

Dorking Medical Practice at New House Surgery

Date

1st July - 31st July
2015

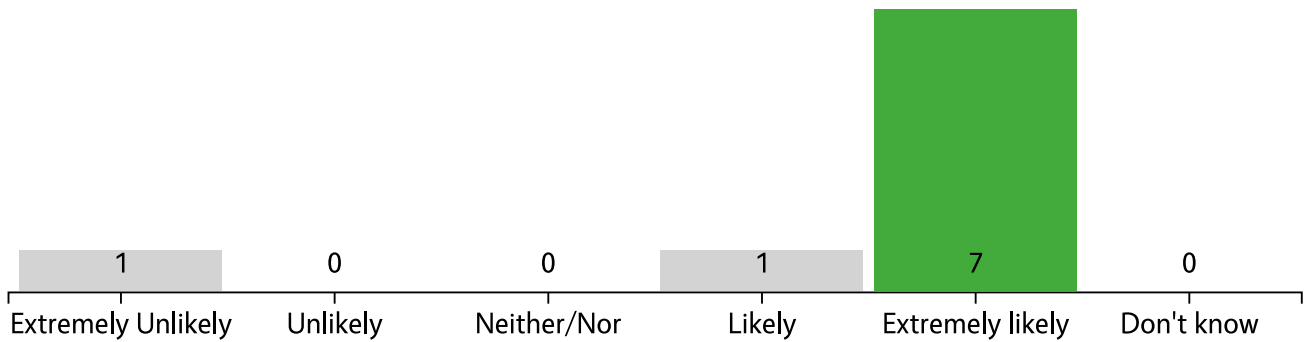
Average score this period



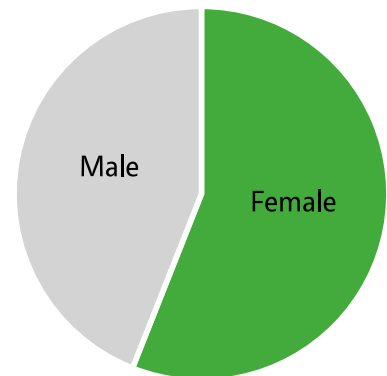
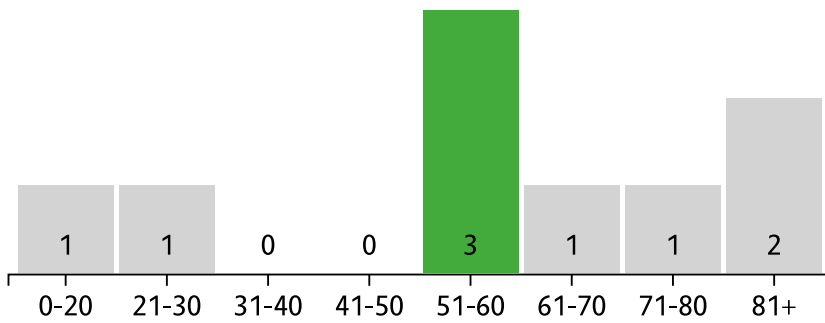
Reviews this period

9

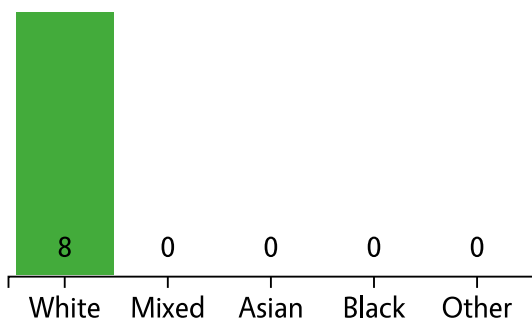
Reviews by score this period



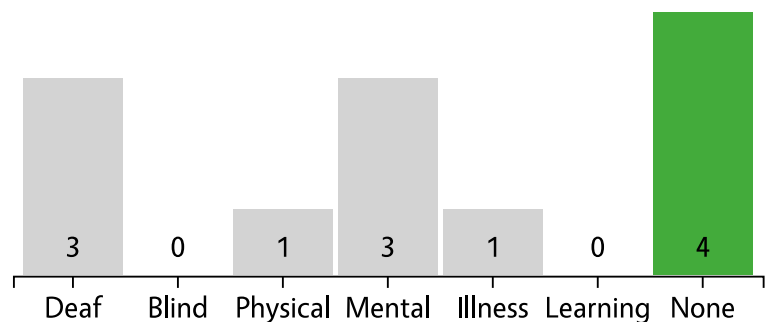
Reviews by age



Ethnicity



Long-standing conditions



5

Involvement	5.00	I have been consistently impressed by the care I have received at Dorking Medical Practice. I have always been able to get an appointment within a week, I have found the reception staff to be friendly, helpful and efficient and the GP's and Nurses I have seen at the Practice to be respectful, compassionate and helpful. I have had no concerns re the environment. Thanks you.
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: online

5

Involvement	5.00	A really great surgery staffed by great people – from receptionists to GPs. I can't always get to see my regular GP and for many issues this is not a problem. In such cases I have never found any of the other doctors less than excellent. The surgery is clean and comfortable and the staff very helpful. The booking-in procedure can be done via phone or on-line, both of which are generally painless. The only minor issue is sometimes the waiting time to get an appointment, though this is common in practically all surgeries due to chronic under-investment by the government and is no way a reflection on the surgery or staff themselves. I can't think of a better place to be ill. Julian Flack, Dorking
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: online

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: online

5

Involvement	5.00	Reception, medication, 20 min: wait very doctor sagar very good, and he explained to me.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	The nurse took blood painlessly & very information about why blood tests/ previous results explained.
Cleanliness	5.00	
Staff	5.00	
Appointment	3.00	

Source: offline

5

Involvement	5.00	For the last 2 months I have attended the surgery every week for a dressing to be changed on my leg. The care, kindness & consideration given to me during these visits by the practice nurse has been excellent & could not be improved on at all!
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

4

Cleanliness	5.00	A calm atmosphere. Gemma King writes down any instruction she has given me and gives me this to take home with me. Comfortable seats in waiting room. Radio on bar very quietly nice! Cold drinking water dispenser would be very welcome.
Staff	5.00	
Appointment	4.00	

Source: offline

5

Involvement	5.00	Very good receptionist both . I waited first appointment. Amanda
Cleanliness	5.00	Sherwood not long very polite like all in surgery. Then 11-11 am that is
Staff	5.00	only 10 minutes wait Christine Harris very good always.
Appointment	5.00	

Source: offline

1

Involvement	2.00	Nothing!
Cleanliness	3.00	
Staff	2.00	
Appointment	1.00	

Source: offline