

MJog Responses for Feb 2020			
Not Recommended(%)	Neither/Don't Know (%)	Recommended (%)	
2	2	96	
Dates	Site	Department	Response
03/02/2020	New House Surgery	Consultation	All the doctors, nurses and reception staff are friendly, warm, knowledgeable and helpful. I am very lucky to live in Dorking and receive such wonderful care.
03/02/2020	New House Surgery	Phlebotomy	Highly professional practice nice staff excellent doctors(sent with Gentle Effect)
03/02/2020	New House Surgery	Nurse	Appointment for shingles jab right on time and very quick and painless treatment from a cheerful and professional nurse .
03/02/2020	Hillside Surgery	Nurse	Nurse and receptionist were amazing, professional and polite!
03/02/2020	New House Surgery	Consultation	Very helpful
03/02/2020	New House Surgery	Diabetes Clinic	For the care and attention given to me very appreciated
03/02/2020	Hillside Surgery	Consultation	Always polite & caring staff & most helpful.Always greeted with a smile.
04/02/2020	New House Surgery	Consultation	Staff are always polite and friendly
04/02/2020	New House Surgery	Consultation	Efficient and stress free
04/02/2020	Riverbank Surgery	Consultation	Short waiting time. Friendly staff..Good appointment availability.Able to help over the phone.
04/02/2020	New House Surgery	Nurse	Very kind and efficient
04/02/2020	Hillside Surgery	Consultation	The same as always. Confidence in all who deal with ones problems. Thanks again.
04/02/2020	New House Surgery	Nurse	Appointment on time, efficient and friendly.
04/02/2020	New House Surgery	Nurse	Generally good. Differing experience of doctors from excellent to indifferent. Difficulty of getting appointments.
04/02/2020	Riverbank Surgery	Consultation	The doctor listened to my explanation of painful fingers and suggested Glucosamine but he was caring so what else can I say.
04/02/2020	New House Surgery	Nurse	Appt on time, friendly and efficient nurse
04/02/2020	New House Surgery	Consultation	The GP was very good at making and explaining the diagnosis but didn't explain how to take the antibiotic and after reading at home turned out to be a bi
04/02/2020	New House Surgery	Diabetes Clinic	Consultation was okbut a bit rushed because of staff shortage due to illness. I wanted to address a mental health issue more thoroughly but felt it wasn
05/02/2020	Hillside Surgery	Nurse	First class doctors, nurses.&reception staff
05/02/2020	Hillside Surgery	Nurse	Receptionists greet u with a smile as does the nurse and not left standing there.
05/02/2020	Hillside Surgery	Nurse	Efficient and friendly service
05/02/2020	Riverbank Surgery	Consultation	Staff and Doctor provided excellent service.
05/02/2020	New House Surgery	Nurse	Lovely friendly staff.
05/02/2020	New House Surgery	Consultation	Neutral... not always quite happy...sometimes good.
05/02/2020	Hillside Surgery	Consultation	Polite staffGood Doctors
05/02/2020	New House Surgery	Consultation	Dr nicola peppiatt was very helpful and friendly, would recommend seeing her
05/02/2020	New House Surgery	Consultation	hey want to help. My only issues are how long it can take for the phone to be answered during busy times and the difficulty arranging an appointment for
05/02/2020	Hillside Surgery	Consultation	The doctor was very good and the younger one of the two receptionist was very polite and had a very nice manner.
05/02/2020	Hillside Surgery	Consultation	Everybody always welcoming friendly - nothing too much trouble - fantastic
06/02/2020	New House Surgery	Nurse	Helpful members of staff. Nice team
06/02/2020	New House Surgery	Consultation	I wanted to use 5, but then thought there might be someone's circumstance that would let me suggest this practice.
06/02/2020	New House Surgery	Session	On time! Doctor polite and effective
06/02/2020	New House Surgery	Nurse	Very helpful advice
06/02/2020	New House Surgery	Session	Got an appointment on the day and the Dr looked into my medication and called me back as promised.
06/02/2020	New House Surgery	Consultation	I appreciate Dr Loveless' help & support
06/02/2020	New House Surgery	Consultation	Pleasant and efficient staff on reception. Surgery always looks clean, tidy and well looked after. The medical staff are very proficient and understandin
06/02/2020	New House Surgery	Pharmacist	Overall both my wife and I are very pleased with the speed of treat
06/02/2020	New House Surgery	Consultation	Already said

07/02/2020	Hillside Surgery	Nurse	Prompt service. Very helpful.
07/02/2020	Hillside Surgery	Nurse	I like the nurse. She is friendly and puts me at ease.
07/02/2020	New House Surgery	Consultation	Good service but sometimes hard to get an appointment
07/02/2020	Riverbank Surgery	Consultation	Caring dr
07/02/2020	Riverbank Surgery	Consultation	Sorry made a mistake! No glasses! I meant 1!So 1 because they are amazing. Please amend my score
07/02/2020	New House Surgery	Consultation	t may bother some.
07/02/2020	Hillside Surgery	Nurse	Appointment on time. Nurse carried out why I went and answered my questions.
07/02/2020	New House Surgery	Pharmacist	I am a new patient and had answers to all my questions
07/02/2020	Hillside Surgery	Consultation	Time of appointment good Doctor first class
07/02/2020	New House Surgery	Consultation	Dr Allfree was kind, caring and reassuring and helpful in suggesting next steps.
07/02/2020	New House Surgery	Pharmacist	Friendly and efficient
07/02/2020	Riverbank Surgery	Consultation	Really helpful, clearly dedicated staff
10/02/2020	New House Surgery	Phlebotomy	a difficult task and are under pressure however a smile, positive eye contact and a reassuring voice are not always good. I have had experience of other
10/02/2020	New House Surgery	Phlebotomy	Having been a patient of the practice for more than 80 years I could not countenance any other response
10/02/2020	New House Surgery	Consultation	Listened to my issue and helped me
10/02/2020	New House Surgery	Physio	I was dealt with in a professional and reassuring way, which put me at my ease. The advice was very good.
10/02/2020	New House Surgery	Phlebotomy	Really quick, really friendly
10/02/2020	Riverbank Surgery	Consultation	Service was good and friendly, but wasn't seen by gp until 25 minutes after appointment time
10/02/2020	Riverbank Surgery	Consultation	Concerns were listened to and appropriate action taken
10/02/2020	Riverbank Surgery	Consultation	Dr Listened, understood the situation, followed up with referral and also observed the possibility I may have needed an ECG as notes from A and E had not
10/02/2020	New House Surgery	Diabetes Clinic	Dr was really nice and concerned, though had difficulty getting the appointment to begin with.
10/02/2020	New House Surgery	Phlebotomy	Because the service was first rate and prompt. The only thing wrong is that you insist on calling me... That's after 37years!!
10/02/2020	Hillside Surgery	Consultation	You got good service n people there very nice n friendly.
10/02/2020	Hillside Surgery	Consultation	Dr Qureshi was very thorough and professional. I left the surgery feeling fully informed and confident.
10/02/2020	New House Surgery	Nurse	Nurse put me at ease and reception lady with dark hair is always kind
10/02/2020	New House Surgery	Consultation	Doctor was helpful and thorough.
10/02/2020	New House Surgery	Physio	Good availability, good friendly helpful advice.
11/02/2020	New House Surgery	Consultation	As allways a fantastic service great doctors at this practice 2nd to none highly recommend this surgery thank you
11/02/2020	New House Surgery	Consultation	Pls waive anonymity. Dr Nicole Peppiatt is a GP superb and par excellence.. Florence was de Lady wid de Lamp but Dr Nicole has the wide angle, full Floo
11/02/2020	New House Surgery	Nurse	Nurse punctual and i did not feel a thing!
11/02/2020	Hillside Surgery	Pharmacist	Great stuff and I am a big fan of the Hillside Surgery 100 percent. Cheers JC
11/02/2020	Hillside Surgery	Consultation	Prompt & friendly service
11/02/2020	New House Surgery	Consultation	Easy appointment process and caring staff.
11/02/2020	Hillside Surgery	Consultation	Friendly and efficient
12/02/2020	New House Surgery	Consultation	Excellent care
12/02/2020	New House Surgery	Consultation	Friendly staff, put me at ease, professional
12/02/2020	New House Surgery	Consultation	On time appointments and sympathetic doctors
12/02/2020	Hillside Surgery	Consultation	My appointment was on time I was dealt with in a very pleasant, efficient, kind and professional manner thank you.
12/02/2020	New House Surgery	Consultation	Always helpful and able to get an appointment or advise
13/02/2020	New House Surgery	Consultation	Good doctor ?????
13/02/2020	New House Surgery	Session	Your caller hold system has improved although I'm not sure that music is calming to listen to! I got an appointment on the same day & GP was excellent. I
14/02/2020	New House Surgery	Consultation	Believe Dr Q is 100% professional

14/02/2020	New House Surgery	Consultation	Dr Dhoul is always excellent-attentive, informative, thorough, never makes you feel rushed despite the time pressures he faces.
14/02/2020	Riverbank Surgery	Consultation	Perfect, every time!!
14/02/2020	New House Surgery	Consultation	The Dr had a wonderful manner and showed she cared
14/02/2020	New House Surgery	Consultation	Always excellent
14/02/2020	New House Surgery	Nurse	Professional kind and caring
14/02/2020	Hillside Surgery	Consultation	I always find all staff and Doctors so helpful and friendly. Best surgery I have ever been attached to. (sent with Loud Effect)
17/02/2020	New House Surgery	Consultation	Dr Amun's has been so lovely and has supported me through a very difficult time. Thanks to her I feel that I am on the road to recovery xxx
17/02/2020	New House Surgery	Physio	Very efficient effective informative professional service
17/02/2020	Hillside Surgery	Consultation	Always an excellent service.
17/02/2020	Hillside Surgery	Consultation	Prompt and friendly
17/02/2020	Riverbank Surgery	Consultation	I went in first thing Mon am after problems at the weekend and was able to see a doctor 2 hrs later.
17/02/2020	New House Surgery	Consultation	Appointment arranged quickly for all 3 of us
17/02/2020	New House Surgery	Consultation	Doctor very thorough
17/02/2020	Riverbank Surgery	Consultation	Easy to get appointment, reception staff excellent. Dr Peppiat very helpful.
17/02/2020	New House Surgery	Consultation	High turnover of doctors. Difficulty in getting appointment. Long wait for phone to be answered. Doctor I saw today not particularly empathetic. I put of
17/02/2020	New House Surgery	Consultation	Everyone are helpful and very friendly
17/02/2020	Hillside Surgery	Nurse	Very efficient and friendly staff and good location
17/02/2020	New House Surgery	Consultation	Always excellent service
17/02/2020	New House Surgery	Consultation	The staff always make you feel welcome
17/02/2020	New House Surgery	Consultation	On time with appointment and lots of time spent by Dr
17/02/2020	New House Surgery	Phlebotomy	Easy to make appointment, only waited 4 minutes on the day, very efficient blood taking by the nurse
17/02/2020	New House Surgery	Nurse	The staff are always so kind and very helpful.
17/02/2020	New House Surgery	Consultation	Same day appointment when needed
17/02/2020	Hillside Surgery	Nurse	Always helpful and friendly staff, nurses and doctors
17/02/2020	New House Surgery	Nurse	Good service. Easy to get appointments. Travelling to 3 different sites is not always convenient.
17/02/2020	New House Surgery	Session	Because it was
17/02/2020	Hillside Surgery	Consultation	Getting an appointment easily and a doctor who took the time to listen. Great service.
17/02/2020	Riverbank Surgery	Consultation	Reception staff not as friendly as used to be. Can no longer put back in repeat prescriptions
18/02/2020	New House Surgery	Consultation	Prompt efficient service, lovely Doctor, very professional and thorough.
18/02/2020	New House Surgery	Consultation	Not really but for info surgery waiting areas very tired shoddy carpet on stairs. But drs ok.
18/02/2020	Hillside Surgery	Phlebotomy	Very nice & caring nurse today...
18/02/2020	Hillside Surgery	Phlebotomy	Professional, friendly with a nice atmosphere.
18/02/2020	New House Surgery	Consultation	Fast appointment same day, on time
18/02/2020	Hillside Surgery	Phlebotomy	Friendly nurse quick seen on time
18/02/2020	New House Surgery	Consultation	Efficiency, care and thoroughness
18/02/2020	New House Surgery	Consultation	Managed to get appointment on the day for 10.00, GP listened well and covered my concerns efficiently and I left without any lurking questions in my head
18/02/2020	Hillside Surgery	Consultation	Because when im feeling ill they treat me well
19/02/2020	New House Surgery	Session	Appointment was on time. Nurse was very calming.
19/02/2020	New House Surgery	Phlebotomy	Was on time, so I was in and out.
19/02/2020	New House Surgery	Phlebotomy	Very quick and efficient blood test.
19/02/2020	New House Surgery	Physio	Staff are great
19/02/2020	New House Surgery	Consultation	Fantastic staff. Patients in waiting room can hear everything discussed in the consultation room directly off the waiting room. Very embarrassing
19/02/2020	New House Surgery	Nurse	Pleasant helpful staff
19/02/2020	New House Surgery	Nurse	Appointment on time. Good advice from the nurse.

20/02/2020	New House Surgery	Consultation	Dr listened and a helpful polite receptionist
20/02/2020	New House Surgery	Consultation	Lack of appointment times waiting time in the actual surgery
20/02/2020	New House Surgery	Consultation	Brilliant dr loveless
20/02/2020	Riverbank Surgery	Phlebotomy	Friendly local service. On time
20/02/2020	New House Surgery	Nurse	Good information
20/02/2020	New House Surgery	Session	joy many more. Thanks
20/02/2020	New House Surgery	Consultation	It would take too long to explain by text . So now that I have been invited to share my opinion I would be very grateful if I could meet someone o
21/02/2020	Hillside Surgery	Nurse	Reception team were very friendly, the phlebotomist was very professional and friendly. Also Dr Thompson has been extremely thorough in my care.
21/02/2020	Riverbank Surgery	Consultation	Friendly receptionist, plenty of parking, good reception area.
21/02/2020	New House Surgery	Consultation	De was kind caring and lovely x
21/02/2020	New House Surgery	Consultation	Sympathetic and discreet. Good advice and gave time to a sensitive issue.
21/02/2020	New House Surgery	Consultation	e and efficient receptionist. Appointment time within 10 mins of actual appointment. Helpful and knowledgeable doctor.
21/02/2020	Riverbank Surgery	Consultation	Not really.
21/02/2020	Hillside Surgery	Consultation	The team are friendly and helpful.
21/02/2020	New House Surgery	Nurse	The nurse was lovely
21/02/2020	New House Surgery	Pharmacist	hardly any waiting, very polite staff and exceptionally friendly and good meeting with doctor
21/02/2020	New House Surgery	Nurse	Cheryl was great. Prompt, friendly and accommodating.
21/02/2020	Riverbank Surgery	Consultation	As usual they are friendly and efficient in all aspects of their service. My husband and I love being with this smaller practice for some time now.
24/02/2020	Riverbank Surgery	Consultation	Every thing was the same high standard I have always experienced in Dorking on the N H S
24/02/2020	New House Surgery	Consultation	Great service, knowledgeable doctors.
24/02/2020	Hillside Surgery	Nurse	Because I have had such good service in the 20 years I have lived on the hill.
24/02/2020	New House Surgery	Phlebotomy	I was seen on time and treated courteously.
24/02/2020	Hillside Surgery	Consultation	A very good practice with good reception staff and doctors, thank you.
24/02/2020	New House Surgery	Phlebotomy	he way the nurse treated me today. Very good.
24/02/2020	New House Surgery	Phlebotomy	Painless and quick blood test and on time appointment x
24/02/2020	New House Surgery	Phlebotomy	The lady that did the blood test was extremely polite, professional and good at her job
24/02/2020	New House Surgery	Consultation	Dr Al Beyatti has helped me beyond measure and as a result I am in good health and feeling very well. Thank you
24/02/2020	New House Surgery	Nurse	Get appointment when needed and was almost immediately would be helpful however if you could book Nurses appointment online.
24/02/2020	New House Surgery	Consultation	Precise and effective in solving problems
24/02/2020	Hillside Surgery	Consultation	Friendly and pleasant place
24/02/2020	New House Surgery	Consultation	Dr Al Beyatti is wonderful.
24/02/2020	Riverbank Surgery	Consultation	Excellent care.
24/02/2020	New House Surgery	Phlebotomy	Because very efficient and professional, it's a pity your phone system was not as good when trying to get appointments
24/02/2020	New House Surgery	Nurse	Very pleasant staff including Doctors, Receptionist and Nurses. Appointment on time.
24/02/2020	New House Surgery	Consultation	Good service
24/02/2020	New House Surgery	Consultation	I requested to be seen downstairs instead of upstairs which is where doctor was. Doctor refused because she didn't want to! I had 2 young ones plus a bad
24/02/2020	Hillside Surgery	Nurse	Pleasant receptionists, very easy to make an appointment, and not too long to wait for that appointment. Highly capable medical staff, all of whom have a
25/02/2020	New House Surgery	Consultation	Quick online appointment. Helpful and professional GP. Dr Lane
25/02/2020	New House Surgery	Consultation	Pleased with the service
25/02/2020	Hillside Surgery	Consultation	Reception helpful and friendly ,
25/02/2020	New House Surgery	Consultation	Very efficient and friendly
25/02/2020	Riverbank Surgery	Consultation	Waiting time was quick. The doctor was very understanding and was a great help, thank you
25/02/2020	New House Surgery	Nurse	The staff are always helpful and informative in every way they can be.

25/02/2020	Riverbank Surgery	Consultation	Very nice helpful Dr and lovely receptionists
25/02/2020	Riverbank Surgery	Consultation	The doctor I see today she was very understanding and had a very professional but caring manner.
25/02/2020	Hillside Surgery	Phlebotomy	Speed of response to appointment and efficient appointment by the nurse
25/02/2020	New House Surgery	Nurse	Because the nurse was really nice.
25/02/2020	New House Surgery	Nurse	Always friendly and helpful
26/02/2020	New House Surgery	Physio	Excellent service from Claire the musculoskeletal practitioner. Appointment length gave adequate time to talk and discuss. I felt listened to and not dis
26/02/2020	Riverbank Surgery	Consultation	Friendly informative and prompt. Very happy.
26/02/2020	Hillside Surgery	Consultation	Lovely organised, friendly and helpful reception staff. GP on time, caring and positive.
27/02/2020	New House Surgery	Consultation	Not sure other friends and family will need similar treatment.
27/02/2020	New House Surgery	Consultation	Have allways had any problems cleared up straight away
27/02/2020	Riverbank Surgery	Phlebotomy	Always get good service at this practice
27/02/2020	Hillside Surgery	Consultation	Excellent service
27/02/2020	New House Surgery	Consultation	Advice good but appointment 35 mins late
27/02/2020	New House Surgery	Nurse	The staff are wonderful !
27/02/2020	New House Surgery	Consultation	Excellent service from reception and Dr. Abdul
27/02/2020	New House Surgery	Consultation	The Drs are so caring and understanding and have time to listen
27/02/2020	New House Surgery	Consultation	Short wait. Lovely doctor. Helpful, caring, thorough. All good!
27/02/2020	New House Surgery	Consultation	if I wanted a male chaperone, while she examined me, which was thoughtful but I declined her offer.
27/02/2020	New House Surgery	Nurse	Excellent health care from nurse. Very kind. Thank you.
27/02/2020	Hillside Surgery	Session	Nurse was very efficient and kind
28/02/2020	New House Surgery	Nurse	She was good at her job
28/02/2020	New House Surgery	Nurse	The nurse explained everything well to my daughter
28/02/2020	New House Surgery	Consultation	I have just come out of hospital and my support from the surgery has been very good
28/02/2020	New House Surgery	Consultation	As usual, Dr Dhoul is excellent and the surgery in Dorking and staff are great. One problem of course is the idiot parking when you have put up signs ind
28/02/2020	New House Surgery	Nurse	Fast, efficient, friendly
28/02/2020	New House Surgery	Consultation	Making an appointment was efficient. Reception were very helpful. Doctor Anil Douhl was on time. Made me relaxed and explained things very well. Over
28/02/2020	Riverbank Surgery	Consultation	Very helpful GP who spent time listening to me.
28/02/2020	Riverbank Surgery	Consultation	Patient and understanding doctors.
28/02/2020	New House Surgery	Consultation	Efficient service, short waiting time and good doctor.
28/02/2020	New House Surgery	Nurse	She was well informed and explained everything really well.Also had a nice manner.
28/02/2020	Riverbank Surgery	Consultation	rmacy . I hope it remains on its present scale rather than becoming hugely increased in size as other surgeries .
28/02/2020	New House Surgery	Consultation	Doctor Allfrey gave me time and listened to my issue.
28/02/2020	New House Surgery	Consultation	Prompt efficient service & on time too!

MJog Responses for January 2020			
Not Recommended(%)	Neither/Don't Know (%)	Recommended (%)	
7	3	90	
Dates	Site	Department	Response
02/01/2020	New House Surgery	Consultation	Because Doctor Dhoul is a fantastic doctor and really caring towards my family whenever we have had to visit.
02/01/2020	Hillside Surgery	Consultation	Accessible, 2 pleasant receptionists and helpful doctor. Able to get medication straight away.
02/01/2020	Riverbank Surgery	Consultation	ounded.When we have our new state of the art surgery, it will be very special for us Westcotions.
02/01/2020	New House Surgery	Consultation	Helpful service from the reception staff clearly doing their best to find an appointment for me. Dr of course very polite.
02/01/2020	New House Surgery	Session	Error..not 3 ..should be 1....always helpful polite and recently very supportive

03/01/2020	Hillside Surgery	Consultation	Professional, polite and welcoming people
03/01/2020	Riverbank Surgery	Consultation	Nice doctor, didn't feel pressured time wise, easy to park, not too hard to get an appointment
03/01/2020	Hillside Surgery	Consultation	Got emergency appointment straight away and got to see G.P straight away
03/01/2020	New House Surgery	Session	Dr Sulwalski is a brilliant doctor, always makes me feel at ease and comfortable.
03/01/2020	Hillside Surgery	Consultation	Very friendly and efficient staff ??
03/01/2020	New House Surgery	Nurse	Excellent service, and customer care very good.
03/01/2020	Riverbank Surgery	Consultation	very empathic, answered all my questions, and gave me various options and choices.
03/01/2020	New House Surgery	Nurse	Because I got good service
03/01/2020	New House Surgery	Nurse	Because it was extremely efficient.
03/01/2020	New House Surgery	Nurse	The nurse took time and gave me great dressings on my wound. She also took a swan and made future appointments. She couldn't have beeb
03/01/2020	New House Surgery	Consultation	To be told all appointments are gone Finley got a sit and wait Was told that as he was only young wouldn't of been that long of a wait got there an
03/01/2020	Hillside Surgery	Consultation	Because the GP took time to really listen to me.
03/01/2020	New House Surgery	Consultation	Reason being this was how I was treated
06/01/2020	Hillside Surgery	Consultation	Reception staff nice doctor empathetic and understanding felt i was listened too
06/01/2020	New House Surgery	Nurse	The feedback was based on my personal dealings with the practice over a period of time . The miss communication between the practice and patient has alwa
06/01/2020	Riverbank Surgery	Consultation	Because i always have stress parking at New House Surgery..
06/01/2020	New House Surgery	Nurse	Great service from everyone
06/01/2020	New House Surgery	Phlebotomy	request an apt for a blood test, she said 'who said', as if I was lying about being asked to have one. Very rude and unfriendly.
06/01/2020	New House Surgery	Consultation	I have been a registered patient for many years and still find the understanding and willingness to listen and help has not diminished in that time. I fi
06/01/2020	New House Surgery	Consultation	Find the service ok
06/01/2020	Riverbank Surgery	Consultation	Staff care and proud to give good service
06/01/2020	New House Surgery	Phlebotomy	Dr Nicole Peppiat - nothing more to say - please waive anonymity, Gps deserve more than just a pat on the back!
06/01/2020	New House Surgery	Consultation	Prompt and efficient and friendly
06/01/2020	New House Surgery	Consultation	Got a prompt appointment and good care.
06/01/2020	New House Surgery	Nurse	Friendly competent staff, quick waiting time upon arrival & and appointment time that suited me.
06/01/2020	New House Surgery	Nurse	Friendly efficient service. Thank you to all the lovely staff at Dorking Medical Practice
06/01/2020	New House Surgery	Consultation	Only waited a short time before being called in to the doctor despite being a sit and wait appt .
06/01/2020	New House Surgery	Consultation	was very pleased - not only with the way that he listened and discussed the issue that I had come for - but also that he reviewed my medical history as h
06/01/2020	Hillside Surgery	Nurse	Near friendly efficient
07/01/2020	New House Surgery	Nurse	I already did.
07/01/2020	New House Surgery	Nurse	Informed staff
07/01/2020	New House Surgery	Consultation	The Dr was helpful and understanding.
07/01/2020	New House Surgery	Consultation	A very concise and friendly doctor and seen on timeWorryingly there had been two no-shows before me - can those patients be told off?
07/01/2020	Hillside Surgery	Consultation	For the very good service the staff and GP,s give too the community of Box Hill. Thank you very much
07/01/2020	Riverbank Surgery	Consultation	Always courteous and helpful.
07/01/2020	Hillside Surgery	Consultation	My appointment was on time I was dealt with in a very pleasant efficient and professional manner, thank you.
07/01/2020	Riverbank Surgery	Consultation	Relatively easy 2 get an appointment locally. Friendly and helpful staff.
07/01/2020	Riverbank Surgery	Session	Friendly helpful service
07/01/2020	Riverbank Surgery	Consultation	The doctor was very professional, she was also emphatic towards my problem.
07/01/2020	New House Surgery	Flu Clinic	I was seen on time and the nurse was very welcoming.
07/01/2020	New House Surgery	Nurse	Efficient & friendly
07/01/2020	New House Surgery	Consultation	I always find staff friendly and helpful. Great advice from Nurses and Drs xx
07/01/2020	New House Surgery	Flu Clinic	Quick and easy, on time, professional nurse, explained about job
07/01/2020	New House Surgery	Nurse	Very friendly and competent nurse. Appt on time.

07/01/2020	New House Surgery	Flu Clinic	Very happy with doctors and staff who are always so nice friendly happy
07/01/2020	New House Surgery	Consultation	Always there to help no mater to big or small staff and doctors always so welcoming and helpful would highly recommend to everyone
07/01/2020	New House Surgery	Nurse	Good service
07/01/2020	New House Surgery	Consultation	Appalling appointment system.
08/01/2020	New House Surgery	Physio	e the musculoskeletal service again.
08/01/2020	New House Surgery	Phlebotomy	Excellent level of care
08/01/2020	New House Surgery	Consultation	Very thorough Doctor and good manner too.
08/01/2020	New House Surgery	Nurse	I always give that response. I have been a patient at New House for 36 years and have never in all that time had an issue with any of the doctors, nurses
08/01/2020	New House Surgery	Phlebotomy	Very efficient service, friendly and welcoming staff.
08/01/2020	Riverbank Surgery	Consultation	Very efficient and effective service
08/01/2020	New House Surgery	Phlebotomy	Reception staff always friendly and blood nurse on time and efficient
08/01/2020	New House Surgery	Physio	Easy online booking, on time appointment, very good service - physio appointment
08/01/2020	New House Surgery	Physio	It's a good surgery, friendly team?? Highly recommend!
08/01/2020	New House Surgery	Phlebotomy	Because treatmnt always v good!
08/01/2020	Hillside Surgery	Nurse	The nurse was efficient and friendly. I wasn't acknowledged by Reception though which was a shame!
08/01/2020	Hillside Surgery	Nurse	The service is excellent ??
08/01/2020	Hillside Surgery	Consultation	I can get an appointment in a reasonable timescale, also staff and doctors are always helpful, curteous and kindly. Best practice ever.
08/01/2020	New House Surgery	Nurse	The appointment was on time and the Nurse was courteous and helpful.
08/01/2020	New House Surgery	Consultation	Doctor was very helpful and listened
08/01/2020	Hillside Surgery	Consultation	Friendly staff, didnt have to wait too long,
08/01/2020	New House Surgery	Consultation	not seem happy employees. I would not expect my staff to have their attitude
09/01/2020	Riverbank Surgery	Phlebotomy	All staff were very friendly and helpful.
09/01/2020	New House Surgery	Consultation	Very professional, encouraging and efficient.
09/01/2020	Riverbank Surgery	Consultation	Very nice, pleasant, friendly, helpful staff. The doctor was very understanding.
09/01/2020	New House Surgery	Consultation	Dr Allfrey is an outstanding understanding Doctor.
09/01/2020	Hillside Surgery	Consultation	very helpful staff caring gp
09/01/2020	New House Surgery	Consultation	Caring and efficient service
09/01/2020	Hillside Surgery	Consultation	Helpful staff and doctor I saw so kind and understanding.
09/01/2020	New House Surgery	Consultation	I have always had very good service
09/01/2020	Riverbank Surgery	Consultation	Personal, friendly service from all staff.
09/01/2020	New House Surgery	Pharmacist	Appointment instigated by practice. Efficient, pleasant.
09/01/2020	Riverbank Surgery	Consultation	You can always get an appointment with one of the Drs. Reception staff are always friendly.
09/01/2020	New House Surgery	Session	I thought the Doctor I saw(new to me was great) very professional, friendly and extremely approachable. G
09/01/2020	New House Surgery	Diabetes Clinic	Great staff, lovely nurses and doctors, always put me at ease given the some time awkward circumstances - you rock!!!
10/01/2020	New House Surgery	Nurse	Staff friendly and helpful
10/01/2020	New House Surgery	Consultation	Great quick friendly service
10/01/2020	New House Surgery	Nurse	Excellent nurse Gillian Sanders made appt much less stressful than it might otherwise have been.
10/01/2020	New House Surgery	Consultation	Very friendly welcoming doctor
10/01/2020	Hillside Surgery	Nurse	Friendly and efficient
10/01/2020	New House Surgery	Session	Because the doctor was very helpful thorough and reassuring
10/01/2020	New House Surgery	Consultation	Good service
10/01/2020	New House Surgery	Consultation	The dr we saw was very sympathetic and not patronising and attentive to my daughter
13/01/2020	Hillside Surgery	Consultation	Lovely team and great service here on the Hill

13/01/2020	Riverbank Surgery	Consultation	Very good experience but I do t want to keep answering texts if you don't mind
13/01/2020	New House Surgery	Consultation	Excellent professional service from the reception to the doctors and nurses
13/01/2020	New House Surgery	Physio	Reception very welcoming and Karen very helpful and I was appreciative of her knowledge and lovely manner
13/01/2020	New House Surgery	Consultation	As appointment time was good and consultation and understanding was good
13/01/2020	New House Surgery	Consultation	I needed to see a resident doctor ASAP because my consultant had changed my prescription and I was running out of pills. I phoned the surgery on Thursday
13/01/2020	New House Surgery	Nurse	Nurse was lovely and compassionate
13/01/2020	New House Surgery	Consultation	on time appointment, helpfull staff at front desk, quick booking for blood test
13/01/2020	New House Surgery	Nurse	Very friendly staff always helpful
13/01/2020	New House Surgery	Minor Ops	s "anything else", listening and providing reassurance.
13/01/2020	Riverbank Surgery	Consultation	No one waiting in waiting room so less likelihood of catching a big. All pluses.
14/01/2020	New House Surgery	Consultation	Online bookings are helpful
14/01/2020	Riverbank Surgery	Consultation	I feel comfortable at Riverbank with the two doctors I'm seeing at the moment and the reception lady is friendly and helpful
14/01/2020	New House Surgery	Consultation	Friendly prompt efficient
14/01/2020	Hillside Surgery	Consultation	The GP was very attentive, helpful and reassuring. She made me feel she had time for my worries and was keen to get things sorted out. So grateful to her
14/01/2020	New House Surgery	Consultation	Because from the dr to the receptionist they are always very professional. Listen to you and try their best to help you out
14/01/2020	Hillside Surgery	Phlebotomy	Friendly and efficient
14/01/2020	Hillside Surgery	Phlebotomy	Because it was the first number on the screen
14/01/2020	New House Surgery	Nurse	Difficult to book appointments especially with a particular doctor. Luckily am pretty healthy!!
14/01/2020	Riverbank Surgery	Consultation	Dr was great.. I felt listened to and action was taken, felt quite relieved.
14/01/2020	Riverbank Surgery	Consultation	Usually very good but lost my results so meeting was pointless and apparently I could have had results over phone anyway but reception told me Dr said I
14/01/2020	New House Surgery	Consultation	I did not have to wait long to be seen. The doctor took the time to explain things and listened to my questions.
14/01/2020	Hillside Surgery	Phlebotomy	Friendly staff nurses and doctors. Mostly can obtain appointments without too long to wait
14/01/2020	Hillside Surgery	Pharmacist	All receptionists are very friendly and helpful
14/01/2020	New House Surgery	Consultation	Because I feel the service and medical care that I receive at the practice is second to none and personable, I never feel like a number.
14/01/2020	New House Surgery	Nurse	Excellent nurseVery caring and very professional
14/01/2020	Riverbank Surgery	Consultation	needed to know. Great service and I am lucky to be with such a good medical practice.
14/01/2020	New House Surgery	Nurse	The service I had is the reason, respect and dignity.
14/01/2020	Hillside Surgery	Pharmacist	All very helpful
14/01/2020	Hillside Surgery	Consultation	excellent staff
15/01/2020	Hillside Surgery	Nurse	Staff are always friendly and professional. The service they provide is essential to Boxhill and they do a great job. Thank you Team Boxhill.
15/01/2020	New House Surgery	Consultation	Got an appointment in a busy surgery a d Dr Trubshaw was helpful and gave good advice that I understood. X
15/01/2020	New House Surgery	Physio	care & attention
15/01/2020	New House Surgery	Consultation	[During my chemotherapy, Hill View were fantastic, doctors at New house v helpful but receptionists at New House (apart from a few) have been downright un
15/01/2020	New House Surgery	Phlebotomy	Friendly and efficient staff and excellent quality of care
15/01/2020	New House Surgery	Nurse	Trying to get an appointment is Ridiculous and I have a long term health issue
16/01/2020	Riverbank Surgery	Phlebotomy	Wait not long. All staff very helpful, friendly & informative
16/01/2020	Hillside Surgery	Nurse	Staff are always efficient and helpful
16/01/2020	New House Surgery	Consultation	Appointments awfulDr Beattie great
16/01/2020	Riverbank Surgery	Consultation	Reception staff really friendly. Dr Loveless brilliant.
16/01/2020	New House Surgery	Nurse	Very helpful
16/01/2020	New House Surgery	Consultation	Excellent card son the doctor
16/01/2020	New House Surgery	Pharmacist	Put 2 instead of 1, as my named Doctor is Dr Beattie & only the every other Thurs & hard to see him.
16/01/2020	Riverbank Surgery	Consultation	Because i have received exceptionally good care from the reception staff and Dr's from Riverbank Surgery
16/01/2020	New House Surgery	Nurse	The Physio was great, she did a thorough assessment and I felt she helped with my condition

16/01/2020	Hillside Surgery	Nurse	When I have to see the doctor, I am never rushed. They allow me to tell them exactly how I am feeling. When I see the receptionist they help me all they
17/01/2020	New House Surgery	Consultation	Excellent service provider
17/01/2020	Hillside Surgery	Consultation	My health concerns were dealt with professionally and efficiently with appropriate action being put in place.
17/01/2020	Hillside Surgery	Consultation	Friendly and helpful Dr's & Staff.
17/01/2020	New House Surgery	Nurse	I am not sure what criteria I should be use to make my recommendation.
17/01/2020	New House Surgery	Nurse	I think you are better then bowhill and friendly
17/01/2020	New House Surgery	Consultation	[1/2] It's my local surgery and I've always had good treatment from doctors and staff. My only issue is not being always able to get quick appointments - thou
17/01/2020	Hillside Surgery	Consultation	Very good local surgery
17/01/2020	Riverbank Surgery	Consultation	Saw Doctor loveless, went well, first time at surgery, normally seen at the Dorking surgery. Seems well run and friendly
17/01/2020	Riverbank Surgery	Consultation	Easy parking, seen on time, prescription on site. Excellent.
17/01/2020	New House Surgery	Flu Clinic	After difficulty parking I was a couple of minutes late for my appointment. I used the screen to register to find out there were 5 in front of me. I was
17/01/2020	New House Surgery	Consultation	The staff are very supportive. Pleasant Team!
17/01/2020	New House Surgery	Nurse	I had a very good informative appointment with asthma nurse Mrs Cheryl Seymour.
17/01/2020	New House Surgery	Consultation	The doctor I have seen one of the best in your practice but other short comings I have experienced in the past I can not vouch for the practice as whole.
17/01/2020	New House Surgery	Pharmacist	Car parking.... have to use NCP and pay..... sometimes need more than an hour. If you see nurse or pharmacist it's fine but Drs you can wait ages with a
20/01/2020	New House Surgery	Consultation	Appointment virtually at time allotted. As new patient to area Dr Lane quickly able to take in my medical history. Very polite and concise in raising of
20/01/2020	New House Surgery	Phlebotomy	On time, efficient, friendly.
20/01/2020	Hillside Surgery	Consultation	Very knowledgeable, helpful doctor, sorted everything I needed
20/01/2020	New House Surgery	Consultation	All doctors are professional yet understanding & have always treated me with dignity, respect and compassion & have never bombarded me with unnecessary t
20/01/2020	New House Surgery	Physio	So much more efficient being able to see physio today and save a go appt
20/01/2020	New House Surgery	Phlebotomy	Friendly and helpful staff
20/01/2020	New House Surgery	Phlebotomy	Because I've found the people at the desk, the doctors and nurses all helpful and kind.
20/01/2020	Riverbank Surgery	Consultation	appointment and asked me why I was there. I don't believe the doctor looked through my notes properly prior to my appointment.
20/01/2020	Riverbank Surgery	Consultation	Good GP, sometimes can get same day appointments. Great receptionists. Really caring.
20/01/2020	New House Surgery	Consultation	Doctor on time and explained the test results clearly.
20/01/2020	New House Surgery	Consultation	The doctor and receptionist were both friendly, helpful and efficient
20/01/2020	Hillside Surgery	Consultation	Because it's a lovely surgery with great doctors and reception staff.
20/01/2020	New House Surgery	Consultation	The GP's & Reception staff are always polite & helpful.
20/01/2020	New House Surgery	Physio	Karen Love was very thorough and very approachable . I liked her positive manner .
21/01/2020	New House Surgery	Consultation	Excellent doctor & receptionist
21/01/2020	Riverbank Surgery	Consultation	Very friendly efficient staff
21/01/2020	Riverbank Surgery	Consultation	Very friendly team. Dr Dhoul always listens and gives me the time I need.
21/01/2020	Hillside Surgery	Phlebotomy	Was my 1st appt so premature to grade it 1
21/01/2020	New House Surgery	Consultation	Fast service and everyone at the surgery is lovely.
21/01/2020	Hillside Surgery	Consultation	Excellent care seen on time efficient medication prescribed and physio all booked very happy indeed thank you
21/01/2020	New House Surgery	Nurse	As usual, efficiency, friendliness and expertise for my INR check was excellent
21/01/2020	Riverbank Surgery	Consultation	Prefer not to hear radio ads while waiting. Did not like pills being suggested as a first option. Otherwise fine.
21/01/2020	New House Surgery	Nurse	The nurse I saw was lovely, put me at ease and gave me extra information, the reception staff were caring and efficient. The only problem I have had in t
21/01/2020	Riverbank Surgery	Consultation	Attentive and holistic care
21/01/2020	New House Surgery	Nurse	Always dealt with very professionally and Respiratory check was very helpful. All staff good.
22/01/2020	New House Surgery	Consultation	Staff nurses and doctors. Excellent
22/01/2020	Hillside Surgery	Consultation	Pleasant staff, ideal location (for me). Friendly capable doctors.
22/01/2020	Hillside Surgery	Consultation	Dr Thompson was kind and comfortable to talk to, as were the reception staff. Has a wonderful village feel, which reminds me of where I grew up.

22/01/2020	New House Surgery	Phlebotomy	Because your nurses were so kind
22/01/2020	New House Surgery	Physio	Mrs Clare Wood was very professional.
22/01/2020	New House Surgery	Phlebotomy	1.Long wait for appointments 2. Had an appointment and received a text to tell me about my appt The appt was cancelled and I wasn't informed via telep
22/01/2020	New House Surgery	Session	Good service
22/01/2020	New House Surgery	Phlebotomy	Have been with practice for many years, always happy with service
22/01/2020	Hillside Surgery	Nurse	On time, very knowledgeable nurse
22/01/2020	New House Surgery	Consultation	Always excellent service and very caring and helpful
22/01/2020	Hillside Surgery	Consultation	Very helpful..pleasant personnel..informative.
22/01/2020	Hillside Surgery	Consultation	Friendly and helpful staff.
22/01/2020	New House Surgery	Consultation	No
22/01/2020	Hillside Surgery	Nurse	I gave Hillside Surgery 1 because I found your reception staff very polite also when seeing the nurseshe was very polite and cheerful and that makes for
22/01/2020	New House Surgery	Consultation	months to get better but not how many, there's nothing we can do to stop it spreading and basically to go away. It was the worst level of service I have
22/01/2020	Hillside Surgery	Consultation	r or up by reception. 3.Days of attendance of doctors at Hillside seems very variable so it is almost impossible to see the same doctor twice and theref
23/01/2020	New House Surgery	Consultation	Courteous and helpful receptionists, cheerful and efficient nursing staff and always have good professional advice from doctors. A1 !
23/01/2020	Hillside Surgery	Consultation	Sorry, wrong feedback given. I didn't read the question correctly. Actual feedback is 1. I was seen promptly and treated professionally.
23/01/2020	New House Surgery	Consultation	Seen quickly and very pleasant efficient doctor.
23/01/2020	Riverbank Surgery	Consultation	The staff and Dr Anil Dhoul excellent
23/01/2020	Hillside Surgery	Nurse	I don't have any family in the area
23/01/2020	Riverbank Surgery	Consultation	All doctors and staff are so understanding and helpful.Nothing is too much trouble .
23/01/2020	New House Surgery	Nurse	Great service.
24/01/2020	Riverbank Surgery	Consultation	I gave that feedback: Riverbank Surgery took me back 30 years when I first joined New House Surgery. The peaceful atmosphere, also Dr. Loveless's profess
24/01/2020	Hillside Surgery	Nurse	Because you are all so great
24/01/2020	New House Surgery	Consultation	Seen promptly, referred for further treatment
24/01/2020	New House Surgery	Consultation	I like it there. Easy to do things online.
24/01/2020	New House Surgery	Nurse	Only short wait (+) nurse helpful (+), but i had a sleeping baby with me & hadn't realised there was no lift for buggy (-). Thanks
24/01/2020	Riverbank Surgery	Consultation	on at the Surgery
24/01/2020	New House Surgery	Nurse	I was seen by the nurse called cheryl, and she was very lovely and helpful!
24/01/2020	Riverbank Surgery	Consultation	Very good service x
24/01/2020	New House Surgery	Nurse	Just so efficient and pleasant to deal with.Well done
24/01/2020	New House Surgery	Session	Superb people.. simple as that.
24/01/2020	New House Surgery	Consultation	Polite receptionist, understanding Drs , & nurses
24/01/2020	New House Surgery	Nurse	Ease of getting appointment, friendly staff and knowledgeable doctors who make time for their patients.
24/01/2020	New House Surgery	Consultation	Good doctors
27/01/2020	New House Surgery	Nurse	I feel some receptionists are not very helpful or they appeared to be even rude. Smiley face would be very helpful.
27/01/2020	Hillside Surgery	Nurse	Surgery always very helpful
27/01/2020	New House Surgery	Nurse	The staff are great
28/01/2020	New House Surgery	Nurse	I was satisfied with the the the service and treatment I received
29/01/2020	Hillside Surgery	Consultation	I did not respond thank you
29/01/2020	Riverbank Surgery	Consultation	I did not have to wait, the doctor dealt with my problems without making me feel rushed. I was able to get the medication from the surgery immediately. E
29/01/2020	Hillside Surgery	Consultation	The service I have recieved since joining has been very good..I've secured appointments when needed and all staff are very informed and helpful
29/01/2020	New House Surgery	Session	I have no problem making appointments or with the results from tests.
29/01/2020	New House Surgery	Consultation	Prompt attention and helpful info

30/01/2020	Riverbank Surgery	Consultation	Dr Dhoul was very professional, reassuring and efficient. He listened well and explained well.
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MJog Responses for December 2019			
Not Recommended(%)	Neither/Don't Know (%)	Recommended (%)	
5	3	92	
Dates	Site	Department	Response
02/12/2019	Hillside Surgery	Consultation	Very satisfied with treatment I received
02/12/2019	Hillside Surgery	Nurse	Excellent reception and excellent nurse!??????
02/12/2019	Hillside Surgery	Consultation	politeness of staff prompt to see the GO info given by both
02/12/2019	New House Surgery	Consultation	Dr was very professional, reassuring and efficient
02/12/2019	New House Surgery	Nurse	I was advised by a doctor to see a no smoking nurse which the doctor should not have recommended because she could not help with my issue and she was lea
02/12/2019	Hillside Surgery	Consultation	I've been seen by 2 doctors and 2 nurses who along with all the reception staff are excellent. Both professional and very friendly
02/12/2019	New House Surgery	Nurse	Smear test on time, completed efficiently and with care
02/12/2019	New House Surgery	Consultation	Dr Allfrey is excellent
03/12/2019	New House Surgery	Consultation	The doctor was lovely, really listened and was so helpful.
03/12/2019	New House Surgery	Consultation	The GP has been very conscientious in following up blood test results and arranging for further explorations. She has been really friendly, helpful and r
03/12/2019	Riverbank Surgery	Consultation	Pleasant location and premises, friendly staff, excellent doctors.
03/12/2019	Hillside Surgery	Consultation	Quick and friendly treatment, made me feel welcome and relaxed
03/12/2019	New House Surgery	Consultation	The service is very good and helpful and I'm rarely waiting for a long to be seen
03/12/2019	New House Surgery	Consultation	Everything and everyone associated with the surgery, is always very polite, friendly helpful and very efficient. I feel cared for and I matter. Thank you
03/12/2019	Riverbank Surgery	Consultation	Its very well run, convenient to where I live and the staff are exceptionally friendly and helpful. I can usually get an appointment fairly quickly
03/12/2019	New House Surgery	Nurse	Always professional and good listener
03/12/2019	New House Surgery	Nurse	The polite and helpful staff: the various health checks that we are given, albeit from government dictate.: the useful online and messaging services.
03/12/2019	New House Surgery	Consultation	Dr on saw was very thorough and listened to everything I said
03/12/2019	New House Surgery	Nurse	I found both practise nurses assuring explained all that I needed to know and were caring and listened.
03/12/2019	New House Surgery	Consultation	I was given a same day appointment and dr Kaye was very thorough and sympathetic.
04/12/2019	Riverbank Surgery	Consultation	Staff are generally happier and more polite than they were with the original takeover.
04/12/2019	Riverbank Surgery	Consultation	Efficient surgery, very pleasant staff, all at a convenient location with an easy system to book appointments
04/12/2019	Riverbank Surgery	Consultation	ar it up as I'm keen not to have to take too much time off work. Suggesting I return on Monday if the symptoms haven't cleared and could be given antib
04/12/2019	New House Surgery	Nurse	The staff are very friendly and professional.
04/12/2019	Hillside Surgery	Consultation	Everything done in a very professional way
04/12/2019	New House Surgery	Consultation	Lovely doctors and reception staff have improved enormously
04/12/2019	New House Surgery	Consultation	Caring and responsive doctor
04/12/2019	Hillside Surgery	Flu Clinic	Very caring staff drs & nurses.
04/12/2019	New House Surgery	Consultation	Efficient friendly service and wasn't rushed by doctor who was extremely busy
04/12/2019	Hillside Surgery	Consultation	The dr was lovely, and I felt very comfortable talking to her. the receptionist always greets you with a smile
04/12/2019	Hillside Surgery	Flu Clinic	Always helpful, appointments available without a problem, and they dispense prescriptions
04/12/2019	New House Surgery	Consultation	YOU ARE. FRIENDS. AND. FAMILY. WHEN. THEY. NEED. WANT.. MORE.
04/12/2019	New House Surgery	Consultation	The service is prompt, efficient & staff are friendly & helpful
05/12/2019	New House Surgery	Session	Ease of booking GP appointment. Great consultation and follow up.
05/12/2019	Hillside Surgery	Consultation	Professional kind caring receptionist s, amazing ! Doctor very understanding, listens, and extremely thorough. Surgery reception area warm and invitin

05/12/2019	Riverbank Surgery	Consultation	It was pefect service
05/12/2019	New House Surgery	Nurse	it was a mistake should have been 1
05/12/2019	Hillside Surgery	Consultation	Got seen asap doctor very thorough
05/12/2019	New House Surgery	Nurse	Yes because I don't know how good/bad other surgeries are in comparison- basically it is proving impossible to get appointments for anything- all I neede
05/12/2019	New House Surgery	Consultation	I was seen promptly and Dr Atefi was attentive considerate and helpful.
05/12/2019	New House Surgery	Nurse	I get treated well and the staff is polite and helpful
05/12/2019	New House Surgery	Consultation	Very good receptionist & doctor. Always grateful for their work.
06/12/2019	New House Surgery	Consultation	Not too rushed, helpful advice and medications
06/12/2019	New House Surgery	Consultation	Always take time to listen to concerns and encourage you to be involved in agreeing treatment
06/12/2019	Hillside Surgery	Consultation	Same as before. Thank you.
06/12/2019	New House Surgery	Consultation	Great surgery , best doctors especially mine!!
06/12/2019	Riverbank Surgery	Consultation	Very pleasant do
06/12/2019	New House Surgery	Consultation	I got the appointment i needed with a doctor who was patient and didnt rush me and received great care and treatment
06/12/2019	Riverbank Surgery	Consultation	Receptionists very helpful and friendly..perhaps they would like to come up and work at Hillside!!
09/12/2019	Hillside Surgery	Consultation	The service is excellent and very friendly ??
09/12/2019	Riverbank Surgery	Consultation	The staff are very kind and polite. I have always had quick results and am very happy with this being my doctors practice
09/12/2019	New House Surgery	Nurse	The nurse was running late which I completely understand and was not a problem but I then felt rushed and felt my dignity whilst having my cervical scree
09/12/2019	New House Surgery	Nurse	Am very happy with my treatment.
09/12/2019	New House Surgery	Physio	Extremely efficient and thorough
09/12/2019	New House Surgery	Physio	Expected to receive physiotherapy treatment as already had consultation with doctor. Receptionist couldn't understand why doctor had referred me to Dorki
09/12/2019	New House Surgery	Physio	Very kboedgeable
09/12/2019	New House Surgery	Physio	Consultation answered all my questions. Got lots of advice. Plan made for my care was helpful.
09/12/2019	New House Surgery	Consultation	Prmpt friendly attention.
09/12/2019	New House Surgery	Consultation	Because my appointment was on time and the doctor was most kind and helpful
10/12/2019	New House Surgery	Nurse	Friendly efficient process
10/12/2019	New House Surgery	Nurse	As always, excellent service and friendliness at DMC.
10/12/2019	New House Surgery	Consultation	It was a good job well done
10/12/2019	New House Surgery	Nurse	ery impressive. Big thanks.
10/12/2019	New House Surgery	Nurse	Friendly, efficient and helpful
10/12/2019	New House Surgery	Nurse	Always able to get an ap
10/12/2019	New House Surgery	Nurse	g and sit and wait appointments are the same. They seem not to be.
10/12/2019	Hillside Surgery	Consultation	Very friendly and helpful staff
10/12/2019	Riverbank Surgery	Consultation	fully check your notes so they know your history. Very very pleased.
10/12/2019	New House Surgery	Nurse	Always friendly, efficient and on time
10/12/2019	New House Surgery	Consultation	The emergency evening surgery is an excellent service and the help received much appreciated
10/12/2019	New House Surgery	Consultation	When I booked this appointment I told the person on the phone it was a medical form to be filled in by a doctor and there was no blood test or anything e
10/12/2019	New House Surgery	Consultation	I have always had excellent service going back to dr Young's days thank you
10/12/2019	Hillside Surgery	Consultation	Great reception staff, always helpful and very friendly and the advice from the doctor was second to none, much appreciated. Cheers JC x
11/12/2019	Riverbank Surgery	Consultation	Polite service - efficient - quiet - on time - lovely dr
11/12/2019	New House Surgery	Consultation	Because I new here and I dont now lot people
11/12/2019	New House Surgery	Physio	Appointment on time, doctor was very helpful
11/12/2019	New House Surgery	Nurse	Feel positive, but with the qualification that I'm having to wait a month + for an appointment with the diabetic clinic. But this is down to Tory underfu
11/12/2019	Riverbank Surgery	Nurse	Good service

11/12/2019	Riverbank Surgery	Consultation	Good greeting at reception and waiting time was short. Lovely atmosphere in the surgery. Thank you
11/12/2019	New House Surgery	Nurse	The nurse practitioner that I saw for my asthma review was kind, helpful and very knowledgeable. She was much better than the doctor that I had seen previously.
12/12/2019	Riverbank Surgery	Consultation	Good thorough consultations. Friendly approachable doctors. Appointment on time
12/12/2019	Riverbank Surgery	Consultation	The lovely receptionist who had difficulty catching a specimen and, as usual, Dr Dhoul whose manner and knowledge I very much appreciate. Happy Christmas
12/12/2019	Riverbank Surgery	Consultation	All of you were kind and smile.
12/12/2019	New House Surgery	Session	Good doctors. Easy to get to. Can often get appointment on the day. Have physiotherapist and pharmacist
12/12/2019	New House Surgery	Consultation	Dr Loveless always diagnoses quickly and effectively with the right answer every time!
13/12/2019	Hillside Surgery	Consultation	The doctor was very good with my elderly mum
13/12/2019	New House Surgery	Nurse	The nurse I saw was lovely she fitted me in at the end of her surgery because I needed two dressings changed from an op I had last week. This was very ki
13/12/2019	New House Surgery	Consultation	Freindly staf nice doctor and perfect service
13/12/2019	Riverbank Surgery	Consultation	I find all the staff very friendly and helpful makes it a pleasant going to see the doctor
13/12/2019	Riverbank Surgery	Consultation	Quick and supportive
13/12/2019	New House Surgery	Pharmacist	Good to have the option of the pharmacist at the surgery.
16/12/2019	New House Surgery	Nurse	Always pleasant courteous staff and great with the appointment reminders.
16/12/2019	New House Surgery	Phlebotomy	pointment system pretty good (waiting times same across the country, I suspect) Great to have the choice of three surgeries in the group practice. Recept
16/12/2019	New House Surgery	Consultation	Excellent Doctor- Dr Lane.
16/12/2019	New House Surgery	Consultation	Professional friendly prompt caring service
16/12/2019	New House Surgery	Consultation	Good service at the desk. I am listened to and reassured by my doctor.
16/12/2019	New House Surgery	Consultation	Recently seen Dr Allfrey and Dr Dhoul and they have both been very supportive as well as proposing practical clinical options.
16/12/2019	New House Surgery	Nurse	Fantastic surgery but it's a nightmare getting appointment.
16/12/2019	Hillside Surgery	Consultation	Very unfriendly to the point of rude receptionist. I was a new patient and tried to ask questions but she wasn't interested in helping me at all. Please
16/12/2019	New House Surgery	Nurse	Well run practice, but at times the nurses are over stretched. Never had a problem well looked after
16/12/2019	New House Surgery	Consultation	Although the doctor was unable to refer my husband for ear test and irrigation he gave good advice on the best course of action.
16/12/2019	Riverbank Surgery	Consultation	The doctor was running late but made me feel she had time for me and really listened to my concerns.
16/12/2019	New House Surgery	Consultation	The doctor is so nice
16/12/2019	New House Surgery	Nurse	We wasted a whole afternoon taking time off work to get back from putney to bring a 20 month old to a flu jab. The situation about it only being availabl
16/12/2019	New House Surgery	Nurse	I saw Cheryl Seymour and she was very helpful explaining about asthma.
17/12/2019	New House Surgery	Nurse	The service this time around was very good.
17/12/2019	Riverbank Surgery	Consultation	So helpful and efficient. Great reception team and Dr Dhoul is very caring and thorough
17/12/2019	Hillside Surgery	Phlebotomy	Good service nice people
17/12/2019	Riverbank Surgery	Consultation	Doctor was thorough and explained well the issue. I felt in good hands.
17/12/2019	Riverbank Surgery	Flu Clinic	with me ??
17/12/2019	New House Surgery	Nurse	As I say every survey, the INR nurses and in particular Donna Harnett are friendly, efficient, helpful and knowledgeable, I have been attending the surge
17/12/2019	New House Surgery	Consultation	Easy to get an appointment and straight in to see doctor
17/12/2019	New House Surgery	Consultation	Got quick apt with Dr I wanted excellent service many thanks
17/12/2019	Hillside Surgery	Consultation	The girls are lovely and helpful plus a very relaxed feeling about the surgery .
17/12/2019	New House Surgery	Flu Clinic	On time and very good nurse.
17/12/2019	New House Surgery	Flu Clinic	I personally cannot fault New House Surgery. Always helpful and professional.
17/12/2019	New House Surgery	Nurse	Because u have the best GPS and nurses and other staff to run a fab practice.
17/12/2019	New House Surgery	Flu Clinic	e screen in reception, didnâ€™t even have time to sit down in the wai
17/12/2019	New House Surgery	Consultation	Efficient, friendly service
17/12/2019	New House Surgery	Nurse	Very good professional medical and administrative personal
17/12/2019	New House Surgery	Nurse	Excellent compassionate specialist nurse appointment!

17/12/2019	New House Surgery	Consultation	Grateful for excellent care
18/12/2019	New House Surgery	Consultation	Quick electronic sign in and knowledgeable doctor
18/12/2019	Riverbank Surgery	Consultation	Relaxed, friendly, thorough service
18/12/2019	New House Surgery	Nurse	Very helpful nurse and appointment on time
18/12/2019	New House Surgery	Consultation	Helpful receptionists, good efficient welcome IT, super doctors
18/12/2019	New House Surgery	Consultation	The Doctor was helpful and brisk
18/12/2019	Hillside Surgery	Nurse	The staff are very pleasant and helpful! Doctors are brilliant caring people and skilled!!
18/12/2019	Riverbank Surgery	Consultation	Had a bit of a wait to see the dr, but she was very helpful & I didn't feel rushed. The pharmacist & receptionist were prompt & helpful
18/12/2019	Hillside Surgery	Consultation	Really hard to get appointments spent over 25 minutes on hold then had to go to another surgery
18/12/2019	Hillside Surgery	Nurse	Everyone is so helpful
18/12/2019	Hillside Surgery	Consultation	Prompt attention though app.mixed up so went in 10 minutes late .
18/12/2019	New House Surgery	Consultation	Friendly and caring
18/12/2019	Hillside Surgery	Consultation	Because they are all absolute stars lucky to have them all
18/12/2019	New House Surgery	Consultation	Very happy with service
18/12/2019	Hillside Surgery	Consultation	For seeing me so quickly.
18/12/2019	Hillside Surgery	Nurse	Staff and doctors are very polite and helpful
18/12/2019	New House Surgery	Consultation	Because Dr Dhoul did a first rate job and was on time.
19/12/2019	Riverbank Surgery	Phlebotomy	Sorry meant 1 ! Read it too quickly!! Absolutely recommend the surgery always super helpful and friendly! Apologies for the mistake!
19/12/2019	New House Surgery	Nurse	Always friendly reassuring and helpful.
19/12/2019	New House Surgery	Pharmacist	Happy with my treatment
19/12/2019	New House Surgery	Consultation	Excellent doctor (Dr Beatty). Very fast response to an urgent problem. Thank you.
20/12/2019	New House Surgery	Consultation	I was able to book an appointment online and the Dr was very thorough dealing with my problem.
20/12/2019	Riverbank Surgery	Consultation	Kind and understanding GP
20/12/2019	New House Surgery	Nurse	As always the service was efficient and professional.
20/12/2019	Hillside Surgery	Flu Clinic	I was seen on time, no delays excellent.
20/12/2019	Riverbank Surgery	Consultation	Dr Loveless is a very gentle doctor who makes you feel that he cares. I really like seeing him about my concerns.
20/12/2019	New House Surgery	Session	The doctor was really friendly and helpful. And she was so good with my son - he was all smiles :)
20/12/2019	New House Surgery	Consultation	I was seen at my Appt time assessed thoroughly with a treatment plan
20/12/2019	New House Surgery	Consultation	Dr Loveless was his usual charming empathetic efficient and sympathetic self.
20/12/2019	New House Surgery	Consultation	I was very ill when I made the appointment and I had to wait for 5 days before the Doctor saw me.
20/12/2019	Hillside Surgery	Consultation	nge visits as soon as possible.
20/12/2019	New House Surgery	Consultation	Online appointments and Dr Qureshi
23/12/2019	New House Surgery	Consultation	Nice doctors, easy to book online, on the day. Such a great service.
23/12/2019	New House Surgery	Consultation	Went straight in, the doctor was helpful, knowledgeable and courteous.
23/12/2019	New House Surgery	Phlebotomy	The receptionist was failing miserably in trying to spell my surname even though I was using the phonetic alphabet to spell it out to her. So much so tha
23/12/2019	New House Surgery	Consultation	Because Doctor looked after us with heart and soul. We feel alive and more healthy all the time.
23/12/2019	New House Surgery	Phlebotomy	Excellent service. Seen early. Nurse helpful and knowledgeable.
23/12/2019	New House Surgery	Physio	Very efficient help
23/12/2019	New House Surgery	Consultation	Friendly reception and doc listens
23/12/2019	New House Surgery	Consultation	New house surgery gives the very best care and support for which both I and my family are very grateful. Thank you all
23/12/2019	New House Surgery	Consultation	Good consultation with Dr Loveless
23/12/2019	New House Surgery	Consultation	New House Surgery is the best bot of the NHS I've dealt with.
23/12/2019	New House Surgery	Consultation	Doctor was very kind and polite..... easy to book in and didnt have to wait long..... but could be more magazines upstairs to read

23/12/2019	Riverbank Surgery	Consultation	Doctor Q is very competent and thorough. She also listens well. I feel in very good hands.
24/12/2019	Hillside Surgery	Phlebotomy	Professional staff good. Reasonably easy to get appointments. Receptionists not very welcoming.
24/12/2019	New House Surgery	Nurse	Sorry
24/12/2019	Riverbank Surgery	Consultation	I felt heard and listened to and found the Doctor to be open and honest about my condition.
24/12/2019	Riverbank Surgery	Consultation	Doctor was very thorough, explained all clearly and gave me a printout to read and I left feeling confident in his diagnoses.
24/12/2019	New House Surgery	Nurse	Pleasant helpful staff both in reception and the surgery. No difficulty in getting an appointment.
27/12/2019	Hillside Surgery	Nurse	Because they are efficient and professional and follow things through, with a very personal touch.
30/12/2019	New House Surgery	Phlebotomy	Always polite, efficient and professional
30/12/2019	New House Surgery	Consultation	Quick appointment
30/12/2019	New House Surgery	Phlebotomy	Both medical and reception staff are always polite but also kind.
30/12/2019	Hillside Surgery	Consultation	For the prompt appointment made for me
30/12/2019	New House Surgery	Nurse	Friendly, kind and professional
30/12/2019	Riverbank Surgery	Consultation	She went out of her way to be kind and helpful !!!
30/12/2019	New House Surgery	Phlebotomy	I called 111 emergency on 29/12/19 and told them my symptoms. I was advised to take a urine sample in ASAP the following day which I did. The sample was
30/12/2019	New House Surgery	Physio	Appointment on time. Staff all courteous.
30/12/2019	New House Surgery	Consultation	Easy to use appointment system and very friendly staff
30/12/2019	New House Surgery	Consultation	Excellent quality of service
30/12/2019	New House Surgery	Session	Warm, understanding and reassuring doctors, who understood and helped hopefully to solve the problem.
31/12/2019	New House Surgery	Nurse	I frequently fill in these surveys. I suggest you refer to an earlier one: the reasons are likely to be identical.
31/12/2019	New House Surgery	Nurse	Have never had anything but first class treatment in everything from anyone there - what is there not to like!!!
31/12/2019	New House Surgery	Consultation	I felt heard and valued and cared for and cared about
31/12/2019	Riverbank Surgery	Consultation	Treatment very good but booking an appointment was shambolic.