

Mjog responses for Feb 2019

| Dates | Site | Department | Response |
|------------|-------------------|-----------------|---|
| 01/02/2019 | New House Surgery | Consultation | Staff really helpful. Admin for booking and gp |
| 01/02/2019 | Riverbank Surgery | Phlebotomy | Everyone extremely friendly- treat you as an individual - helpful. Best doctors I've ever been too |
| 01/02/2019 | New House Surgery | Consultation | No waiting time & staff all very helpful and professional |
| 01/02/2019 | New House Surgery | Consultation | We got a same day appointment, seen on time and the doctor was fantastic with my daughter and gave a lot of his time. Excellent experience |
| 01/02/2019 | New House Surgery | Nurse | Excellent advice, friendly personality, made to feel at ease |
| 01/02/2019 | New House Surgery | Session | Very friendly, excellent service. We are very lucky! |
| 01/02/2019 | Hillside Surgery | Consultation | Kind and attentive doctor who always listens and then offers constructive advice and help. The admin staff are also exceptional - friendly and efficient |
| 01/02/2019 | New House Surgery | Consultation | We've only just joined the surgery but v positive vibes so far. Easy to book appts. Helpful receptionists. Seen on time. |
| 01/02/2019 | New House Surgery | Nurse | Very nice nurses and receptionists with great happy smiles and friendly |
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| 04/02/2019 | New House Surgery | Consultation | Very nice doctor |
| 04/02/2019 | Hillside Surgery | Consultation | All staff and the doctor himself were extremely professional and courteous. They represent exactly what is good about the NHS. |
| 04/02/2019 | New House Surgery | Phlebotomy | App on time and nurse pleasant and cheerful even though she was after my blood! |
| 04/02/2019 | Riverbank Surgery | Consultation | Riverbank Surgery is convenient, friendly and the staff are approachable. |
| 04/02/2019 | New House Surgery | Consultation | The service, staff and ease of use far exceeds past experiences at other surgeries thanks |
| 04/02/2019 | New House Surgery | Nurse | I saw Cheryl asthma nurse ...always friendly ...helpful ..thank you . |
| 04/02/2019 | New House Surgery | Consultation | Just leave me please. Pathetic to seek all these approvals for simple courteous service |
| 04/02/2019 | Riverbank Surgery | Consultation | Small. Easy for me to get to. Very pleasant staff. |
| 04/02/2019 | Hillside Surgery | Consultation | Staff, Doctors and Nursrs are quality. |
| 04/02/2019 | New House Surgery | Nurse | Always helpful staff from reception all way through. |
| 04/02/2019 | Hillside Surgery | Consultation | DOCTOR LISTENED. BLOOD TEST ARRANGED FOR TOMORROW. |
| 04/02/2019 | New House Surgery | Nurse | Helpful,friendly staff |
| 04/02/2019 | Hillside Surgery | Nurse | Very helpful staff |
| 04/02/2019 | New House Surgery | Nurse | The nurse I saw gave me good advice on the jabs I needed for my trip and was very friendly and efficient. |
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| 05/02/2019 | New House Surgery | Nurse | Your more than welcome |
| 05/02/2019 | Hillside Surgery | Phlebotomy | Pleasant, knowledgeable staff and taken on time by nurse which is important when working |
| 05/02/2019 | Riverbank Surgery | Consultation | Not difficult to get to see my doctor + warm, friendly, homely surgery... |
| 05/02/2019 | New House Surgery | Nurse | No. Please do not contact me any more |
| 05/02/2019 | Hillside Surgery | Consultation | Usually manage to get a same day app't if necessary by ringing at 8am |
| 05/02/2019 | Hillside Surgery | Phlebotomy | Very friendly and efficient |
| 05/02/2019 | Riverbank Surgery | Consultation | ds to describe Dr Gilder - he is exceptional and I feel so lucky that he is my doctor !!!! |
| 05/02/2019 | New House Surgery | Consultation | Quick appointments and reassuring doctor |
| 05/02/2019 | Hillside Surgery | Phlebotomy | Meds which were ordered last week were not signed so had to wait, but nurse was good |
| 05/02/2019 | Hillside Surgery | Consultation | The doctor didn't take much time to explain her recommendations for treatment and told me what I should do next so quickly that when I tried to write it |
| 05/02/2019 | New House Surgery | Consultation | Very happy with Dr visit |
| 05/02/2019 | Hillside Surgery | Consultation | As usual everyone helpful and friendly. Doctor was charming and actually appears to have alleviated my symptoms. |
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| 06/02/2019 | Riverbank Surgery | Consultation | Very professional from reception and dispensary to locum doctor I saw today |
| 06/02/2019 | Riverbank Surgery | Consultation | I have had a poor experience all round today. If someone wants to ring me I would be prepared to explain. |
| 06/02/2019 | New House Surgery | Consultation | Quick, efficient, punctual. |
| 06/02/2019 | Riverbank Surgery | Consultation | No comment |
| 06/02/2019 | Riverbank Surgery | Consultation | Polite, courteous and took my medical needs seriously |
| 06/02/2019 | New House Surgery | Phlebotomy | Every one is kind and considerate |
| 06/02/2019 | New House Surgery | Nurse | The nurse was knowledgeable friendly and very helpful |
| 06/02/2019 | New House Surgery | Diabetes Clinic | The reception staff are courteous and polite. The diabetic nurse was extremely helpful and informative. |
| 06/02/2019 | New House Surgery | Consultation | Very helpful and understanding receptionist/ Doctor |
| 06/02/2019 | New House Surgery | Consultation | Great service. |
| 06/02/2019 | New House Surgery | Consultation | Last consultation was with a somewhat disengaged doctor. |
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| 07/02/2019 | Hillside Surgery | Consultation | s not to love? |
| 07/02/2019 | New House Surgery | Nurse | Efficiency, helpful staff, good doctors. |
| 07/02/2019 | New House Surgery | Nurse | All the staff from the front desk to nurses, pharmacist and doctors are all so caring and helpful. They have given exceptional support to me with my moth |

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| 07/02/2019 | New House Surgery | Nurse | Personal and kind service |
| 07/02/2019 | New House Surgery | Consultation | All staff go that 'extra mile' to ensure that the visit has been successful |
| 07/02/2019 | Riverbank Surgery | Consultation | Been with the surgery since I was born. So helpful, understanding, and the personal touch. |
| 07/02/2019 | Hillside Surgery | Nurse | All staff are great surgery always clean can always get an appointment excellent service always |
| 07/02/2019 | Riverbank Surgery | Consultation | Dr Guilder is always professional but very welcoming and always allows adequate time for your appointment. |
| 07/02/2019 | New House Surgery | Nurse | The medical staff are always very helpful |
| 07/02/2019 | New House Surgery | Consultation | Except for a couple of receptionists, i have been with Box hill and dorking serguries for 22 years |
| 07/02/2019 | New House Surgery | Consultation | Because Dr Dhoul is so good |
| 07/02/2019 | New House Surgery | Consultation | The new telephone waiting system is excellent and saves having to keep trying to get through. The Doctor I saw today was lovely and very helpful. |
| 07/02/2019 | Riverbank Surgery | Consultation | Everybody very attentive |
| 07/02/2019 | New House Surgery | Consultation | Very helpfull and courteous as usual |
| | | | |
| 08/02/2019 | Hillside Surgery | Consultation | Staff and doctors are fantastic in eveyway looking after your health I would recommend them to anyone first class service everytime |
| 08/02/2019 | New House Surgery | Consultation | The receptionist was friendly, the doctor was helpful and efficient. |
| 08/02/2019 | New House Surgery | Consultation | I gave that feedback as Dr Konstandiou is excellent - a good addition to New House! |
| 08/02/2019 | New House Surgery | Consultation | Helpful reception staff on the phone. Kind and compassionate doctor. Also was seen on time- no waiting. |
| 08/02/2019 | New House Surgery | Consultation | Really listenedTook on board what I had to sayAnd answered the questions I had |
| 08/02/2019 | Hillside Surgery | Consultation | They are all brilliant take care listen to you and give advice I feel so lucky to have them |
| 08/02/2019 | New House Surgery | Consultation | I has just come out of hospital and went to see a GP I had not met before He listened well and was very thorough and professional. I did not feel pressur |
| 08/02/2019 | New House Surgery | Nurse | The nurse was nice & efficient...pleas don't text me any more on this |
| 08/02/2019 | New House Surgery | Consultation | Got a same day appt and doctor put my mind at ease |
| | | | The hours open , |
| 08/02/2019 | New House Surgery | Consultation | Service from all staff |
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| 11/02/2019 | New House Surgery | Consultation | The Doctor I saw listened and reassured |
| 11/02/2019 | Hillside Surgery | Consultation | Helpful and provided me with the information and support I needed. |
| 11/02/2019 | New House Surgery | Consultation | Rapid treatment and convenient location |
| 11/02/2019 | New House Surgery | Phlebotomy | Had phlebotomist who is great. Afraid if for Drs it would be less as getting appointments are difficult and you never see same Dr so for long term things |
| 11/02/2019 | New House Surgery | Physio | My appointment was on time, I never felt pushed for time, and I felt positive about the outcome. My appointment was made by a very helpful young lady (n |
| 11/02/2019 | Hillside Surgery | Diabetes Clinic | Excellently reception , nurses and doctors!?????? |
| 11/02/2019 | Hillside Surgery | Consultation | Service is always timely and efficient. Staff are always helpful and standard of care is good. |
| 11/02/2019 | Riverbank Surgery | Consultation | Because everytime people go to the surgery you see a different doctor in the three times i have been not once have my allages been put on my file also wh |
| 11/02/2019 | Hillside Surgery | Consultation | les away. This is the best surgery I've been with so far. A big thank you to all the Doctors and staff in this practice. |
| 11/02/2019 | New House Surgery | Consultation | Twicw in the last few months I have tried to get an appointment for my husband for what I considered should have been seen to very quickly. He rarely vis |
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| 12/02/2019 | New House Surgery | Consultation | Doctors always courteous and responsive, easy to make appointments, no long waits in the surgery, likeable nurses and receptionists |
| 12/02/2019 | New House Surgery | Consultation | Great service, doctor friendly and engaging with my daughter and instantly put her at ease. |
| 12/02/2019 | New House Surgery | Consultation | Your medic was too quick to write off potential coil problems. " I can tell you now there's no problem with the coil" she said. It took all my patience n |
| 12/02/2019 | New House Surgery | Consultation | Response given because GP took my concerns seriously, was honest, straightforwardand efficient |
| 12/02/2019 | Riverbank Surgery | Session | Efficient... friendly and always helpful - and v flexible and supportive of local community. Thank you |
| 12/02/2019 | Hillside Surgery | Consultation | Always good service given by the medical staff |
| 12/02/2019 | New House Surgery | Consultation | Doctor got someone from hospital to me on Friday. Could believe how. Fast |
| 12/02/2019 | Riverbank Surgery | Session | Friendly and competent service in time |
| 12/02/2019 | New House Surgery | Consultation | s very rude so glad this has been rectified |
| 12/02/2019 | New House Surgery | Consultation | I was given an appointment quickly and Dr Daemi was kind and helpful. |
| 12/02/2019 | Hillside Surgery | Phlebotomy | Everyone friendly and helpful very nice gentle nurse taking blood |
| 12/02/2019 | Hillside Surgery | Consultation | Polite and efficient staff and very good service |
| 12/02/2019 | New House Surgery | Nurse | very caring nuse |
| 12/02/2019 | Riverbank Surgery | Diabetes Clinic | They are absolutely wonderful with all patients. |
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| 13/02/2019 | Riverbank Surgery | Consultation | I have been with the surgery for a very long time and have always been totally satisfied with my treatment there. |
| 13/02/2019 | New House Surgery | Consultation | Staff pleasant & helpful. |
| 13/02/2019 | Hillside Surgery | Consultation | Always happy to try their best to help and fit one in |
| 13/02/2019 | New House Surgery | Diabetes Specialist Nurse | Helpful staff diabetes nurse Margaret caring, thorough . |
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| 14/02/2019 | New House Surgery | Consultation | Excellent attention and care as usual |
| 14/02/2019 | Hillside Surgery | Nurse | I felt at ease |
| 14/02/2019 | Hillside Surgery | Consultation | For exactly the same reason that I gave you the last time. |
| 14/02/2019 | Hillside Surgery | Nurse | Sorry you have the numbers around the wrong way to every other survey |
| 14/02/2019 | New House Surgery | Consultation | Just very good, friendly service. |
| 14/02/2019 | Riverbank Surgery | Consultation | Dr Guilder is always very kind. It never feels like you are being rushed. He listens..& I always feel that he actually knows me. Not just "another face" ! |
| 14/02/2019 | New House Surgery | Consultation | I always manage to get an appointment when needed and the doctors are very caring. |
| 14/02/2019 | Riverbank Surgery | Consultation | They are all friendly and efficient and helpful. |
| 14/02/2019 | Riverbank Surgery | Consultation | Of course, as always Doctor and all staff very helpful and friendly. |
| 14/02/2019 | New House Surgery | Consultation | My doctor today was amazing! |
| 14/02/2019 | New House Surgery | Consultation | Incredibly supportive and excellent time spent with me I felt very well looked after |
| 14/02/2019 | New House Surgery | Consultation | I was seen promptly and the doc was first class and very polite. |
| 14/02/2019 | New House Surgery | Consultation | Dr Allfrey is always so understanding and goes above and beyond for his patients. |
| 14/02/2019 | New House Surgery | Consultation | Yes I find it difficult seeing a different doctor every time. There is no relationship. However gp was nice and helpful. |
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| 15/02/2019 | Riverbank Surgery | Consultation | Dr Guilder is a very good family doctor |
| 15/02/2019 | New House Surgery | Consultation | Once you see a dr everything is first class. Been trying to get appointment for 2 days only managed to get one today as I went down to Surgery and queued |
| 15/02/2019 | New House Surgery | Consultation | The GP I see has a caring holistic approach. It's a shame that the non clinical staff don't have the same approach |
| 15/02/2019 | New House Surgery | Consultation | Ability to get same day appt and attitude of doctors and receptionists |
| 15/02/2019 | New House Surgery | Consultation | Good customer service |
| 15/02/2019 | New House Surgery | Nurse | Because they always been good to me |
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| 18/02/2019 | Riverbank Surgery | Consultation | First class place |
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| 19/02/2019 | New House Surgery | Consultation | My doctor was very good and explained every thing to me so that i understood every thing |
| 19/02/2019 | Riverbank Surgery | Consultation | Dr guilder and his team are very efficient and friendly. |
| 19/02/2019 | Riverbank Surgery | Consultation | Dr Guilder is an awesome doc. You feel so comfortable seeing him. Very considerate and does not rush you. |
| 19/02/2019 | New House Surgery | Nurse | Efficiency and patient care. |
| 19/02/2019 | New House Surgery | Session | Nice friendly doctor |
| 19/02/2019 | New House Surgery | Nurse | Great service from phoning and speaking to the receptionist to my appointment on the actual day. |
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| 20/02/2019 | Hillside Surgery | Consultation | Because i rec'd a friendly and courteous welcome @ reception who also dealt with my post appointment arrangements in like fashion. My GP called me in on |
| 20/02/2019 | Riverbank Surgery | Consultation | Tom is a wonderful genuine caring doctor |
| 20/02/2019 | Hillside Surgery | Nurse | I have been with surgery since it began never had any problems. |
| 20/02/2019 | New House Surgery | Consultation | Good service but like a closer Dr/Patient relationship / rarely see same Dr twice |
| 20/02/2019 | New House Surgery | Consultation | Doctor on time. Had my results back fast from the hospital. Got an appointment easily today |
| 20/02/2019 | New House Surgery | Consultation | A first class and confident approach conducted professionally |
| 20/02/2019 | New House Surgery | Consultation | Very patient unfriendly appointment system. |
| 20/02/2019 | New House Surgery | Midwife | Fabulous midwife team |
| 20/02/2019 | New House Surgery | Consultation | Oh sorry, it is the same as last time you asked. |
| 20/02/2019 | New House Surgery | Nurse | O k |
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| 21/02/2019 | New House Surgery | Consultation | Although long wait for appointment, action plan explained and implemented. |
| 21/02/2019 | New House Surgery | Nurse | We have been with new house for approximately 19years and received the very best attention from all concerned. When dr young was there he looked afte |
| 21/02/2019 | New House Surgery | Consultation | Efficient and helpful |
| 21/02/2019 | New House Surgery | Nurse | It seems a really nice Doctors surgery and all the staff have been very helpful to me. |
| 21/02/2019 | New House Surgery | Consultation | The doctor I saw was great. Second time i have seen her. Once for me and once for my son. I feel confident in her knowledge and she has a lovely manner. |
| 21/02/2019 | New House Surgery | Consultation | My doctor was good and very helpful |
| 21/02/2019 | New House Surgery | Consultation | Always a receptive and unhurried consultation from the GPs, be it for a new or existing condition, and a helpful attitude from all other staff members at |
| 21/02/2019 | Hillside Surgery | Consultation | Everyone at hillside are always happy to help whenever they can they are polite and always have a smile |
| 21/02/2019 | New House Surgery | Consultation | Dr. Daemeon & front desk, superb. |
| 21/02/2019 | Riverbank Surgery | Consultation | We think u do what u can in difficult circumstances! |
| 21/02/2019 | New House Surgery | Pharmacist | Because the staff are always polite and friendly |
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| 22/02/2019 | Riverbank Surgery | Consultation | Professional, have time, friendly |

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| 22/02/2019 | Hillside Surgery | Consultation | The staff are fantastic, really friendly and helpful |
| 22/02/2019 | New House Surgery | Consultation | Good care, positive experience |
| 22/02/2019 | Riverbank Surgery | Consultation | Always friendly and understanding |
| 22/02/2019 | Riverbank Surgery | Consultation | I love Dr Guilder-he is such a lovely, caring doctor. The staff at the surgery are also so friendly and helpful. I have been registered at a few surger |
| 22/02/2019 | Hillside Surgery | Consultation | I had excellent care |
| 22/02/2019 | New House Surgery | Consultation | Everything was in order Easy to check in - nice waiting room and doctor on time and very helpful |
| 22/02/2019 | New House Surgery | Consultation | Friendly, seemed to listen to problem, provided a suitable response (IMO) |
| 22/02/2019 | New House Surgery | Consultation | Doctors friendly and helpful. Was able to obtain an appointment same day. Great service |
| 22/02/2019 | New House Surgery | Consultation | I have always had excellent service even back to dr young thank you again M |
| 22/02/2019 | New House Surgery | Consultation | The practice is very welcoming and the staff are very friendly, helpful and knowledgeable. It is always as clean and tidy as is possible. Well done. |
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| 25/02/2019 | Hillside Surgery | Nurse | Helpful and friendly |
| 25/02/2019 | Hillside Surgery | Nurse | Friendly and courteous |
| 25/02/2019 | New House Surgery | Consultation | Whatever the problem the staff are always ready to help |
| 25/02/2019 | New House Surgery | Consultation | The doctors are extremely thorough armed with good advice as well. The receptionist was really helpful finding a nurse appointment that worked! |
| 25/02/2019 | New House Surgery | Consultation | Prompt resolution of problem. Pleasant doctor. |
| 25/02/2019 | New House Surgery | Phlebotomy | The nurse I saw was very friendly, helpful and painless. I would recommend her any day. |
| 25/02/2019 | New House Surgery | Phlebotomy | Everything was very efficient. |
| 25/02/2019 | New House Surgery | Nurse | Very good service by Cheryl???? |
| 25/02/2019 | New House Surgery | Nurse | Excellent review by Cheryl and clear information provided |
| 25/02/2019 | New House Surgery | Consultation | Helpful staff, nice doctor, reasonably punctual appointment. |
| 25/02/2019 | New House Surgery | Consultation | The Doctor listened to my concerns and was extremely supportive. |
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| 26/02/2019 | New House Surgery | Nurse | Prompt efficient & helpful service |
| 26/02/2019 | New House Surgery | Consultation | My concerns were addressed. I didn't feel fobbed off. |
| 26/02/2019 | Riverbank Surgery | Consultation | He has been my doctor for 31years and I am very sad he is retireng I don't go to the doctors Very often but when ever I ring I can always get a appointm |
| 26/02/2019 | New House Surgery | Consultation | ne about an infection. Very thankful. |
| 26/02/2019 | Hillside Surgery | Phlebotomy | Excellent service |
| 26/02/2019 | Hillside Surgery | Consultation | Very efficient service by receptionist and doctor |
| 26/02/2019 | New House Surgery | Nurse | Because one is delt with by people who know how to treat patients in a professiaonal manner |
| 26/02/2019 | Hillside Surgery | Phlebotomy | Gave that response because we are very lucky to have such a catering surgery with lovely doctors. |
| 26/02/2019 | New House Surgery | Consultation | Lovely helpful staff and doctor |
| 26/02/2019 | New House Surgery | Nurse | Happy and good treatment. |
| 26/02/2019 | New House Surgery | Consultation | Friendly and feels comfortable. Have been with all my family over the years and most of the time feel cared for, when illness problems arise. |
| 26/02/2019 | New House Surgery | Consultation | Because when u go there the people that work there are friendly and |
| 26/02/2019 | New House Surgery | Nurse | All went great |
| 26/02/2019 | New House Surgery | Nurse | ent to explain my error had not left a message so I was unaware of the attempt to contact me. |
| 26/02/2019 | New House Surgery | Nurse | Sheryl is looking after me very well,She is very knowledgeable, and charming. |
| 26/02/2019 | New House Surgery | Nurse | Convenient appointment after work . Friendly and helpful nurse. |
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| 27/02/2019 | Riverbank Surgery | Consultation | Tom Guilder has been a credit to the health service and our Gp for 20 years or so. His caring attitude and skills will sadly missed when he retires next month. |
| 27/02/2019 | Hillside Surgery | Consultation | Polite receptionist lovely Doctor |
| 27/02/2019 | Hillside Surgery | Consultation | Everything about this practice is excellent staff and doctors |
| 27/02/2019 | Riverbank Surgery | Consultation | Excellent service what more can I say.!!! |
| 27/02/2019 | New House Surgery | Consultation | Patient car parking needs to be improved. Had to walk from Waitrose in considerable pain and discomfort which really was not needed. Consultation not r |
| 27/02/2019 | New House Surgery | Consultation | Doctor gave mecclar advice |
| 27/02/2019 | Hillside Surgery | Consultation | Because I got an appointment quickly and everything was straightforward. |
| 27/02/2019 | New House Surgery | Consultation | Very helpful and clear advice |
| 27/02/2019 | New House Surgery | Consultation | I needed a blood test and doctor and reception helped , including explaining I can go to east surrey for test, printing form and booking follow up. All d |
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| 28/02/2019 | Hillside Surgery | Consultation | The doctor I saw today was lovely, I felt heard. She explained the follow up and a rough idea of when to expect a response. |
| 28/02/2019 | Riverbank Surgery | Consultation | Good in-depth consultation |
| 28/02/2019 | Riverbank Surgery | Consultation | Awful receptionist totally acking in help of any kind. Doctor Guilder fabulous as always |
| 28/02/2019 | New House Surgery | Consultation | Competent consultation |
| 28/02/2019 | New House Surgery | Consultation | Doc was really helpful in helping me to make decision about treatment. Really listened and understood. Thanks. |

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| 28/02/2019 | Hillside Surgery | Consultation | Very friendly professional. And took there time |
| 28/02/2019 | New House Surgery | Nurse | Main reason is with the new system of booking appointments I think is terrible. I phoned at 8-00 and was told I was 23rd in the queue , I think this is n |
| 28/02/2019 | New House Surgery | Consultation | If online appointments could be made within the next few days rather than weeks your score would improve |

Mjog responses for Jan 2019

| Dates | Site | Department | Response |
|------------|-------------------|--------------|--|
| 02/01/2019 | New House Surgery | Phlebotomy | The nurse was very pleasant, I didn't have to wait long to see her. I find that I normally can get an appointment If I need to. I like the online appoint |
| 02/01/2019 | New House Surgery | Nurse | Always great service |
| 02/01/2019 | New House Surgery | Phlebotomy | On time appt. Expert nurse. Comfortable waiting room. |
| 02/01/2019 | New House Surgery | Consultation | I had good service |
| 02/01/2019 | New House Surgery | Consultation | Kind and relatable dr. |
| 02/01/2019 | New House Surgery | Consultation | I'm happy with my appointment today. However, I do find the appt booking procedure a little frustrating when I need to arrange the appt. |
| 02/01/2019 | New House Surgery | Consultation | Sound professional advice |
| 02/01/2019 | Riverbank Surgery | Consultation | Very impressed with Dr Guilder |
| 02/01/2019 | New House Surgery | Phlebotomy | Lovely staff. And has a welcoming atmosphere. |
| 02/01/2019 | Hillside Surgery | Consultation | Seen promptly and all issues covered |
| 02/01/2019 | New House Surgery | Consultation | Fast, efficient service. Dr was very attentive and offered valid solutions |
| 02/01/2019 | New House Surgery | Phlebotomy | Excellent treatment |
| 02/01/2019 | Hillside Surgery | Consultation | Good service I needed an urgent appointment and got one online sympathetic gp who got the ball rolling with urgent referral |
| 02/01/2019 | Hillside Surgery | Consultation | There was hardly any waiting time! Dr Alexander Norman, was fantastic, he dealt with my ailment quickly and gave great advice. |
| 02/01/2019 | New House Surgery | Consultation | The arrival procedure was easy, no significant wait and the Doctor was thorough. There was nothing more I felt should have been done or offered to me. |
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| 03/01/2019 | Hillside Surgery | Nurse | Always friendly and professional |
| 03/01/2019 | New House Surgery | Consultation | Friendly staff , punctual service |
| 03/01/2019 | Hillside Surgery | Consultation | Very good doctor |
| 03/01/2019 | New House Surgery | Consultation | Making an appointment is always difficult as it is at most surgeries. However otherwise the surgery works well and the staff are friendly and efficient. |
| 03/01/2019 | New House Surgery | Consultation | The doctor I saw was excellent, but my appointment was running very late. |
| 03/01/2019 | Hillside Surgery | Nurse | The staff are courteous polite and efficient |
| 03/01/2019 | Hillside Surgery | Consultation | Very helpful, very friendly and very efficient. |
| 03/01/2019 | New House Surgery | Consultation | Excellent nonjudgmental treatment from start to finish |
| 03/01/2019 | New House Surgery | Consultation | Dr Aduoul extremely efficient and very helpful . |
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| 04/01/2019 | New House Surgery | Consultation | Getting appointment is very hard and definitely not patient centred. GP was lovely. Hope she stays |
| 04/01/2019 | Riverbank Surgery | Phlebotomy | I have been registered with many surgeries over the years. This is the ONLY surgery that I have ever experienced very kind, understanding and friendly re |
| 04/01/2019 | Riverbank Surgery | Consultation | Due to damaged veins I have trouble having blood taken but dr guilder always manages it! |
| 04/01/2019 | Riverbank Surgery | Phlebotomy | Excellent service as always! |
| 04/01/2019 | New House Surgery | Consultation | The Dr listened and took great care and consideration of my concerns |
| 04/01/2019 | Hillside Surgery | Consultation | Receptionist was incredibly friendly and efficient. Doctor was thorough and friendly too |
| 04/01/2019 | New House Surgery | Consultation | The Dr. Was very thorough and efficient, listened and had a lovely manor. I would highly recommend him |
| 04/01/2019 | Riverbank Surgery | Phlebotomy | Right location, good parking, friendly and helpful staff. Excellent doctors. I don't like restricting appointments to 7 or 10 minutes! Although I do unde |
| 04/01/2019 | New House Surgery | Consultation | GP was respectful, listening fully to my issue. He talked through the various options and provided a plan of action that was helpful and reassuring. He w |
| 04/01/2019 | New House Surgery | Consultation | Dr. Vinayagam whom I saw today (think it was his first day at the surgery) was brilliant. He was patient, informative, friendly, warm and very reassuring |
| 04/01/2019 | Hillside Surgery | Consultation | My parents are quite poorly now so need doc and help a lot more. The surgery is really helpful |
| 04/01/2019 | Riverbank Surgery | Consultation | Doctor Guilder had time to listen to the patient's concerns |
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| 07/01/2019 | Hillside Surgery | Consultation | Doctor listens carefully to problem and explains clearly advice and reasons for this. |
| 07/01/2019 | New House Surgery | Consultation | All very professional and prompt. The parking situation is a bit of a nightmare but I'm guessing the spaces get abused a lot from people not necessarily |
| 07/01/2019 | New House Surgery | Physio | Excellent caring physio appointment. I was given the full results of my X-ray. I was listened to and examined gently but thoroughly. Follow up appointment |
| 07/01/2019 | Riverbank Surgery | Consultation | Very understanding Doctor, very friendly and efficient |
| 07/01/2019 | Riverbank Surgery | Consultation | Staff always very helpful |
| 07/01/2019 | New House Surgery | Phlebotomy | All the staff seem to beyond their duties to help and make sure patient is seen to and helped |
| 07/01/2019 | New House Surgery | Consultation | Have a fantastic GP and always polite people answer the phone - what more could you want . |
| 07/01/2019 | Hillside Surgery | Consultation | All staff friendly helpful polite excellent doctors |
| 07/01/2019 | Riverbank Surgery | Consultation | Short waiting time for appointment, very little waiting when I'm the surgery and very very pleasant attentive staff |

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|------------|-------------------|-----------------|---|
| 07/01/2019 | Riverbank Surgery | Consultation | Very professional gp seen today |
| 07/01/2019 | New House Surgery | Consultation | Dr Saga is always very knowledgeable and shares ideas and good advice, which I appreciate. |
| 07/01/2019 | Hillside Surgery | Consultation | The doctor is always very helpful |
| 07/01/2019 | New House Surgery | Nurse | The practice nurse was so helpful and kind and explained everything so clearly |
| 07/01/2019 | New House Surgery | Consultation | Easy to get appointment. Dr was very good and checking with colleague before prescribing treatment |
| 07/01/2019 | New House Surgery | Nurse | My appointment was on time and the nurse made me feel very comfortable. I was in and out within 15 minutes. |
| 07/01/2019 | New House Surgery | Consultation | I think the doctors are amazing and take the time to listen and advise. Dr Kureshi has been most helpful |
| | | | |
| 08/01/2019 | New House Surgery | Nurse | Professional |
| 08/01/2019 | Hillside Surgery | Consultation | Susie is always pleasant and helpful, the dr was thorough and gave a solution |
| 08/01/2019 | Riverbank Surgery | Consultation | Approachable and professional staff. |
| 08/01/2019 | New House Surgery | Consultation | Treatment was very good. |
| 08/01/2019 | New House Surgery | Consultation | I have been very satisfied for 50 odd years at this surgery and I can honestly say only once in all that time I have been dissatisfied and that was not w |
| 08/01/2019 | New House Surgery | Consultation | Error. I would give 1 not 5. |
| 08/01/2019 | Hillside Surgery | Consultation | very pleasant prompt app on time |
| 08/01/2019 | New House Surgery | Consultation | Friendly, helpful, clearly caring. |
| 08/01/2019 | New House Surgery | Consultation | No waiting and efficient service |
| 08/01/2019 | New House Surgery | Nurse | Because the receptionists are friendly and knowledgeable and the nurses and doctors sympathetic and efficient |
| 08/01/2019 | New House Surgery | Nurse | Extremely good service. Cheryl went over and above to help me today. |
| 08/01/2019 | Hillside Surgery | Consultation | Staff are very helpful and the surgery is very friendly. Thank you. |
| 08/01/2019 | Hillside Surgery | Phlebotomy | Very efficient. Very friendly. Look after patients. Nothing is too much trouble |
| 08/01/2019 | New House Surgery | Consultation | Quick efficient service and I'm so grateful we have an NHS! |
| 08/01/2019 | New House Surgery | Commuter Clinic | Excellent overall treatment and service |
| | | | |
| 09/01/2019 | New House Surgery | Consultation | Very friendly staff?? |
| 09/01/2019 | New House Surgery | Consultation | Efficient, prompt service. |
| 09/01/2019 | New House Surgery | Midwife | I've Always been looked after amazingly and timels always taken to make sure everything is going how it should be with my pregnancy which I'm grateful f |
| 09/01/2019 | New House Surgery | Consultation | Good care and advice and more importantly on going care. |
| 09/01/2019 | New House Surgery | Consultation | Easy to get appointments. Knowledgeable, welcoming staff. |
| 09/01/2019 | New House Surgery | Nurse | Quick and painless |
| 09/01/2019 | Riverbank Surgery | Consultation | Tom (the doctor) is a wonderful man and has time to talk not only about your illness , but also about your problems ! |
| 09/01/2019 | Hillside Surgery | Consultation | Great personal service |
| 09/01/2019 | New House Surgery | Consultation | was advised last time I came regarding my issue if the spray I had been given didn't work come back and they will find me another alternative. Felt a bit |
| 09/01/2019 | Hillside Surgery | Consultation | Attentive, caring doctor who listens and always strives to help. |
| 09/01/2019 | Hillside Surgery | Consultation | ical @Box Hill for your dedication and brilliant service !! |
| 09/01/2019 | Hillside Surgery | Consultation | With a 1 as I thought the doctor I saw was great and reassuring |
| | | | |
| 10/01/2019 | Riverbank Surgery | Consultation | Dr Tom Guilder is a superb family GP. |
| 10/01/2019 | New House Surgery | Consultation | Reception staff and care of Dr Konstantinou. Shortage of appointments can be difficult, but is almost universal. |
| 10/01/2019 | Hillside Surgery | Consultation | Local |
| 10/01/2019 | Riverbank Surgery | Consultation | Tom is highly professional, interested in me and not just my health issue and it's great there is onsite pharmacy dispensing facilities. |
| 10/01/2019 | Riverbank Surgery | Consultation | Very caring doctor. |
| 10/01/2019 | New House Surgery | Consultation | Doctors always patient, helpful and understanding |
| 10/01/2019 | New House Surgery | Consultation | Very understanding, efficient and friendly doctors |
| 10/01/2019 | New House Surgery | Consultation | Very pleasant environment Always clean and warm Soothing background music Parking v available Fantastic prompt appointment by GP Trainee |
| 10/01/2019 | New House Surgery | Session | I felt Dr Vinayagam was very thorough and also gave me a lot of confidence and comfort |
| | | | |
| 11/01/2019 | New House Surgery | Consultation | Prompt and efficient attention |
| 11/01/2019 | New House Surgery | Consultation | Quite difficult trying to book the appointment. GP was very good |
| 11/01/2019 | Riverbank Surgery | Consultation | Absolutely fantastic service |
| 11/01/2019 | New House Surgery | Nurse | Appointment as near possible to time, all staff helpful |
| 11/01/2019 | Hillside Surgery | Consultation | Excellent service, lovely staff, all very helpful |
| 11/01/2019 | Riverbank Surgery | Consultation | The doctor. Was very understanding. |
| 11/01/2019 | Riverbank Surgery | Consultation | great customer service |
| | | | |

| | | | |
|------------|-------------------|---------------------------|---|
| 14/01/2019 | Hillside Surgery | Nurse | Friendly and efficient. |
| 14/01/2019 | Hillside Surgery | Consultation | Efficient & happy staff. |
| 14/01/2019 | New House Surgery | Phlebotomy | i have always found the dr.s and nurse.s top class .if you ask a question they take to time to explain things to you .which i find excellent . |
| 14/01/2019 | New House Surgery | Consultation | Both Doctor Allfrey and Tina at reception were extremely helpful |
| 14/01/2019 | New House Surgery | Nurse | Due to the long experience and continuing help?? |
| 14/01/2019 | Riverbank Surgery | Nurse | Quick, efficient and people were very pleasant. |
| 14/01/2019 | New House Surgery | Consultation | A dr that is easy to talk to and thorough. Feel very comfortable with her. |
| 14/01/2019 | New House Surgery | Consultation | Because the doctors I have seen, put me at ease and listened without judgment. Unfortunately the same cannot be said for most of the receptionists. |
| 14/01/2019 | Riverbank Surgery | Nurse | Everything was just very good. Thank you. |
| 14/01/2019 | New House Surgery | Consultation | Efficient and helpful |
| 14/01/2019 | New House Surgery | Consultation | Helpful and understanding reception staff, availability of appointments etc |
| 14/01/2019 | Hillside Surgery | Consultation | The Staff are always so helpful |
| | | | |
| 15/01/2019 | Riverbank Surgery | Consultation | I have complete Trujillo |
| 15/01/2019 | Hillside Surgery | Phlebotomy | Very helpful, friendly and informative |
| 15/01/2019 | New House Surgery | Consultation | Because you asked for it |
| 15/01/2019 | New House Surgery | Consultation | The doctor was very good |
| 15/01/2019 | Hillside Surgery | Consultation | Good service |
| 15/01/2019 | Riverbank Surgery | Consultation | Friendly efficient people |
| 15/01/2019 | Hillside Surgery | Consultation | Doctors very helpful and thorough. Reception staff friendly and helpful. |
| 15/01/2019 | New House Surgery | Nurse | Nurse was ok |
| 15/01/2019 | New House Surgery | Consultation | Efficient frontline staff who do their best to help within their own remit . |
| 15/01/2019 | New House Surgery | Consultation | Saw a lovely doctor. Very through and helpful. |
| 15/01/2019 | New House Surgery | Consultation | I got a cancellation appointment, was seen on time, Dr was empathetic and friendly |
| 15/01/2019 | New House Surgery | Nurse | Got appointment at time needed and dealt with immediately |
| 15/01/2019 | New House Surgery | Commuter Clinic | I was extremely impressed with the care and attention I recieved, I was the last appoument of the day but in fact because the doctor was so thorough my |
| 15/01/2019 | New House Surgery | Consultation | As always I received the care and consideration given by all staff and doctors involved in my treatment and truly thank all concerned |
| 15/01/2019 | Hillside Surgery | Consultation | Doctor very understanding |
| | | | |
| 16/01/2019 | Riverbank Surgery | Physio | Physio had read my notes thoroughly before appointment. She asked the right questions, listened well and was able to diagnose the source of the problem, |
| 16/01/2019 | New House Surgery | Consultation | No waiting time. Good doctor. Helpful staff |
| 16/01/2019 | Hillside Surgery | Nurse | Prompt. Friendly. Good sense of humour. Informative. Helpful |
| 16/01/2019 | Riverbank Surgery | Consultation | Good service no wait and very helpful doctors |
| 16/01/2019 | New House Surgery | Phlebotomy | It was not painful and very quick. My appointment was at 9:10 sharp. The nurse was very experienced. Thank you. |
| 16/01/2019 | New House Surgery | Consultation | Liked the doctor |
| 16/01/2019 | Hillside Surgery | Consultation | Doctor Norman is the best GP ever and the ladies on the front desk are a great team. TYVM. Cheers JC |
| 16/01/2019 | New House Surgery | Nurse | Quick, efficient and clearly explained. |
| 16/01/2019 | Hillside Surgery | Consultation | All of you are so nice and so helf fel and so kind to me |
| 16/01/2019 | Riverbank Surgery | Consultation | very easy to make an appointment; reception polite and knowledgeable. |
| 16/01/2019 | New House Surgery | Nurse | Everyone very friendly and helpful, nurse extremely helpful with chasing up a referral |
| 16/01/2019 | New House Surgery | Consultation | Very friendly doctor, easy to make an appointment |
| 16/01/2019 | New House Surgery | Phlebotomy | Friendly professional service! |
| 16/01/2019 | Riverbank Surgery | Consultation | Friendly and helpful reception. Friendly and helpful doctor. |
| 16/01/2019 | New House Surgery | Diabetes Specialist Nurse | Sorry, no |
| 16/01/2019 | New House Surgery | Nurse | Because every time I visit the surgery I am asked to rate it and explain my rating and this gets seriously annoying |
| 16/01/2019 | New House Surgery | Consultation | The lady doctor was really nice explain to me evrything whats possible is with my son and nice receptionis lady as well. |
| 16/01/2019 | New House Surgery | Diabetes Specialist Nurse | Margaret Stubbs, the diabetic nurse, is always is extremely helpful. |
| 16/01/2019 | New House Surgery | Consultation | Doctor was running half an hour late so was not willing to carry out swabs until I offered to do them myself in the toilet, doctor originally wanted me t |
| | | | |
| 17/01/2019 | Hillside Surgery | Consultation | Very efficient and helpful service. |
| 17/01/2019 | New House Surgery | Consultation | Got an appointment very quickly. Didn't have to wait long. Doctor professional and sympathetic. |
| 17/01/2019 | New House Surgery | Nurse | I have only recently joined New House practice and have found the staff very pleasant and helpful |
| 17/01/2019 | New House Surgery | Consultation | Very professional service and polite G.p's |
| 17/01/2019 | New House Surgery | Nurse | Because the treatment I had from the nurse was very good and she was very understanding |
| 17/01/2019 | Riverbank Surgery | Consultation | I answered this in Nov last year and it will always be the same answer up to end March anyway. Could not have received better or more caring attitude fro |

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|------------|-------------------|-----------------|--|
| 17/01/2019 | New House Surgery | Nurse | Waiting times are too long! |
| 17/01/2019 | New House Surgery | Consultation | Because I waited half an hour over my appointment time with no explanation for the delay only to be offered another appointment with the very same trainee |
| 17/01/2019 | Hillside Surgery | Consultation | All good and professional |
| 17/01/2019 | New House Surgery | Nurse | I am normally at Riverbank this was my first visit so too early to tell |
| 17/01/2019 | New House Surgery | Consultation | My doctor was very helpful and very pleasant which made me very relaxed |
| 17/01/2019 | New House Surgery | Consultation | Very good advice very nice doctor |
| | | | |
| 18/01/2019 | Riverbank Surgery | Phlebotomy | The staff are kind |
| 18/01/2019 | New House Surgery | Consultation | Dr Norman has been excellent treating my ongoing pain. Thank you, Dr Norman for your help |
| 18/01/2019 | Riverbank Surgery | Consultation | Dr Guilder is brilliant and we like the small village practice |
| 18/01/2019 | Hillside Surgery | Consultation | Dr Allfrey is brilliant. |
| 18/01/2019 | Hillside Surgery | Consultation | Prompt appt. Doctor answered all my questions and organised follow up |
| 18/01/2019 | New House Surgery | Consultation | I got an appointment for the same day. Kind and caring doctor |
| 18/01/2019 | Riverbank Surgery | Consultation | Dr Guilder always exceeds himself with his care |
| 18/01/2019 | New House Surgery | Consultation | Dr Norman is a brilliant doctor, really caring and he doesn't rush you. The reception staff were helpful when I had a query. |
| 18/01/2019 | New House Surgery | Consultation | I have spent years dealing with urine infections. Dr Norman is brilliant he has solved the problem. My life doesn't involve incontinence pads n toilets. |
| 18/01/2019 | New House Surgery | Consultation | You always give me excellent care so deserve the feedback |
| | | | |
| 21/01/2019 | New House Surgery | Phlebotomy | It was quick, efficient and straightforward but then it was just a blood test. |
| 21/01/2019 | New House Surgery | Consultation | So easy to book online, love that facility. |
| 21/01/2019 | New House Surgery | Phlebotomy | Yes, I was seen very promptly and the service from the nurse was first class. It's always first class at New House! |
| 21/01/2019 | New House Surgery | Phlebotomy | Straightforward blood test, lovely nurse. |
| 21/01/2019 | New House Surgery | Nurse | Excellent medical staff and courteous reception. |
| 21/01/2019 | New House Surgery | Consultation | Friendly, helpful, professional |
| 21/01/2019 | New House Surgery | Consultation | All the Doctors I have seen explain your symptoms thoroughly. |
| 21/01/2019 | New House Surgery | Phlebotomy | Friendly service. |
| 21/01/2019 | New House Surgery | Consultation | Dr Dhoul is both sympathetic and helpful, as are all of your doctors |
| 21/01/2019 | Hillside Surgery | Diabetes Clinic | As always never a problem with appointments and staff always friendly |
| 21/01/2019 | Riverbank Surgery | Consultation | Friendly reception staff. efficient doctor friendly as well |
| 21/01/2019 | Riverbank Surgery | Consultation | The staff are always courteous and helpful and do their best to accommodate your needs particularly in emergencies. |
| 21/01/2019 | Riverbank Surgery | Consultation | Nice receptionist and pharmacist. Decor could be improved in places but overall good with easy parking ! |
| 21/01/2019 | New House Surgery | Consultation | The GP I saw (Dr Constantinou) who has also looked after my Wife came across as a good listener & also not only very professional but also very competent |
| | | | |
| 22/01/2019 | New House Surgery | Consultation | Efficient and helpful |
| 22/01/2019 | Riverbank Surgery | Consultation | Easy to make an appointment. Seen slightly late but not such a problem. |
| 22/01/2019 | New House Surgery | Consultation | Lovely, warm, thoughtful and considerate doctor. Just who I needed! |
| 22/01/2019 | New House Surgery | Consultation | Care from GP s. Helpful receptionists when we've been needing support recently. |
| 22/01/2019 | New House Surgery | Consultation | Dr daemi was very thorough and helpful |
| 22/01/2019 | New House Surgery | Consultation | Dr Al Bayetti was so kind and lovely! Really appreciate the high level of care she gave! Thank you so much! |
| 22/01/2019 | New House Surgery | Consultation | GP always patient and caring, easy to get appts, reception v nice |
| 22/01/2019 | Hillside Surgery | Consultation | All staff Very helpful easy to get appointment |
| 22/01/2019 | New House Surgery | Consultation | Managed to get an appointment quickly and Dr was on time and gave me the time I needed. Nice bedside manner! |
| 22/01/2019 | Hillside Surgery | Consultation | Helpful, friendly |
| 22/01/2019 | New House Surgery | Consultation | Reception staff and doctor staff were rather detached. Nurse was lovely. |
| 22/01/2019 | New House Surgery | Consultation | Dr Al explains symptoms to look for but ultimately shows she cares with her interest |
| 22/01/2019 | New House Surgery | Nurse | Staff pleasant and expertise provided. |
| 22/01/2019 | Hillside Surgery | Consultation | Because all the doctors and receptionists are so helpful all the time. |
| 22/01/2019 | New House Surgery | Nurse | Always smiling, helpful staff, rarely a long wait. |
| 22/01/2019 | New House Surgery | Consultation | Very thorough |
| 22/01/2019 | Riverbank Surgery | Consultation | Four |
| 22/01/2019 | Hillside Surgery | Phlebotomy | Found Dr Allfrey very professional in patient treatment |
| | | | |
| 23/01/2019 | New House Surgery | Nurse | No STOP |
| 23/01/2019 | New House Surgery | Phlebotomy | Very professional as always |
| 23/01/2019 | New House Surgery | Midwife | Because it is excellently run. Good staff at reception and brilliant midwives |

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|------------|-------------------|--------------|--|
| 23/01/2019 | New House Surgery | Phlebotomy | Good professional, personally directed and delivered services and smiling receptionist! |
| 23/01/2019 | New House Surgery | Consultation | Booking easy, seen very close to my appointment time, very nice doctor |
| 23/01/2019 | New House Surgery | Nurse | Staff are always helpful. Nurse was particularly helpful today with my newborn. Always manage to get an appointment for myself or my children |
| 23/01/2019 | Hillside Surgery | Consultation | I have just changed to this drs surgery and have found it the most warmest, friendliest drs surgery to sit in and the dr was just so understanding she di |
| 23/01/2019 | New House Surgery | Consultation | Access to medical services are fine. The full range of services are on offer by helpful friendly professionals.Good communication and online options good. |
| 23/01/2019 | Riverbank Surgery | Consultation | Dr Guilder really cares and wants to help. He gives you time and it doesn't feel like he is just ticking boxes and rushing you out of the door. |
| 23/01/2019 | Riverbank Surgery | Consultation | Got an appointment same day of requesting one and appropriate treatment given |
| 23/01/2019 | Riverbank Surgery | Consultation | Dr Guilder is considerate and responsive. |
| 23/01/2019 | New House Surgery | Physio | I came away feeling that I had had good sound professional service, not rushed, very helpful physiotherapist. |
| 23/01/2019 | New House Surgery | Phlebotomy | Very efficient, appointment was on time, friendly staff, can't fault it, very good service |
| 23/01/2019 | Hillside Surgery | Consultation | Very good service doctors are excellent. Xx |
| 23/01/2019 | New House Surgery | Consultation | The doctor made me feel reassured and gave me some good tips. |
| 23/01/2019 | New House Surgery | Consultation | The appointment system is good and all docs are caring and understanding |
| 23/01/2019 | New House Surgery | Consultation | Warm greeting, apologised for keeping me waiting answered my concerns |
| 23/01/2019 | Hillside Surgery | Consultation | All staff are friendly and knowledgeable |
| 23/01/2019 | New House Surgery | Consultation | Doctor was wonderful, most thoughtful |
| 23/01/2019 | New House Surgery | Consultation | I booked an appointment easily, I was seen promptly by a very nice Doctor and got the help and advice I needed. |
| | | | |
| 24/01/2019 | New House Surgery | Consultation | One of the checks I asked for was not available |
| 24/01/2019 | New House Surgery | Nurse | Very nice nurse. No spaces in car park though! |
| 24/01/2019 | New House Surgery | Consultation | Excellent service |
| 24/01/2019 | New House Surgery | Consultation | Appointment on time, advice given clear and concise |
| 24/01/2019 | New House Surgery | Consultation | Efficient, friendly, good listening and welcoming. |
| 24/01/2019 | Hillside Surgery | Consultation | Everyone I come Ono. Cots the with was realll helfull |
| 24/01/2019 | New House Surgery | Session | That was how I felt. |
| 24/01/2019 | New House Surgery | Session | ssful the doctor may the experience a good one |
| 24/01/2019 | New House Surgery | Consultation | I was listened to, did not feel rushed, thorough, gave good advice |
| 24/01/2019 | Riverbank Surgery | Consultation | Great Dr... Helpful staff, the surgery situated in such a lovely peaceful place... What more can be said?!! |
| 24/01/2019 | Hillside Surgery | Consultation | The staff are very kind and very willing to help in any way. |
| 24/01/2019 | New House Surgery | Consultation | A very good consultation |
| 24/01/2019 | New House Surgery | Session | Thorough consultation to find the reason for my concern. |
| | | | |
| 25/01/2019 | New House Surgery | Nurse | Nurse Sandra was very welcoming and proficient in taking my blood sample. She also happily answered questions regarding the tests results and the procedu |
| 25/01/2019 | Hillside Surgery | Nurse | Friendly and courteous staff..nothing too much trouble. |
| 25/01/2019 | New House Surgery | Nurse | Competent and friendly service as always |
| 25/01/2019 | New House Surgery | Nurse | Efficient friendly nurse |
| 25/01/2019 | New House Surgery | Consultation | Always good service |
| 25/01/2019 | Hillside Surgery | Consultation | Pleasant staff and good Doctor. |
| 25/01/2019 | New House Surgery | Consultation | hought he had a sickness bug but an operation he had on his back had turned septic. We did not recognise the symptoms but knew there was something very w |
| 25/01/2019 | Riverbank Surgery | Consultation | Usual high standard of service by ALL staff. Friendly, helpful and cheerful. |
| | | | |
| 28/01/2019 | Riverbank Surgery | Consultation | Very polite staff |
| 28/01/2019 | New House Surgery | Consultation | Appointment booked on line today. Doc pleasant and efficient. Thanks |
| 28/01/2019 | New House Surgery | Consultation | I can't afford to spend more time in this sorry |
| 28/01/2019 | New House Surgery | Phlebotomy | I was seen at the appointed time (in fact a little early), the nurse was friendly, efficient and professional. |
| 28/01/2019 | New House Surgery | Consultation | If someone asked me for a friendly GP surgery I would recommend but I wouldn't recommend unless asked |
| 28/01/2019 | Riverbank Surgery | Nurse | Very efficient and friendly |
| 28/01/2019 | Riverbank Surgery | Consultation | Quick, efficient and friendly service. |
| 28/01/2019 | New House Surgery | Consultation | Dr Amina was very understanding and empathetic. Like all the wonderful doctors there. Thank you all for your support and kindness. |
| 28/01/2019 | New House Surgery | Nurse | Helpful and efficient |
| 28/01/2019 | New House Surgery | Consultation | Because all Dr's give very good care & advice |
| 28/01/2019 | New House Surgery | Nurse | and say I may be about 10 minutes late.I was told to come as there was still someone to be seen before me my the nurse. It was only holiday injections n |
| | | | |
| 29/01/2019 | New House Surgery | Nurse | The process was timely, professionally organised and conducted, care was given, and there was an efficiency on display during the consultation. |
| 29/01/2019 | Riverbank Surgery | Consultation | Efficient, friendly service |

| | | | |
|------------|-------------------|--------------|---|
| 29/01/2019 | New House Surgery | Consultation | n't be able to get appts with her! |
| 29/01/2019 | Riverbank Surgery | Consultation | Rang at 10 in the morning and got an appointment at 12 so very impressed |
| 29/01/2019 | New House Surgery | Nurse | Our experience of the nursing staff during my mother's battle with a particularly nasty foot ulcer has been excellent. They are kind, caring, patient and |
| 29/01/2019 | New House Surgery | Nurse | INR visits are always efficient and friendly. |
| 30/01/2019 | New House Surgery | Consultation | Nice receptionist and doctor |
| 30/01/2019 | New House Surgery | Phlebotomy | Because I had very good and prompt service from a most agreeable nurse. |
| 30/01/2019 | Hillside Surgery | Nurse | A friendly and nice experience |
| 30/01/2019 | Riverbank Surgery | Consultation | I didn't manage to get to my appointment as my car wouldn't start but the receptionist was very understanding when I called to cancel |
| 30/01/2019 | Riverbank Surgery | Consultation | Individualised care and feel listened to |
| 30/01/2019 | New House Surgery | Physio | Excellent service |
| 30/01/2019 | New House Surgery | Phlebotomy | Because this msg appears every time I visit the Surgery. I have already said it is good some time ago & my opinion hasn't changed. It seems that every |
| 30/01/2019 | New House Surgery | Phlebotomy | All staff are very helpful and polite |
| 30/01/2019 | New House Surgery | Physio | Physiotherapist is absolutely marvellous |
| 30/01/2019 | Hillside Surgery | Consultation | Meant to write 2 not 4 |
| 30/01/2019 | New House Surgery | Consultation | nks to him, I was able to cope with my injury much better . I hope the surgery conveys my heartfelt gratitude to the receptionist who answered the phone |
| 31/01/2019 | Hillside Surgery | Consultation | Caring Drs & staff. Very helpful |
| 31/01/2019 | New House Surgery | Consultation | I found the doctor helpful and approachable |
| 31/01/2019 | New House Surgery | Consultation | Helpful and friendly staff |
| 31/01/2019 | New House Surgery | Consultation | It was very quick to get an appointment and at a convenient time. Also the doctor was very pleasant and thorough. Couldn't ask for better. |
| 31/01/2019 | Riverbank Surgery | Consultation | Because it is a single doctor practice , the doctor knows all my problems and can advise as appropriate. |

Mjog responses for December 2018

| Dates | Site | Department | Response |
|------------|-------------------|--------------|--|
| 01/12/2018 | New House Surgery | Flu Clinic | Friendly welcome. Quick and slick service |
| 03/12/2018 | New House Surgery | Consultation | I had a different GP today who I haven't seen before and found her very pleasant, very thorough and is taking things further with tests for me |
| 03/12/2018 | New House Surgery | Phlebotomy | Nurse taking bloods on time and accurate and friendly |
| 03/12/2018 | Hillside Surgery | Consultation | Friendly & efficient. |
| 03/12/2018 | Hillside Surgery | Consultation | Very friendly staff and always helpful when your not feeling your best |
| 03/12/2018 | Riverbank Surgery | Consultation | Super efficient, warm and friendly. Nothing is ever too much for their visiting patients |
| 03/12/2018 | Hillside Surgery | Nurse | The same as each time i give you feedback! Its just such a lovely caring practice! |
| 03/12/2018 | Riverbank Surgery | Consultation | The Dr i saw today was very thorough with explaining the treatment i needed to carry on with and when to stop it |
| 03/12/2018 | Riverbank Surgery | Consultation | Efficient appointment booking; empathetic doctor who really listened to my concerns;dealt with me with attentive care. |
| 03/12/2018 | Hillside Surgery | Consultation | I have received very good treatment staff friendly and helpful |
| 03/12/2018 | New House Surgery | Phlebotomy | On timeReassuringEfficient QuickPainlessClear and easy manner |
| 03/12/2018 | New House Surgery | Consultation | Receptionist rude and left me hours in pain |
| 04/12/2018 | Hillside Surgery | Consultation | Runs the way a surgery should be. Excellent, efficient and friendly service. |
| 04/12/2018 | Hillside Surgery | Phlebotomy | Good service |
| 04/12/2018 | Hillside Surgery | Phlebotomy | On time , efficient , helpful and very friendly nurse |
| 04/12/2018 | New House Surgery | Consultation | Because I got an appointment for the same day |
| 04/12/2018 | New House Surgery | Consultation | Very professional and high quality service |
| 04/12/2018 | New House Surgery | Nurse | As always, my INR visit was a good experience. Donna Harnett is efficient, friendly, and I would recommend the practice for INR checks |
| 04/12/2018 | New House Surgery | Flu Clinic | Always good care & advice |
| 04/12/2018 | New House Surgery | Flu Clinic | Friendly team. |
| 04/12/2018 | New House Surgery | Consultation | Satisfied with most services within the surgery |
| 04/12/2018 | New House Surgery | Flu Clinic | Efficiency |
| 04/12/2018 | New House Surgery | Flu Clinic | Always good |
| 04/12/2018 | New House Surgery | Flu Clinic | On time, efficient, friendly |
| 04/12/2018 | New House Surgery | Flu Clinic | thing! is that ok, no offence! |
| 04/12/2018 | New House Surgery | Flu Clinic | Very pleasant staff and efficient visit. |

| | | | |
|------------|-------------------|--------------|---|
| 04/12/2018 | New House Surgery | Nurse | Very helpful staff and approachable, which is what you want with a medical practice |
| 04/12/2018 | Riverbank Surgery | Consultation | I have been a with riverbank surgery for 30 years, have always got a appointment when I needed it, like to be called in by the doctor it feels very famil |
| 04/12/2018 | New House Surgery | Consultation | 15 minute wait for appt with no apology |
| 04/12/2018 | New House Surgery | Nurse | It's a good practice once you get an appointment |
| 04/12/2018 | New House Surgery | Nurse | I think over time the ability to get appointments has become easier and ditto renewing prescriptions the same. Well done! |
| 04/12/2018 | New House Surgery | Flu Clinic | [I got there an hour before my flu clinic appointment and I was give |
| 04/12/2018 | New House Surgery | Flu Clinic | Nurse refused to carry out pre booked treatment, she didn't have time. Another journey to surgery necessary, how patient friendly is that? Appointment sy |
| 04/12/2018 | New House Surgery | Consultation | Managed to get an appointment in a reasonable time. The doctor took her time during the consultation to try and resolve my problems and I felt she was re |
| 04/12/2018 | New House Surgery | Nurse | Incredibly quick and efficient service |
| 04/12/2018 | Hillside Surgery | Phlebotomy | Very helpful and caring |
| | | | |
| 05/12/2018 | New House Surgery | Phlebotomy | leaving her room. Thank you x |
| 05/12/2018 | New House Surgery | Phlebotomy | Efficient, friendly service. |
| 05/12/2018 | Riverbank Surgery | Consultation | Very efficient and friendly service and never have to wait long to be seen. |
| 05/12/2018 | Hillside Surgery | Consultation | Lovely & inviting small surgery. |
| 05/12/2018 | Hillside Surgery | Consultation | We like your docter s and surgery, |
| 05/12/2018 | New House Surgery | Consultation | Doctor was great |
| 05/12/2018 | New House Surgery | Consultation | Helpful advice |
| 05/12/2018 | New House Surgery | Consultation | The doctor was great with my 5-year old daughter and I received good explanation and reassurance about her symptoms. |
| 05/12/2018 | New House Surgery | Consultation | The doctor was very helpful and reassuring |
| 05/12/2018 | Hillside Surgery | Nurse | Staff friendly and very helpful |
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| 06/12/2018 | New House Surgery | Consultation | Attentive & practical Dr |
| 06/12/2018 | New House Surgery | Consultation | Friendly staff, and welcoming. Nice gp and was seen right on appointment time with no delays. |
| 06/12/2018 | Hillside Surgery | Consultation | Attentive doctors. Compassionate receptionists who know our names. |
| 06/12/2018 | New House Surgery | Consultation | Extremely professional and friendly |
| 06/12/2018 | New House Surgery | Consultation | I think ' free doughnuts Thursday 'is a great idea and should be rolled out on other days too ! |
| 06/12/2018 | New House Surgery | Consultation | Excellent Doctor and receptionists |
| 06/12/2018 | New House Surgery | Consultation | We have been patients of yours for many years and have always found all staff helpful, caring and always willing to put themselves out to help |
| 06/12/2018 | Hillside Surgery | Flu Clinic | Staff there are very polite, efficient and hard working |
| 06/12/2018 | Hillside Surgery | Flu Clinic | The best thank you |
| 06/12/2018 | New House Surgery | Consultation | Very easy to make an appointment for the same day and I was seen extremely promptly today - v impressed! |
| 06/12/2018 | Riverbank Surgery | Consultation | o say the least. It is a terrible shame but this appears to be going downhill since the announcement of a merger. If it weren't for Tom, I would have bee |
| 06/12/2018 | New House Surgery | Consultation | Professional, emphatic, helpful and on time. |
| 06/12/2018 | New House Surgery | Consultation | Because I was very impressed with my last visit when I saw 2 doctors in 1 appointment - very efficient & helpful |
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| 07/12/2018 | New House Surgery | Nurse | Good service but difficult to get timely appointment |
| 07/12/2018 | Riverbank Surgery | Consultation | Kind helpful and efficient |
| 07/12/2018 | Riverbank Surgery | Phlebotomy | Consistently good staff, efficient operation, good health care. |
| 07/12/2018 | New House Surgery | Nurse | I get on well with all at New House hence a tin of Q/Street |
| 07/12/2018 | Hillside Surgery | Consultation | eassuring. I left feeling calm and supported |
| 07/12/2018 | Riverbank Surgery | Consultation | The dr is fantastic. The reception service is friendly and efficient. It is everything a surgery should be. |
| 07/12/2018 | New House Surgery | Nurse | Staff are great but it's too difficult to get appointments. The "8AM scramble" is a stress-inducing nonsense. |
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| 10/12/2018 | New House Surgery | Phlebotomy | Professional, friendly, kind, efficient and totally wonderful practice. Amazing team and a practice providing the highest level of care |
| 10/12/2018 | New House Surgery | Physio | Mrs Karen Love is very professional, empathetic, warm, thorough, reassuring and gave excellent follow up exercises. |
| 10/12/2018 | New House Surgery | Phlebotomy | Was seen 3 minutes before my appointment time by Diana Chitty! Very pleasant and efficient. |
| 10/12/2018 | Hillside Surgery | Consultation | Exceptional doctor |
| 10/12/2018 | New House Surgery | Consultation | Dr Querishi is fantastic. She was very thorough and explained everything and put my mind at rest. She's fantastic |
| 10/12/2018 | New House Surgery | Flu Clinic | I had my flu jab. It was quick and efficient. The nurse put me at my ease. |
| 10/12/2018 | New House Surgery | Flu Clinic | Easy to make appointment. Exactly on time when I attended. Staff very pleasant and business like. |
| 10/12/2018 | New House Surgery | Flu Clinic | Always pleasant & friendly & accommodating ?? |
| 10/12/2018 | Riverbank Surgery | Consultation | I had no problem in getting a quick appointment. The receptionist was extremely helpful and friendly, as was the doctor. Excellent service. |
| 10/12/2018 | New House Surgery | Flu Clinic | Prompt and caring service by nurses |
| 10/12/2018 | New House Surgery | Consultation | Because I had good service |

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| 10/12/2018 | Hillside Surgery | Consultation | All staff nice and helpful |
| 10/12/2018 | New House Surgery | Phlebotomy | My appointment was on time and I was dealt with very professionally. |
| 10/12/2018 | Hillside Surgery | Consultation | Because the staff are very efficient, polite and caring. |
| 10/12/2018 | Hillside Surgery | Consultation | I feel that we could not have a more efficient Surgery. Everyone is so helpful and friendly when we need you. (sent with Loud Effect) |
| | | | |
| 11/12/2018 | New House Surgery | Consultation | The receptionists are SO much more helpful and nicer and do all they can to sort out your problems if they can. They recognize when it is urgent |
| 11/12/2018 | Hillside Surgery | Phlebotomy | Yes . Nothing is to much trouble. |
| 11/12/2018 | Hillside Surgery | Phlebotomy | Because you care: this is the best medical practice ever. 100 percent. Cheers JC |
| 11/12/2018 | New House Surgery | Flu Clinic | Appointment got cancelled on the day |
| 11/12/2018 | New House Surgery | Consultation | Everyone was very Courteous and prompt |
| 11/12/2018 | New House Surgery | Nurse | I got a result and am now dealing with the problem and of course the nice friendly staff helps a great deal.. |
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| 12/12/2018 | Hillside Surgery | Consultation | Because I find the doctors are very caring and professional, as are the receptionists. |
| 12/12/2018 | Hillside Surgery | Consultation | Always welcoming and professional |
| 12/12/2018 | Hillside Surgery | Nurse | Efficient and pleasant nurse xx |
| 12/12/2018 | New House Surgery | Physio | Excellent consultation but all friends are already registered at a surgery. |
| 12/12/2018 | New House Surgery | Consultation | Dr. today excellent. Many thanks as usual New House. |
| 12/12/2018 | Hillside Surgery | Nurse | I saw Donna today, she is an excellent nurse, blood taken easily, blood pressure checked twice, looked after very well.Thankyou |
| 12/12/2018 | New House Surgery | Nurse | I was seen on time, the nurse was proficient, very gently with the removal of my after surgery dressing & did a good job cleaning the area's & re bandaging it. |
| 12/12/2018 | New House Surgery | Nurse | Lovely practice nurse who was very helpful and informative |
| 12/12/2018 | New House Surgery | Consultation | Better service |
| | | | |
| 13/12/2018 | Hillside Surgery | Consultation | As always the reception staff are very kind and my Doctor very informative. We are very lucky up here on Boxhill to have our surgery. |
| 13/12/2018 | Hillside Surgery | Consultation | Prompt appointment. Very nice and helpful GP. Staff lovely |
| 13/12/2018 | Riverbank Surgery | Consultation | Dr Guilder is a wonderful doctor and all the ladies are so friendly and helpful. Doesn't matter how you are feeling they always make you feel happier. |
| 13/12/2018 | New House Surgery | Consultation | the dr.s and staff are first class |
| 13/12/2018 | New House Surgery | Consultation | I was able to make an appointment in the morning and see the doctor that day. |
| 13/12/2018 | New House Surgery | Consultation | Dr Allfrey is so understandable and helpful |
| 13/12/2018 | Hillside Surgery | Nurse | Speed of service |
| 13/12/2018 | Riverbank Surgery | Consultation | Dr Tom guilder always exceeds himself in medical advice and support |
| 13/12/2018 | New House Surgery | Nurse | rday at 4 10 p.m.and dealt with the nurse resolving outstanding matters. I also had an encouraging discussion with the reception manager who has been mos |
| | | | |
| 14/12/2018 | New House Surgery | Nurse | Everything is very professionally managed. |
| 14/12/2018 | New House Surgery | Consultation | Everyone from reception to nurse and doc are so nice and ready to listen . |
| 14/12/2018 | Riverbank Surgery | Phlebotomy | The appointment was for my mother with the nurse. She was very impressed with her efficient professional manner and liked her. |
| 14/12/2018 | New House Surgery | Nurse | I cannot fault the way this surgery is run. Staff and doctors are brilliant |
| 14/12/2018 | New House Surgery | Nurse | Friendly professional kind, very personal approach |
| 14/12/2018 | Hillside Surgery | Consultation | Every one from reception to the doctor are really kind and considerate, and friendly |
| 14/12/2018 | New House Surgery | Consultation | It's like parents and children! Kind and merciful. |
| | | | |
| 17/12/2018 | Hillside Surgery | Consultation | Very helpful and well pleased with service |
| 17/12/2018 | New House Surgery | Consultation | All so friendly a efficient.... Throughout the surgery. |
| 17/12/2018 | Riverbank Surgery | Consultation | I meant to write 1 sorry. Not 5 |
| 17/12/2018 | New House Surgery | Physio | I was very happy with the service I received today. Thorough, professional, not rushed, prompt on time. Faultless. Thank you. |
| 17/12/2018 | New House Surgery | Phlebotomy | Very helpful |
| 17/12/2018 | New House Surgery | Consultation | Doctor was ace as per usual |
| 17/12/2018 | New House Surgery | Phlebotomy | All as expected |
| 17/12/2018 | New House Surgery | Consultation | Was able to get an appointment on the day and was not expecting that. Plus the gp was very thorough and clear. |
| 17/12/2018 | New House Surgery | Consultation | Everything went to plan, very good service. The Dr was outstanding as always. |
| 17/12/2018 | New House Surgery | Nurse | Everyone was very helpful and friendly so what's not to like. The reception staff certainly seem to have improved with a better temperament |
| 17/12/2018 | New House Surgery | Nurse | I have recommended people to your surgery. I have been a patient for nearly 20 years and everything has been positive as far as all staff are concerned. |
| 17/12/2018 | New House Surgery | Consultation | Because the doctors are very good but getting a appointment is very difficult |
| 17/12/2018 | Hillside Surgery | Consultation | Always helpful and friendly. |
| 17/12/2018 | New House Surgery | Phlebotomy | The nurse who did my blood test was very friendly and knowledgeable |
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| 18/12/2018 | New House Surgery | Nurse | Staff are always friendly and efficient. |
| 18/12/2018 | New House Surgery | Consultation | Because it's just a doctors surgery and I wouldn't recommend a surgery to anyone |
| 18/12/2018 | New House Surgery | Consultation | They always fit me in. Prompt and efficient service. |
| 18/12/2018 | New House Surgery | Consultation | The receptionist are rude, invasive and unhelpful. A formal complaint has been made to Surrey Health Watch. |
| 18/12/2018 | New House Surgery | Nurse | Friendly |
| 18/12/2018 | Riverbank Surgery | Consultation | Dr Guilder is the best GP. He is using years of knowledge and is very personable. His care id above and beyond, asking you to come back or call to tell h |
| 18/12/2018 | Riverbank Surgery | Consultation | I was seen promptly and the outcome of the consultation was clear and I was very happy with the advice given |
| 18/12/2018 | New House Surgery | Nurse | Because I find the nurse very help and understanding |
| 18/12/2018 | New House Surgery | Consultation | Quick and efficient |
| 18/12/2018 | New House Surgery | Nurse | Timely and efficient. |
| 18/12/2018 | Hillside Surgery | Consultation | Quick appt, i'm not keen on having to ring at 8am on the day though. Had to dial 15 times to get thru so it gets a little stressful. Helpful advice from GP. |
| 18/12/2018 | New House Surgery | Commuter Clinic | commute from London.. |
| 18/12/2018 | New House Surgery | Nurse | Excellent service |
| | | | |
| 19/12/2018 | Hillside Surgery | Consultation | Very helpfull |
| 19/12/2018 | New House Surgery | Consultation | Easy to book, friendly staff and Dr's |
| 19/12/2018 | New House Surgery | Consultation | Excellent doctors |
| 19/12/2018 | Riverbank Surgery | Consultation | It was a very good service |
| 19/12/2018 | Riverbank Surgery | Physio | Great helpful service lovely doctor didn't feel like I was just rushed out the door |
| 19/12/2018 | New House Surgery | Consultation | Helpful |
| 19/12/2018 | New House Surgery | Flu Clinic | Came for a flu jab. Had self-sign in without a queue, sat in the waiting room for less than 2 minutes, and was in and out of the treatment room inside 2 |
| 19/12/2018 | Hillside Surgery | Nurse | Just all very pleasant and helpful |
| 19/12/2018 | New House Surgery | Flu Clinic | Greeted with a smile and flu jab promptly administered. Left the surgery five minutes before the scheduled appointment time. |
| 19/12/2018 | Hillside Surgery | Consultation | Because I new up at box hill and I find the surgery very efficient and friendly |
| 19/12/2018 | Riverbank Surgery | Consultation | I can easily get an appointment, there's a nice friendly atmosphere and my doctor always seems to help me out the best to his ability. |
| 19/12/2018 | New House Surgery | Diabetes Clinic | Good service |
| 19/12/2018 | Hillside Surgery | Consultation | It was meant to be a 1 not and I think the surgery is great |
| 19/12/2018 | Riverbank Surgery | Consultation | Because they are good |
| | | | |
| 20/12/2018 | New House Surgery | Consultation | Quick service, appointment immediatly, Dr was fantastic - thorough, understanding, kind, professional and gave me informed choices. |
| 20/12/2018 | New House Surgery | Consultation | All queries sorted. I do find the 8am appointment scramble quite stressful though. |
| 20/12/2018 | New House Surgery | Nurse | Friendly and caring medical staff. Helpful on reception. |
| | | | |
| 21/12/2018 | Hillside Surgery | Consultation | Very professional, considerate and informative |
| 21/12/2018 | Hillside Surgery | Consultation | Same reason as always brilliant Doctors,Nurses & Receptionists |
| 21/12/2018 | Hillside Surgery | Consultation | Appointment booked in the same day, fast and professional response and service. |
| 21/12/2018 | New House Surgery | Consultation | Friendly, caring people from the receptionists to the nurses and doctors. Been with them for over 30 years and never been disappointed |
| 21/12/2018 | New House Surgery | Nurse | Because I was listened to attentively, have been referred promptly for investigation and feel confident in the care provided |
| 21/12/2018 | New House Surgery | Consultation | I have always found that I can get an appointment at short notice for my child and the GP's have always been approachable and sensitive. |
| 21/12/2018 | New House Surgery | Consultation | quested which i had within half an hour I normally go to the Box hill surgery i tried to phone them from 8am for 25 minutes the phone was either engaged |
| 21/12/2018 | New House Surgery | Consultation | Seen on time and go helped sort out problem |
| | | | |
| 24/12/2018 | New House Surgery | Consultation | You helped me when I needed it, with out any fuss thank you |
| 24/12/2018 | New House Surgery | Nurse | Excellent treatment from all the nurses ????? |
| 24/12/2018 | Riverbank Surgery | Nurse | Very helpful and speedy service |
| | | | |
| 27/12/2018 | Hillside Surgery | Consultation | Appointment straight away and on time |
| 27/12/2018 | Hillside Surgery | Consultation | As usual the service both in Reception and behind the scenes with the Doctors and Nurses is exemplary. |
| 27/12/2018 | New House Surgery | Nurse | Friendly and helpful |
| 27/12/2018 | New House Surgery | Consultation | Yes I found gp advice confusing as quite different from lymphodema clinic advice. However I was given apt today that was good! |
| 27/12/2018 | New House Surgery | Consultation | Because the doctors and receptionist are willing to listen and care. |
| 27/12/2018 | New House Surgery | Consultation | Good service |
| | | | |
| 28/12/2018 | New House Surgery | Nurse | Very capable nurse. Quick and expert blood samples. 3 mins and done. |
| 28/12/2018 | New House Surgery | Nurse | I was seen on time. The nurse I saw was nice and friendly and my appointment was over and done with very quickly! |

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| 28/12/2018 | New House Surgery | Nurse | Very pleasant receptionistAlso excellent nurse |
| 28/12/2018 | Hillside Surgery | Consultation | ors (and consultants arranged by them) have pulled out all the stops to try to ensure that I get away on time and in as good order (health) as possible. |
| 28/12/2018 | New House Surgery | Consultation | Very kind empathetic doctors. I'm always comfortable speaking about difficult issues and doctors always give me time and understanding. Thank you to all |
| | | | |
| 31/12/2018 | Hillside Surgery | Consultation | Everyone I deal with is really helpful and caring, thank you. |
| 31/12/2018 | Hillside Surgery | Consultation | Liked ÆThank you for your feedback regarding Hillside Surgery, can |
| 31/12/2018 | New House Surgery | Physio | You always receive excellent service |
| 31/12/2018 | New House Surgery | Consultation | Listened carefully, professional and efficient. Thank you |
| 31/12/2018 | New House Surgery | Consultation | New House Surgery is the best of the best. Caring, diligent, approachable. |
| 31/12/2018 | New House Surgery | Physio | As always feeling well looked after by staff. Just one request - a lift to get to the upstairs clinic rooms |
| 31/12/2018 | New House Surgery | Consultation | Sorry I meant 1 |
| 31/12/2018 | New House Surgery | Consultation | Doctor Thompson was very good at dealing with my problem and sympathetic . CJH |
| 31/12/2018 | New House Surgery | Phlebotomy | The booking arrangements have been thought out , staff our allways available. I wish my children's surgeries were as good. Happy new year. |
| 31/12/2018 | New House Surgery | Nurse | Same as before all very nice |
| 31/12/2018 | Riverbank Surgery | Consultation | Efficient, pleasant doctor |
| 31/12/2018 | New House Surgery | Consultation | Always helpful especially when children are unwell. |
| 31/12/2018 | New House Surgery | Consultation | Excellent doctor. |