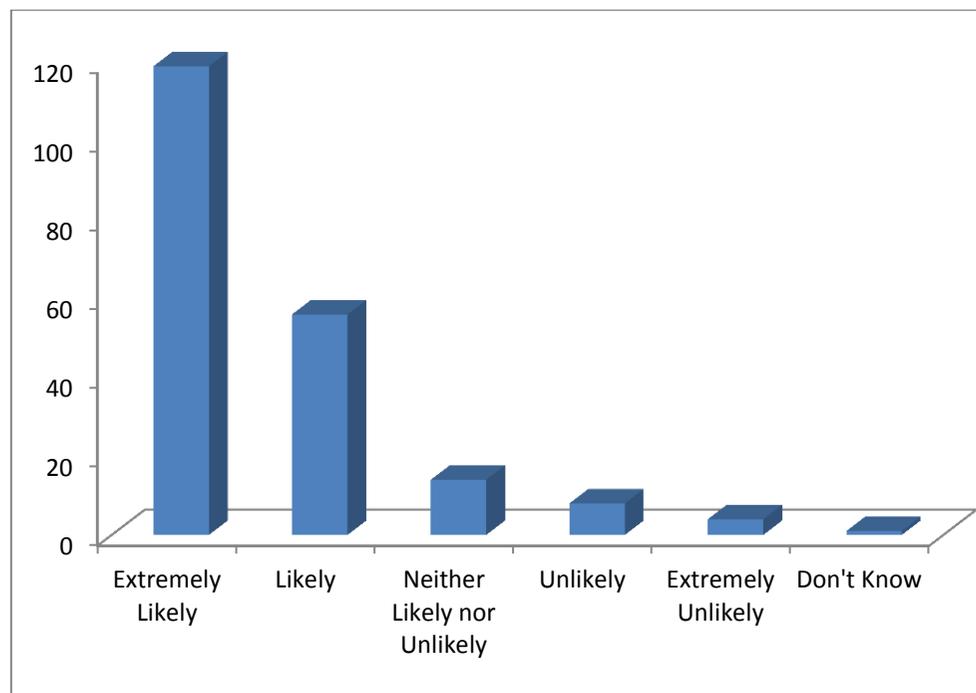


OAKLANDS SURGERY FRIENDS AND FAMILY TEST RESULTS AUGUST 2019



How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Comments

"Good service" "Dr Yemisi is the best doctor I have ever had. She doesn't treat me like a lost cause. She's very kind, she listens, I trust her....."

"Too long for a regular appt forcing people to ask for emergency." "I have varying experiences when going. Today was good." "Dr very helpful & picked up my heart condition & what medication would suit me best"

"They try to get you seen as soon as they can." "The lady doctor I saw was thorough and had a pleasant manner. I felt very comfortable with the consultation." "Usually takes a couple of weeks that o get an appointment, however today got one the same day." "Had to wait nearly 4 weeks to see a doctor"

"Dr Mujahid is always really attentive and listens. Very caring and reassuring." "Doctor Yemisi was very kind to my son and understood his difficulties. He was very nervous to begin with but came away saying she is very nice." "Doctor was brilliant" "I have always been with Oaklands. All staff are very helpful and provide excellent care."

"Very helpful reception and doctor very good with my special needs son." "The nurse was very friendly and helpful and showd real concern for my being there. A very good experience." "The nurse was very helpful but she was running a bit late" "Friendly, helpful, online services are good" "Got early appointment, dr helpful"

"Doctor was very understanding and put me at my ease" "Nice doctor and reception lady who always fit me in for a appointment" "It is still too difficult to get a follow up appointment"

"I feel Oakland's is the best practice on canvey island ." "Most times very helpful" "The staff are very helpful and understanding" "Pleasant and polite attitude."

"The gentleman I spoke to was very helpful, informative and professional. I am new to this GP practice, so that made me feel reassured. Thank you." "The Diabetic nurse was as always fabulous, but it still takes to long to get a appointment" "The doctor was very helpful and listened and didn't rush me out."

"Always friendly and efficient" "Too long waiting for an appointment" "Looked after me very well" "Friendly and helpful. Really listened." "The doctor was very attentive and listened to everything I was telling him. At the same time he was typing notes. After examining me he made his suggestions and recommendations. Also recommended X-ray and pain killers. He was also very polite." "Person who saw me was very helpful and I felt he cared"