

Friends and Family

Survey Results

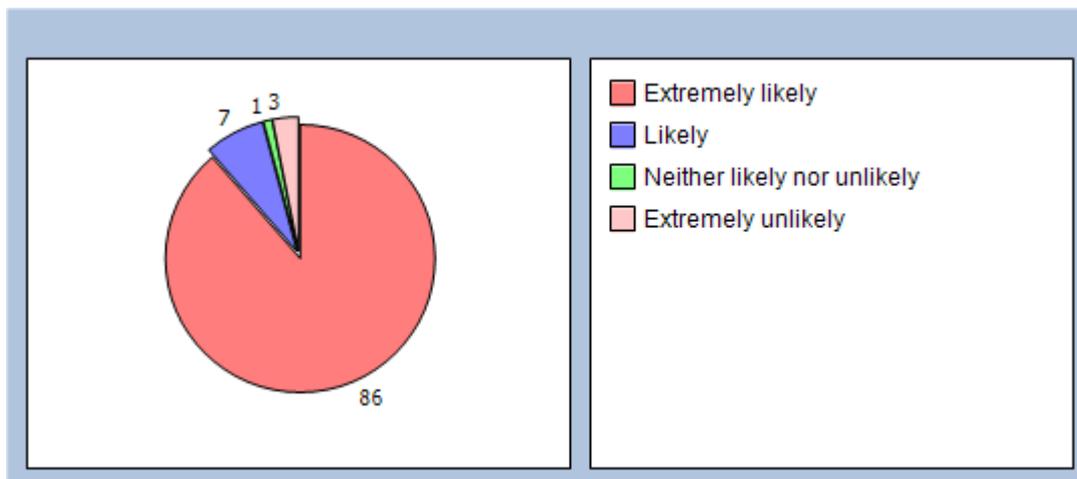
Cutlers Hill Surgery Friends & Family Test

Number of Responses: **51**

We would like you to think about your recent experiences of our service.

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

Extremely likely 86%
Likely 7%
Neither likely nor unlikely 1%
Unlikely 0%
Extremely unlikely 3%
Don't know 0%



Patient Comments:

Please tell us why you *would/*would not recommend us to your Friends and Family (* delete as necessary)

>> 1st class service and care from all staff and doctors, nothing to much trouble <<

>> A good number of doctors available, good support staff with a caring attitude and time to listen, its a bit frustrating having to wait a week for an appointment but the triage system works well <<

>> A most helpful and responsive practice, excellent reputation in the Halesworth district - probably elsewhere too. <<

>> Always as helpful as they can be <<

>> Always had extremely good service - everyone very helpful <<

>> Always helpful and seen when needed <<

>> Always polite when asking for an appointment, doctors also treat you with respect and

helpful to listen to how your feeling <<

>> Always very helpful. As quick as possible for appointments understand the pressure doctors are under, friendly atmosphere. Continuous medication only downside that this can't be collected 3/6 monthly rather than monthly, such a waste of time. <<

>> Almost 30 years of efficient and considerate service, we're lucky to have such a good surgery <<

>> because doctors and staff actually care <<

>> Both my husband and I have been very impressed with the efficiency and thoroughness of this practice, thank you very much <<

>> doctors always has time to listen to my health problems. Care has been at the forefront of all the staff. Brilliant <<

>> Effective same day appt if needed, knowledgeable practitioners willing to listen, modern clean building, many services available locally and choice of care <<

>> Everybody is very helpful and polite <<

>> Everyone here is kind, polite and considerate, the medical care is first class <<

>> Everyone is always polite helpful and they do their best to help you when you are poorly - often with very limited resources of the NHS nationally, well done everyone <<

>> Excellent care and attention <<

>> Excellent medical service by caring doctors and staff, never treated as just a number <<

>> Excellent practice, friendly, efficient and extremely helpful. I have every confidence in this practice <<

>> Excellent service, both at counter and over phone <<

>> Excellent service, lovely staff <<

>> Exceptional service and friendly, helpful staff <<

>> Friendly efficient support staff and excellent GPs, one downside is that it takes a while to get a doctor's appointment (too busy) <<

>> had great service here <<

>> Have always received good care and service here, pleasant staff and good doctors <<

>> Have never found this practice anything but efficient, helpful, friendly and reassuring <<

>> Helpful friendly service from dedicated professionals <<

>> I am making this judgement on the organisation as a whole, not on the basis of a particular nurse or doctor, I cannot fault this practice for the care of medical knowledge shown by the medical staff <<

>> I am really impressed with Cutlers Hill Surgery and its staff. Patients are treated courteously and with respect, efficiency and friendliness, good projects e.g. Dementia project <<

>> I arrived here on holiday to discover I had forgotten my thyroxine medication. I found the

reception staff extremely helpful in responding to my needs and very pleasant. <<

>> I have always found it good and excellent <<

>> I have confidence in the doctors and nurses and they are very efficient <<

>> I have onlu recently moved to this practice having moved house, in all of my dealings with the prctice I have found staff helpful and friendly - but also discreet when needed <<

>> My doctor is Dr P Squires - he is excellant, the dispensary is very efficient, nice modern building <<

>> My GP is caring and profesional. All others on the team very good <<

>> My GP understands my medical history and is very thorough <<

>> Nice professional receptionist(s) excellent medical practitioners understanding <<

>> No comment made <<

>> No comments made <<

>> Professional, yet still friendly, staff always able to help treat me as a person not a number <<

>> Takes forever to get an appointment <<

>> The care GPs provide is very good but the wait for an appointment is usually apox 2 weeks, unless asking for an emergency appointment, by the time an appointment is available you forget the reason for having made it <<

>> The practice is so excellent there are already too many patients, even more would be waiting longer still for appointments and for prescriptions to be ready - enough is more than enough <<

>> The staff and doctors are always polite and caring <<

>> There are no other doctors surgeries in Halesworth! the nurses and receptionists are always pleasent and helpful but the period of time yhou have to wait to see your own doctors in not acceptable <<

>> This is more in reputation as I have had pretty good health since joining the practice last year. The pharmacies are extreamly helpful and friendly <<

>> Very well run practice and quite diverse in the medical care provided, GPs are all excellent as is all support staff. Would love having a local GP from the practice on call @ weekends and bank holidays, hate the 111 system <<

>> We have great doctors, very good triage system all round great surgery <<
