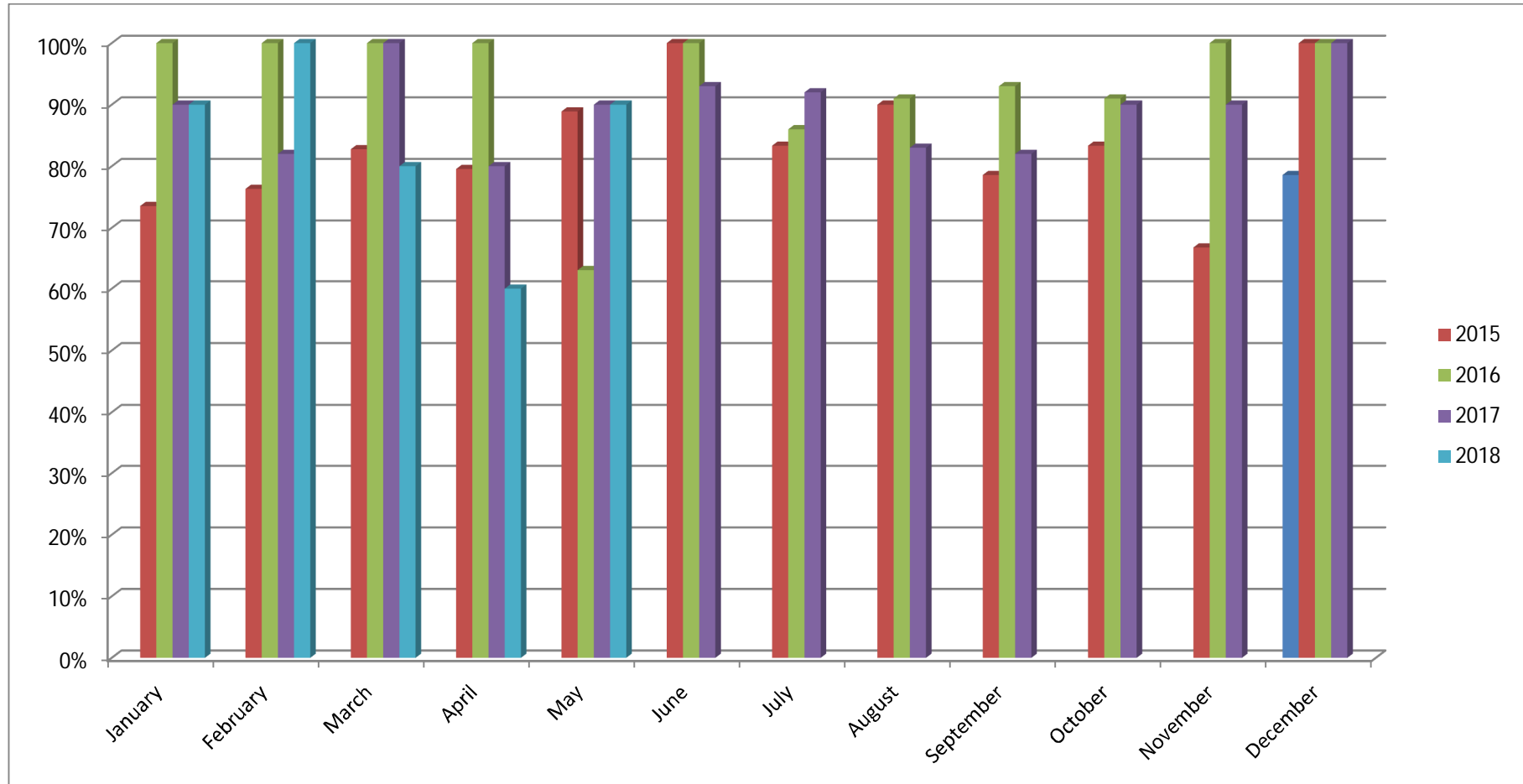


# RAMSEY HEALTH CENTRE

## “FRIENDS AND FAMILY” SURVEY – RESULTS TO DATE

Graph showing percentage of survey respondents who were either Likely or Extremely Likely to recommend Ramsey Health Centre to their friends or family.



## SAMPLE COMMENTS:

*"We find the reception person very friendly and helpful."*

Anonymous, May 2018

*"My wife is a regular visitor and is greeted as a friend rather than a client."*

Anonymous, May 2018

*"Very helpful"*

Anonymous, May 2018

*"Always had good help."*

Anonymous, May 2018

*"Very helpful service."*

Anonymous, May 2018

*"Because records are not looked at in regards to patient requests i.e. not seeing or speaking to certain doctors. And records not being updated in a decent timescale."*

Anonymous, May 2018

*"Very quick service and all staff are very courteous."*

Anonymous, April 2018

*"Very helpful."*

Anonymous, April 2018

*"Friendly staff, good waiting times, good doctors"*

Anonymous, April 2018

*"This is my first visit to surgery so not got much to go on service wise. So far it's been kind, friendly and prompt but not seen any doctor or nurse yet."*

Anonymous, April 2018

*"As I have received both good and bad experiences of the surgery since being a patient in Year 2000 and often depends who you see or speak to."*

Anonymous, April 2018

*"Difficulty in getting appointments."*

Anonymous, April 2018

*"So hard to get an appointment usually"*

Anonymous, April 2018

*"Very friendly staff and trust doctors diagnoses. Very thorough with diagnosing. Clean and tidy waiting area."*

Anonymous, March 2018

*"Good service"*

Anonymous, March 2018

*"Always helpful."*

Anonymous, March 2018

*"I always find everyone so helpful and the doctors are excellent, though sadly my favourite doctor has retired. People always seem to grumble about the NHS but rarely give it much credit. Well done Ramsey Health Centre."*

Anonymous, March 2018

*"Very friendly and caring."*

Anonymous, March 2018

*"You've always been very reliable and friendly."*

Anonymous, March 2018

*"All sorted me out."*

Anonymous, March 2018

*"No problems at all."*

Anonymous, March 2018

*"Always see a different doctor so not sure what I'd be recommending."*

Anonymous, March 2018

*"The doctors are very good here, however there always seems to be a long wait for my appointment when I show up at the right time."*

Anonymous, March 2018

*"Dr Savage – she was really lovely. Takes time to listen, care, smiles, puts you at ease and dealt with my asthma quickly."*

Anonymous, February 2018

*"Always been helpful and friendly."*

Anonymous, February 2018

*"Very good."*

Anonymous, February 2018

*"I have always had good treatment here at this health centre."*

Anonymous, February 2018

*"Dr Otobo – dealt with asthma and friendly."*

Anonymous, February 2018

*"Great surgery, really helpful after my accident."*

Anonymous, February 2018

*"Very good practice. Caring, polite, understanding. Make referrals to consultants if necessary. Every illness/problem is treated with dignity and care. No illness is too small, thank you."*

Anonymous, February 2018

*"Better staff and better treatment than Rainbow Surgery."*

Anonymous, February 2018

*"Feedback regarding receptionist Carol: She is lovely & always does her best to help, she cares and goes extra mile to help."*

Anonymous, February 2018

*"Very happy."*

Anonymous, January 2018

*"Very happy with service."*

Anonymous, January 2018

*"All the doctors and nurses I have seen have been brilliant and that goes for the receptionist."*

Anonymous, January 2018

*"Service provided is excellent."*

Anonymous, January 2018

*"Overall very good service, a little slow to give test results that need attention."*

Anonymous, January 2018

*"Have always been treated ok and been seen by a doctor or nurse."*

Anonymous, January 2018

*"Unable to book an appointment on first contact. To have to wait at home to be contacted if an appointment is needed – too complicated – one word: appointment system is too complicated"*

Anonymous, January 2018

*"Caring reception staff, always friendly and polite when ringing up too. Dispensing staff likewise."*

Anonymous, December 2017

*"Friendly staff. Helpful doctors."*

Anonymous, December 2017

*"Experienced. Good service"*

Anonymous, December 2017

*"Always helpful – friendly and polite."*

Anonymous, December 2017

*"Very helpful, polite, friendly staff, always trying to accommodate mine and my family's needs."*

Anonymous, December 2017

*"Long term knowledge and continual development for changing society."*

Anonymous, December 2017

*"Always have good treatment. No complaints on way treated."*

Anonymous, December 2017

*"Very good. Helpful staff and doctors and dispensary."*

Anonymous, December 2017

*"I have received a good service from the practice as a whole"*

Anonymous, December 2017

*"Good, friendly service"*

Anonymous, December 2017

*"I have always been very impressed with the level of service I receive at the practice. It's never a problem to get a convenient appointment with a GP or nurse and everyone is very caring and friendly."*

Anonymous, November 2017

*"All good whenever we attend."*

Anonymous, November 2017

*"Because of the excellent hospitality and care every time I have attended. Utterly brilliant!"*

Anonymous, November 2017

*"Because I've been with Ramsey Health Centre for 16 years and have always been happy with the care I've received."*

Anonymous, November 2017

*"We have always been treated well."*

Anonymous, November 2017

*"Very happy".*

Anonymous, November 2017

*"I have always received a pleasant visit."*

Anonymous, November 2017

*"They always give good service."*

Anonymous, November 2017

*"Very good GP practice"*

Anonymous, November 2017

*"Lack of continuity with doctors i.e. don't see same doctor for ongoing problem."*

Anonymous, November 2017

*"Friendly very helpful and thoughtful staff"*

Anonymous, October 2017

*"Very very helpful and good care from all doctors, nurses and staff, you can always get an appointment when needed, so I certainly would recommend friends and family."*

Anonymous, October 2017

*"Always had good service"*

Anonymous, October 2017

*"Reception staff are extremely helpful and reassuring. GPs are very professional and allow the patients to lead, giving some advice to support."*

Anonymous, October 2017

*"Always a pleasant visit and staff friendly and helpful. Useful having dispensary on site."*

Anonymous, October 2017

*"Successful treatment"*

Anonymous, October 2017

*"Fortunately seldom have to use the service. A long wait for my 10:50 appt on completing this. 45 mins late though understand there had been an emergency which can understand, but would have been nice to have been advised of this."*

Anonymous, October 2017

*"Service was provided promptly and politely"*

Anonymous, September 2017

*"Got an appointment straight away which honestly surprised me"*

Anonymous, September 2017

*"Recent problems"*

Anonymous, September 2017

*"Good & friendly service. Always reliable and very caring to all my family."*

Anonymous, September 2017

*"Helpful staff"*

Anonymous, September 2017

*"Do not have anything to compare with"*

Anonymous, September 2017

*"Staff are friendly and helpful and appointments can be made on the same day"*

Anonymous, September 2017

*"I have always been happy with the service I receive at Ramsey Health Centre. Everyone is very approachable and friendly and I can always get an appointment when needed."*

Anonymous, September 2017

*"No family in this area. Friends either are here already or the Rainbow."*

Anonymous, September 2017

*"My main problem is the phone call back as it can take up quite a bit of time."*

Anonymous, September 2017

*"Kind and helpful staff"*

Anonymous, August 2017

*"Staff here have always been kind and friendly to myself and family. I am very satisfied with the service that I have received whenever I have to attend an appointment."*

Anonymous, August 2017

*"I have always been treated very well at the surgery. I have no complaints."*

Anonymous, August 2017

*"Appointments usually ok. Hard to book a forward appointment – same everywhere. But no issues, I would recommend without a doubt."*

Anonymous, August 2017

*"Quick referral, friendly staff"*

Anonymous, August 2017

*"Staff very friendly and helpful"*

Anonymous, August 2017



*"Normally excellent although not happy with appointment system. Would like to go back to sit and wait, if you're really poorly you'll wait for what time is necessary."*

Anonymous, August 2017

*"Here when needed".*

Anonymous, August 2017

*"It's shambolic trying to get an appointment. They seem to change the procedure weekly. You are told to ring up 8am when you do there's no appointments left by 8.01?"*

Anonymous, August 2017

*"Getting registered was an issue. Getting message that my ailment was urgent was an issue. It's taken 3 days to get to this point."*

Anonymous, August 2017

*"I like that a GP calls me to discuss any issues primarily. They always ask me how I am feeling and show concern."*

Anonymous, July 2017

*We have no complaints about doctors or staff. The only concern is the manner of trying to get an appointment.*

Anonymous, July 2017

*Staff both very helpful and understanding.*

Anonymous, July 2017

*Efficient friendly, manage my diabetes.*

Anonymous, July 2017

*Friendly and efficient front desk staff. Nurse was kind and efficient and Dr Handa was very thorough.*

Anonymous, July 2017

*Always very helpful.*

Anonymous, July 2017

*I always find the staff extremely polite and helpful.*

Anonymous, July 2017

*I have been with this practice for 30 years. I have almost always had good treatment. However I do think the décor and ambiance is very dated now and could do with brightening up.*

Anonymous, July 2017

*Been going here for years and found the treatment okay.*

Anonymous, July 2017

*Generally quick efficient service especially with repeat medicines. Sometimes not always easy to get a quick appointment with the doctor allocated to your care.*

Anonymous, July 2017

*I have come here for 47 years and the treatment I get is very good.*

Anonymous, July 2017

*Difficulty obtaining appointments. Frequent changes of medical staff.*

Anonymous, July 2017

*"I have always had great service, the doctors are great, very caring."*

Anonymous, June 2017

*"Dr Schofield has been excellent over the past few months."*

Anonymous, June 2017

*"Happy/Good".*

Anonymous, June 2017

*"Staff and doctors very helpful."*

Anonymous, June 2017

*"Dr Savage was really excellent – caring and listened to all concerns. However, processes to get appointments and first line contact definitely needs addressing."*

Anonymous, June 2017

*"I have had very good treatment."*

Anonymous, June 2017

*"Good."*

Anonymous, June 2017

*"Accessible and friendly. Good standard of service."*

Anonymous, June 2017

*"Not able to get an appointment on the day you need advice etc. Very unhelpful to have telephone consultations. Reception and office staff very helpful though."*

Anonymous, June 2017

*"They have kept me alive for the past 20 years"*

Anonymous, June 2017

*"Appointments are very difficult with a dr of choice. Don't see how telephone appts can diagnose. Had a recent occasion when was completely wrong."*

Anonymous, June 2017

*"I have had an excellent experience with doctor and with staff."*

Anonymous, May 2017

*"Friendly and helpful staff."*

Anonymous, May 2017

*"It looks friendly from outside, people inside seemed friendly and helpful. Very local for our needs."*

Anonymous, May 2017

*"Kind and helpful receptionist and treatment, even late on a Friday afternoon."*

Anonymous, May 2017

*"Dr Savage listens to what I have to say and offers advice accordingly. She put me at ease and I am very happy with my consultation. My wife attended with me and Dr was happy to listen to her as well."*

Anonymous, May 2017

*"Likely because of great doctors but not always easy to book appointment"*

Anonymous, May 2017

*"They are very helpful and I have never had any problems."*

Anonymous, May 2017

*"Pleasant Service"*

Anonymous, May 2017

*"Getting an appointment is hard work and only a few doctors have a great manner. Nurses brill! Midwife and child services team brill!"*

Anonymous, May 2017

*"Always get an appointment, every member of staff are friendly and caring and the team do great job of looking after my whole family."*

Anonymous, April 2017

*"The doctor was very comforting and appreciated my lack of confidence regarding my issue and went above and beyond my expectation."*

Anonymous, April 2017

*"Difficulty getting an appointment, but doctors and staff are nice."*

Anonymous, April 2017

*"Difficulty getting to see a Doctor and no continuation of seeing the same Doctor twice. Lots of telephone consultations offered when sometimes you want to see a Doctor face to face."*

Anonymous, April 2017

*"Excellent service & lovely people."*

Anonymous March 2017

*"Receptionist very polite and helpful on ALL the occasions I have either telephoned or come into the practice. Doctors always very friendly and supportive."*

Anonymous March 2017

*"Excellent service in Dispensary."*

Anonymous March 2017

*"I have found the service excellent. Staff very approachable, friendly & helpful with patient confidentiality of care. All I could ask for."*

Anonymous March 2017

*"A lovely Doctor – brilliant with my young daughter, explained everything well."*

Anonymous March 2017

*"Friendly, easily approachable, need to bring someone in on an emergency was very accommodating. Reception staff polite and helpful, over all a great Doctors."*

Anonymous February 2017

*"Surgery is always helpful."*

Anonymous February 2017

*"In the past the service has been poor – forgetting patients, including being locked in during lunch hour. However this seems to have improved."*

Anonymous February 2017

*"Sometimes the left hand doesn't tell the right hand what they are doing particularly."*

Anonymous February 2017

*"I have had good service from the surgery over the years. But have had a complaint over the cost of the vaccinations. Vaccinations provide at this surgery are twice the price of the same vaccine provided by the rainbow. Less than a mile away?"*

Anonymous February 2017

*"I find it is very important to speak to a doctor in a situation such as depression, sooner rather than later."*

Anonymous February 2017

*"I have never had a problem with the practice so have no reason not to recommend."*

Anonymous February 2017

*"I have never had a bad experience."*

Anonymous February 2017

*"Appointments – dislike having to ring and be contacted by a GP."*

Anonymous February 2017

*"Not able to make bookable appointments, when working this makes life difficult at times. Staffs are very helpful and friendly."*

Anonymous February 2017

*"Helpful staff, welcoming, professional, confidential"*

Anonymous January 2017

*"Always get an appointment when needed. Reception staff very friendly"*

Anonymous January 2017

*"Never had any problems and have been very efficient when dealing with my asthmatic 3-year- old son."*

Anonymous January 2017

*"Very friendly and professional team at RHC"*

Anonymous January 2017

*"Treated with courtesy and respect. Each member of staff goes out of their way to help"*

Anonymous January 2017

*"Very thorough with my children (doctors)."*

Anonymous January 2017

*"Service of all staff is exemplary. Only reason not extremely likely as I do not know who my doctor is following what seems to be many changes in doctors."*

Anonymous January 2017

*"Always find staff helpful and pleasant."*

Anonymous January 2017

*"Receptionists fantastic, however I feel stigmatised and like certain GPs roll their eyes at me because of my mental health (severe) and substance misuse. The majority are very good. Based on my need /treatment required at the moment I wouldn't recommend my GP surgery but for physical health and blood test they are great."*

Anonymous January 2017

*"Good Service and friendly."*

Anonymous, December 2016

*"Always had good service"*

Anonymous, December 2016

*"Friendly Staff – always helpful to the best of their abilities. Excellent service if somewhat difficult at times."*

Anonymous, December 2016

*"Always good service at Ramsey Health Centre."*

Anonymous, December 2016

*"Been with Ramsey Health centre since 1973."*

Anonymous, December 2016

*"I am reasonably satisfied with the services we have needed to use ourselves."*

Anonymous, December 2016

*"Can be difficult to get an appointment, but good care when you do get in."*

Anonymous, December 2016

*"The staffs are really Kind."*

Anonymous, December 2016

*"Normally easy to get an appointment and nice staff."*

Anonymous, December 2016

*"Everyone at the surgery Doctors and Staff are wonderful. Never a problem getting to see a Doctor.  
Receptionists great and always helpful."*

Anonymous, November 2016

*"Always received by friendly staffs that are helpful and professional."*

Anonymous, November 2016

*"Your receptionist Alison Channon is superb and her people skills show great empathy and warmth. As I  
suffer from anxiety she has helped me superbly today."*

Anonymous, November 2016

*"Well above average– Good and easy to talk to Doctors and Nurses."*

Anonymous, November 2016

*"I have been at Ramsey Health Centre all my life, 62 years. No Complaints."*

Anonymous, November 2016

*"Receptionist always friendly and polite Doctors seem pleasant on visiting & helpful. Reason not higher  
mark is due to the length of waiting every visit."*

Anonymous, November 2016

*"Very pleased with attention and care received from all staff at the Health Centre."*

Anonymous, November 2016

*"Good overall service for many years."*

Anonymous, November 2016

*"At times difficult to get phone call and appointments."*

Anonymous, November 2016

*"Friendly efficient service."*

Anonymous, October 2016

*"I have always found the centre brill, happy to help. I feel my family are supported and listened to."*

Anonymous, October 2016

*"Everyone in the surgery is helpful kind and supportive. The Doctor ringing back and talking to us has been really helpful. I don't feel a nuisance and get answers."*

Anonymous, October 2016

*"Good Doctor got to see her quickly."*

Anonymous, October 2016

*"We find the treatment and service we receive 1<sup>st</sup> class."*

Anonymous, October 2016

*"The surgery has always been here for me."*

Anonymous, October 2016

*"Only reason for not circling 'extremely likely' is appointments are not available quickly enough."*

Anonymous, October 2016

*"Dr Savage and Dr Curtis very professional always extremely thorough and explain things in great detail."*

Anonymous, October 2016

*"I have never had a problem getting an appointment. Only problem is the opening hours of Dispensary."*

Anonymous, October 2016

*"I have a new Doctor, she is great (Handa)."*

Anonymous, October 2016

*"Can't get appointment in advance, always full up unless you get demanding. Blood results not sent to relevant places."*

Anonymous, October 2016

*"Caring staff – good access to doctors as needed. (Very positive/ helpful reception staff)."*

Anonymous, September 2016



*"Excellent care from nurses after operation."*

Anonymous, September 2016

*"Very helpful staff, nurses and doctors – no complaints."*

Anonymous, September 2016

*"My family has been with the practice for 29 years and have always found everyone here to be helpful and welcoming."*

Anonymous, September 2016

*"Very friendly Doctors."*

Anonymous, September 2016

*"Very supportive."*

Anonymous, September 2016

*"Can normally get an appointment at short notice."*

Anonymous, September 2016

*"There are not a great lot of options."*

Anonymous, September 2016

*"Always helpful and tries to get you an appointment the same day or a telephone call from Doctor."*

Anonymous, September 2016

*"Usually excellent and a good service."*

*Some members of staff need more training in Customer care. When younger receptionists are on duty the music choice and volume are NOT to the taste of the majority of your visiting patients."*

Anonymous, September 2016

*"You always have to wait too long for medication and receptionist."*

Anonymous, September 2016

*(Unlikely) "Because of treatment in the past where things have been missed."*

Anonymous, August 2016

*"Booking in to pick up medication from dispensary could make me change to the chemist for collecting medication."*

Anonymous, August 2016

*"Always a really good service. Doctors really helpful, especially as a mum with young children."*

Anonymous, August 2016

*"I have always been with this practice and I can't fault it, they have been efficient and kind and understanding. The dispensary always has the medication you need, if for some reason they have not got it, you go to the chemist."*

Anonymous, August 2016

*"My Husband has a lot of health problems and this practice has been great, everything is dealt with quickly and efficiently, everyone is so helpful and friendly. Well done."*

Anonymous, August 2016

*"Pleasant staff, very helpful and very good doctors."*

Anonymous, August 2016

*"I have had fantastic treatment especially from the District Nurses for seven years and all the nursing staff. Receptionists and office staff are always very helpful."*

Anonymous, August 2016

*"I find the treatment very good. Doctors and staff very helpful."*

Anonymous, August 2016

*"Very, very helpful, walked in for advice and the Doctor happily helped without delay. Very polite and caring reception staff."*

Anonymous, August 2016

*"Kind and helpful and do your job to the best standard."*

Anonymous, August 2016

*"Always Helpful and can always say everyone I have seen has put me at ease and when I have been worried about anything have always been able to get an appointment."*

Anonymous, July 2016

*"We have always been happy with the care we have received from the Doctors at the surgery; also the reception staff have always been kind and friendly"*

Anonymous, July 2016

*"Very Helpful Service."*

Anonymous, July 2016

*"I have always had good care."*

Anonymous, July 2016

*"Extremely Likely on my experiences, visits and advice given by the surgery."*

Anonymous, July 2016

*"Find it difficult to understand the various ways to book an appointment – it changes so. Practice managers could be more pro-active."*

Anonymous, July 2016

*"Always had the same day service when required."*

Anonymous, June 2016

*"I Have been here for 20 years and have always found the staff and Doctors friendly. Only on the odd occasion have I found them un friendly. Only 1 thing I would like is to see the Doctor I rang to see."*

Anonymous, June 2016

*"Friendly, Professional service, I did not feel intimidated or Judged any embarrassment I was feeling didn't last long. I would normally avoid Doctors at all cost, but would not hesitate to come back. Keep up the great work."*

Anonymous, June 2016

*"Always very helpful."*

Anonymous, June 2016

*"Since 1978 my wife, family and I have enjoyed wonderful care from the members of the medical staff. With copious care and guidance form all the other staff, without exception"*

Anonymous, June 2016

*"The main reason is the way Dr Savage helps me with my problems and getting me back to good health and is continuing to do so. Thank you for a good service."*

Anonymous, June 2016

*"Service good with the limitations set by the NHS."*

Anonymous, June 2016

*"I have no problems with this surgery, very helpful. All the staff are good".*

Anonymous, June 2016

*"Doctors never seem to be on time and long waits for prescriptions, However, staff very efficient and Doctors very good, especially with two toddlers"*

Anonymous, June 2016

*"I have always had very good service from RHC for myself, my Husband and Mother."*

Anonymous, May 2016

*"Always had an Excellent service from Drs and Staff. Reception staff are extremely polite and helpful."*

Anonymous, May 2016

*"I have found all staff at the clinic to be courteous, friendly and efficient."*

Anonymous, May 2016

*"No Problems with care received, occasional problems with routine prescriptions at dispensary."*

Anonymous, May 2016

*"Believe the service can be improved upon. Am reasonably happy, but could do better generally."*

Anonymous, May 2016

*"Lots of processes involved which can be complicated to get a prescription-GP appointment. Staff need to communicate clearly to older people."*

Anonymous, May 2016

*"I had a slight problem with a catheter recently, which was treated promptly by one of your GPs. Thank you."*

Anonymous, April 2016

*"Been with the Health Centre since 1970 ( the only problem is the pen on the counter does not work)"*

Anonymous, April 2016

*"Staff are always and accommodating, following admission to A&E I need regular appointments for dressing changes - reception staff and nurses are amazing and sympathetic."*

Anonymous, April 2016

*"Dealt with really quickly and efficiently ( service with a smile)"*

Anonymous, March 2016

*"Very Helpful and kind"*

Anonymous, March 2016

*"Dr Patel and Dr Roy are the two doctors that I have seen most recently; they are extremely thorough, curious and reassuring."*

Anonymous, March 2016

*"Service good and thorough"*

Anonymous, March 2016

*"Always has a solution to the problems - Good manner and response to call"*

Anonymous, March 2016

*"The GP was lovely to my mother, extremely professional."*

Anonymous, February 2016

*"The Doctor showed genuine concern and made sure I had a follow up."*

Anonymous, February 2016

*"As a family we have been to the surgery quite a few times of the past few months. All staff have been supportive, helpful and friendly. All of which we are grateful for, such a good service."*

Anonymous, February 2016

*"Pleased with the time keeping, time and care that GP spends dealing with my symptoms."*

Anonymous, February 2016

*"It was a great experience and every one was massively friendly and professional"*

Anonymous, January 2016

*"Appointment seemed on time not much waiting, staff are very friendly and eager to help."*

Anonymous, January 2016

*"Quick phone consultation and appointment - friendly Doctor"*

Anonymous, January 2016

*"My enquiry on the phone this morning was handled well the triage doctor called me at the time I was told and arranged for me to be seen within the next 90 minutes. My consultation with both the Nurse and Doctor was professional and understanding with genuine concern for my well being"*

Anonymous, January 2016