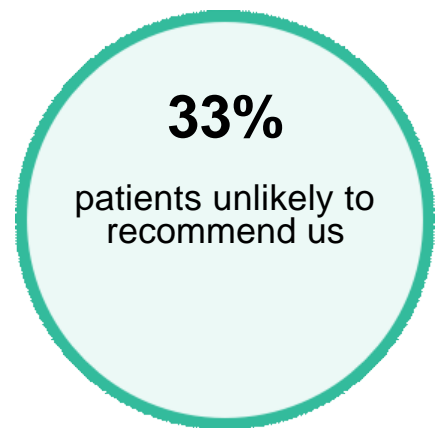
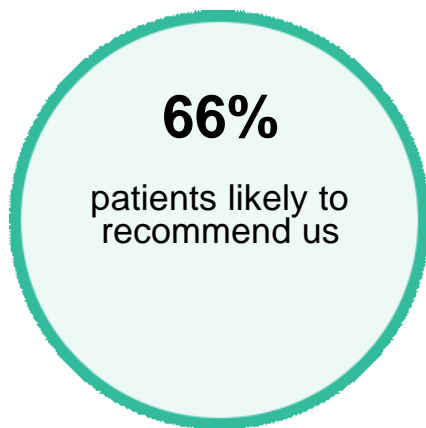


The Harvey Practice

Patient Feedback

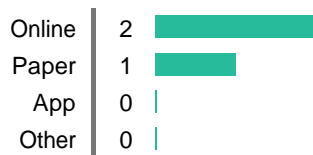
November 2017

3 patients left us feedback.

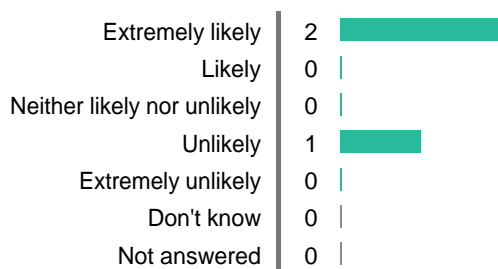


(1% didn't answer or gave a neutral response)

Spread of responses



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



Can you tell us why you gave that response?

The GP wasn't at a standard of best practice. The GP rushed me & told me I hadn't very long. The GP didn't seem open or receptive & reluctant to follow up on a request. It concerns me that the front reception , in the office area is unclean on the counter/ walls and doors. The front entrance disabled entrance isn't fit for purpose.

GP excellent at listening, explaining tests and treatments- inspiring confidence.

I have always found all staff, the nurses, practitioner and Drs courteous, helpful and sympathetic. I have had a difficult year, and yet all your reception staff, your nurses, Andrea and not forgetting the Doctors all continue to help/support and above all listen, and provide a wonderful professional approach, I enjoy phoning and visiting the surgery. I also appreciate the pleasant atmosphere and smiley faces.

Positive comments

None currently reviewed for this month.

Negative comments

None currently reviewed for this month.