Such a change and pleasure to be on your books. Had no confidence in Abbey View".

"This practice is amazing and always accommodates our needs to the highest quality. Couldn't fault this practice".

"No waiting. Excellent, courteous staff and great GP care. Thank you".

"I especially appreciate that if we need to see a doctor we can always see one on the day requested".

"All staff are helpful and delightful".

"Just a wonderful service".

"Always had satisfactory treatment".

"We always get an appointment when needed. Medical help is good, with referrals when required. Reception staff are highly organised, efficient and friendly – they know who we are".

"Doctors, nurses, receptionists always have time to discuss your concerns. Very well run".

"I have always been pleased with the practice doctors and nurses and all staff".

"One stop shop. Easy to make appointments. Friendly staff. V good GP".

"We have always seen doctor when needed. No waiting".

"Always friendly, always happy to help".

"I regret it do not come often enough to comment more!".

"Helpful, friendly and efficient on all counts".

"Always excellent service".

"Wonderful surgery. Caring, clean and friendly".

"We are very lucky".

"Good medical care plus ready availability of speedy appointments".

"A very good practice indeed".

"When my grandmother stays for several months she temporarily joins the surgery".

"I find the appointment system excellent; it has never failed to deliver an appointment in a very short time".

"Always flexible on appointment times".

"We are always able to make an appointment same day".

"Have always found everybody very helpful".

"Fantastic, especially Patrick".

"Friendly and efficient service".

"We have always been able to see a nurse or doctor when needed".

"One hears of surgeries where it is impossible to see your doctor without waiting for a week. In house pharmacy and knowledgeable staff".

"Staff and doctors all polite and helpful. Easy to get an appointment. No complaints about this excellent surgery".

"Very quick and helpful service when required. Always positive and friendly".

"Always able to get an appointment. Friendly staff".

"Because they are very nice".

"Always helpful".

"You can always get an appointment, and you are taken good care of".

"The surgery treats you like an individual and not

"Friendly staff, good doctors and hours".

"It is splendid to be able to make appointments and be given excellent medical help. Thank you very much".
"Preferable to be a patient in a relatively small practice, when you know the doctors, nurses and staff".
"Nearly always a pleasure to visit this surgery. All staff very helpful and friendly".
"The finest small GP practice in the country".
"Excellent service".
"I have been at this GP all my life".
"I am amazed that I can ring and get an appointment quickly, my friends at other surgeries have to wait days".
"Personal experience always received".
"Good overall experience but as NEITHER Dr Janet Emms or Mary wore gloves whilst having difficulty extracting blood (test) from me I am loathe to upgrade my opinion". (Likely)
"Friendly environment"
"Strikes me as a friendly and efficient practice".
"My wife and I have always had good care and advice".
"Could the practice please provide sample pots (urine) for the patients".
"Great surgery and doctors. Sometimes hard to see the doc you want if an urgency appointment needed. Overall great though".
"I like this Dr".
"Very good. Everyone helpful".
"From our own experience to date appointments at hospital have been very prompt and you can get an appointment at the surgery promptly as well".
"Warm and helpful at all times"
"I have been with the practice for over 50 years which speaks for itself".
"Prompt attention at all times"
"No complaints, we have brilliant care. Well done to all".
"A good local doctors surgery with dispensary".
"Very nice environment, near to home. Friendliness and efficiency of staff".
"Very polite, helpful and extremely supportive staff".
"Excellent practice in all respects".
"Very convenient having Drs surgery in Hindon (as I live in Hindon). Most of the time I can usually get a Drs appointment on same day!"
"Reception and doctors are always helpful and cheerful".
"Warm, friendly service".
"My first visit – very efficient and friendly. Thank you".
"Always able to get appointments and very good level of care and service by the doctors and the nurses".
"An excellent doctors surgery!"
"Quite outstanding service and everyone in reception so helpful".
"Friendly, efficient and professional".
"I have always found the staff to be helpful and friendly. My doctor is very supportive and understanding".
"Lovely care, lovely service".
"Helpful, polite and quick service".
"It's a fantastic practice!"
"Always had good service".
"One is always made to feel that the GP is under no time pressure!! I love the website booking system – it is the envy of many. Very kind reception staff who are very polite and friendly".
"Not a regular visitor but surgery and staff are always friendly, welcoming and helpful".
"Because I have been coming here all my life and so far it has been fab!"
"An excellent service that I am very happy to recommend"
"The doctor is always ready to listen and gives answers"
"Because you're very efficient and friendly"
"Great surgery in all aspects"

“Care and treatment very good. It’s good to be able to see a doctor the day you ring up!”

“Very helpful receptionists always get you seen asap and all the medical team are so warm and friendly”

“Appointments are always available as required”

“Extremely helpful , very good quality service”

Comments (Neither likely or unlikely/Unlikely)

“All family members already use the practice”

“Only because my family live outside this area. The service has been very good!”

“Not “research” oriented”

“I feel I don’t sometimes get the answers I want”