

MJog Responses for April 2019			
Dates	Site	Department	Response
01/04/2019	New House Surgery	Consultation	Easy to see a doctor on this occasion.
01/04/2019	New House Surgery	Phlebotomy	I was seen quickly, the practitioner who took my blood sample was cheerful and did a great job. Put in under 5 mins without being rushed. Good informatio
01/04/2019	New House Surgery	Phlebotomy	Lovely nurse, painless blood test
01/04/2019	Hillside Surgery	Consultation	Very friendly receptionist and lovely doctors.
01/04/2019	New House Surgery	Nurse	Because there is always a help and friendly air 90 % of the time
01/04/2019	Riverbank Surgery	Consultation	I JUST DID!. IT TAKES TIME TO BUILD UP TRUST. THE GP'S ARE NEW. I WAIT TO SEE IF THE TREATMENT IS EFFECTIVE BEFORE PASSING JUDGEMENT.
01/04/2019	New House Surgery	Physio	Having a physio at the practice is a great benefit and she was really helpful
01/04/2019	Hillside Surgery	Consultation	Every time you see me you sort the problem out
01/04/2019	Riverbank Surgery	Consultation	Staff always friendly & helpful; very personable doctors makes it feel like a community here. Can generally get an appointment within the same week so yo
01/04/2019	New House Surgery	Consultation	I've always had excellent service thank you
01/04/2019	New House Surgery	Nurse	Yes the lack of full time doctors. Lack of continuity
01/04/2019	New House Surgery	Consultation	All the Doctors and staff have been very helpful and friendly
01/04/2019	New House Surgery	Nurse	I feel that everyone has gone out of their way with my treatment. This has renewed my confidence. Thanks to all concerned.
01/04/2019	New House Surgery	Nurse	Very Satisfied with the young Doctor I saw and the young Nurse who removed my stitches.
01/04/2019	New House Surgery	Consultation	Currently waiting for practice manager to call me.
01/04/2019	New House Surgery	Session	Because I've never had any issues getting an appointment and the Doctors are swift to prescribe a positive course of action such as hospital or speciali
02/04/2019	New House Surgery	Consultation	Receptionist very helpful. Drs make it easy to talk to them.
02/04/2019	New House Surgery	Nurse	Very pleasant nurse, pain free blood test!
02/04/2019	Hillside Surgery	Phlebotomy	I just thought it was quite a homely surgery , everyone seems to be very helpful.
02/04/2019	New House Surgery	Consultation	Appointment on time, waiting room pleasant. GP welcoming and understanding, a good listener and advice clear and appropriate
02/04/2019	Riverbank Surgery	Consultation	Brilliant surgery. Friendly, professional staff. We are very lucky!
02/04/2019	New House Surgery	Consultation	Because everyone is always so very helpful & obliging. Plus i never have to wait for a month of Sundays for an appointment!!
02/04/2019	New House Surgery	Consultation	Very good medical care
02/04/2019	Riverbank Surgery	Consultation	Individualised care from a named dr who we know and trust
02/04/2019	New House Surgery	Consultation	Sympathetic Doctor, ordered lots of tests, reassuring me she was being cautious, she listened to my concerns..Everything one wants in a GP..
02/04/2019	New House Surgery	Consultation	Doctor listened to my problem and I felt that she was confident in the remedy she gave me. So far it seems to work
02/04/2019	New House Surgery	Consultation	Very good treatment and service provided. Thank you.
02/04/2019	New House Surgery	Nurse	Very good professional care and advice, convenient time, waiting room a little shabby.
03/04/2019	New House Surgery	Phlebotomy	Good friendly service
03/04/2019	New House Surgery	Phlebotomy	Always find the staff & doctor's very helpful & professional.
03/04/2019	New House Surgery	Phlebotomy	It was a great, prompt and professional service
03/04/2019	New House Surgery	Physio	I had an appointment on time and very helpful guidance and advice for my problem.
03/04/2019	New House Surgery	Physio	Very efficient and great online booking system
03/04/2019	New House Surgery	Consultation	The doctors are great. I scored a 2 as I find it a nightmare getting an appointment in advance of having to phone up on the day to try and get one. I hav
03/04/2019	New House Surgery	Consultation	Not a helpful appointment left feeling worse than when I arrived and slightly patronised
03/04/2019	New House Surgery	Consultation	I phoned for test results and then saw doctor. Both of them were extremely helpful and kind.
03/04/2019	New House Surgery	Diabetes Clinic	Good system
04/04/2019	New House Surgery	Consultation	Staff at reception were very helpful this morning and doctor listened and has sorted tests.
04/04/2019	Riverbank Surgery	Consultation	Service is efficient and the GP is great.
04/04/2019	New House Surgery	Pharmacist	The pharmacists we saw today was very good and really put you at ease
04/04/2019	New House Surgery	Consultation	Very helpful doctor and gave good clear advice
05/04/2019	New House Surgery	Consultation	My appt was for 9am. I arrived in plenty of time. The GP arrived at the surgery around 9.06am. I was seen around 9.10am, first appt of the day already 10
05/04/2019	New House Surgery	Consultation	The doctor I saw dealt with my problems with consideration and will deal with the requests that had .She is sensitive and explains things clearly.
05/04/2019	New House Surgery	Consultation	Very helpful receptionist initially providing me with an appointment to see a doctor of my choice and at a time to suit me . Clear professional assessmen
05/04/2019	Hillside Surgery	Consultation	Friendly, efficient & helpful service
05/04/2019	New House Surgery	Consultation	Very friendly and helpful, they take time with everyone

05/04/2019	Riverbank Surgery	Consultation	Firstly Dr. Guilder, then all his friendly and helpful co workers that make you feel you are not just a number.
05/04/2019	New House Surgery	Consultation	New queue system when calling on the day a huge improvement
05/04/2019	New House Surgery	Pharmacist	Saw Pharmacist re medication who readily answered my query and saved having to see doctor.
08/04/2019	New House Surgery	Consultation	Because your worth it.
08/04/2019	Hillside Surgery	Consultation	First class service and back up
08/04/2019	Hillside Surgery	Consultation	Because there is nothing to much trouble they are just great.
08/04/2019	Hillside Surgery	Nurse	Doctors and receptionists very helpful and friendly.
08/04/2019	New House Surgery	Phlebotomy	Nurse polite, prompt and professional
08/04/2019	New House Surgery	Consultation	Got a same day appointment and was delt with promptly and fairly
08/04/2019	New House Surgery	Consultation	Quick, efficient and professional. I only phoned in at 8 this morning and by midday, I'd had a consultation, picked up my prescription and had a blood te
08/04/2019	New House Surgery	Consultation	Short wait & very helpful empathetic GP consultation
08/04/2019	New House Surgery	Consultation	Good consultation with Dr and well considered before prescription given for new medication.
08/04/2019	New House Surgery	Nurse	Caring, professional, knowledgeable, feel in safe hands
08/04/2019	New House Surgery	Nurse	I had a really good experience today getting my cervical screen test done, but have previously had not very useful appointments about other issues
08/04/2019	Riverbank Surgery	Consultation	All very welcoming, friendly & helpful.
09/04/2019	Hillside Surgery	Phlebotomy	Very professional staff.
09/04/2019	New House Surgery	Nurse	Quick, efficient, positive and non judgemental.
09/04/2019	Hillside Surgery	Consultation	Dr Lovelace listened carefully, had read my latest information beforehand and was clear and helpful with his diagnosis.
09/04/2019	Hillside Surgery	Phlebotomy	Friendly staff, always very satisfied.
09/04/2019	New House Surgery	Nurse	My appointment was on time and the nurse that gave the B12 injection and took blood was excellent.
10/04/2019	New House Surgery	Physio	Very helpful and easy to talk to.
10/04/2019	New House Surgery	Phlebotomy	They are all very helpfull
10/04/2019	Hillside Surgery	Consultation	Friendly helpful advice
10/04/2019	New House Surgery	Consultation	ys aren't specialists or knowledgeable they just shrug unhelpfully and pass you on.
10/04/2019	Hillside Surgery	Nurse	Efficient polite and practical service
11/04/2019	New House Surgery	Consultation	Good service a very helpful G.P
11/04/2019	New House Surgery	Nurse	Great service, a wonderful nurse that I saw today.
11/04/2019	New House Surgery	Consultation	Receptionist polite.Got an appointment on the same day.Doctor efficient and sent me for further tests. Also got a follow up appointment with Doctor on ti
11/04/2019	Riverbank Surgery	Consultation	Because staff at surgery are lovely people, i can get 2c my doctor when i need + get my prescriptions...
11/04/2019	Riverbank Surgery	Consultation	Dr guilder is always excellent
11/04/2019	Riverbank Surgery	Consultation	conversations are based on prior knowledge. It's a really good surgery.
11/04/2019	Hillside Surgery	Consultation	Great attention to detail. Cheers JC
11/04/2019	New House Surgery	Consultation	Staff were friendly, clean tidy environment and seen on time by a welcoming, professional doctor.
11/04/2019	New House Surgery	Consultation	Great local surgery
11/04/2019	Riverbank Surgery	Consultation	Because I saw Dr Guilder after months of trying to get an appointment. The old staff were much better
11/04/2019	New House Surgery	Consultation	Saw a new doctor who was very helpful.
12/04/2019	New House Surgery	Consultation	Always provides great service
12/04/2019	New House Surgery	Consultation	Easy to get an appointment. Pleasant facility. Caring staff
12/04/2019	Riverbank Surgery	Consultation	The service from all the staff is excellent.
12/04/2019	New House Surgery	Nurse	ally pleasant, explained everything, and provided helpful advice to a question I had on a minor health query. Thank you.
12/04/2019	Riverbank Surgery	Phlebotomy	Had trouble finding the surgery as not my local one. Nurse was very pleasant.
15/04/2019	New House Surgery	Physio	Karen love is very good and pleasant. generally OK.
15/04/2019	Riverbank Surgery	Consultation	I was seen promptly, received excellent advice and suitable treatment/medicine.
15/04/2019	Hillside Surgery	Consultation	Never a problem all staff polite clean and bright surgery
15/04/2019	New House Surgery	Consultation	The doctors and the staff are all very pleasant and helpful. I have been with the surgery for over 30 years and would not consider changing

15/04/2019	Riverbank Surgery	Consultation	Phoned up for appointment at 9am and was offered one for 10.50 same day...great service
15/04/2019	New House Surgery	Phlebotomy	Helpful receptionist organising suitable appointment and nurse taking blood
15/04/2019	Hillside Surgery	Nurse	My family and friends live in Dorking and like to walk to the surgery.
15/04/2019	New House Surgery	Nurse	Friendly, efficient service from the practice nurse (cervical screening)
15/04/2019	New House Surgery	Consultation	Location of surgery, ability to get same day appointment on line with GP of my choice
15/04/2019	New House Surgery	Nurse	All of the staff was kind.
15/04/2019	New House Surgery	Consultation	Great service
15/04/2019	New House Surgery	Nurse	t if you need advice about minor issues. Thank you
15/04/2019	New House Surgery	Nurse	Always great survice
15/04/2019	New House Surgery	Consultation	Appointment given quickly but disappointed to be merely advised to take pain killers. That is treating symptoms not cause.
15/04/2019	New House Surgery	Phlebotomy	Prompt appointment friendly lady
16/04/2019	New House Surgery	Nurse	Gillian was professional and reassuring during quite a personal procedure. She took time to reassure me and made me feel as comfortable as possible.
16/04/2019	Hillside Surgery	Consultation	We always have good treatment from staff and Doctors
16/04/2019	New House Surgery	Nurse	I always get good service
16/04/2019	Riverbank Surgery	Consultation	Dr Tom Guilder is the best Doctor in the area
16/04/2019	New House Surgery	Consultation	I give that because it the first time I meet the doctor he was lovely in the way he talk to me an how he treat me an his help an he want to me come back
16/04/2019	Riverbank Surgery	Consultation	As always great service.. great GP...happy atmosphere.
16/04/2019	Riverbank Surgery	Consultation	Friendly, helpful reception. Dr Guilder known us for 14 years. Locum Drs been attentive.
16/04/2019	New House Surgery	Nurse	Because I was treated with cheerfulness and understanding.
16/04/2019	Riverbank Surgery	Nurse	The best surgery in the world. Friendly, efficient, caring, knowledgeable
16/04/2019	Hillside Surgery	Consultation	I am very impressed with doctor very thougher reception staff very polite
16/04/2019	Riverbank Surgery	Consultation	Tom always exceeds himself
16/04/2019	Riverbank Surgery	Consultation	It as always been and remains a great surgery. Staff friendly and helpful and also reassuring. Tom will be sorely missed when he finally leaves. Regards
16/04/2019	New House Surgery	Consultation	Doctor should have followed up High blood pressure count and rebooked my daughter a week later for further checking
16/04/2019	New House Surgery	Nurse	I registered a few months ago but have been able to get appointments to fit round mr work schedule and everyone I have come across at the practice so far
17/04/2019	New House Surgery	Consultation	Even though I have to wait weeks to see that doctor i prefer to do that as he knows my history and has been working with me on a treatment plan
17/04/2019	New House Surgery	Phlebotomy	Friendly and efficient people
17/04/2019	Hillside Surgery	Nurse	Always helpful in dispensary
17/04/2019	Hillside Surgery	Consultation	Reception staff polite and friendly, GP polite, efficient and helpful. A wonderful service thank you
17/04/2019	New House Surgery	Consultation	Good Service
17/04/2019	Riverbank Surgery	Consultation	Always get seen on day and taken seriously
17/04/2019	New House Surgery	Physio	The physio was excellent and very helpful.
17/04/2019	New House Surgery	Consultation	Quick, efficient, friendly, professional, accurate, successful diagnosis
17/04/2019	New House Surgery	Phlebotomy	Easy to get that appointment and was seen on time.
17/04/2019	Hillside Surgery	Nurse	Very pleasant and competent staff
18/04/2019	New House Surgery	Consultation	Dr Beattie, really listens to his patients, and is very professional and understanding
18/04/2019	Hillside Surgery	Nurse	The staff is fantastic with children, they are friendly, effective and the nurse was amazing at giving jabs to little children.
18/04/2019	New House Surgery	Consultation	I got an appointment immediately. The doctor was excellent. Very thorough and very knowledgeable. Put my mind at rest
18/04/2019	New House Surgery	Consultation	An excellent doctor who gives tailored advice
18/04/2019	Riverbank Surgery	Consultation	Little waiting time Good service from counter staff Good friendly doctor
18/04/2019	New House Surgery	Nurse	Very professional and friendly.
18/04/2019	Riverbank Surgery	Consultation	Lovely doctor Tom Guilder and other staff especially Debbie
18/04/2019	New House Surgery	Pharmacist	Always a helpful group of doctors.
18/04/2019	New House Surgery	Consultation	I am always treated very well.
18/04/2019	Riverbank Surgery	Consultation	The receptionist, Debbie, was very pleasant and helpful and able to make my appointment for the same day. I saw our family doctor, Tom , who as usual was

18/04/2019	Riverbank Surgery	Consultation	Wonderful caring staff and a brilliant doctor in Dr Guilder
18/04/2019	New House Surgery	Consultation	I feel I was very fortunate to see Dr. Loveless who listened to my concerns regarding numbness in my face and possible diabetes. After a comprehensive ex
18/04/2019	New House Surgery	Consultation	A prompt, efficient & reassuring consultation by Dr.Loveless
23/04/2019	New House Surgery	Consultation	on entering her surgery one instantly feels reassured in the knowledge that when one leaves there is a solution & one will get better.
23/04/2019	New House Surgery	Consultation	I arranged an appointment, it was on time, the doctor listened, acted upon information given and from personal records, a blood test was arranged and boo
23/04/2019	Hillside Surgery	Consultation	Great service
23/04/2019	Hillside Surgery	Phlebotomy	The service was good, they let my have my blood test even though i was late
23/04/2019	Riverbank Surgery	Consultation	Dr Guilder is very caring
23/04/2019	New House Surgery	Consultation	Because you are all so caring and give so much of your time and listen to us. Thank you.
23/04/2019	New House Surgery	Nurse	Slightly long wait, but the nurse was really helpful.
23/04/2019	Riverbank Surgery	Consultation	Riverbank surgery is friendly with very helpful and professional staff
23/04/2019	New House Surgery	Consultation	Prompt courteous service
23/04/2019	New House Surgery	Nurse	Friendly and professional service.
24/04/2019	New House Surgery	Consultation	The service i recieved from seeing the doctor was good
24/04/2019	New House Surgery	Consultation	Never had a problem with New House Surgery. Met a new Gp this morning. Really friendly, interested, efficient and smiley.
24/04/2019	Hillside Surgery	Consultation	Quick and lovely doctor
24/04/2019	New House Surgery	Phlebotomy	Always find staff and doctors very helpful
24/04/2019	Riverbank Surgery	Consultation	Find the staff and Dr very good and most helpful
24/04/2019	New House Surgery	Physio	I was examined thoroughly and had my condition explained clearly and competently, but without any pretence of infallibility. Just right to inspire confidence!
24/04/2019	New House Surgery	Physio	Appointment ran to time, good advice given to help my painful knee
24/04/2019	Hillside Surgery	Consultation	Doctors very thorough and helpful.
24/04/2019	New House Surgery	Nurse	Appointment on time. Very pleasant nurse working ecg machine. Very efficient
24/04/2019	Riverbank Surgery	Consultation	That's easy, Tom Guilder!
24/04/2019	New House Surgery	Phlebotomy	Excellent all round.
24/04/2019	New House Surgery	Physio	really good rather than see a busy GP
24/04/2019	New House Surgery	Nurse	My shingles jab appointment was easily arranged at an earlier checkup and Mrs Ashley Dawson was very courteous and efficient.
24/04/2019	New House Surgery	Consultation	The doctor seemed wasn't inclusive towards someone with mental health conditions. I do work at A&E and seen exact same attitude someone sectioned. Mental
24/04/2019	New House Surgery	Consultation	I have recieved nothing but great care & service from the surgery.
24/04/2019	New House Surgery	Nurse	Ashley very professional, kind and efficient. Receptionist courteous.
24/04/2019	New House Surgery	Nurse	Nice nurse. Very knowledgeable.
25/04/2019	Hillside Surgery	Consultation	I can always get appointment on the day or a few days later.
25/04/2019	New House Surgery	Consultation	The doctor took his time to review carefully a complicated situation and was concerned that he gave the correct guidance
25/04/2019	New House Surgery	Nurse	Although I had quite a wait the practice nurse was helpful, informed and dealt with me quickly.
25/04/2019	New House Surgery	Consultation	Made a mistake initially and quickly amended to a 1. Staff and doctors always friendly and always come away getting the right treatment
25/04/2019	New House Surgery	Consultation	Excellent service, very understanding.
25/04/2019	Riverbank Surgery	Consultation	Good listening, V efficient, immediate referral for x-ray and friendly staff.
25/04/2019	New House Surgery	Consultation	We couldn't have had better treatment. Mother has a clear pathway going forward.
25/04/2019	New House Surgery	Pharmacist	Great appointment. Pharmacist knew his stuff & it was a positive experience. Thank you
25/04/2019	New House Surgery	Nurse	The nurse that changed my sons dressing was vey kind to him and extremely helpful
25/04/2019	New House Surgery	Consultation	Excellent doctor, very kind, listened and helped me. Thank you.
26/04/2019	New House Surgery	Nurse	Got appointment next day and nurse always puts you at ease.
26/04/2019	Riverbank Surgery	Consultation	Always helpful, polite and understanding.
26/04/2019	New House Surgery	Nurse	Nurses allways make you feel at ease .
26/04/2019	New House Surgery	Nurse	Very efficient and on time. Friendly and helpful staff.
26/04/2019	New House Surgery	Pharmacist	Everyone of the staff I encountered was very professional and extremely helpful.
26/04/2019	New House Surgery	Pharmacist	Great service and understanding. Excellent
26/04/2019	New House Surgery	Consultation	Good service
26/04/2019	New House Surgery	Consultation	I phoned last week to make an appointment and the receptionist was most helpful.

26/04/2019	New House Surgery	Consultation	All your receptionist try their hardest to help you as best they can .and the doctors always very nice and helpful
26/04/2019	New House Surgery	Consultation	The help from the reception lady when much needed. Thank you.
29/04/2019	New House Surgery	Consultation	I cannot get an appointment and I'm flexible !!
29/04/2019	New House Surgery	Physio	Having to wait two weeks for the appointment due to them only working certain days
29/04/2019	New House Surgery	Consultation	Good supportive doctor & receptionist.
29/04/2019	New House Surgery	Consultation	Always found it a good & efficient surgery.
29/04/2019	New House Surgery	Phlebotomy	I saw a nurse today to give blood before an appt' next week. I was seen exactly on time and Nurse Beattie was warm, welcoming, informative and efficient.
29/04/2019	Hillside Surgery	Consultation	Such a helpful and friendly place. Reception team and GP were great. Thank you
29/04/2019	Hillside Surgery	Consultation	Service is courteous and efficient
29/04/2019	Riverbank Surgery	Consultation	Very friendly helpful and polite
29/04/2019	New House Surgery	Consultation	I personally cannot fault New House Surgery. Staff are fantastic as are the doctors.
29/04/2019	Hillside Surgery	Consultation	The service is excellent ??
30/04/2019	New House Surgery	Consultation	My GP Dr Qureshi takes time to explain procedures and treatments and has a caring approach. I have confidence in her treatment.
30/04/2019	New House Surgery	Consultation	Able to book on day appointment and seen on time
30/04/2019	New House Surgery	Nurse	Nurse was very thorough and explained results clearly.
30/04/2019	New House Surgery	Consultation	Always good, ongoing, care.
30/04/2019	New House Surgery	Nurse	As always with my INR visits, I am dealt with in a friendly and professional manner. I have been coming to these appointments for over 5 years.
30/04/2019	New House Surgery	Consultation	Lovely surgery in every respect with great service.

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 !!), 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 helpfull 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 professionial.
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 knowledgable. 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	Excellenty 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
12/02/2019	New House Surgery	Consultation	Response given because GP took my concerns seriously, was honest, straightforward and 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 nurse
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. 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
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 dealt with by people who know how to treat patients in a professional 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 me clear 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