**Patient Survey 2019/20 – Comments**

**Dr Ravi Gokul – GP**

* **Excellent** GP
* He’s **Quality**
* This practice is so lucky to have a doctor of such a **high** **calibre**!
* **Happy** to see Dr Gokul, he never tells me to stop running!
* Very **professional** doctor with good **consideration** for patients.
* Dr Gokul is a **fantastic** doctor who listens and empathises to me fully! He involves me in all decisions and explains all options, treatments and decisions regarding my well-being. I couldn’t be happier with the way he helps and cares for my physical and mental health. Thank you
* I have complete **trust** in his decisions.
* **Excellent** explanations and plans to go forward.
* Very happy with the treatment received.
* Very **caring** and **informative**.
* He is very caring, friendly, helpful, **co-operative** and goes beyond the call of duty to ensure he allows you enough time for the complaint.
* Very **happy** with all the aspects of treatments.
* Always very **friendly** and helpful.
* Complete **confidence** in Dr Gokul
* **Great** doctor
* Always **polite** and **helpful**.

**Dr Abida Mohamed – Salaried GP**

* Very **friendly** and **considerate**.
* **Excellent** service
* She is **amazing**!
* **Very thorough** and will go through all the options. **Lovely** and very **helpful**
* **Very good**

**Dr Swarna Narla – Locum GP**

* Was running 25min late than appointment time.
* I was very **confident** with her diagnosis .she was very **kind** and **considerate**.
* Puts me at **ease** and give me all the time I needed
* **Lovely** doctor, kind and **patient**, listened to my every need.
* Very **good**
* **Good experience** and **good explanations**

**Jackie Parsonage – Practice Nurse**

* Jackie is always **professional** and **helpful**.
* Very **informative** and **supportive**
* Always **happy**, smiling and chatty
* Always **lovely**.
* Very at home with Jackie – lovely lady.
* Always **polite**, courteous, **friendly** and helpful.
* Very happy to see Nurse Jackie, **excellent** practitioner.
* Very **nice** lady
* Very polite and **courteous**.
* Seeing Jackie is always a **pleasure**.
* A very **nice clinician**.
* Very **helpful**
* Very **satisfactory**

**Julie Newton – Health Care Assistant**

* Very **lovely**, easy to talk to.
* Very **caring**.
* **First class**
* Julie is lovely, very **kind** and patient.
* Kind and **considerate**. **Explain** each stage carefully.
* Julie was very **nice** and I was completely at **ease** with her.
* **Excellent**
* **Easy to talk to**
* She was extremely **helpful**

**Reception/Admin**

* Can’tring 8am or 12pm due to work. Do not have access to internet.
* More allocations online would be good.
* Could do with more doctors at the surgery and the doctor I see supports Man Utd ☺
* Could do with being able to book flu jabs and there is no clinic online.
* The radio/music in waiting room is too loud, patients should be told at reception when doctors are running late.
* Calling at 8am is a lottery that I win but it feels unfair to others.
* I thought I used to be able to ring the day before appointments now it’s on the day which is a pain
* Wanted to book over the phone because no appointments online but same on their system.
* I didn’t know we had to ring at 8am for appointment and the lady who answered was abrupt yesterday at 9.20am. What happened to booking late night appointments for people who work?
* Please could you turn the radio down a bit? thanks

* Fantastic service.
* Care navigators work well under pressure.
* Good experience at this practice (new patient)
* I changed doctors as I didnt feel I was making any progress. At Kingsfold I get all the help I need.
* I always feel well cared for.
* Overall service is brilliant.
* Much better than my last medical centre
* Always really helpful and relatively easy to get an appointment.
* We get brilliant service.
* I have always found everyone kind and caring.
* Very pleased
* Excellent service all round
* Always been very helpful, especially anything to do with my child.
* Always caring and efficient.
* Friendliest practice I’ve been at. Feel relaxed and comfortable in appointments.
* Always polite and helpful.
* Receptionists are very helpful and polite.
* I have always been able to get an appointment when needed and Dr Gokul and Dr Narla are very helpful + empathetic. Care navigators are very friendly and kind.
* Super practice. Very kind and obliging. Excellent GP
* Perfectly satisfied with all aspects of the surgery and staff.
* Very good service, everything is dealt with and phone calls to advice of anything asked for or needed.
* Quite happy with everything at the surgery.
* All staff has been very friendly, helpful and cooperative and do an excellent job.
* Staff is always helpful and cheerful.
* A very good clinic and helpful staff.
* I have never had any negative issues with this practice.
* Always received a professional service.
* Very happy with service.
* It’s a calm place to have a visit.
* Staff is always pleasant and cheerful.
* Very fortunate to have access to this practice.
* It is the first time I have joined a doctors practice which is well run in 20yrs.
* I’ve always had excellent service from the staff at this surgery.
* Excellent service by all, exemplary Dr Ravi.
* Excellent all round.
* Excellent service- lovely staff and doctors superb. Never had a problem.
* Always been treated with care and compassion by all members of staff.
* Always excellent service.