

MJog Responses for August 2019			
Not Recommended(%)	Neither/Don't Know (%)	Recommended (%)	
4	2	92	
Dates	Site	Department	Response
01/08/2019	Hillside Surgery	Consultation	Excellent Doctors and excellent reception ??????
01/08/2019	New House Surgery	Consultation	Helpful GP. Very polite receptionist
01/08/2019	New House Surgery	Consultation	I nearly gave a 1 as receptionist was helpful and consultation perfectly satisfactory but very rarely give full marks.
01/08/2019	Hillside Surgery	Consultation	Prompt and efficient !!
01/08/2019	New House Surgery	Consultation	I waited 45 minutes at the chemist for my prescription to come through only to find out on the second time of the chemist calling the surgery that the do
01/08/2019	New House Surgery	Consultation	Friendly efficient and dealt with my issues straight away
01/08/2019	New House Surgery	Consultation	Have been registered for over 20 years, always been happy with everything
01/08/2019	Hillside Surgery	Nurse	All staff are friendly and professional. Long standing Nurse Ashley is easy to talk to.
02/08/2019	Riverbank Surgery	Consultation	Lovely staff, helpful and welcoming. Dr loveless was brilliant as ever
02/08/2019	New House Surgery	Consultation	Excellent service
02/08/2019	New House Surgery	Nurse	I thought that Ashley was very thorough and appointment was on time.
02/08/2019	New House Surgery	Consultation	I felt that Dr Dhoul listened carefully, explained the plan well and gave me confidence that we would get to the bottom of the problem and fix it. He's a
02/08/2019	New House Surgery	Consultation	Excellent doctor explaining things very well to my child and myself.
02/08/2019	New House Surgery	Consultation	Very reassuring doctor
02/08/2019	Hillside Surgery	Consultation	Rang for an on the day appt and got one just very happy with that.
02/08/2019	New House Surgery	Consultation	Listening, accommodating, interested, attentive, flexible, availabl
02/08/2019	Hillside Surgery	Consultation	Doctors & Nurses perfect. New admin team seem more efficient and less dogmatic.
02/08/2019	New House Surgery	Consultation	The Dr.whom I had my consultation with was very helpful and the advice he gave me was very easy to understand.also it was very easy to sign in at reception.
02/08/2019	New House Surgery	Consultation	I was seen on time and the doctor was reassuring.
02/08/2019	New House Surgery	Consultation	Please stop bugging me and sending me unsolicited messages
02/08/2019	New House Surgery	Consultation	Very helpful advice & commitment to follow up if problem not resolved
05/08/2019	New House Surgery	Consultation	Dr was absolutely fantastic. I will request her in future
05/08/2019	New House Surgery	Consultation	Managed to get an appointment on the day. Pleasant Dr and helpful friendly staff at reception.
05/08/2019	Hillside Surgery	Consultation	Prompt and efficient service.
05/08/2019	New House Surgery	Consultation	Dr Julian Allfrey was easy to talk to, respectful and kind. Thank you so much.
05/08/2019	New House Surgery	Consultation	o confirm if I had been drugged, or an sti kit to I could check myself. He used Google to diagnose me, and then said he could do any tests on me without
05/08/2019	New House Surgery	Consultation	Because Doctors are very kind for solving problems promptly.
05/08/2019	New House Surgery	Consultation	Because as always very good service I cannot fault new house in any way
05/08/2019	New House Surgery	Consultation	Always get good treatment.
05/08/2019	New House Surgery	Consultation	Nice doctor, friendly reception, swift appointment.
05/08/2019	New House Surgery	Consultation	my experience was smooth, quick, positive, efficient and went according to plan thank you
05/08/2019	New House Surgery	Consultation	my 2yr old boy who did not want to go in.
06/08/2019	Hillside Surgery	Phlebotomy	The young girl at the computer needs to keep her opinions to herself when it comes to doctors making decisions.
06/08/2019	New House Surgery	Nurse	Always get appointment to suit your working hours . Although sometimes find the receptionist not always aware that we can hear their conversions when.hol
06/08/2019	New House Surgery	Consultation	Immediate appointment, friendly receptionists and excellent Dr with good 'bedside manner'!
06/08/2019	Hillside Surgery	Consultation	I am very happy with the attention and care given by Dr Roxanne Denai she is a lovely GP .
06/08/2019	New House Surgery	Consultation	Very nice doctor
06/08/2019	Riverbank Surgery	Consultation	I appreciate the village surgery ambience of Riverbank and the excellent service I have enjoyed since moving here a while ago
06/08/2019	Riverbank Surgery	Consultation	Very caring doctor, first time I met him, he was very professional and considerate- receptionist very helpful too
06/08/2019	Riverbank Surgery	Consultation	Just seemed a bit chaotic and not as it was under Tom. Maybe it will get better.
06/08/2019	New House Surgery	Nurse	Always made to feel like an individual by all staff, medical and admin alike ... well done
06/08/2019	New House Surgery	Nurse	Friendly, efficient and on time
06/08/2019	Hillside Surgery	Consultation	Everyone friendly and helpful at a time when you dont feel your best
06/08/2019	Hillside Surgery	Consultation	Because of surgery hours
06/08/2019	New House Surgery	Nurse	I arrived late and flustered, expecting to be told they couldn't see me, but both the receptionist and the nurse were so understanding and kind.
06/08/2019	New House Surgery	Consultation	I find it very annoying having to phone the surgery at 8am and then spending the next 15 mins on hold to then be told you either have no appts available
06/08/2019	New House Surgery	Nurse	Very good appointment with the nurse today
06/08/2019	Hillside Surgery	Phlebotomy	Excellent polite understanding service
06/08/2019	Hillside Surgery	Phlebotomy	Small practiceGood care

06/08/2019	New House Surgery	Consultation	I don't tend to recommend anything to friends or family unless they specifically request it.
06/08/2019	New House Surgery	Nurse	Same as always. Thank you.
06/08/2019	Hillside Surgery	Consultation	Dr Sager was extremely knowledgeable and professional.
07/08/2019	New House Surgery	Nurse	Very efficient. Lovely staff. Thanks
07/08/2019	New House Surgery	Consultation	Got through and got an appointment extremely quickly, got seen to early and my doctor was lovely :)
07/08/2019	Riverbank Surgery	Nurse	Small personal surgery with lovely staff who know you by first name.
07/08/2019	New House Surgery	Nurse	Blood test, no pain and I hate needles. Thank you Sandra, wont be so apprehensive again
08/08/2019	New House Surgery	Consultation	ful and so very helpful, he's the best ??
08/08/2019	New House Surgery	Consultation	I gave that response because I found them very helpful and thoughtful.
08/08/2019	New House Surgery	Nurse	Well organized, friendly staff
08/08/2019	New House Surgery	Nurse	Good service nice nurse
08/08/2019	Hillside Surgery	Consultation	Very good from reception to consultation
08/08/2019	New House Surgery	Consultation	The GP was very attentive and professional
08/08/2019	New House Surgery	Consultation	Consultation with Dr Alfrey, who was very caring, didn't rush us and was very clear with advice and reassurance for my 91 year old mother.
08/08/2019	Riverbank Surgery	Consultation	Excellent fast service, excellent new doctor with great attitude.
08/08/2019	New House Surgery	Consultation	Because I was given time and sound advice which gave me reassures
09/08/2019	Hillside Surgery	Consultation	Pleasant receptionist Appointment bang on time Doctor very professional
09/08/2019	New House Surgery	Nurse	Friendly and knowledgeable staff
09/08/2019	Hillside Surgery	Nurse	Efficient and friendly staff and doctors, and just a short walk from where I live.
09/08/2019	New House Surgery	Consultation	Always providing professional service
09/08/2019	Hillside Surgery	Nurse	Staff polite and accommodating...appointment on time .
09/08/2019	New House Surgery	Consultation	Dr Dhoul explained my symptoms thoroughly which was reassuring.
09/08/2019	New House Surgery	Consultation	I did not have to wait long to see the doctor who was very professional, respectful and polite.
09/08/2019	New House Surgery	Nurse	The nurse I saw was very helpful
09/08/2019	New House Surgery	Nurse	It was only a. blood test
09/08/2019	New House Surgery	Consultation	The doctors I have been seen by listen carefully, investigate your givensymptoms and give good advice or take the appropriate action
09/08/2019	New House Surgery	Consultation	ly important.
12/08/2019	New House Surgery	Consultation	GP explained results and medication succinctly. It was a joint discussion.
12/08/2019	New House Surgery	Nurse	Appointment on time. Donna very helpful and through.
12/08/2019	Riverbank Surgery	Consultation	Friendly atmosphere,make you feel at ease.
12/08/2019	New House Surgery	Consultation	Really impressed with doctor and her gentle approach to my symptoms
12/08/2019	New House Surgery	Consultation	Excellent professional service. Thank you.
12/08/2019	New House Surgery	Nurse	At present fast booking of appointments
12/08/2019	New House Surgery	Nurse	Very welcoming, great service. The nurse who looked after me made me feel very comfortable and relaxed
12/08/2019	New House Surgery	Consultation	pleasant and helpful receptionists.doctors who listen and advise with thought.
12/08/2019	Riverbank Surgery	Consultation	The staff are helpful, I can usually get through on the phone quickly, and Dr Guilder is a kind Gp
12/08/2019	Riverbank Surgery	Consultation	Friendly helpful staff offering a warm professional service
12/08/2019	New House Surgery	Consultation	Prompt appt dr listened and problem was actioned
13/08/2019	New House Surgery	Consultation	Polite staff and helpful. Get an appointment when you phone and good doctors.
13/08/2019	New House Surgery	Consultation	I was waiting this morning for 1 hour and 30 minutes for my appointment
13/08/2019	New House Surgery	Consultation	The entire staff from reception,nurses and through to doctors, are always friendly helpful and extremely polite and kind.All of which makes needing to s
13/08/2019	New House Surgery	Consultation	Dr Atefi was very helpful and patient with me as I tend to ramble on a bit, and receptionist was lovely and cheerful when I made appointment, thank you
13/08/2019	Hillside Surgery	Phlebotomy	Reminders of appointments and welcoming staff.
13/08/2019	New House Surgery	Nurse	Care was professional and carried out the procedure carefully without causing pain
13/08/2019	Hillside Surgery	Phlebotomy	On time appointment. Careful & considerate phlebotomist.
13/08/2019	Hillside Surgery	Phlebotomy	Seen on time, cheerful and helpful staff. Great nurse
13/08/2019	Hillside Surgery	Consultation	Caring doctor and helpful reception staff
13/08/2019	New House Surgery	Consultation	Sorry i meant 1
14/08/2019	New House Surgery	Consultation	to him (which is what I wanted). She diagnosed the issue efficiently & has given us appropriate treatment.
14/08/2019	Hillside Surgery	Consultation	Doctors are fantastic
14/08/2019	Riverbank Surgery	Consultation	Dr Dhoul was friendly & put me at ease. He explained in detail the differences in the medications that he was considering and we made a joint decision.

14/08/2019	New House Surgery	Nurse	Good timekeeping and friendly nurse
14/08/2019	New House Surgery	Consultation	Because you very kindly gave me an appointment at short notice.
14/08/2019	New House Surgery	Nurse	I find the receptionists who answer my telephone calls exceptionally helpful and accommodating and flexible as well as friendly and understanding.
14/08/2019	New House Surgery	Nurse	Very good to offer health check, friends of similar age had not been offered same. Also, nurses really friendly and helpful.
14/08/2019	New House Surgery	Consultation	Short waiting time and extremely pleasant staff on desk and excellent doctor.
15/08/2019	Hillside Surgery	Consultation	Lovely doctor and receptionist both very pleasant
15/08/2019	New House Surgery	Nurse	No problem booking appointment and seen on time by Sandra who was most pleasant
15/08/2019	Hillside Surgery	Consultation	Because they are very pleasant to deal with and highly efficient ??
15/08/2019	New House Surgery	Nurse	Quick professional blood test - all done in a couple of minutes.
15/08/2019	New House Surgery	Consultation	It took calling on 5 separate days to get an appointment with the dr I wanted to see as I kept being told he would be there when he was somewhere else
15/08/2019	Riverbank Surgery	Consultation	Easy to park, warm and knowledgeable receptionists and the ever excellent Dr. Loveless.
15/08/2019	New House Surgery	Consultation	Because I'm treated sympathetically and with understanding.
15/08/2019	New House Surgery	Nurse	Nurse was very quick and efficient.
15/08/2019	New House Surgery	Consultation	Dr Atefi very helpful and so was receptionist in ensuring prescription quickly redone. Thanks, Len Baudert
15/08/2019	New House Surgery	Nurse	Always an excellent service.
15/08/2019	New House Surgery	Consultation	Dr Daemi was just great with my dad. Asking questions about hos memory but making sure he wasn t feeling humiliated. She is very caring and great with patients
15/08/2019	New House Surgery	Consultation	Just excellent service and consistently helpful especially receptionists. Like the efficient way of detecting UTI in recent experience. Made a real difference.
15/08/2019	New House Surgery	Nurse	Seen promptly by very pleasant and efficient nurse
15/08/2019	New House Surgery	Consultation	Same day appointment. Helpful reception and an appointment that was not rushed in any way. The doctor listened carefully.
15/08/2019	New House Surgery	Consultation	Excellent consultation and explanation
15/08/2019	Riverbank Surgery	Consultation	Been a patient for many years, with the changes it still maintains the friendly atmosphere.
16/08/2019	New House Surgery	Consultation	Nice surgery. Quick to get an appointment. Quick to be seen. Very friendly Doctor
16/08/2019	New House Surgery	Nurse	The nurses are always very helpful, welcoming & knowledgeable.
16/08/2019	Hillside Surgery	Consultation	Because you are absolutely wonderful thank you all for everything you have done for me
16/08/2019	Riverbank Surgery	Consultation	I was very impressed with the new doctor and the friendliness of the reception.
16/08/2019	Hillside Surgery	Nurse	Always got appointments or prescriptions when needed,staff always pleasant
19/08/2019	New House Surgery	Nurse	The HCA I saw was very informative of my condition
19/08/2019	New House Surgery	Phlebotomy	The nurse taking blood this morning is friendly and chatty
19/08/2019	Hillside Surgery	Nurse	Friendly efficient and normally don't have to wait too long for an appointment
19/08/2019	New House Surgery	Nurse	Very good service
19/08/2019	New House Surgery	Consultation	Doctor was amazing, bad parking, rude receptionist with attitude, she was rude to me when I rang for my appointment too so it wasn't just a bad day.
19/08/2019	New House Surgery	Nurse	Reason is I have been with this surgery for years and with the exception of one occasion with treatment for my husband I have never had any issues
19/08/2019	New House Surgery	Consultation	Reception and the doctors are all extremely helpful and friendly. They make sure you're happy before you leave and so helpful. Highly recommend
20/08/2019	Hillside Surgery	Consultation	Everyone in the surgery are always very helpful regardless of what they are asked.
20/08/2019	New House Surgery	Consultation	Saw the GP I wanted to see. Always the same professional attitude. Makes things clear to understand and always listens. Excellent GP
20/08/2019	New House Surgery	Consultation	Online appointment system works well. You can also call to get an appointment. Drs efficient and friendly. Booking in system works well.
20/08/2019	Hillside Surgery	Consultation	the doctors are great snd caring
20/08/2019	Hillside Surgery	Phlebotomy	Always very polite at reception, can't always fit me in but that's the case anywhere.I feel that the Drs are very thorough too, especially being a new p
20/08/2019	Hillside Surgery	Phlebotomy	Seen on time. All staff very professional.
20/08/2019	Hillside Surgery	Phlebotomy	Efficient helpful and friendly staff- especially the practice nurse
20/08/2019	Riverbank Surgery	Consultation	It was very pleasant, peaceful and I was pleased with the high level of care.
20/08/2019	New House Surgery	Nurse	Really good chat with Donna.. friendly helpful and on time! Everything explained really clearly
20/08/2019	New House Surgery	Consultation	Same day appointment. Excellent doctor.
20/08/2019	Hillside Surgery	Consultation	All round excellent service thanks
21/08/2019	New House Surgery	Consultation	Always good service from the surgery and doctors
21/08/2019	Riverbank Surgery	Consultation	Lovely friendly surgery with very friendly and approachable staff. Excellent all round
21/08/2019	New House Surgery	Consultation	New house doctors are highly professional & caring.
21/08/2019	Riverbank Surgery	Consultation	Manners go a long way in a happy environment and the patients in the waiting area I know agree
21/08/2019	New House Surgery	Consultation	I get an appointment if I get there at 8
21/08/2019	New House Surgery	Consultation	Very caring GP who listened
21/08/2019	New House Surgery	Consultation	Able to get a same day appointment
21/08/2019	New House Surgery	Consultation	Receptionist is very rude, unfriendly and unhelpful

21/08/2019	New House Surgery	Physio	New service works. Thank you for a friendly and un-rushed consultation.
21/08/2019	New House Surgery	Consultation	Good service
21/08/2019	New House Surgery	Consultation	I was told that my blood pressure was working well, but I cannot understand how the doctor counsel state this as she did not take my blood pressure.
21/08/2019	Hillside Surgery	Nurse	I've always felt happy with the response that I get xxx
22/08/2019	New House Surgery	Consultation	Doctor Loveless is very experienced, to the point and most helpful.
22/08/2019	New House Surgery	Nurse	I will be given the full version of my feedback on www.nhs.uk
22/08/2019	Riverbank Surgery	Consultation	Wonderful team, very helpful and caring
22/08/2019	Hillside Surgery	Consultation	As the doctors was great and very supportive
22/08/2019	New House Surgery	Consultation	I had not seen the Dr before but he was very quick to address my problem, listened to what I said and put in place remedial and diagnostic measures. It's
22/08/2019	New House Surgery	Consultation	Professional staff who care
23/08/2019	New House Surgery	Consultation	Services very good
23/08/2019	New House Surgery	Consultation	Very nice efficient & helpful lady doctor
23/08/2019	Hillside Surgery	Nurse	My appointment was on time I was dealt with in a very pleasant efficient and professional manner thank you.
23/08/2019	Hillside Surgery	Consultation	The staff are always very helpful and friendly
23/08/2019	Hillside Surgery	Consultation	Excellent doctor and surgery felt my concerns were listened to nice greeting and service from receptionist
23/08/2019	New House Surgery	Nurse	Your service is always exemplary.
23/08/2019	New House Surgery	Consultation	stic doctors, clean environment, easy check in, online repeat presc
23/08/2019	New House Surgery	Consultation	Very helpful, nice guy.
23/08/2019	New House Surgery	Consultation	Appointment arranged quickly and easily and sympathetic doctor who responded to my problem.
23/08/2019	Riverbank Surgery	Consultation	Brilliant same day NB service.
23/08/2019	Hillside Surgery	Nurse	They agreed to see me despite me being late as I couldn't find the surgery.
23/08/2019	New House Surgery	Consultation	Extremely friendly and helpful service.
23/08/2019	New House Surgery	Consultation	Professional and thorough engagement by doctor. Thank you.
23/08/2019	New House Surgery	Consultation	Kind helpful staff
27/08/2019	New House Surgery	Consultation	Very competent gp who also listens to patient and obviously cares.
27/08/2019	Hillside Surgery	Phlebotomy	Good morning. Didn't wait long for my appointment. Blood taken quickly & painlessly. I bruise easily but had no bruising at all and the nurse made me fee
27/08/2019	Riverbank Surgery	Consultation	Excellent service and the friendliness
27/08/2019	New House Surgery	Consultation	Appt pretty much on time. Helpful doctor, explained next steps well. Have confidence in doctor
27/08/2019	New House Surgery	Consultation	Dr Amina Al Beyetti was very knowledgable and reassuring. Thankyou
27/08/2019	New House Surgery	Consultation	Easy to use online booking. Seen at appointed time.
27/08/2019	Riverbank Surgery	Consultation	Always appreciate being given an appointment that day
27/08/2019	New House Surgery	Consultation	The doctors are brilliant
27/08/2019	New House Surgery	Consultation	Good balance between what is presenting in front of them and what the patient has to say.
27/08/2019	New House Surgery	Consultation	The doctor was kind and courteous. All my concerns were listened to and everything was explained.
27/08/2019	Hillside Surgery	Consultation	Very pleasant and efficient
27/08/2019	New House Surgery	Nurse	All the doctors and reception staff are always very helpful and very friendly
28/08/2019	New House Surgery	Consultation	Appointment on time, Dr Peppiatt fantastic.
28/08/2019	New House Surgery	Phlebotomy	Nurse dianne chitty made one very relaxed and having been registered with the surgery since moving to dorking in 1994 no complaints at all
28/08/2019	New House Surgery	Consultation	Polite,efficient, got an appointment for same day and referral letter to consultant sent already.
28/08/2019	New House Surgery	Consultation	Very efficient. Easy to get an appointment. Doctor very good.
28/08/2019	New House Surgery	Nurse	The lady on the desk went the extra mile to help me track down my blood test results.
28/08/2019	New House Surgery	Consultation	Dr listened to me and gave me solutions. Receptionists are fantastic!
28/08/2019	Hillside Surgery	Consultation	Staff and doctor very pleasant and understanding x
28/08/2019	New House Surgery	Consultation	kind and informative doctor + quick procedure
28/08/2019	New House Surgery	Consultation	Always very pleasant receptionists either in person or on the phone - refreshing change. Plus you can ring for an appointment at any time not just 8am on
29/08/2019	New House Surgery	Consultation	I love the fact that Dr Daemi doesn't rush you even though she is extremely busy,she is such a lovely doctor
29/08/2019	Riverbank Surgery	Consultation	Everything sorted well
29/08/2019	New House Surgery	Nurse	felt confident and relaxed in their care.
29/08/2019	New House Surgery	Pharmacist	Over 8 months to get a medication change and I still can't get it changed. The medication I am on is not even stocked anymore, the one I get had side eff
29/08/2019	New House Surgery	Nurse	ith my leg ulcer treatment, special thank you to her.
29/08/2019	New House Surgery	Consultation	Dr took the time and was very helpful
29/08/2019	New House Surgery	Nurse	I have been visiting the surgery for INR checks for 5-6 years and have always been dealt with in a friendly and professional manner.

29/08/2019	New House Surgery	Consultation	Very helpful
30/08/2019	New House Surgery	Nurse	Good service
30/08/2019	Riverbank Surgery	Consultation	The doctor was thorough, and I didn't feel like I was being rushed.
30/08/2019	New House Surgery	Consultation	A very nice doctor who had time to listen x
30/08/2019	New House Surgery	Consultation	Doctor and reception staff very helpful when my initial prescription was unavailable at pharmacy
30/08/2019	Hillside Surgery	Consultation	Easy to get appointment and running on time
30/08/2019	Hillside Surgery	Consultation	Fab staff in all departments. Helpful beyond call of Duty.
30/08/2019	New House Surgery	Nurse	The nurse I saw was efficient and knowledgeable would have given 1 but nurse told me to make an appointment for 7 days forward but was told that would be
30/08/2019	Riverbank Surgery	Consultation	Very warm friendly staff. The doctor gave me time and listened to my concerns. Refer made and blood test booked.
30/08/2019	New House Surgery	Consultation	My doctor is brilliant .
30/08/2019	New House Surgery	Pharmacist	For the 'N' time my request for a prescription to cover 2 months as I will be away for respite rest for 3 weeks, as I am the main carer for my partner,

MJog Responses for July 2019			
Not Recommended(%)	Neither/Don't Know (%)	Recommended (%)	
6	2	92	
Dates	Site	Department	Response
01/07/2019	New House Surgery	Consultation	Reception, dr and nurse were all excellent in helping me this morning and friendly
01/07/2019	Hillside Surgery	Consultation	Because i have been with them for 54 years
01/07/2019	New House Surgery	Nurse	Staff polite with smile and quick appointment
01/07/2019	New House Surgery	Minor Ops	Dr Beattie and his assistant were really friendly and understanding whilst I had a minor surgery at the clinic with them this afternoon. I don't do well
01/07/2019	New House Surgery	Nurse	When I first arrived the receptionists were grumpy and quite rude. Not really what you want on your first time going to new house surgery! Highly recomme
01/07/2019	New House Surgery	Consultation	I was very happy with the appointments booking process, my appointment was on time, and I was reassured by my consultation with the doctor.
01/07/2019	New House Surgery	Consultation	The doctor I saw was calm, professional and kind
01/07/2019	New House Surgery	Nurse	Caring nurse
01/07/2019	New House Surgery	Nurse	Efficient, friendly and tech savvy surgery.
02/07/2019	Riverbank Surgery	Consultation	I've used riverbank surgery all my life same as family Dr guider was top doctor ,today visit was good to so all good things down riverbank..
02/07/2019	Hillside Surgery	Phlebotomy	Friendly and efficient
02/07/2019	New House Surgery	Consultation	Got quick appointment. Dr very though and good listener
02/07/2019	New House Surgery	Consultation	me care and respect.
02/07/2019	Riverbank Surgery	Consultation	First time I have meet this doctor and found him very friendly and explained my condition and gave me useful excises to do
02/07/2019	New House Surgery	Consultation	sed I was correct in thinking this was wrong and she had given me advice which was completely incorrect and would have meant I was at a huge risk of beco
02/07/2019	Hillside Surgery	Phlebotomy	The staff are always very helpful and pleasant
02/07/2019	New House Surgery	Consultation	Because you keep texting me and I've told you before I'm not even a patient at your surgery and you are annoying. Xxx
02/07/2019	New House Surgery	Consultation	Front desk, Dr, all very good. Many thanks.
02/07/2019	New House Surgery	Consultation	I feel very satisfied with the treatment i received, also i am treated with respect and kindness, thank you
02/07/2019	Riverbank Surgery	Consultation	Efficient and friendly staff and doctors.
02/07/2019	New House Surgery	Nurse	The nurse we had (Gillian) was kind, helpful and professional.
02/07/2019	Riverbank Surgery	Nurse	I've always had excellent service at the surgery. Long may it continue.
02/07/2019	New House Surgery	Consultation	Excellent professional care.
02/07/2019	New House Surgery	Consultation	Friendly service , seems easier to get an appointment than it used to be which is good
02/07/2019	New House Surgery	Nurse	I have never had anything but excellent service from the surgery over my 20 years living in the area.
02/07/2019	New House Surgery	Consultation	Very helpful receptionist, very reassuring doctor
02/07/2019	New House Surgery	Consultation	Great doctors but sometimes hard to get appointment
02/07/2019	Hillside Surgery	Phlebotomy	On time and very friendly service.
03/07/2019	Hillside Surgery	Nurse	The care is so good and the staff very helpful
03/07/2019	Riverbank Surgery	Consultation	The service offered by the surgery is good but I don't have anyone in the area who I think would ask me for a recommendation
03/07/2019	New House Surgery	Consultation	Always very helpful especially the reception staff.
03/07/2019	New House Surgery	Physio	After all the years I've had problems with my hips, this doctor has been the only one to actually examine me and give me a plan to try to improve the pai
03/07/2019	New House Surgery	Phlebotomy	New house surgery is an excellent practice for which I am very grateful - thanks to all the staff
03/07/2019	New House Surgery	Nurse	Not really.
03/07/2019	Hillside Surgery	Nurse	All very polite and helpful
03/07/2019	New House Surgery	Consultation	Good doctors and service

03/07/2019	New House Surgery	Phlebotomy	I am now finding it difficult to pre book an appointment with your current system. It seems ridiculous that you have to ring on the day for a same day co
03/07/2019	New House Surgery	Consultation	Easy to make an appointment. Seen on time.
03/07/2019	New House Surgery	Nurse	Because I had good service
03/07/2019	New House Surgery	Consultation	Lose points because appointments are hard to get .
03/07/2019	New House Surgery	Consultation	The Dr looked at my rash , gave me some cream that worked.
04/07/2019	New House Surgery	Consultation	Just that the dr went to my notes and gave me answers
04/07/2019	New House Surgery	Consultation	GP was helpful and friendly. Appointment was a bit late
04/07/2019	New House Surgery	Consultation	xplained clearly what our treatment options were going forward. We are very happy to finally have a diagnosis. It was definitely worth waiting for an app
04/07/2019	Hillside Surgery	Consultation	Prompt efficient service
04/07/2019	New House Surgery	Consultation	Appalling appointment system, very patient unfriendly.
05/07/2019	Hillside Surgery	Consultation	Seen on time, referred to correct hospital dept quickly
05/07/2019	Riverbank Surgery	Phlebotomy	Good service
05/07/2019	New House Surgery	Consultation	Because I'm always given excellent care and attention.
05/07/2019	Riverbank Surgery	Phlebotomy	Staff always exceptionally helpful and accomodating. Lovely practice to visit. Think we're very lucky in Wescott to have Riverbank surgery!
05/07/2019	New House Surgery	Consultation	Never see the same doctor twice the turn over of staff is quite staggering and your telephone answer machine doesn't really need to be so long , does it ?
05/07/2019	Riverbank Surgery	Consultation	I had an appointment on the morning that I wanted it and had good treatment.
05/07/2019	Riverbank Surgery	Consultation	Friendly efficient staff,always helpful and doctors likewise
08/07/2019	New House Surgery	Consultation	Always felt well cared for. Love online booking and prescriptions.
08/07/2019	New House Surgery	Nurse	Good place to go if you are I'll
08/07/2019	Hillside Surgery	Consultation	Pleasant efficient staff.
08/07/2019	New House Surgery	Consultation	Dr Alfrey was very helpful, friendly and asked me questions about my health condition which gave me confidence. A really nice doctor.
08/07/2019	New House Surgery	Phlebotomy	i'm due to collect a letter from my doctor, soon! thus await,without wishing to influence chance!
08/07/2019	Hillside Surgery	Consultation	Was well informed about my issue that concerned me.
08/07/2019	New House Surgery	Phlebotomy	Diana Chitty was friendly, efficient and punctual.
08/07/2019	New House Surgery	Consultation	Doctor was good
08/07/2019	Riverbank Surgery	Consultation	Every aspect of the process is friendly and efficient. From making the appointment, the actual appointment and the follow up.
08/07/2019	Riverbank Surgery	Consultation	Kind attentive doctor
08/07/2019	New House Surgery	Phlebotomy	Staff helpful & always friendly. Doctor's & nurses make you feel at ease & answer your question's or deal with the ailment.
08/07/2019	New House Surgery	Consultation	Good service
08/07/2019	New House Surgery	Consultation	Dr Qureshi combines compassion, knowledge & efficiency. I am very pleased to have her as my doctor.
08/07/2019	New House Surgery	Physio	Always helpful and if necessary an appointment made available
08/07/2019	New House Surgery	Consultation	A thorough appt was listened 2!
09/07/2019	Riverbank Surgery	Consultation	All family had bad experiences with previous doctor at a different surgery. But have always been treated well and with respect at Riverbank.
09/07/2019	New House Surgery	Consultation	Excellent attention as usual from Dr Qureshi !
09/07/2019	Hillside Surgery	Consultation	Very friendly surgery..
09/07/2019	Hillside Surgery	Consultation	They are so friendly and helpful The best surgery I have ever been registered with
09/07/2019	New House Surgery	Consultation	Very efficient diagnosis and friendly approach.
09/07/2019	New House Surgery	Consultation	abrupt and it is just not a positive helpful environment. On the whole it feels like you are rushed in your appointments and I am yet to see a doctor who
09/07/2019	New House Surgery	Consultation	Because I was able to get an appointment quickly and Dr looked after me very well.
09/07/2019	New House Surgery	Consultation	Efficient service
09/07/2019	New House Surgery	Nurse	Very professional and friendly.
09/07/2019	New House Surgery	Consultation	It's very efficient and the staff are pleasant.
09/07/2019	New House Surgery	Consultation	Excellent services
09/07/2019	New House Surgery	Consultation	(A) The reception are always very helpful, (B) the GP I saw, Dr Konstantinou is excellent (C) I feel very privileged to have been seen by such a first r
09/07/2019	Hillside Surgery	Phlebotomy	Have had blood tests before and been inAgony and taken so many tim
09/07/2019	New House Surgery	Consultation	Friendly staff , can get an appointment for the same day
09/07/2019	New House Surgery	Consultation	Always there for my family and Mum no complaints, keep up the good work
09/07/2019	Hillside Surgery	Consultation	Doctors are fantastic .new reception staff require training in numerous skills
09/07/2019	New House Surgery	Consultation	Consistently professional, wide variety of services, helpful staff
09/07/2019	New House Surgery	Consultation	I felt that Dr Kadeer? was prepared to take the time required to ensure I understood his explanations and the appointment was on time!
10/07/2019	New House Surgery	Physio	Excellent, speedy and professional service. Thank you . J
10/07/2019	New House Surgery	Phlebotomy	I had 2 appointments back to back. They both ran on time and both nurses were lovely

10/07/2019	Riverbank Surgery	Consultation	Convenient, friendly, explained results and discussed options on treatment /next steps.
10/07/2019	New House Surgery	Consultation	Efficient and caring service.
10/07/2019	Hillside Surgery	Consultation	Great service by all.
10/07/2019	New House Surgery	Physio	Excellent service
10/07/2019	Hillside Surgery	Consultation	Being able to get a appointment and good treatment
10/07/2019	New House Surgery	Consultation	Dr Trubshaw is a good listener and then takes appropriate action.
11/07/2019	Hillside Surgery	Nurse	All people at New House and Hillside are very compassionate and friendly.
11/07/2019	New House Surgery	Nurse	All the people at surgery are allways very Nice and nursing allso doctors very Caring .
11/07/2019	New House Surgery	Nurse	Professional people to deal with with the odd exception
11/07/2019	New House Surgery	Consultation	I got an appointment with my chosen doctor within 2 hours of phoning.
12/07/2019	New House Surgery	Consultation	Easy check in. Helpful and reassuring appointment.
12/07/2019	Riverbank Surgery	Consultation	allotted time and I was home about forty minutes after leaving. This surgery is, and always has been, a jewel in the NHS's crown.
12/07/2019	Riverbank Surgery	Phlebotomy	Quick and efficient service.
12/07/2019	New House Surgery	Nurse	On time, efficient, professional
12/07/2019	New House Surgery	Consultation	The doctor I saw today was the most interested in my problem and arranged blood tests, unlike the other doctor I saw a few months ago
12/07/2019	Riverbank Surgery	Consultation	Friendly. Helpful. Approachable. Timely.
12/07/2019	Riverbank Surgery	Consultation	Can always get and appointment, phone answered quickly, polite and efficient staff who go the extra mile, helpful doctor, seen quickly.
12/07/2019	New House Surgery	Consultation	Dr Al Beyatti was great, she expedited my referral to Rheumatology and helped me get immediate access to the immunosuppressant medications that I needed
12/07/2019	New House Surgery	Nurse	I have always found the drs .nurse .and receptionist always professional .and explains things so I understand what is going on
15/07/2019	Riverbank Surgery	Consultation	Very good treatment, shall wait to see if my prescription works!
15/07/2019	New House Surgery	Consultation	Just got good treatment.
15/07/2019	New House Surgery	Consultation	My appointment was booked efficiency and I received excellent advice from the GP.
15/07/2019	New House Surgery	Nurse	Very helpful
15/07/2019	New House Surgery	Nurse	It was thorough and relaxed, plenty of time to ask questions and discuss concerns.
15/07/2019	New House Surgery	Physio	Seen within 5 minutes of appointment time, time was efficiently used
16/07/2019	New House Surgery	Consultation	Have used the surgery twice recently. Booked two visits and saw a doctor the same day. Found both doctors very helpful.
16/07/2019	Hillside Surgery	Phlebotomy	Very professional and friendly
17/07/2019	Hillside Surgery	Consultation	Always helpful doctors and all staff
17/07/2019	Hillside Surgery	Nurse	My response is because everyone is so helpful and respectful when you need an appointment and all the doctors are first class .
17/07/2019	Hillside Surgery	Consultation	All the staff and doctors always very helpful and very friendly
17/07/2019	New House Surgery	Physio	Clare Wood has been really good
17/07/2019	New House Surgery	Nurse	Because i always get v good service!
17/07/2019	New House Surgery	Consultation	Very nice people and it's quick and done in minutes
17/07/2019	New House Surgery	Consultation	Very nice GP
17/07/2019	Riverbank Surgery	Nurse	Because I was seen on time and efficiently.
17/07/2019	New House Surgery	Nurse	Very helpful
17/07/2019	New House Surgery	Consultation	Same day appointment, Dr listened, consulted and explained her course of action
17/07/2019	Hillside Surgery	Consultation	Very good service. Did not feel rushed.
17/07/2019	New House Surgery	Physio	Making the appointment was straight forward, on time and good advice.
18/07/2019	New House Surgery	Consultation	Very understanding and supportive GP
18/07/2019	New House Surgery	Nurse	The Nurse I saw explained everything to me in detail
18/07/2019	New House Surgery	Consultation	Dr Daemi was just so lovely and showed real concern for me. Felt i was being listened to and a follow up appt wAs made.
18/07/2019	New House Surgery	Consultation	Same day appt and knowledable and helpful doctor.
18/07/2019	New House Surgery	Consultation	Nice doctor, easy to speak to.
18/07/2019	New House Surgery	Nurse	Very friendly, efficient, timely and caring treatment. Thank you so much. Cheers
19/07/2019	Riverbank Surgery	Consultation	Highly efficient & caring service. Also, so good to have on-site prescriptions.
19/07/2019	New House Surgery	Consultation	Got appointment the same day and doctor was very helpful
19/07/2019	Hillside Surgery	Consultation	As always, great support, very efficient and friendly
19/07/2019	New House Surgery	Consultation	Patient for many years under Dr. Loveless and others (since retired) and found care/treatment to be excellent.

22/07/2019	New House Surgery	Physio	Good physio service.
22/07/2019	New House Surgery	Nurse	d kindness.She certainly deserves 1 and receptionists good too.
22/07/2019	New House Surgery	Phlebotomy	Only a blood test but surgery was quiet, appointment was on time and no problems
22/07/2019	New House Surgery	Physio	I've always had excellent service and mostly quick appointments given to me.
22/07/2019	Riverbank Surgery	Consultation	Dr. Loveless was extremely kind and gentle.
22/07/2019	New House Surgery	Consultation	I was seen on time by a Doctor who took me seriously, listened, then took the time to reassure & order tests to back up her gut feeling.
22/07/2019	New House Surgery	Consultation	I didn't feel that, at my previous visit, I was listened to. The problem was a preexisting condition which simply needed a referral to the consultant to
22/07/2019	New House Surgery	Nurse	From reception, nurses and doctors, professional in their manner
22/07/2019	Riverbank Surgery	Consultation	I was very impressed with the doctor today and my appointment
22/07/2019	New House Surgery	Consultation	is best to help.
22/07/2019	Riverbank Surgery	Consultation	Lovely caring reception staff, gentle and understanding GP, prescription fulfilled at the surgery so no need to go to pharmacist.
23/07/2019	New House Surgery	Nurse	Always great service
23/07/2019	Riverbank Surgery	Consultation	Same day appointment. Nice helpful, knowledgeable and sympathetic doctor.
23/07/2019	New House Surgery	Nurse	I'm really pleased with all the helpful staff, but today I found out some results of a blood test in December that wasn't flagged up at that time. It wou
23/07/2019	New House Surgery	Nurse	Joy Barker (the receptionist's) inefficient and callous treatment when looking to find a follow up appointment. What a let down.
23/07/2019	Riverbank Surgery	Nurse	I'm very happy from your services
23/07/2019	Riverbank Surgery	Nurse	Good happy efficient service by all.
23/07/2019	Hillside Surgery	Phlebotomy	I have found all the staff friendly & very helpful.
23/07/2019	New House Surgery	Consultation	Helpful staff
23/07/2019	New House Surgery	Consultation	For immediately giving an appointment
23/07/2019	New House Surgery	Nurse	Excellent and detailed interview with the respiratory nurse Discussion and outcome well explained Worthwhile visit thanks
23/07/2019	New House Surgery	Nurse	Prompt appointment, professional staff
23/07/2019	Hillside Surgery	Consultation	Cannot find one fault
24/07/2019	New House Surgery	Phlebotomy	Appointment on time, treatment clearly explained and date for results given
24/07/2019	New House Surgery	Nurse	happened. Both the nurse and doctor I saw were lovely and
24/07/2019	Hillside Surgery	Consultation	Drs and all staff friendly polite and efficient
24/07/2019	Riverbank Surgery	Consultation	Able to book appointment and no waiting
24/07/2019	New House Surgery	Consultation	GP was helpful. Surgery looks tired and could do with updating. Waiting room and appointment rooms would benefit from air conditioning.
24/07/2019	New House Surgery	Consultation	I was seen early and the Doctor was approachable and efficient.
24/07/2019	New House Surgery	Nurse	The nurse was very friendly and survived this heat well. It was nice to deal with someone with a smile on there face and give good advice.
24/07/2019	New House Surgery	Nurse	Pleasant and professional staff with no real waiting time
24/07/2019	New House Surgery	Consultation	Good advice.
25/07/2019	New House Surgery	Consultation	The doctors are very kind and take the time to listen and help
25/07/2019	Hillside Surgery	Consultation	The feedback is as I found every one I spoke to very helpful very professional .
25/07/2019	New House Surgery	Nurse	Punctual, efficient, relaxing.
25/07/2019	Riverbank Surgery	Consultation	Dr. Guilder ??
25/07/2019	Riverbank Surgery	Consultation	Welcoming doctor who listened intently. Short waiting time.
25/07/2019	New House Surgery	Consultation	Dr Loveless was very helpful n took action straight away. I've confidence in him.
25/07/2019	New House Surgery	Nurse	All the staff seem freindly knowledgable and supportive.
25/07/2019	New House Surgery	Nurse	I didn't have to wait very long and Dr Beattie is a great doctor.
25/07/2019	New House Surgery	Consultation	Managed to get an appointment on the day, Dr loveless listened and didn't rush, I completely trust his medical diagnosis/ treatment plan. It was the ho
26/07/2019	New House Surgery	Consultation	We find that if you are prepared to go to the surgery early you get an appointment that day Unfortunately we can still never see the same doctor so have
26/07/2019	Riverbank Surgery	Consultation	THE DOCTOR WAS VERY HELPFUL AS WERE THE OTHER STAFF.
26/07/2019	Hillside Surgery	Nurse	Because all members of Boxhill surgery are so friendly and supportive and put you at ease
26/07/2019	Riverbank Surgery	Phlebotomy	Staff really nice and helpful!
26/07/2019	Riverbank Surgery	Phlebotomy	Patient service excellent
26/07/2019	Riverbank Surgery	Phlebotomy	I was delighted to here that a certain member of staff had left The pharmacy assistant!!!!
26/07/2019	New House Surgery	Consultation	Doctor I saw always listens
26/07/2019	Riverbank Surgery	Phlebotomy	Doctor s nurse s and staff are very good so helpful
26/07/2019	New House Surgery	Consultation	So pleased to see Dr Loveless again
26/07/2019	New House Surgery	Consultation	Cape of good doctors
26/07/2019	New House Surgery	Consultation	We always get polite and efficient service- Thanks



29/07/2019	Hillside Surgery	Consultation	Your the best ??
29/07/2019	Hillside Surgery	Nurse	Because the receptionists, nurses and doctors are all caring and professional
29/07/2019	New House Surgery	Consultation	Rapid appointment and immediate treatment advice
29/07/2019	New House Surgery	Consultation	Message sent to wrong number.
29/07/2019	New House Surgery	Consultation	I was seen quickly and the surgery was clean and cool (temp wise)
29/07/2019	Hillside Surgery	Consultation	Just such a happy, friendly surgery and drs r lovely really have the time to listen to u
29/07/2019	New House Surgery	Consultation	Dr Alfred gave me a warm welcome and listened attentively and empathetically to me as I explained myself. He professionally and thoroughly examined me be
30/07/2019	New House Surgery	Nurse	I give new house a1 because your staff are very helpful an kind.
30/07/2019	Riverbank Surgery	Nurse	Yes. I like Riverbank Surgery but the main thing I like is Dr Guilder and he's retiring I believe, so I don't really know how I'll feel going forward
30/07/2019	New House Surgery	Nurse	Appointment on time, efficient and friendly
30/07/2019	Riverbank Surgery	Consultation	Friendly staff.helpful as well.
30/07/2019	New House Surgery	Consultation	I have been looked after by new house surgery for years and they are excellent
30/07/2019	New House Surgery	Consultation	help and offered to refer me to a specialist if the other agencies couldn't help.
30/07/2019	Riverbank Surgery	Consultation	Very responsive and helpful
30/07/2019	New House Surgery	Nurse	As usual, I was dealt with promptly, efficiently and in a friendly manner by INR nurse Donna
30/07/2019	New House Surgery	Nurse	I liked it perfectly well and the nurse was delightful. I just don't tend to go round recommending anywhere to anyone really
30/07/2019	Hillside Surgery	Consultation	Love Kim the head receptionist, who is always helpful and friendly, and Dr Sagar was pretty good too!!
30/07/2019	Hillside Surgery	Consultation	Dr Sagar was very reassuring regarding my current condition and is chasing biopsies blood tests etc that are somewhat late from Ashtead hospital.
30/07/2019	Hillside Surgery	Consultation	Friendly efficient service.
31/07/2019	New House Surgery	Consultation	Everything done in a very professional way, and explained in detail
31/07/2019	New House Surgery	Consultation	in 5 min appointments and it is really difficult to see the same Doctor to follow up treatment unless you want a long wait for an appointment.
31/07/2019	Riverbank Surgery	Nurse	Always welcoming very helpful and willing to listen and help.
31/07/2019	Hillside Surgery	Consultation	Doctors and secretary's always have time for us, regardless of the problem, kind and thoughtful
31/07/2019	Hillside Surgery	Consultation	20min appt delay
31/07/2019	Hillside Surgery	Nurse	The girls are lovely and kim is fed so help full and always happy
31/07/2019	Hillside Surgery	Nurse	Receptionists always very helpful and happy excellent doctors
31/07/2019	New House Surgery	Nurse	The staff were friendly and welcoming
31/07/2019	Riverbank Surgery	Consultation	Have been with Surgery for 30 years and have always had excellent service from doctors especially Tom Guilder and staff
31/07/2019	Hillside Surgery	Nurse	Good listener and responsive prognosis
31/07/2019	Riverbank Surgery	Nurse	Helpful staff unraveled a booking problem.
31/07/2019	New House Surgery	Consultation	Excellent communication sorting out the appointment, doctor Lane and supporting nurse were brilliant in the gynae appointment.
31/07/2019	New House Surgery	Nurse	Lovely. All staff. Helpful and kind. Able to get apts easily.??
31/07/2019	New House Surgery	Consultation	Easy to get an emergency appointment when required!

MJog Responses for June 2019			
Not Recommended(%)	Neither/Don't Know (%)	Recommended (%)	
4	4	92	
Dates	Site	Department	Response
03/06/2019	Hillside Surgery	Nurse	Very friendly staff and doctors always happy to help
03/06/2019	New House Surgery	Phlebotomy	The reason for my visit was achieved
03/06/2019	Riverbank Surgery	Consultation	Professional and friendly.
03/06/2019	New House Surgery	Nurse	No complaints today all fine
03/06/2019	New House Surgery	Nurse	d experienced. She made it as pleasant an experience as you can under the circumstances.
03/06/2019	Hillside Surgery	Consultation	Always friendly and helpful. Great reception team. GP is attentive and supportive
03/06/2019	Hillside Surgery	Consultation	Very helpful staff
03/06/2019	New House Surgery	Consultation	Absolutely trust Drs Sagar and Quereshi and am very happy with most front house staff
03/06/2019	New House Surgery	Nurse	Friendly and prompt service
03/06/2019	New House Surgery	Minor Ops	Excellent doctor & nurse.
04/06/2019	New House Surgery	Nurse	Always found that I've been treated well and efficiently.
04/06/2019	Hillside Surgery	Consultation	The receptionists doctors and nurses are all amazing. The level of service received is excellent.
04/06/2019	New House Surgery	Nurse	It's a good surgery.
04/06/2019	Hillside Surgery	Phlebotomy	No complaints at all seems to work ok when needed
04/06/2019	New House Surgery	Nurse	Because my wife is very happy with the care she gets

04/06/2019	New House Surgery	Nurse	Great staff
04/06/2019	New House Surgery	Consultation	e, were all linked to the same problem
04/06/2019	New House Surgery	Commuter Clinic	Very efficient, very caring attitude.
05/06/2019	Riverbank Surgery	Nurse	Appointment cancelled but had arranged to go to work late to accommodate, no family near by.
05/06/2019	New House Surgery	Physio	I had clear and careful exam and suggestion for treatment. The receptionist was careful to listen and deal with 2 queries ( with a smile !)
05/06/2019	New House Surgery	Phlebotomy	Professional and friendly.
05/06/2019	New House Surgery	Nurse	Because I am always looked after very well
05/06/2019	New House Surgery	Nurse	I think I got good service from nice staff
06/06/2019	Hillside Surgery	Consultation	I have been registered at some surgery's & it was a nightmare. Since I have been at Hillside I have found all the staff really friendly & helpful.
06/06/2019	New House Surgery	Consultation	Everybody at the surgery receptionist role what is very helpful and happy always do the best to fit you into appointment
06/06/2019	New House Surgery	Consultation	I like NHS
06/06/2019	New House Surgery	Nurse	Seen promptly excellent service
06/06/2019	New House Surgery	Physio	It was a service that suited me and did not require Doctors time
06/06/2019	New House Surgery	Consultation	Helpful staff. Able to get on line appointment. Prompt telephone call to give test results. Dr Loveless was very efficient helpful and had time to disc
06/06/2019	New House Surgery	Consultation	Doctors are great but hard to get an appointment
06/06/2019	Hillside Surgery	Consultation	Friendly, very nice doctor
06/06/2019	New House Surgery	Consultation	Polite, helpful, knowledgeable staff. Easy appointment system.
06/06/2019	New House Surgery	Consultation	Staff always seem. Helpful
06/06/2019	New House Surgery	Consultation	I like the online appointments system; and I was impressed by the courtesy and efficiency of Dr Stephen Loveless.
07/06/2019	New House Surgery	Consultation	Because Dr Loveless is brilliant
07/06/2019	Riverbank Surgery	Phlebotomy	Quick and easy , staff always friendly.
07/06/2019	New House Surgery	Nurse	considerate,so making me feel comfortable.
07/06/2019	New House Surgery	Consultation	Extremely nice and efficient doctor
07/06/2019	New House Surgery	Consultation	My Dr was attentive and caring
07/06/2019	Riverbank Surgery	Consultation	Personal service and I've already had a phone call for a referral ??
07/06/2019	New House Surgery	Consultation	Great service from the gp's. Would like better availability of evening appts for people who work full time.
10/06/2019	New House Surgery	Phlebotomy	Same as last time and time before that!
10/06/2019	Hillside Surgery	Consultation	Great care, friendly welcome.
10/06/2019	New House Surgery	Consultation	Friendly dr. & staff
10/06/2019	Hillside Surgery	Consultation	This surgery are always very helpful and alwaysWill try to accommodate ourNeeds
10/06/2019	New House Surgery	Nurse	Very clean surgery .helpful staff that you could talk to about your problem and they listen and gave me reassurance
11/06/2019	Hillside Surgery	Consultation	Always received excellent service from Hillside
11/06/2019	New House Surgery	Nurse	Efficient friendly appointment
11/06/2019	Hillside Surgery	Phlebotomy	Staff are just so very helpful and very friendly. Doctors are also. Would recommend them to anyone
11/06/2019	New House Surgery	Nurse	It was friendly , quick and painless. Thank you
11/06/2019	New House Surgery	Consultation	Very thorough, not rushed and left feeling reassured.
11/06/2019	New House Surgery	Nurse	A helpful explanation from Donna regarding the 24 hour monitoring.
			Very pleasant nurse
11/06/2019	New House Surgery	Nurse	Kind and helpful
11/06/2019	New House Surgery	Consultation	Appoint was 20 minutes late.. No apology
11/06/2019	New House Surgery	Nurse	Reception to nurses and doctors efficient friendly and professional
11/06/2019	New House Surgery	Nurse	Very friendly and professional.
11/06/2019	New House Surgery	Commuter Clinic	Easy to get an appointment, Dr was running a little late but apologised and overall was very good.
12/06/2019	Hillside Surgery	Nurse	Good prompt friendly service with caring practitioners who gave good advice.
12/06/2019	New House Surgery	Physio	with you if they are continually changing and have other work commitments
12/06/2019	New House Surgery	Phlebotomy	Farcical trying to get an appointment, now
12/06/2019	New House Surgery	Physio	Always excellent care, in all areas
12/06/2019	New House Surgery	Midwife	Because all my requires were sorted out and very helpful
12/06/2019	Hillside Surgery	Consultation	Very professional. First class service
12/06/2019	New House Surgery	Nurse	Nice staff , not long waiting times , friendly , clean
12/06/2019	Riverbank Surgery	Nurse	All staff very helpful and pleasant and always deliver

12/06/2019	New House Surgery	Phlebotomy	All the staff are nice, and easy to talk to.
12/06/2019	New House Surgery	Consultation	Didn't feel like the doctor was listening to me
12/06/2019	New House Surgery	Consultation	Whilst I would highly recommend the surgery and everyone with in it my last appointment was disappointing. I was shown very little kindness or understand
13/06/2019	New House Surgery	Consultation	Very professional, every one is very friendly and helpful
13/06/2019	New House Surgery	Consultation	Excellent advice. Kind doctor. Listened and answered my questions.
13/06/2019	New House Surgery	Consultation	Dr Julian Allfrey was first-rate in all respects.
17/06/2019	New House Surgery	Consultation	Dr Allfrey's welcome was - as always- warm and friendly. He took his time in examining me and explained fully the cause of my symptoms and the required t
17/06/2019	Riverbank Surgery	Consultation	Everyone was lovely and friendly
17/06/2019	New House Surgery	Nurse	Great nurse at the practice who really helped me out when had inconsistent advice from doctors
17/06/2019	Hillside Surgery	Consultation	Receptionists are lovely Doctor was lovely no complaints at all can't praise Hillside surgery high enough
17/06/2019	Hillside Surgery	Consultation	Dr dhoul is so very good , very good at his job and a very pleasant and polite manner, the reception staff are excellent
17/06/2019	New House Surgery	Consultation	Dr not very helpful and understanding
17/06/2019	New House Surgery	Phlebotomy	I meant 1, sorry
17/06/2019	New House Surgery	Nurse	Well I went for a smear and I asked receptionist if the nurse will come out and get me as I am deaf. She said yes. However the nurse had been calling my
17/06/2019	New House Surgery	Nurse	Because of the kindness and help i was given
17/06/2019	New House Surgery	Nurse	Very flexible, good listening, very helpful reception team.
17/06/2019	New House Surgery	Consultation	After Doctor Guthrie new generation doctors we come across actually lacking in many ways
18/06/2019	New House Surgery	Consultation	Efficient and competent service today
18/06/2019	New House Surgery	Consultation	stop
18/06/2019	Riverbank Surgery	Nurse	Nice reception greeting, friendly staff, nurse was very thoughtful and efficient
18/06/2019	Hillside Surgery	Consultation	Prompt courteous service!
18/06/2019	New House Surgery	Consultation	Helpful sympathetic doctor
18/06/2019	New House Surgery	Consultation	Very informed discussion and solution provided ??
18/06/2019	Riverbank Surgery	Consultation	Excellent service
18/06/2019	New House Surgery	Nurse	Good care, good communication and acceptable fees
18/06/2019	New House Surgery	Commuter Clinic	Really helpful with finding an appointment I could make and the doctor was lovely
18/06/2019	New House Surgery	Consultation	Because I have always had v good and considerate treatment when needed x
19/06/2019	Hillside Surgery	Nurse	VERY helpful & friendly doctors nurses & staff
19/06/2019	New House Surgery	Physio	Helpful caring positive physuo
19/06/2019	Riverbank Surgery	Consultation	Because Dr Guilder is an exceptionally good doctor.
19/06/2019	New House Surgery	Nurse	Was very friendly and helpful
19/06/2019	New House Surgery	Phlebotomy	I got there early today (to allow for traffic) and logged in. As the nurse was on time and proactive she offered to see me before anyone else arrived. Th
19/06/2019	New House Surgery	Nurse	appointment on time the staff on the reception desk are very helpfull and all the nurses who look after me are very professional and understanding .
19/06/2019	Hillside Surgery	Nurse	Friendly, professional service
19/06/2019	New House Surgery	Phlebotomy	Just the usual excellent care as always
19/06/2019	New House Surgery	Physio	Good reception welcome and excellent physio
19/06/2019	Hillside Surgery	Nurse	Very happy team
19/06/2019	Hillside Surgery	Nurse	Appointment on time and I was informed I needn't see the doctor for repeat prescriptions in future as long as there is no change in my health. Excellent
19/06/2019	New House Surgery	Phlebotomy	I was seen promptly by a very pleasant nurse and my blood sample was taken extremely efficiently and with no discomfort whatsoever.
19/06/2019	Riverbank Surgery	Nurse	Care has always been exemplary
19/06/2019	New House Surgery	Consultation	Not the right solution for me at the moment, but I understand why the doctor suggested that course of treatment.
20/06/2019	New House Surgery	Consultation	It makes such a difference to patient care.
20/06/2019	New House Surgery	Consultation	Seen on time. Doctor pleasant and felt he listened. Answered all my questions. All good!
20/06/2019	New House Surgery	Nurse	On TIME. And listen
20/06/2019	Hillside Surgery	Consultation	Friendly service reception staff helpful and kind good gps
20/06/2019	New House Surgery	Consultation	Efficient helpful
20/06/2019	New House Surgery	Nurse	Good doctors and service
20/06/2019	New House Surgery	Consultation	I gave extremely likely to recommend as the consultation with the doctor was on time and he answered my questions
20/06/2019	New House Surgery	Consultation	Able to get an appointment, pain taken seriously
20/06/2019	Riverbank Surgery	Consultation	The staff are incredibly welcoming... Trust me, that is not always the case! The setting is inviting and so pleasant to be in. You feel relaxed before yo
20/06/2019	New House Surgery	Nurse	Just great, friendly, professional service as always!!

21/06/2019	Hillside Surgery	Nurse	I've had no issues at all
21/06/2019	Riverbank Surgery	Phlebotomy	Staff excellent
21/06/2019	New House Surgery	Nurse	Quick, controlled, professional, competent, reassuring
21/06/2019	Riverbank Surgery	Phlebotomy	Always very efficient and great help!
21/06/2019	New House Surgery	Consultation	Dr Qureshi is always excellent; reassuring, knowledgeable and kind.
21/06/2019	Riverbank Surgery	Phlebotomy	Very happy with westcott surgery.
21/06/2019	New House Surgery	Nurse	I sat waiting for half hour for nurse then to be told the medication for the injection I was having was not ordered! So was not happy
21/06/2019	Riverbank Surgery	Consultation	Friendly and pragmatic team who have the experience required to ensure smooth and effective service
21/06/2019	Riverbank Surgery	Phlebotomy	I received excellent friendly professional service. Saw doctor same day and nurse took blood samples quickly and painlessly a couple of days later. Very happy.
21/06/2019	New House Surgery	Nurse	The nurse who I met this morning was so kind and has a lovely manner.
21/06/2019	New House Surgery	Consultation	The Dr was really good, listened to me and began to sort out my problems. Great manner and very calm.
24/06/2019	New House Surgery	Consultation	Medication review was thorough
24/06/2019	New House Surgery	Consultation	Dr Al Beyatti is always helpful & professional.
24/06/2019	New House Surgery	Consultation	nion on issues raised so I felt i had some control over treatment options
24/06/2019	New House Surgery	Consultation	Prompt appointment and problem dealt with
24/06/2019	New House Surgery	Consultation	The Doctor listened and very helpful
24/06/2019	Hillside Surgery	Consultation	All staff very helpful and cheerful including doctors
24/06/2019	Hillside Surgery	Consultation	I came with my partner for a double appt and were seen promptly and with the usual politeness from staff and doctor.
24/06/2019	Hillside Surgery	Consultation	ialist and I am booked in at Ashted for Thursday!!! Great service all around in my opinion.
24/06/2019	New House Surgery	Consultation	I don't feel that my concerns were understood and needs were not met. I'm fed with not being able to see the same doctor and I feel that's important rega
24/06/2019	Hillside Surgery	Consultation	I've used this surgery all my life as grown up on boxhill not once have I ever had any issues with booking a appointment or getting any help when required
24/06/2019	New House Surgery	Consultation	I was left waiting for my appointment for 40 minutes this is now the second time it's happend, no apology made and didn't feel doctor new what to do.
25/06/2019	New House Surgery	Consultation	Efficient.
25/06/2019	Hillside Surgery	Phlebotomy	Very good service
25/06/2019	New House Surgery	Consultation	My Dr Muna Qureshi was so helpful and didn't just try to hurry me up like most doctors do!
25/06/2019	New House Surgery	Consultation	The doctor I saw was excellent
25/06/2019	New House Surgery	Consultation	Very helpful and polite
25/06/2019	Hillside Surgery	Consultation	Because they are the best thank you
25/06/2019	New House Surgery	Nurse	The wonderful staff. The clear access to health guidance and appointments when needed. Really happy I switched practices.
26/06/2019	Riverbank Surgery	Consultation	Friendly, personal, known by name not just a computer record.
26/06/2019	New House Surgery	Consultation	Always been able to get a same day appointment. Swift referrals to consultants.
26/06/2019	New House Surgery	Phlebotomy	Because I really liked the service, it was very fast at the reception and also with Dr.Diana, very agile and competent her work.
26/06/2019	Riverbank Surgery	Consultation	Dr guildler ??
26/06/2019	New House Surgery	Phlebotomy	Everyone is nice caring and helpful, the nurse I saw today was lovely and put me at ease.
26/06/2019	Riverbank Surgery	Nurse	Excellent service as usual
26/06/2019	Riverbank Surgery	Consultation	Receptionist very efficient and doctor very helpful.
26/06/2019	New House Surgery	Consultation	Did not have to wait long for the doctor. I was out quickly
26/06/2019	New House Surgery	Nurse	Went to desk yesterday (haven't been to surgery for at least a year) asked for an appointment with a doctor. They can't do that apparently I have to ring
26/06/2019	Riverbank Surgery	Consultation	On time appointment. Dr Tom very thorough and explanatory on test results along with an efficient referral.
26/06/2019	New House Surgery	Consultation	My last experience was not what I expect when visiting a GP. I felt judged and uncomfortable which is a shame as most of the doctors are wonderful kind a
27/06/2019	New House Surgery	Consultation	Very efficient and friendly staff
27/06/2019	Hillside Surgery	Consultation	Excellent quick friendly service
27/06/2019	New House Surgery	Nurse	I waited for 25 mins for an appointment and then received a text message that it had been cancelled whilst I was sat in the waiting room. I was then told
27/06/2019	New House Surgery	Consultation	Easy to get appointments, online services are great, repeat prescriptions quick & easy. GPs have a helpful, can-do attitude. Well done.
27/06/2019	Hillside Surgery	Consultation	Prompt and polite
27/06/2019	Riverbank Surgery	Consultation	All the staff are very friendly and professional, and do their utmost to also be understanding, helpful and accommodating.
27/06/2019	Riverbank Surgery	Consultation	Excellent support and service
27/06/2019	New House Surgery	Consultation	Dr Loveless is a really good doctor, very professional and also kind.
27/06/2019	Riverbank Surgery	Consultation	Polite people, easy access to parking and not waiting too long.
27/06/2019	New House Surgery	Consultation	Dr Allfrey always takes the time to listen and go above and beyond. I would recommend him to everyone
27/06/2019	New House Surgery	Consultation	Dr was efficient and quick.
27/06/2019	New House Surgery	Consultation	I asked the asthma nurse last year for an asthma plan, but was told that people loose bits of paper, and so didn't get one!!!So this year I went to see a

28/06/2019	Hillside Surgery	Consultation	The staff and the doctors are all fabulous. So polite, friendly, caring and always go out of their way to help. Really love my doctors surgery!!
28/06/2019	New House Surgery	Consultation	Got an appointment for today without any problem and, even though the Dr was running a little late, I felt like I wasn't hurried, was listened too and de
28/06/2019	Hillside Surgery	Consultation	Because I find it easier to get an appointment with the doctor than friends at other surgeries, plus I can get any prescription filled at the same time.
28/06/2019	New House Surgery	Consultation	Everyone is always very friendly helpful and polite, the atmosphere is always always reassuring and calming.
28/06/2019	New House Surgery	Consultation	Excellent service from Dr Kareshi as always
28/06/2019	Riverbank Surgery	Consultation	Dr Guilder always exceeds himself in his care
28/06/2019	New House Surgery	Consultation	Efficient and helpful.









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