

MJog responses for March 2019			
Dates	Site	Department	Response
01/03/2019	New House Surgery	Consultation	The Dr was very nice and professional. The receptionists are always excellent.
01/03/2019	Riverbank Surgery	Phlebotomy	Friendly reception. Dr knows us & surgery near by ie walkable. Refer on without hesitation if needs be.
01/03/2019	Hillside Surgery	Consultation	Great attention to detail.
01/03/2019	Riverbank Surgery	Phlebotomy	Brusk manner of receptionist
01/03/2019	Riverbank Surgery	Consultation	I really liked the Doctor my daughter saw. Very kind manner. Not always seen with doctors these days
01/03/2019	New House Surgery	Nurse	Nothing is to much for staff and doctors always very helpful and very friendly
01/03/2019	Riverbank Surgery	Phlebotomy	Because the surgery is very efficient, willing and friendly. Dr. Guilder is absolutely the best family GP ever, and because he takes an interest in the
01/03/2019	Riverbank Surgery	Consultation	Brilliant service ! I've emailed my thoughts . Excellent GP - what a lovely atmosphere!
01/03/2019	New House Surgery	Nurse	Friendly and helpful staff
01/03/2019	Hillside Surgery	Consultation	It's a very friendly set up with great doctors.
01/03/2019	New House Surgery	Consultation	Efficient booking, appointment only a few minutes late (as was I!), professional & friendly consultation
01/03/2019	New House Surgery	Pharmacist	Appointments are a long time away....
01/03/2019	New House Surgery	Nurse	Nurse was very kind with my boy and made him smile at the end.
01/03/2019	Riverbank Surgery	Phlebotomy	The quality of the service and attention to people is outstanding.
01/03/2019	New House Surgery	Nurse	I was very nervous about my appointment and the GP made me feel at ease and very comfortable
04/03/2019	Hillside Surgery	Nurse	Allway's good service
04/03/2019	Hillside Surgery	Consultation	The staff from reception to nurses to doctors always have time for patients
04/03/2019	New House Surgery	Physio	Told straight what was wrong with me and what I needed to do to rectify it.
04/03/2019	New House Surgery	Physio	I'm sorry I didn't know about that.I'm not from England
04/03/2019	New House Surgery	Phlebotomy	The lady was very friendly and helpful
04/03/2019	New House Surgery	Phlebotomy	It was a blood test and carried out fully professionally.
04/03/2019	New House Surgery	Phlebotomy	Because I am satisfied with the care I receive.
04/03/2019	Hillside Surgery	Nurse	Your Nurse Donna Harnett was welcoming professional but friendly and gave expert advice and efficient .. So pleased I have become a patient with the practice .
04/03/2019	New House Surgery	Nurse	Flexibility with appointments, helpful consultation, and good listening. Sorry my score should have been 1 not 5!
04/03/2019	New House Surgery	Nurse	Always 100% top class service
04/03/2019	New House Surgery	Consultation	All round excellence!
04/03/2019	New House Surgery	Diabetes Clinic	Very friendly and helpful staff
04/03/2019	Hillside Surgery	Nurse	Because the nurses are so nice
04/03/2019	New House Surgery	Consultation	The staff are all very welcoming, caring, professional and friendly.
04/03/2019	New House Surgery	Nurse	The asthma nurse has been very helpful & thorough. Reception staff also helpful & friendly.
04/03/2019	New House Surgery	Physio	Parlking problems
04/03/2019	New House Surgery	Consultation	expect and managed expectations.
05/03/2019	Hillside Surgery	Phlebotomy	Always caring staff & receptionists
05/03/2019	Hillside Surgery	Phlebotomy	Pleasant efficient service. Managed to get faster appointment than ones offered at Dorking surgery. Thank you.
05/03/2019	Hillside Surgery	Consultation	Receptionists and doctors are all so helpful and put you at ease.
05/03/2019	New House Surgery	Consultation	In the past, although there are some lovely reception staff, there
05/03/2019	Hillside Surgery	Phlebotomy	All very helpful
05/03/2019	New House Surgery	Consultation	is about his weigh and the GP doesn't have a baby scale... how come the GP doesn't have a scale for a baby to be weighed....
05/03/2019	New House Surgery	Session	Was very well treated today
05/03/2019	Hillside Surgery	Consultation	Daughter sick.....CPM French
05/03/2019	New House Surgery	Consultation	I have been having multiple problems and the doctors I have seen have been very supportive
06/03/2019	New House Surgery	Phlebotomy	Despite your failure to provide me with a batch prescription, I find you usually very helpful!
06/03/2019	Hillside Surgery	Consultation	Perfect receptionists! Answer the phone promptly, always appointment x
06/03/2019	New House Surgery	Consultation	Because as an emergency addition to the roster today I was immediately given Dr Alam to consult with (who was fabulous) and early on in the day , as wel
06/03/2019	Hillside Surgery	Consultation	A professional service from all the staff.
06/03/2019	New House Surgery	Physio	The physio was easy to talk to and very thorough. Gave me some exercises to try first.
06/03/2019	New House Surgery	Consultation	Really impressed that I could get an x ray at Dorking hospital the day I have seen the doctor

06/03/2019	Riverbank Surgery	Consultation	I' m so glad I chose Tom when we moved into the village over 14 years ago now. He's always so friendly and professional
06/03/2019	New House Surgery	Physio	I was seen promptly and my concern dealt with.
07/03/2019	New House Surgery	Nurse	Nice staff
07/03/2019	Riverbank Surgery	Consultation	For a small surgery with lots of patients they always find a way to fit you in!
07/03/2019	New House Surgery	Nurse	Quick, friendly and efficient appointments- thank you!
07/03/2019	New House Surgery	Consultation	Very competent service
07/03/2019	Riverbank Surgery	Consultation	Dr Guilder is a great Doctor.
07/03/2019	New House Surgery	Session	I always feel that the doctors genuinely are doing their best to resolve my problem
08/03/2019	New House Surgery	Consultation	My appointment was on time, the doctor was delightful, kind efficient & effective
08/03/2019	Riverbank Surgery	Phlebotomy	I gave that response because everybody there is thoughtful, courteous, helpful and respectful. If they don't know an answer to a question they will find out.
08/03/2019	Riverbank Surgery	Consultation	Doctor is really nice sympathetic and puts you at your ease whilst being very efficient. Rest of the staff are very friendly and helpful too
08/03/2019	Riverbank Surgery	Consultation	In a consultation with your GP when you feel very unwell, you need two things firstly that they listen to what your concerns and how you are feeling. Thi
08/03/2019	New House Surgery	Consultation	On each of my visits the standards have remained consistent.
08/03/2019	Riverbank Surgery	Consultation	It's an excellent surgery with great staff
11/03/2019	New House Surgery	Consultation	Staff and doctors always so helpful. Thank you all.
11/03/2019	Hillside Surgery	Nurse	All Staff and doctors and nurses are fantastic in everyway looking after your health I would recommend them to anyone first class service everytime x
11/03/2019	New House Surgery	Phlebotomy	Mrs Chitty was very professional and efficient
11/03/2019	Hillside Surgery	Nurse	Friendly efficient service
11/03/2019	New House Surgery	Consultation	I had to wait 25 mins to be seen
11/03/2019	New House Surgery	Phlebotomy	People are always friendly and helpful and although I arrived early, the nurse actually called me in 20 minutes before my appointment time too.
11/03/2019	New House Surgery	Nurse	The nurse was good but we were kept waiting for 15mins before being seen- despite arriving on time for our appointment.
11/03/2019	Hillside Surgery	Consultation	Because Dr Dhoul is great and the receptionists are most helpful. Thanks for Hillside Surgery.
11/03/2019	New House Surgery	Consultation	Extremely helpful
11/03/2019	Hillside Surgery	Consultation	Everything is always very helpful and try to accommodate when you need an appointment
11/03/2019	New House Surgery	Nurse	Nurse was fantastic. Helpful proactive and empathetic
11/03/2019	New House Surgery	Consultation	Because although I had to call twice to get a sit and wait appointment for tonsillitis the receptionist was helpful and the gp dr peppiab assured me
11/03/2019	New House Surgery	Consultation	Lack of caring
12/03/2019	New House Surgery	Consultation	I feel you give us your undivided attention. I have a lot to thank you for.
12/03/2019	Hillside Surgery	Consultation	extremely helpful to a completely new patient.
12/03/2019	New House Surgery	Nurse	Because I find it a friendly surgery, couldn't give a 1 because of the booking system.
12/03/2019	New House Surgery	Nurse	Consultation with nurse was on time and very informative
12/03/2019	New House Surgery	Nurse	Nurse was quick and efficient. Blood taken quickly and with no pain.
12/03/2019	New House Surgery	Commuter Clinic	Didn't have a long wait, gp listened and gave me time, and dealt with my problem, all good
12/03/2019	New House Surgery	Nurse	The nurse was kind, understanding, and informative
12/03/2019	New House Surgery	Session	My appointment was only a few minutes late, the doctor i saw was extremely nice and helpful, have no complaints about my visit
13/03/2019	New House Surgery	Consultation	Friendly staff, efficient appointment
13/03/2019	Hillside Surgery	Nurse	Always happy with my surgery...thank you
13/03/2019	New House Surgery	Consultation	Appointments are timely. All doctors and nurses listen to your concerns and act appropriately. Reception staff very helpful and polite.
13/03/2019	New House Surgery	Physio	V helpful session, sound advice on exercise methods
13/03/2019	New House Surgery	Consultation	Short wait, attentive doctor, thorough examination ??
13/03/2019	New House Surgery	Consultation	Very helpful Dr and staff.
13/03/2019	Hillside Surgery	Nurse	All ways very friendly and helpful .
13/03/2019	Hillside Surgery	Consultation	Because you give a great service and all the doctor and staff are all very kind. Please dont shut down.
13/03/2019	Hillside Surgery	Consultation	Gd staff receptionist nurses Dr all excellent clean surgery everyone helpful
13/03/2019	Hillside Surgery	Consultation	Excellent reception Doctors and nurses.
13/03/2019	Hillside Surgery	Consultation	Everyone is so friendly and helpful. Appointments are on time.
13/03/2019	New House Surgery	Diabetes Clinic	Great clinical staff.

13/03/2019	New House Surgery	Physio	Speedy and efficient and physiotherapist Clare was thorough and professional
14/03/2019	Hillside Surgery	Consultation	Because of the prompt service received following my appointment
14/03/2019	Hillside Surgery	Consultation	Able to get an appointment today and it was punctual .
14/03/2019	New House Surgery	Consultation	Polite and caring. ..
14/03/2019	New House Surgery	Consultation	Easy to book online. Friendly welcome by receptionists. Attentive doctor who said he would book procedure at hospital when he is there.
14/03/2019	Hillside Surgery	Consultation	The ladies behind the desk are so kind and thoughtful ! And doctors always seem willing to listen and help
14/03/2019	New House Surgery	Nurse	Problems with an arranged appointment that I attended when the nurse concerned was not working, so given another appointment later in week, most inconven
14/03/2019	New House Surgery	Consultation	Doctor was lovely. She was clear, concise, switched on and polite!
14/03/2019	New House Surgery	Consultation	Friendly caring staff.
14/03/2019	New House Surgery	Consultation	Excellent service, very good doctor. Very understanding.
14/03/2019	New House Surgery	Consultation	I've been with the surgery since childhood and now have children of my own and have always had a positive experience
14/03/2019	New House Surgery	Nurse	eks ago and now has been left with only a few days to make alternative arrangements. No help has been offered by yourselves which is not acceptable as t
14/03/2019	New House Surgery	Consultation	I usually see Dr Querishi if possible to me she is marvellous, but I saw Dr Loveless who was originally my Doctor before he retired and was very glad to
15/03/2019	New House Surgery	Consultation	Doctor I saw was excellent
15/03/2019	Riverbank Surgery	Consultation	Friendly staff, was on time, doctor sorted the problem straight away
15/03/2019	Hillside Surgery	Nurse	Staff pleasant & efficient. Appt.on time
15/03/2019	Riverbank Surgery	Consultation	Just so speedy, friendly and efficient
15/03/2019	Hillside Surgery	Nurse	Very professional and friendly
15/03/2019	Riverbank Surgery	Consultation	Nice competent Doctor great Receptionist
15/03/2019	New House Surgery	Nurse	Everybody was very kind and carefully. Thanks a lot.
15/03/2019	New House Surgery	Consultation	Sometimes the receptionists can be curt. I've never been rude but when I wanted to check if we had been logged for the sit and wait appointment (I did t
18/03/2019	New House Surgery	Consultation	My experience was good
18/03/2019	New House Surgery	Physio	I felt listened to.
18/03/2019	New House Surgery	Nurse	Friendly, professional. Efficient.
18/03/2019	New House Surgery	Consultation	I put '1' because I always find the doctors absolutely lovely!
18/03/2019	New House Surgery	Phlebotomy	Seen promptly and good advice given
18/03/2019	New House Surgery	Nurse	The nurse was very professional and put me at my ease.
18/03/2019	New House Surgery	Nurse	Ashley the nurse was professional, kind and understanding which was much appreciated as I was a nervous patient.
18/03/2019	New House Surgery	Consultation	I always get good response from drs especially dr qureshi she works so hard and has improved the practice
18/03/2019	New House Surgery	Nurse	Very helpful hrt consultation with the nurse. Many thanks.
18/03/2019	Hillside Surgery	Consultation	A very good response from receptionist and medical staff very professional.
19/03/2019	Hillside Surgery	Consultation	Helpful & friendly
19/03/2019	Hillside Surgery	Phlebotomy	Sorry no
19/03/2019	Riverbank Surgery	Consultation	Pleased with the service.
19/03/2019	New House Surgery	Consultation	Friendly doctor, quick and efficient
19/03/2019	Riverbank Surgery	Session	Always an excellent service. Happy retirement Tom.
19/03/2019	Hillside Surgery	Consultation	Because I had excellent service from my call to the receptionist through to the appointment & after care.
19/03/2019	Hillside Surgery	Consultation	Quick efficient examination, and fast order on prescription.All done in 30 minsGreat service.
19/03/2019	New House Surgery	Consultation	It is hard to get used to the mew system of getting an appointment
19/03/2019	New House Surgery	Session	The GP gave me his full attention (looking at me rather than the screen) and really listened and explained well. Good experience
19/03/2019	New House Surgery	Consultation	Saw locum doctor Dr Davis(?)today. Kind, listened, helpful, sympathetic, gave me time.
19/03/2019	Hillside Surgery	Consultation	Very professional, my mind put at ease instantly, thank you.
19/03/2019	New House Surgery	Nurse	Friendliness and thoroughness
19/03/2019	Riverbank Surgery	Consultation	to treat as I do at the surgery in Dorking. A 'proper' caring doctor
20/03/2019	New House Surgery	Consultation	Excellent attention and care as always
20/03/2019	Hillside Surgery	Nurse	Short wait time for appointments: short wait time at the surgery: always friendly courteous and helpful.
20/03/2019	New House Surgery	Phlebotomy	I was not kept waiting for my appointment, my annual blood test re- cholesterol, by the nurse allocated and her pleasant attitude and efficient perform

20/03/2019	Riverbank Surgery	Consultation	Professional, caring and friendly service as has been the case for the last 16 years that I have been registered there
20/03/2019	New House Surgery	Midwife	Because the midwife is lovely!
20/03/2019	New House Surgery	Consultation	Very good advice and care
20/03/2019	Hillside Surgery	Consultation	Positive attitude while I was unwell
20/03/2019	Hillside Surgery	Nurse	Very professional and a very pleasant staff
20/03/2019	New House Surgery	Nurse	It's such a welcoming place and staff are lovely
20/03/2019	New House Surgery	Asthma Clinic	The lady I saw was very helpful indeed, listened to my concerns, and then arranged a follow up appointment for next week
20/03/2019	New House Surgery	Consultation	I moved to this doctors about 4 years ago because the last place I was in was not good, I moved 2u and couldn't be happier!
20/03/2019	New House Surgery	Nurse	Long wait times now when calling (you've increased the pre recorded process), often poor service from your front of house team (customer service isn't th
20/03/2019	New House Surgery	Asthma Clinic	I have always had first class service from New House Surgery
20/03/2019	New House Surgery	Consultation	unwelcoming.
21/03/2019	New House Surgery	Consultation	Excellent doctor ????? and receptionist??
21/03/2019	New House Surgery	Consultation	Good service, good environment .
21/03/2019	New House Surgery	Consultation	GP service all good but getting appointments and consistency with the same GP difficult
21/03/2019	Riverbank Surgery	Consultation	rgery to visit. Plus good parking spaces.??
21/03/2019	Riverbank Surgery	Consultation	Tom Guilder is excellent
21/03/2019	New House Surgery	Consultation	Got an apt at short notice this am and receptionist so warm and pleasant. Dr Loveless who I had not met before very helpful.
21/03/2019	New House Surgery	Consultation	Fast service
21/03/2019	New House Surgery	Consultation	Friendly receptionist, same day appointment and thorough assessment by GP.
21/03/2019	New House Surgery	Nurse	Flexibility and quality
21/03/2019	New House Surgery	Consultation	The surgery itself is virtually perfect. Great doctors, great staff and very professional indeed. The only reason it didn't get a 1 is due to one member
22/03/2019	Hillside Surgery	Consultation	Courteous reception, first rate doctor
22/03/2019	New House Surgery	Consultation	Reception staff friendly and helpful, Doctor great, thorough, informative and didn't feel in any way rushed. Thanks again
22/03/2019	New House Surgery	Nurse	New House Surgery is the best of the best. Thank you all
22/03/2019	Hillside Surgery	Consultation	Efficient staff and all on time
22/03/2019	New House Surgery	Nurse	Great nurse.
22/03/2019	Hillside Surgery	Consultation	Excellent service doctor very helpful seen on time. Reception staff friendly helpful
22/03/2019	Riverbank Surgery	Phlebotomy	Nurse was fantastic taking bloods from 11 year old son
22/03/2019	Riverbank Surgery	Consultation	THEY ARE VERY HELPFUL AND NICE PEOPLE.
22/03/2019	New House Surgery	Nurse	Nurse was very friendly and professional.
22/03/2019	Hillside Surgery	Consultation	Lovely receptionist Kim lovely Dr. Loveless
22/03/2019	New House Surgery	Consultation	Wonderful service, smiling patients and smiling helpful go
22/03/2019	New House Surgery	Consultation	Seen same day, seen promptly , given sound advice given enough time to discuss my symptoms
22/03/2019	New House Surgery	Pharmacist	I meant to say 1, very likely. I'm now not sure what you received.
25/03/2019	Riverbank Surgery	Consultation	Superbly compassionate staff; not treated like a number and prompt care and appointments.
25/03/2019	New House Surgery	Nurse	I was early for my appointment the person before me didn't turn up so I was seen early I was treated with respect and given advice by the nurse and she b
25/03/2019	New House Surgery	Consultation	Easy to book appointment on line. Seen more or less on time. Doctor was excellent.
25/03/2019	New House Surgery	Nurse	Staff are polite and helpful.
25/03/2019	New House Surgery	Consultation	Dr Thompson was very understanding and allowed me the time to speak and she listened. Thank you Doctor.
25/03/2019	Riverbank Surgery	Consultation	very pleasant receptionist and fantastic doctor
25/03/2019	Riverbank Surgery	Consultation	I was very happy with the response I received and relieved at the outcome.
25/03/2019	Hillside Surgery	Consultation	Helpful as always
25/03/2019	Riverbank Surgery	Consultation	Its staff were very friendly, and i purpose it would depend on the drs who were at the practice,today i saw my own lovely gp who i trust completely, and
25/03/2019	Riverbank Surgery	Consultation	Riverbank Surgery gives you the feeling of trust
25/03/2019	New House Surgery	Consultation	eumatologist. Without her help I wouldn't have been able to get the medication needed, so I'm very grateful for her advice!
26/03/2019	Riverbank Surgery	Session	Very friendly staff. Always helpful
26/03/2019	Riverbank Surgery	Session	I had a blood test today, the nurse was wonderful.
26/03/2019	New House Surgery	Nurse	Appointment was spot on time. Nurse was friendly and professional.

26/03/2019	Riverbank Surgery	Consultation	Basically as a first time visitor it was very difficult to find
26/03/2019	New House Surgery	Consultation	Dr Qureshi is best I've ever known .
26/03/2019	New House Surgery	Nurse	I'm more than happy with the staff there. The doctors and nurses are all very professional.
26/03/2019	New House Surgery	Consultation	Staff are very helpful & friendly
26/03/2019	New House Surgery	Consultation	Doctor was friendly, had time for me and even followed up with a phone call later on to clarify treatment. Very impressed.
26/03/2019	New House Surgery	Commuter Clinic	Really supportive and helpful doctor
26/03/2019	New House Surgery	Commuter Clinic	Very detailed assessment by gp and polite and helpful visit
26/03/2019	Hillside Surgery	Consultation	Nice people and good service.
27/03/2019	New House Surgery	Nurse	Your blood nurses are very efficient and friendly.
27/03/2019	New House Surgery	Consultation	My concerns were listened to, and understood, and the doctor was sensitive.
27/03/2019	New House Surgery	Nurse	Fast friendly and efficient as ever.
27/03/2019	New House Surgery	Nurse	Well there's not a lot can go wrong with a BP reading!
27/03/2019	New House Surgery	Nurse	My appointment was bang on time and the nurse was very friendly and
27/03/2019	New House Surgery	Physio	The physio therapist I saw had read through my notes before I saw her so she was aware of my health concerns and I didn't need to go through it all first
27/03/2019	New House Surgery	Consultation	The staff in the front desk always try to help either offering advice or finding appointments.
27/03/2019	Hillside Surgery	Consultation	Always helpful
27/03/2019	Hillside Surgery	Consultation	which is extremely convenient as other chemists are miles away. I think us residents of Boxhill are very lucky to have this great little surgery. Keep
28/03/2019	New House Surgery	Consultation	Appointment was easy to get (not same day appointment but booking in advance) and the doctor I saw was really lovely and I felt she really listened to me.
28/03/2019	New House Surgery	Nurse	I was happy with the good service from reception booking a new appt
28/03/2019	New House Surgery	Consultation	All good
28/03/2019	Hillside Surgery	Consultation	Doctors are fantastic
28/03/2019	New House Surgery	Consultation	Doctor is looking after me and booking up follow on appointments while I am there
28/03/2019	New House Surgery	Consultation	Seen on time and treated whilst in appointment
28/03/2019	New House Surgery	Pharmacist	Friendly and helpful at reception, I had a stressful journey to get there on time and the pharmacist helped me relax before taking my blood pressure, a v
28/03/2019	New House Surgery	Consultation	The interest taken and charm of Dr Konstantinou and also the reception/appointments staff despite being under pressure at times.
28/03/2019	Hillside Surgery	Consultation	Brilliant service from the ladies on reception and the doctor has put my mind at rest and explained the way forward very thoroughly..
28/03/2019	New House Surgery	Consultation	I arrived late due to traffic and the Dr managed to see me. She was professional, caring, thorough and kind.
28/03/2019	New House Surgery	Consultation	It was easy to arrange (because I didn't need an urgent appointment and was able to book one in the future). The appointment was on time and the doctor f
28/03/2019	New House Surgery	Pharmacist	Sorry text sent by mistake
28/03/2019	Riverbank Surgery	Session	Good all round careEspecially at dusk
29/03/2019	New House Surgery	Consultation	It's a great surgery and the staff are always helpful and friendly
29/03/2019	Riverbank Surgery	Consultation	Because you were all lovely
29/03/2019	New House Surgery	Nurse	Because I got good service
29/03/2019	Hillside Surgery	Consultation	Always as helpful as they can be
29/03/2019	New House Surgery	Consultation	On time good doctors
29/03/2019	New House Surgery	Nurse	General a good service but getting through on the phone is always challenging!
29/03/2019	New House Surgery	Consultation	I was received promptly with respect and empathy. The GO was attentive thorough and informative.
29/03/2019	New House Surgery	Consultation	Everyone involved with the efficiency of the practice,are very helpful,friendly and knowledgeable. I am not made to feel a nuisance or just a number. Thank you.
29/03/2019	New House Surgery	Nurse	Friendly, helpful and caring
29/03/2019	New House Surgery	Consultation	Because it's a good Practice and one is treated as a person, not a number!
29/03/2019	New House Surgery	Consultation	Very efficient and straightforward service.

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	Weve 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
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.
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,homey 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.
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 knowledgable 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.
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
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
08/02/2019	New House Surgery	Consultation	The hours open , Service from all staff
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
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.
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 .

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.
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
18/02/2019	Riverbank Surgery	Consultation	First class place
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.
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
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. Daameon & 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
22/02/2019	Riverbank Surgery	Consultation	Professional, have time, friendly
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.
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.
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 professioanal 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.
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 meclear 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

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 lacking 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.
28/02/2019	Hillside Surgery	Consultation	Very friendly professional. And took their 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.
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.
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

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
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 appointment 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
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 mad 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 compete
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 apts, receptions 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 brill midwives
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	thought 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.

