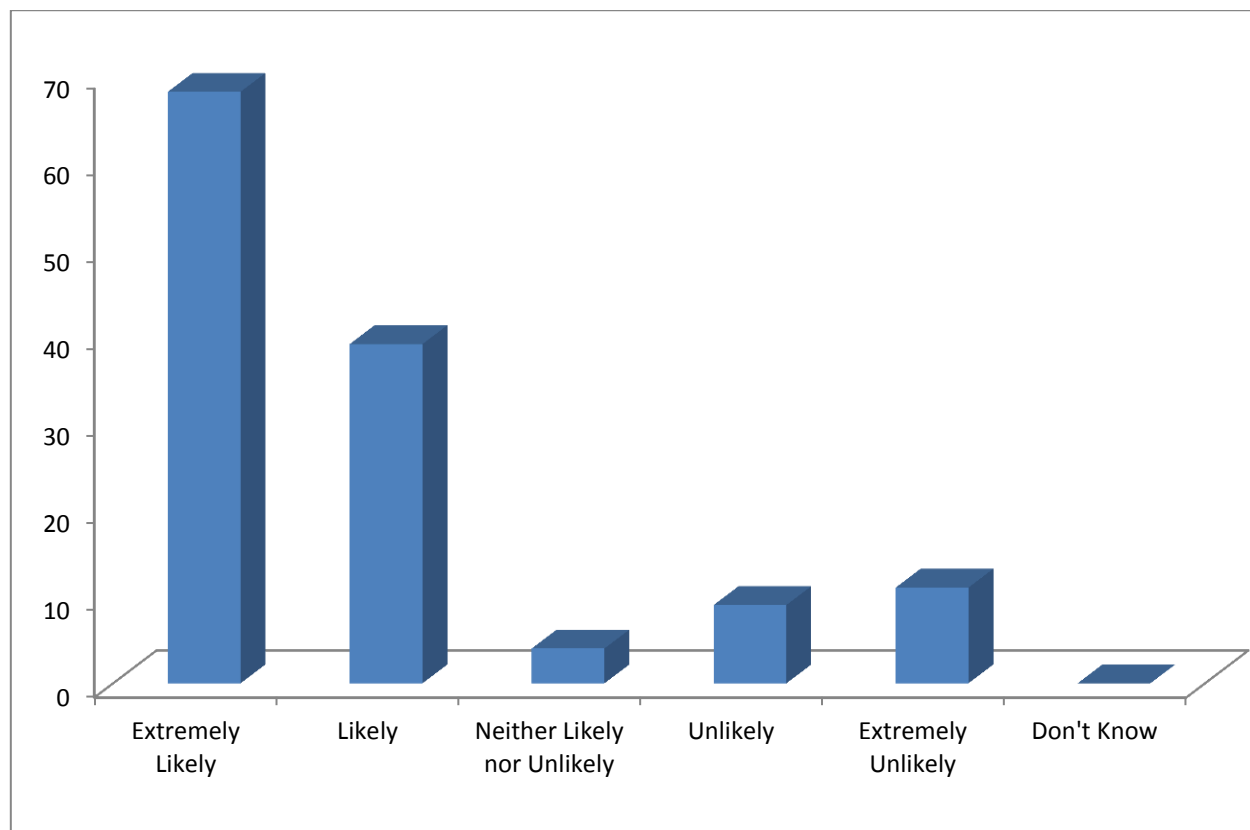


OAKLANDS SURGERY FRIENDS AND FAMILY TEST RESULTS FEBRUARY 2019



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

Comments

"Doctor very informative with time to explains to patient" "The previous appointment was 50 min late. This appointment was 40 min late. Although the dr did apologise" "Caring team who always try to help" "It's a friendly clean surgery .Drs and nurses are efficient and caring .Im very happy and feel confident with the care I receive. "I cannot comment on the doctors here as I haven't had much need to see them as late most of my care is from the amazing nurses very happy with their care. Also not had any problem getting appointments of late and receptionists are very friendly and helpful." "Very relaxed and enquiring approach with next steps outlined to address slightly higher than desired BP" "I didn't have to wait long and the nurse quickly resolved my medical problem." "Appointment was at 1.40..seen at 2.10. Appreciate things sometimes run over but would not have been seen if I was 30 minutes late. Time is important to patients too" "Very helpful and professional" "The nurse was very friendly and explained everything very well." "Found staff and Richard very friendly and helpful." "Wanted an appointment today and was given one, also Matthew Ray was extremely thorough with my consultation today. Thank you" "All the staff are pleasant and friendly" "Always friendly helpful staff"