**Patient Survey 2015/16 Comments**

**Dr Gautam Chikhalikar - GP**

Still don’t have an idea what is going on – internet told me more!

Never feel rushed or pressured by either of the GP’s. I have been with this practice for almost 36 years and happy to continue to see any GP here

Overall very good

Excellent in every way

Dr was running late (15mins) but apologised twice

Always confident when visiting my GP

Kind and polite – no concerns

☺

Dr Chikhalikar is always excellent

Very pleasant and understanding

I have trusted Dr Chikhalikar with my health for over 30 years – never been disappointed

**Dr Ravi Gokul – GP**

Very nice

My personal thoughts are that it’s a very good service

Dr Gokul is very good and polite

Giving good advice

Good Doc, easy to talk to

I highly recommend Dr Gokul as my GP. He is a caring and compassionate individual

Explained everything really well. I always feel comfortable asking questions ☺

Easy to talk to

Made me feel comfortable and at ease

A very kind considerate Doctor

He is a lovely Dr

Very patient understanding and polite, couldn’t wish for more

Excellent ☺

All my praise to the GP. I couldn’t wish for a better GP

Very good always

Always kind and courteous

Excellent GP, all our family happy to see

No concerns

Excellent, he always puts me at ease

Dr advises me on lifestyle to look after my health in later life

Wonderful Doctor

Also picked up on a cholesterol test that I need

Makes me feel at ease. Kind, understanding GP

Much improved

Thank you

Very easy to talk to – feel confident after seeing him

Felt very satisfied. Have complete confidence in my care

Very good. Been with these Doctors for 35 years

Excellent GP!

**Jackie Parsonage - Practice Nurse**

Once again very detached and lacked empathy. Felt like asking questions was a nuisance. I don’t doubt her medical competence but she should focus more on the human side of her job

Excels in all aspects

Always greets me with a smile and I feel she has time for me

Polite and friendly

Very pleasant

Very nice lady and professional

Very helpful and friendly as always!

Very nice and easy to understand

**Julie Newton HCA**

Very polite and friendly as usual

Lovely friendly young woman

Excellent friendly service, thank you

Was very comfortable and at ease talking to Julie

Service very good

Many questions were not applicable as only here for flu vaccination

This time blood test and flu jab so could not answer some of the questions

Not much to go off as only here for an injection

**Reception/Admin**

Rated 8 because communication after hospital visits and results of tests very slow – probably slow from hospital – need to know quickly, even if results good

The notices on the screen are not easy to read from a distance – yellow or white on lavender!!!

When asking people to fill out forms in the waiting room it would be a good idea to offer form attached to a clipboard

More disabled parking spaces

Not easy to get an appointment on the same day, having to ring at 8.00am or 12.00, always engaged or no appointments

Today I waited 25 minutes for my appointment before I was called

Some attention needed to paving/holes, pointing uneven

The electronic prescription service with pharmacy doesn’t work efficiently!

The service, after treatment, at Kingsfold Chemist is very poor, adding to any stress etc.

I disagree totally with having to pay £40.00 for information required for a private medical form. I accept this takes time, but as a professional myself I would never charge for this service

Was impressed that I recently rang the surgery on a Sunday for an appointment for my son and I got an appointment for the same day

Can’t fault

Very satisfied

Despite the increasing demands placed on you to deliver more and better services for less resources, you have more than achieved this. I am extremely happy with everything I have needed from you

Excellent Doctors with great staff

We have always had a polite and excellent service

Excellent for same day appointments

Very nice and friendly staff

Excellent surgery. Excellent communication. Best Doctors in the area

Excellent that I can get an appointment on the same day, and hardly ever have to wait in the waiting room

Very well managed surgery

Receptionists always excellent – Doctors too. Nurse I find lacks empathy most of the time

Always been very happy with all the staff – very courteous and helpful

Very well run clinic

Nothing to improve, the staff and comfort is very good

Reception staff, Dr and Nurse I have seen all brilliant

Just keep the good work with care you show

Staff are courteous and efficient. Doctors are easy to talk to and clear in their explanations

I am very grateful that I am at this practice as the Dr’s are the best and I hear lots of negative comments off friends about their Drs, so thank you to all

Reception staff always helpful and polite

I always get an appointment if I ring at correct time

Compared to friends and familys GP’s – Kingsfold seems excellent in all aspects ☺

All staff friendly, helpful every time I come to Doctors

All staff extremely helpful

Extremely grateful for the service given

Excellent

Good service

Good service is always provided

This is a first class surgery – I count my blessings

New to surgery so not seen much as of yet. Very nice staff and surgery though

Staff are always very polite and kind at this practice

I wish all Doctors worked like these

In my job I deal with a number of surgeries , including the one I work in and Kingsfold could give sessions in best practice in all areas

Very happy with the service

I know at some surgeries there can be huge wait for appointments. We feel really lucky as a family that this is not the case at Kingsfold. The surgery will always aim to fit me and my family in

Excellent care recently re my daughters ear infection. Referred urgently to ENT, seen next day on ward. Thank you

One patient suggested answer options should include a ‘reasonably easy’ option