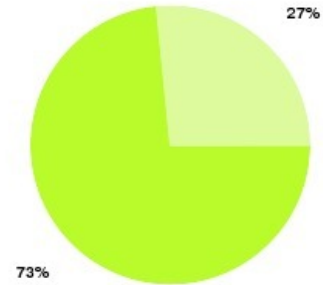


GP – Riverside Practice Summary

Number of responses: 15

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 11 | 73.333% |
| Likely | 4 | 26.667% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 15 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Staff are great but it's impossible to get an appointment

Happy staff but can't get through on the phone

As a new patient I've nothing to complain about. The staff have been good today and had bloods with Lisa very nice lady.

More appointments needed at 8.05 they are all gone. Very helpful nursing staff and Gp when I actually manage to book in. Saw Lisa again today very nice and kind

Reception staff are sometimes very short with patients quite embarrassing sitting waiting and hearing it. But overall good surgery and Dr and nurses are lovely

Nice surgery just I can't get an appointment. When I do its great care and service

Nurse is professional, good reception, Dr Gonzalez is wonderful, nice lady

Excellent and friendly staff.

Friendly staff explain everything, I use practice weekly reception staff are ace but seem over stretched recently.

Excellent communication skills and good knowledge. Made me feel at ease with my problems.

Quick efficient service

Kind, good service. Receptionist helpful and nurses get things sorted. Excellent care know what they're talking about