

Windhill Green Medical Centre

Date

1st September -
30th September

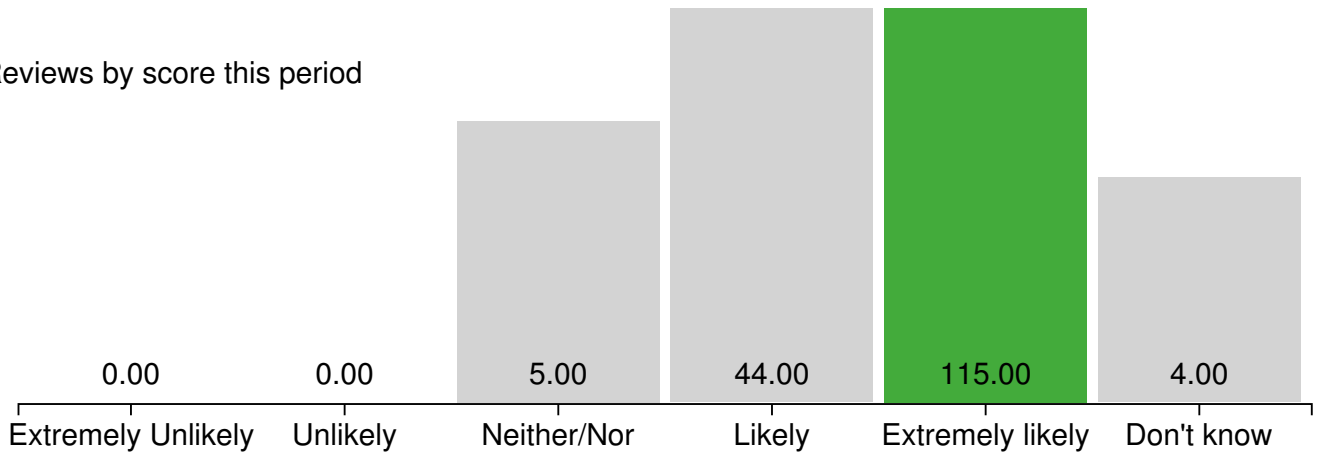
Average score this period



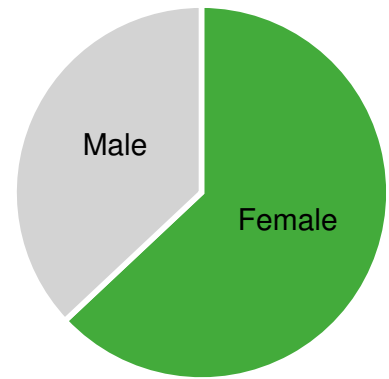
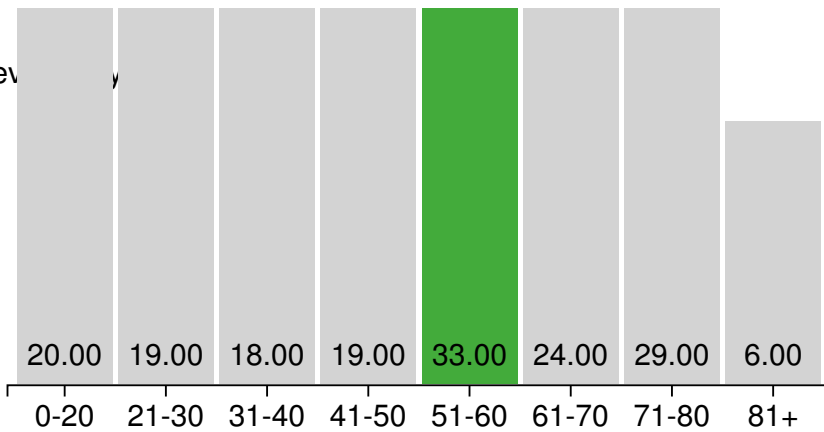
Reviews this period

168

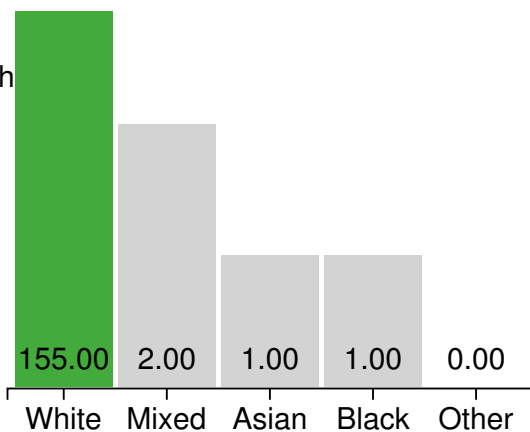
Reviews by score this period



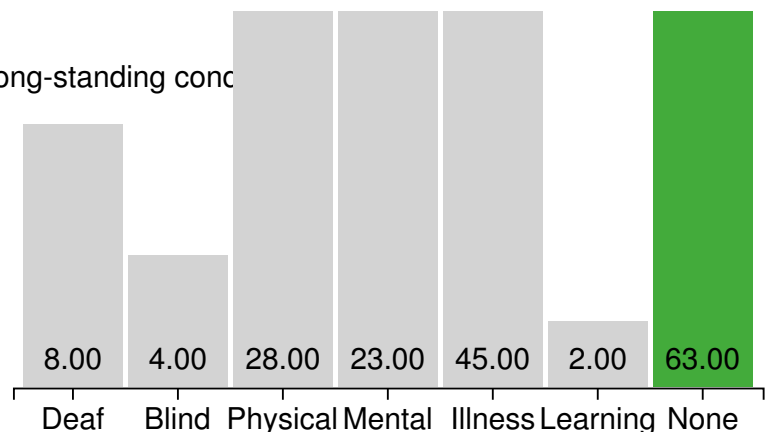
Reviews by



Ethnicity



Long-standing conditions



4

Involvement	5.00	Unable to get an appointment for a few days when first called.
Cleanliness	5.00	When I called back later to receptionist was very helpful and got
Staff	4.00	an appointment. Doctor was very friendly.
Appointment	3.00	

Source: offline

5

Involvement	5.00	
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	4.00	Reassurance.
Cleanliness	4.00	
Staff	5.00	
Appointment	2.00	

Source: offline

5

Involvement	5.00	
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: offline

5

Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: offline

5

Appointment	5.00	
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Source: offline

5

Involvement	5.00	Receptionists are always nice, helpful and seem to try their best
Cleanliness	5.00	to help.
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	4.00	Always appointment for babies when needed.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	First class.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	Didn't have to wait long.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	Cliffe Avenue Surgery always quick to offer an appointment.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Cleanliness	5.00	
Staff	5.00	
Appointment	2.00	

Source: offline

5

Involvement	5.00	
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: offline

5

Involvement	3.00	Gave many different checks to also rule out any other possible out problems.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Cleanliness	5.00	Firstly the receptionist are all brilliant, polite, helpful, first class. The doctors I have seen are all very good. They listen and do their best to help you sort your problem. I have only attended two practices in my life this is superb.
Staff	5.00	
Appointment	4.00	

Source: offline

5

Involvement	4.00	Doctors went through my symptoms and eliminated one by one. Thorough examination. Discussed course of action which will be followed.
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: offline

5

Involvement	4.00
Cleanliness	5.00
Staff	3.00
Appointment	2.00

Source: offline

5

Involvement	5.00	Everything I needed.
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: offline

4

Involvement	4.00
Cleanliness	5.00
Staff	4.00
Appointment	4.00

Source: offline

5

Involvement	5.00	Got an appointment immediately with the duty doctor for urine infection.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	1st class treatment by all members of the team. Wouldn't choose
Cleanliness	4.00	to go anywhere else!
Staff	5.00	
Appointment	4.00	

Source: offline

5

Involvement	5.00	Careful listening to what I was saying and non-technical
Cleanliness	5.00	discussion of what to do.
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	Everything and everybody in this surgery is 1st class polite,
Staff	5.00	helpful thorough, I would recommend it to anybody.
Appointment	5.00	

Source: offline

3

Staff	3.00	
Appointment	3.00	

Source: offline

4

Involvement	4.00	
Cleanliness	5.00	
Staff	4.00	
Appointment	3.00	

Source: offline

4

Source: offline

1

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	3.00

Source: offline

5

Cleanliness	5.00	Very good.
Staff	5.00	
Appointment	5.00	

Source: offline

3

Involvement	5.00	Very happy with my treatment.
Cleanliness	5.00	
Staff	5.00	
Appointment	3.00	

Source: offline

5

Involvement	5.00	My care is always excellent.
Cleanliness	5.00	
Appointment	5.00	

Source: offline

4

Involvement	5.00	The doctors give me advice and always give me medication to
Cleanliness	5.00	make me better.
Staff	4.00	
Appointment	3.00	

Source: offline

5

Involvement	4.00	Very professional staff and receptionists. Extremely polite and
Cleanliness	5.00	courteous.
Staff	5.00	
Appointment	3.00	

Source: offline

5

Involvement	5.00	Things have changed a lot since I first joined this practice and all
Cleanliness	5.00	for the better.
Staff	5.00	
Appointment	5.00	

Source: offline

4

Involvement	1.00
Cleanliness	1.00
Staff	1.00
Appointment	2.00

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

4

Cleanliness	5.00
Staff	4.00
Appointment	2.00

Source: offline

1

Involvement	4.00
Staff	5.00
Appointment	4.00

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	2.00

Source: offline

5

Staff	5.00
Appointment	5.00

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

5

Involvement 5.00 Very good.
Cleanliness 5.00
Staff 5.00

Source: offline

4

Involvement 5.00
Staff 5.00
Appointment 4.00

Source: offline

4

Involvement 5.00
Cleanliness 5.00
Staff 4.00
Appointment 2.00

Source: offline

5

Involvement 5.00
Cleanliness 5.00
Appointment 3.00

Source: offline

5

Appointment 5.00

Source: offline

5

Involvement 5.00 Everything, this is the best GP practice I have been to.
Cleanliness 5.00
Staff 5.00
Appointment 5.00

Source: offline

4

Involvement 5.00 Post-cancer care could be a lot better. Left to feel forgotten once
Cleanliness 5.00 chemo had finished.
Staff 4.00
Appointment 3.00

Source: offline

5

Involvement	3.00	Dr Wright always takes the time to listen to the patients. She is
Cleanliness	5.00	very caring and I would not change my doctor at any time.
Staff	3.00	Overall as far as I am concerned, I would not want anything to
Appointment	3.00	change at this surgery.

Source: offline

4

Involvement	5.00
Cleanliness	5.00
Staff	5.00

Source: offline

5

Involvement	5.00	Always helpful in all departments, good advice given by doctors.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

4

Involvement	5.00	Very good.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Cleanliness	5.00	Could not think of anything I know could improve my care,with all
Staff	5.00	the Drs.
Appointment	4.00	

Source: offline

5

Involvement	5.00	Very helpful.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	No improvements to be made very good.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	I've always found it fairly easy to get an appointment. I find the
Cleanliness	5.00	receptionists extremely helpful and understanding when there
Staff	5.00	has been a difficult situation with my mental health. I have
Appointment	4.00	explained how I felt to the receptionist and have being reassured

and they have found someone to see me that some day. I am extremely grateful for them as I was very suicidal and they took me serious and got me in for the help I needed. Thank you!

Source: offline

4

Involvement	5.00	Too long a wait to see a doctor of your choice and telephone
Cleanliness	5.00	appointments.
Staff	5.00	
Appointment	3.00	

Source: offline

5

Involvement	4.00	Always had good care and can almost always see a doctor
Cleanliness	5.00	promptly if not needing same one.
Staff	5.00	
Appointment	4.00	

Source: offline

5

Involvement	5.00	It's all good for me. My husband was ill for a few years and we
Cleanliness	5.00	always had good and helpful service.
Staff	5.00	
Appointment	4.00	

Source: offline

5

Involvement	5.00	Walked into the surgery requesting an urgent appointment and
Cleanliness	5.00	was given one within seconds! That's very good service with the
Staff	5.00	receptionist ladies. Thank you.
Appointment	4.00	

Source: offline

5

Involvement	5.00	
Cleanliness	5.00	

Source: offline

5

Cleanliness 5.00

Source: offline

4

Involvement 5.00 More padding on the seats.
Cleanliness 5.00
Staff 5.00
Appointment 5.00

Source: offline

4

Cleanliness 5.00 Happy as things are.
Staff 5.00
Appointment 5.00

Source: offline

5

Involvement 5.00
Cleanliness 5.00
Staff 5.00
Appointment 3.00

Source: offline

5

Involvement 5.00 Best care possible from everyone in the practice. No
Cleanliness 5.00 improvement I can see.
Staff 5.00
Appointment 5.00

Source: offline

5

Involvement 5.00 Always able to get an appointment, we have great trust and faith
Cleanliness 4.00 in all the staff here.
Staff 5.00
Appointment 5.00

Source: offline

4

Involvement 5.00 The doctor I saw was very helpful and extremely understanding.
Cleanliness 5.00 I was very happy with my treatment.
Staff 5.00
Appointment 5.00

Source: offline

5

Involvement	5.00	- Consistently good care, good communication in all ways. Great
Cleanliness	5.00	thoroughness with monitoring detail of my physical status. -
Staff	5.00	Friendly! Improve? Sometimes have to wait a while to see
Appointment	4.00	named GP.

Source: offline

5

Involvement	5.00	Helpful reception staff. Excellent medical staff.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	Good thorough examination. Friendly doctor.
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	4.00	Friendly staff, very quick to help with problems. Great doctors! :-
Cleanliness	4.00). Fantastic options of appts always available.
Staff	5.00	
Appointment	5.00	

Source: offline

4

Involvement	5.00	It helped fast and allowed me to get on with my life.
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: offline

5

Involvement	5.00	All staff very friendly.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

4

Involvement	2.00	
Staff	5.00	
Appointment	5.00	

Source: offline

4

Cleanliness	4.00
Staff	4.00
Appointment	2.00

Source: offline

4

Involvement	1.00	Thorough check of the issue but no answer as to what it maybe.
Cleanliness	5.00	Just told to give calpol and ibruprofen.
Staff	5.00	
Appointment	2.00	

Source: offline

5

Involvement	5.00	The friendliness of all the staff.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

3

Involvement	5.00	She listened and acted as I'd hoped. Loved her!
Cleanliness	5.00	
Staff	5.00	
Appointment	1.00	

Source: offline

4

Involvement	5.00	All time I am happy with it all apart from sometimes the waiting
Cleanliness	5.00	times from appointment do go over when waiting in the waiting
Staff	5.00	room to see a doctor.
Appointment	3.00	

Source: offline

5

Involvement	5.00	Very efficient.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	The receptionists were polite, helpful and friendly in a
Cleanliness	5.00	professional way. Doctor was caring, attentive and gave me
Staff	5.00	confidence in her care.
Appointment	5.00	

Source: offline

5

Involvement	4.00	I would like to see the doctor of my choice easier.
Cleanliness	5.00	
Staff	5.00	
Appointment	3.00	

Source: offline

4

Involvement	4.00	
Cleanliness	5.00	
Staff	5.00	
Appointment	3.00	

Source: offline

5

Involvement	5.00	Everyone very friendly in the Baildon surgery. Helpful and find
Cleanliness	5.00	the next available appointment. Overall carry on as they are
Staff	5.00	doing.
Appointment	5.00	

Source: offline

4

Involvement	5.00	
Cleanliness	5.00	
Staff	4.00	
Appointment	3.00	

Source: offline

5

Involvement	5.00	Always very friendly and reception let you know if the doctor are
Cleanliness	5.00	running late. Generally able to speak to doctor or get an
Staff	5.00	appointment when needed.
Appointment	5.00	

Source: offline

5

Cleanliness	5.00	Very clean and helpful, polite and professional.
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	Superb service with respect to the thorough explanation from the
Cleanliness	5.00	doctor.
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	I arrived late and wasn't made to feel bad. Sorry but when I am
Cleanliness	5.00	not feeling well, the music playing is very annoying. The doctor(a
Staff	5.00	lady) was lovely (Dr. Akba).
Appointment	4.00	

Source: offline

5

Involvement	5.00	The receptionists are very helpful and friendly. The doctor
Cleanliness	5.00	listened to my concerns and am to try a new tablet for 2 weeks
Staff	5.00	and have made an appointment for 2 weeks to see her again. I
Appointment	4.00	also had an "MOT with the nurse today.

Source: offline

5

Involvement	5.00	Genuine care, receptionists always try their best to
Cleanliness	5.00	accommodate your requests and book with chosen doctor is
Staff	5.00	possible. Friendly and helpful. Doctors I have seen have always
Appointment	5.00	listened and not rushed appointments.

Source: offline

4

Involvement	5.00	Easy to talk to doctors.
Cleanliness	5.00	
Staff	4.00	
Appointment	2.00	

Source: offline

5

Involvement	5.00	I am given good info about my health and passed onto a
Cleanliness	5.00	specialist where necessary.
Staff	5.00	
Appointment	4.00	

Source: offline

5

Involvement	5.00	
Cleanliness	5.00	
Staff	5.00	
Appointment	1.00	

Source: offline

5

Involvement	5.00	Reception always do their best to fit you in with appointments or
Cleanliness	5.00	offer alternative. I guess only negative I could say from time to
Staff	5.00	time is you are not always able to get an appointment sooner
Appointment	4.00	(e.g next few days) if it's urgent. This sometimes can take as

Source: offline

long as weeks or months for available appointment. Once seen to by medical nurse/doctor treatment etc has always been to high standard. Explanations given to any questions asked with sometimes follow up appointments. Overall experience is quite excellent.

5

Involvement	5.00	I am very happy with all the doctors and staff do when I need
Cleanliness	5.00	help.
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	A few years ago I rang up as I had self harmed. I was made an
Cleanliness	5.00	appointment straight away and the doctor I spoke to was very
Staff	5.00	kind and supportive on the phone with my mental health. All
Appointment	5.00	doctors especially Dr Hickey have gone above and beyond my

expectations in getting me the help I needed so much so I am now coming off my medication.

Source: offline

5

Involvement	5.00	Very understanding staff and Drs who really helped me.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Cleanliness	5.00	Really helpful, easy to talk to.
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	4.00	Very prompt service being seen when concerned. Reception do
Cleanliness	5.00	a great job and the doctors are very clear when deciding issues.
Staff	5.00	I imagine some people do not like the 8 am appointment but I
Appointment	4.00	have always been fortunate in getting through on the phone. I

did think some results of tests were going to be notified they arrived through text and maybe this is an area you can notify/contact people/ remind etc about appointments.

Source: offline

4

Involvement	3.00	
Cleanliness	4.00	
Staff	4.00	
Appointment	2.00	

Source: offline

4

Involvement	4.00	Ongoing care so far has been very good.
Cleanliness	4.00	
Staff	4.00	
Appointment	4.00	

Source: offline

5

Involvement	5.00	Friendly staff.
Cleanliness	5.00	
Staff	5.00	
Appointment	3.00	

Source: offline

5

Cleanliness	4.00	My care has always been good and this surgery and the staff
Staff	5.00	have always been very helpful.
Appointment	4.00	

Source: offline

4

Involvement	2.00	Doctors attention to detail also willingness of assistance. More
Cleanliness	5.00	information about well being without taking medication.
Staff	4.00	
Appointment	5.00	

Source: offline

3

Involvement	4.00	I had to wait 2 weeks for an appointment which has caused a lot
Cleanliness	4.00	of anxiety as I found a lump in my breast but couldn't be seen
Staff	5.00	any sooner. The Drs are great but it does take a long time to be
Appointment	2.00	seen.

Source: offline

5

Involvement	4.00	I had a cracked rib about 7 weeks back. I would have liked if a
Cleanliness	5.00	doctor visited me instead of a phone call to find out my problem
Staff	5.00	and prescribe 500 mg of Neproxeline.
Appointment	4.00	

Source: offline

5

Involvement	3.00	When a referral was made to see a specialist I was told
Cleanliness	4.00	someone would contact me re a fast track by phone on Friday or
Staff	5.00	Monday. Still awaiting call! I Have made contact with the relevant
Appointment	4.00	department and advised of the appointment which has been sent by post.

Source: offline

5

Involvement	5.00	I can't fault my GP surgery, I get prompt referrals to specialists
Cleanliness	5.00	and all my needs are met. Lovely practice. Everyone very
Staff	5.00	pleasant and helpful.
Appointment	5.00	

Source: offline

5

Involvement	5.00	Professional and sensitive care. Speedy referral. Good local
Cleanliness	5.00	practice. Staff make you feel welcome and remember your
Staff	5.00	name.
Appointment	5.00	

Source: offline

4

Involvement	2.00	Not being able to see the doctor, that is dealing with my ailment.
Cleanliness	5.00	
Staff	5.00	
Appointment	2.00	

Source: offline

5

Involvement	4.00	Whilst I appreciate it takes time for a specialist to be involved 1
Cleanliness	4.00	hour had my problem for 18 months.
Staff	4.00	
Appointment	4.00	

Source: offline

5

Involvement	5.00	a) Everything was good. b) Nothing could be improved.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	4.00	Very caring and thorough with medical. Dr Passant is a caring
Staff	5.00	doctor.
Appointment	4.00	

Source: offline

5

Involvement	5.00	Got an appointment on the same day. Brilliant.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	- Always a good chance to get to see doctor of choice. -
Cleanliness	5.00	Reception staff always cheerful and go the extra mile when
Staff	5.00	needed. - Practice has good treatment facilities.
Appointment	4.00	

Source: offline

4

Involvement	3.00	Doctor was kind and helpful.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

3

Cleanliness	4.00	
Staff	4.00	
Appointment	2.00	

Source: offline

5

Involvement	5.00	Excellent utility to book appointments on the day. I have never had this experience at other surgeries.
Staff	5.00	
Appointment	5.00	

Source: offline

4

Involvement	5.00	
Cleanliness	5.00	
Staff	5.00	

Source: offline

5

Involvement	5.00	This is an excellent GP practising. I don't have any complaints.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

4

Cleanliness	5.00	Well explained. Doctor was very informative.
Staff	5.00	
Appointment	3.00	

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

5

Cleanliness	5.00	Really nice and helpful doctor.
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	Nothing to improve. Good helpful staff and doctors. Always able to book an appointment in good time.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	I use online services a lot for appts as the Dr I like to see it is difficult to ring and get in. I am very pleased overall with everyone at the practice - I always feel listened to from reception to GP.
Cleanliness	5.00	
Staff	5.00	
Appointment	2.00	

Source: offline

5

Involvement	4.00
Cleanliness	5.00
Staff	4.00
Appointment	3.00

Source: offline

5

Involvement	4.00	To be honest I have not had a bad appointment and usually
Staff	5.00	when I ring for an appointment I am seen so I have no problem.
Appointment	5.00	

Source: offline

5

Involvement	5.00	
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: offline

5

Cleanliness	5.00	I have always found the care and attention at this surgery to be
Staff	5.00	excellent. Considerate care and attention.
Appointment	3.00	

Source: offline

5

Involvement	5.00	Appt offered on same day as rung.
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: offline

5

Cleanliness	5.00	The staff are very helpful.
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	Quick appointments. Polite. Normally on time. Not much to be
Cleanliness	5.00	improved.
Staff	5.00	
Appointment	5.00	

Source: offline

4

Involvement	3.00
Cleanliness	1.00
Staff	2.00
Appointment	2.00

Source: offline

5

Involvement	5.00	Docs and receptionists very helpful and caring. Obviously they are in the correct jobs for them.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	Care is excellent.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	Fast, efficient friendly service.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

4

Involvement	3.00	I would like to see the same doctor if possible.
Cleanliness	5.00	
Staff	5.00	
Appointment	5.00	

Source: offline

4

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

5

Involvement	4.00
Cleanliness	2.00
Staff	5.00
Appointment	2.00

Source: offline

5

Involvement	5.00	- Easy to get through. - Friendly staff. - Superb care. - Very
Cleanliness	5.00	happy with the surgery and I can't think of anything I'd change.
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	Always given time to talk about any concerns I may have.
Cleanliness	5.00	Thoughtful caring doctors and receptionists.
Staff	5.00	
Appointment	5.00	

Source: offline

5

Involvement	5.00	The doctor was patient and understanding. They explained
Cleanliness	5.00	everything clearly and was very helpful.
Staff	5.00	
Appointment	5.00	

Source: offline

5

Cleanliness	5.00	
Staff	5.00	
Appointment	1.00	

Source: offline

4

Cleanliness	5.00	Able to speak to the GP over phone, get an appt rather quickly.
Staff	4.00	
Appointment	5.00	

Source: offline

4

Cleanliness	4.00	I appreciate the flexibility of being given the chance to use
Staff	5.00	Baldon and Windhill Green to get an appointment.
Appointment	3.00	

Source: offline

4

Involvement	4.00	
Cleanliness	4.00	
Staff	5.00	
Appointment	4.00	

Source: offline

4

Involvement	3.00
Cleanliness	3.00
Staff	5.00
Appointment	5.00

Source: offline

4

Involvement	5.00
Cleanliness	1.00
Staff	5.00
Appointment	4.00

Source: offline

4

Involvement	4.00
Cleanliness	3.00
Staff	4.00
Appointment	4.00

Source: offline

4

Involvement	4.00
Cleanliness	3.00
Staff	4.00
Appointment	2.00

Source: offline

5

Cleanliness	5.00	1. Illness and symptoms were explained in lay man's terms. 2.
Staff	5.00	Instructions on medication from the chemist, not always clear
Appointment	5.00	enough.

Source: offline

4

Involvement	5.00	The doctor was very good.
Cleanliness	5.00	
Staff	5.00	
Appointment	2.00	

Source: offline

5

Involvement	5.00	Very good.
Cleanliness	5.00	
Staff	5.00	
Appointment	4.00	

Source: offline

5

Involvement	5.00	Good. Polite staff. NHS is amazing. Get my individual needs.
Cleanliness	4.00	Bad. Needed earlier appointment. Not all problems solved. Need
Staff	4.00	more time.
Appointment	3.00	

Source: offline

1

Involvement	5.00	Appointments. If you need to see doctor same day its a struggle.
Cleanliness	5.00	
Staff	5.00	
Appointment	2.00	

Source: offline

1

Involvement	5.00	The appointment went well, understanding Dr. It took almost 3
Cleanliness	5.00	weeks for the next available appointment. This is often the case
Staff	5.00	when trying to make appointment.
Appointment	1.00	

Source: offline

4

Involvement	1.00	
Cleanliness	1.00	
Appointment	3.00	

Source: offline

5

Involvement	5.00	
Cleanliness	5.00	
Staff	5.00	
Appointment	1.00	

Source: offline

5

Involvement	5.00	
Cleanliness	5.00	
Staff	5.00	
Appointment	1.00	

Source: offline

4

Involvement	5.00	
Cleanliness	4.00	
Staff	4.00	
Appointment	4.00	

Source: offline

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