

Friends and Family Survey Comments

May 2015 to July 2015 Comments

“All doctors and reception staff are very friendly and approachable. I feel very confident when dealing with anyone at this practice. I can usually get an appointment on the same day if I really need it”

“Since I have registered I have had the help and attention that I have needed”

“After visiting the nurse ChiChi I am extremely happy with the service received. Absolute pleasure talking to her and her treatment was brilliant. Thank you and keep it up”

“Just upon my visit today, the staff have been extremely helpful and far exceeded their job role in the calls, and help to locate a prescription for me. Good reception staff”

“The receptionists are always very cheerful and helpful. The doctor is ok.”

“One of the best doc's I know”

“Lovely friendly people who make you feel comfortable”

“The service is very good and very friendly and very welcoming”

“Whatever reason I come for there is always a solution”

“Would recommend to anybody”

“Very good access easily available good service”

“Never have a problem getting an appointment”

“Good Doctor Friendly staff”

“Good service, friendly staff, doctor fantastic”

“Good practice, doctor good, staff also good”

“Efficiency of the practice, respect of the people”

“Dr Duru and his staff are great”

“Nothing is too much trouble can converse with reception and doctor (perfect)”

“I feel at ease”

“Wonderful service “

“I think that the service and support you receive is very good”

“Helpful and Understanding Staff”

“Lovely the Reception and Doctors Wonderful”

“It is really good”

“I have always been treated very well and have no complaints”

“Service was very good and pleasant”

“Because it is important to share the quality of service to help others”

“Friendly understanding providing excellent service”

“They are very caring, courteous and helpful”

“I have always been treated with respect and friendliness I don't wait too long for appointments and the doctor was extremely good when my father was terminally ill”

“Why I feel this way is because anytime I come for a consultation. I will receive all the necessary information needed and the staff are all friendly”

“Very efficient extremely caring”

“Can usually get appointment easily and prompt interventions if needed”

“Very nice, friendly and would definitely recommend to family and friends”

“Been with my doctors since I was born. Love it here. Friendly and caring staff/ Is like being part of a big family”

“Our family GP Dr Duru, is not only a superb professional, he is always empathetic to our needs supportive, caring and has a humanitarian approach to ourselves”

“I am listened to by my Dr and my prescriptions are properly organized. The secretaries are polite and welcoming all the time”

“The best doctor I have ever seen”

“So friendly and welcoming, Everything explained beautifully Thank You”

“I feel well attended to and the staff also helps”

“Always Professional”

“Come with a problem and feel it was checked properly and enough feed back was given”

“I always use the same doctor I know they are good”

“Quickness of appointments”

“I feel that the practice is very good everyone is helpful and do what they can to help you in the best way”

“Because it's good”

“All ways very happy with Doctor and all staff”

“Good friendly service”

“Starting with the reception we are always considered. Dr Duru is very patient with us at all times we have great faith all across the Duru practice”

“Well Satisfied”

“Have been at this practice all my life-staff are friendly and helpful”

“Been coming for quite a few years. Never had any problems staff and Doctor Great”

“I would recommend anyone because me and my family been coming here since 2009 and we always had good service. Also Dr Duru is fantastic. He always explain about any symptoms or issue”

“Helpful friendly reception staff. Excellent nurse Excellent Doctor Practice well run and efficient”

“Very helpful friendly Receptionist Understanding Doctor”

“Sometimes Dr Duru isn't approachable, He can be grumpy”

“Needs to be friendlier and more sympathetic with patients”

“Simple to get an appointment Good Facilities, convenient location Good GP”

“Dr Duru is a good Doctor”

“Excellent Doctor + receptionists”

“Speed & Reliability”

“Happy with treatment and Medical staff”

“Good Doctor and Staff very Helpful”

“I have always received excellent service from this practice the receptionist and practice nurses are always polite and courteous keep up the good work”

“I feel I have a connection with my GP. I can talk and discuss my problems, taking my time and knowing my doctor is listening to me”

“It is a very good Practice very efficient”

“Prompt appointment”

“Very Good”

“Very good with kids”

“I have always received good service and advice and referral to appropriate services”

“Good service, good treatment and responsive”

“Excellent service and friendly attitude would happily recommend Dr Duru to my family and friends”

“Everyone is very friendly and always Happy to see + Help you in anyway”

“Because they gave me good advice and it helped me”

“Because my doctor gives all the information I need. I recommend to my friend and family”

“Would recommend friends and family”

“Friendly approachable staff/Dr always has time for me and doesn't rush through appointments”