

## Patient Comment Card Summary 2019

Date	A Selection of Patient Feedback	Comments/Improvement
January 2019	<b>Total received = 1164</b> <b>Recommend to friends and family: 670 =Extremely likely, 360 =Likely, 115=Neither, 16 =Unlikely, 3 =Extremely Unlikely</b>	
	Dr was excellent	
	Service as good as ever. Nurses are brilliant.	
February 2019	<b>Total received = 976</b> <b>Recommend to friends and family: 583 =Extremely likely, 292 =Likely, 86=Neither, 9 =Unlikely, 6 =Extremely Unlikely</b>	
	I am very happy with the service. We moved a year ago and we were worried that we would never find a doctor's surgery as good. My husband and I are so relieved we choose this Practice.	
	Lovely doctor, nice and friendly	
March 2019	<b>Total received = 1017</b> <b>Recommend to friends and family: 602=Extremely likely, 185 =Likely, 111=Neither, 11 =Unlikely, 1=Extremely Unlikely</b>	
April 2019	<b>Total received = 1074</b> <b>Recommend to friends and family: 598 =Extremely likely, 352=Likely, 112=Neither, 10=Unlikely, 2=Extremely Unlikely</b>	
	Great service from reception. Call back from GP within 15 minutes	
	<i>Impossible to book appointments</i>	
May 2019	<b>Total received = 975</b> <b>Recommend to friends and family: 540 =Extremely likely, 311 =Likely, 106 =Neither, 13 =Unlikely, 5 =Extremely Unlikely</b>	
June 2019	<b>Total received = 974</b> <b>Recommend to friends and family: 560 =Extremely likely, 291 =Likely, 101 =Neither, 8 =Unlikely, 4 =Extremely Unlikely</b>	
	I was put on the Triage list and was seen within 30 minutes. I am astonished in a good way!	

<b>July 2019</b>	<b>Total received = 1006</b> <b>Recommend to friends and family:546 =Extremely likely, 327 =Likely, 112=Neither, 12=Unlikely, 9 =Extremely Unlikely</b>	
	Been brilliant- all been great	
	Thank you Dr Wood and your amazing team	
	Always get great service from all of receptionists. How can you improve on excellence?	
<b>August 2019</b>	<b>Total received = 904</b> <b>Recommend to friends and family: 476 =Extremely likely, 267 =Likely, 145=Neither, 7=Unlikely, 9 =Extremely Unlikely</b>	
	<i>Earlier appointment bookings wanted</i>	
<b>September 2019</b>	<b>Total received = 840</b> <b>Recommend to friends and family: 456 =Extremely likely, 270 =Likely, 100=Neither, 9=Unlikely, 5 =Extremely Unlikely</b>	
<b>October 2019</b>	<b>Total received = 1091</b> <b>Recommend to friends and family: 613 =Extremely likely, 327 =Likely, 134=Neither, 13=Unlikely, 4 =Extremely Unlikely</b>	
	Keep it up like this/ Excellent service for 9 years	
<b>November 2019</b>	<b>Total received = 1124</b> <b>Recommend to friends and family: 645 =Extremely likely, 348 =Likely, 106=Neither, 15 =Unlikely, 10 =Extremely Unlikely</b>	
	Liz was lovely	
<b>December 2019</b>	<b>Total received = 991</b> <b>Recommend to friends and family:573 =Extremely likely,306 =Likely, 95=Neither, 12 =Unlikely, 5 =Extremely Unlikely</b>	
	Good service and help /wonderful doctors and staff at Vernon Street./ Excellent care and assistance/caring and diligence/ can't thank you enough	
<b>January 2020</b>	<b>Total received = 1171</b> <b>Recommend to friends and family:640 =Extremely likely,398 =Likely, 116=Neither, 10 =Unlikely, 7 =Extremely Unlikely</b>	
	Nurses were kind, gentle, reassuring and professional / Without you all our lives would be so much more difficult / Dr islam and Dr Wood both gave fantastic service, thorough and patient. Made me feel comfortable / Dr	

	<p>Chahal- cannot sing her praises enough.  <i>Never known a medical centre to refuse giving appointments like yours despite the fact the waiting room is almost always empty. I'm seriously considering changing to another practice. Not good at all.</i></p>	
<b>February 2020</b>	<p><b>Total received = 1207</b>  <b>Recommend to friends and family: 727 =Extremely likely, 345=Likely, 119=Neither, 3 =Unlikely, 13 =Extremely Unlikely</b></p>	
	Great service	
<b>March 2020</b>	<p><b>Total received = 626</b>  <b>Recommend to friends and family:389 =Extremely likely, 174 =Likely, 56=Neither, 4 =Unlikely, 3 =Extremely Unlikely</b></p>	
	Valued care given over many years. All amazing. Always try to accommodate your needs.	
	<i>The few good doctors you have either go down to part time or leave</i>	
<b>Years Summary</b>	<p><b>Total received = 11983</b>  <b>Recommend to friends and family:</b>  <b>56.4% =Extremely Likely</b>  <b>31.1% =Likely</b>  <b>10.95%=Neither</b>  <b>0.87%=Unlikely</b>  <b>0.63%=Extremely Unlikely</b>  <b>0=Don't Know</b></p>	<p><b>Thank you for all your comments. Please continue to give us your feedback.</b></p>