

Dorking Medical Practice at New House Surgery

Date

1st August - 31st August 2015

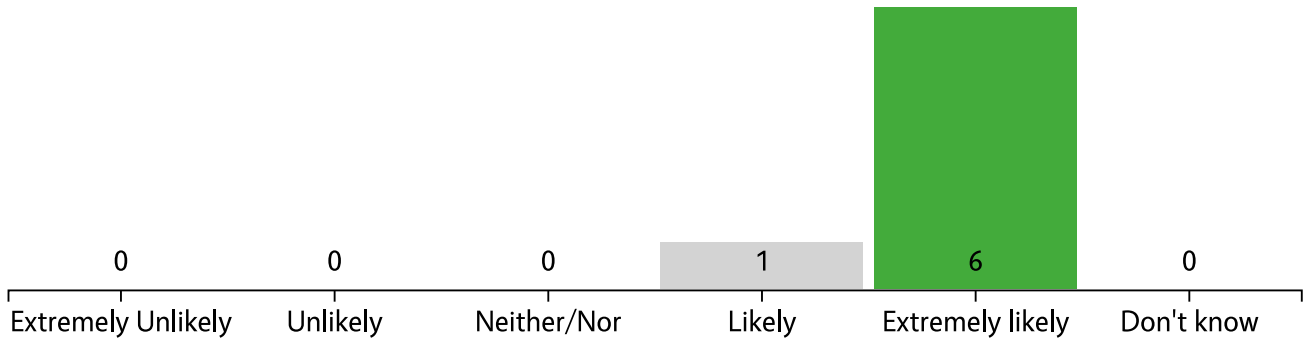
Average score this period



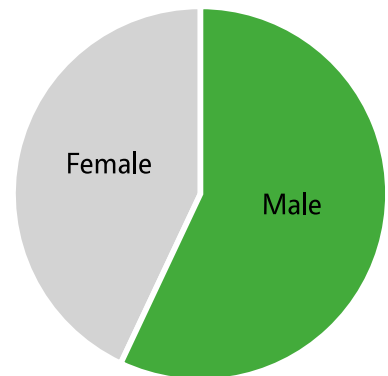
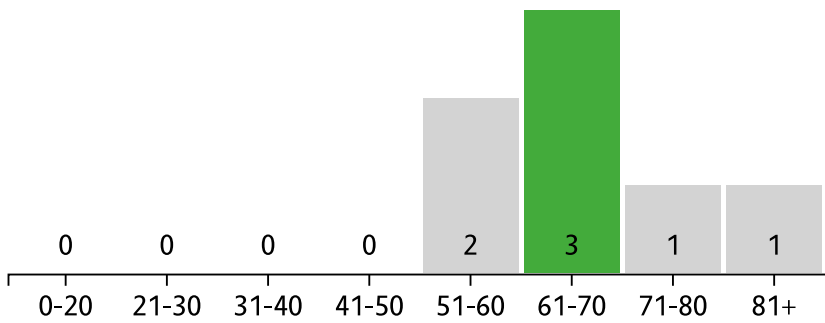
Reviews this period

7

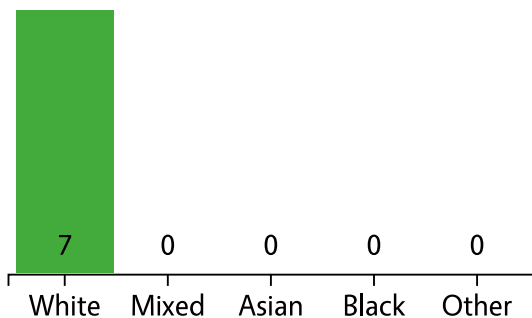
Reviews by score this period



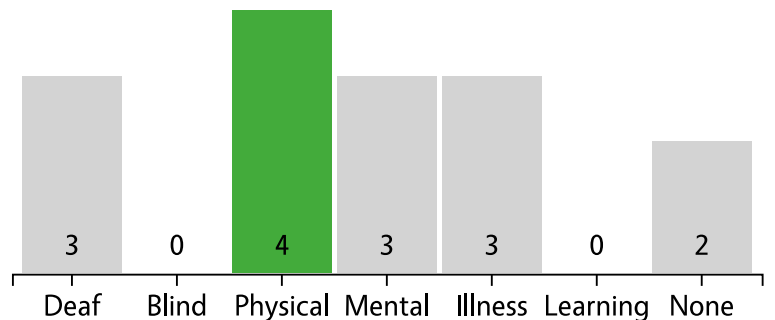
Reviews by age



Ethnicity



Long-standing conditions



4

Involvement	3.00	I have no complaints about my actual care, but rather about a system which does not automatically send test results to patients (as my last practice did), but relies on patients' phoning the surgery to make an appointment with their doctor to discuss results.
Cleanliness	4.00	
Staff	3.00	
Appointment	3.00	

Source: offline

5

Involvement	5.00	Very friendly approach by Dr. Sherwood friendly greeting and smile puts you at ease. Online appointment booking was easy too.
Cleanliness	5.00	
Staff	4.00	
Appointment	4.00	

Source: offline

5

Involvement	5.00	1) The practice nurses have all been of the help consistently over a prologue period, making the visits to the surgery absolutely warm and welcoming. 2) The expertise shown by all the nurses is of a high standard. 3) I have not experienced any need to improve the care. 4) I'm grateful for Dr. Loveless care.
Cleanliness	5.00	
Staff	5.00	
Appointment	3.00	

Source: offline

5

Involvement	5.00	Excellent diagnostic skills and supportive care. Appointment was seen three quarter of an hour late but GP apologized and time no problem today. In the past - I have mistaken appointment for "at another surgery" so GP fitted me in.
Cleanliness	4.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	Superb receptionist, wonderful.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	I will continue to thank all on the reception desk even new lady. One kindly overrides 21.8.15 15.30. Doctor Quieshia placed now 11 am 21.8.15. I know Christine Harris is good to me. Upstairs even doctor loveless asked how I was, can't ask any more than this.
Cleanliness	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline