|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Always get good service from all the staff at Bugbrooke surgery they never disappoint | | | | |
| Been a patient for 15 years plus | | | |  |
| Because I'm staff!!! | |  |  |  |
| I always find the staff very helpful and friendly | | | | |
| Everything went very smoothly. | | | |  |
| Had to wait 10 mins over my app, but nurse was able to take blood efficiently and put me at ease. | | | | |
| Nurse very good and friendly | | |  |  |
| Efficient and medication when i needed it | | | | |
| As a family we have been well looked after by Bugbrooke medical practice, | | | | |
| Both Dr Lily Connell and nurse Amy White had excellent patient communication skills with polite manner, thank you. | | | | |
| at the surgery and on the phone | | | |  |
| Good service | |  |  |  |
| Confidence in the way I am looked after by the staff at the practice. | | | | |
| All staff are easy to approach and give well considered advice. | | | | |
| Prompt appointment and reassuring help from Linda, the Nurse. | | | | |
| Always extremely pleasant and helpful. Xx | | | | |
| Very professional and well organised | | | |  |
| The service was great just waiting times were long | | | | |
| Sue was incredibly friendly and helpful. She made me feel at ease | | | | |
| I like your response system, i e:.,Allowing me to ring and get a call back from a doctor when he/she is free, which usually happens in less than half an | | | | |
| Staff are helpful | |  |  |  |
| I found Lesley tanton to be highly professional, caring and considerate and thorough. Unlike my recent experience with my annual blood pressure check | | | | |
| Gp's thorough. Easy to get an appointment. | | | | |
| Efficiency. | |  |  |  |
| Seen on time and efficiently dealt with | | | |  |
| I can always get an appointment time quickly and that suits me, ability to use an app and friendly staff. | | | | |
| Everyone is especially helpful | | |  |  |
| Sue Hickman really professional and very kind. | | | | |
| Satisfaction mainly | |  |  |  |
| Excellent responses to making appointments and very professional and friendly staff nurses and doctors | | | | |
| Friendly staff and appointments available the same day. | | | | |
| Friendly fast efficient service, good availability of appointments | | | | |
| Efficient friendly staff | | |  |  |
| Im very satisfied with the way i get looked afer | | | | |
| Great service | |  |  |  |
| On the whole iv found them friendly and helpful some more than others but generally I'd go for no 1 and the chemist next door excellent | | | | |
| Appointment on time. Nurse Irons very efficient. | | | | |
| Professional friendly service | | |  |  |
| Bugbrooke Medical Centre have always found a way to resolve | | | | |
| Except for failing to diagnose my collapsed lung. I've had no problems with this practice. | | | | |
| Efficiency of nurse in fitting and explaining monitor. | | | | |
| Accommodating when appointments are required. | | | | |
| Excellent care provided | | |  |  |
| My reason for my answer, that it's difficult enough to get through due to the high volume of calls when you want to make an appointment. So why would i | | | | |
| Great staff and support when needed | | | |  |
| Very friendly and helpful staff. | | | |  |
| In on time, all explained to me | | | |  |
| Prompt service and friendly nurses | | | |  |
| Lovely ladies and seen on time - as pleasurable as getting 12 month jabs could be | | | | |
| All staff polite and efficient | | |  |  |
| Quickly seen, a friendly nurse that put my husband at ease before pneumonia vaccine | | | | |
| Very polite, punctual and efficient. | | | |  |
| Efficient and pleasant nurse and punctual | | | | |
| Truth |  |  |  |  |
| Because it is extremely likely | | |  |  |
| Efficient,helpful and friendly staff. | | | |  |
| I received first class treatment | | |  |  |
| Because everyone is very helpful and has a can we help attitude | | | | |
| Quick good service | |  |  |  |
| From booking my appointment with Katie who was really helpful & the | | | | |
| Leona was amazing today really friendly and very professional | | | | |
| I have been having cancer treatment at NGH for nine years plus, along with 3 operations, and have required medications for several things connected with | | | | |
| I have had appointments when lv needed them GP always rings back if needed,and Dr Perry always explains a problem,a new drug, and l have no complaints. | | | | |
| Impressed by overall care and concern in looking after patients general health and wellbeing. In particular, pre care before a problem arises. As in today | | | | |
| Difficulties with making an appointment. | | | | |
| Because u have always treated me well | | | |  |
| Staff friendly and efficient. | | |  |  |
| Very little waiting time, friendly staff. | | | |  |
| Because dr toplis | |  |  |  |
| The process was quick and efficient with no fuss. Thank you. | | | | |
| Because they are very friendly and efficient | | | | |
| Prompt friendly treatment | | |  |  |
| The staff are always helpful and friendly and Dr Toplis is a fantastic doctor | | | | |
| I have always had excellent treatment from the surgery. Not a problem getting appointment. The staff are very kind and friendly and helpful. | | | | |
| Swift to get an appointment for minor surgery. Swift to undertake said surgery. Pleasant and helpful doctors. | | | | |
| Awesome service | |  |  |  |
| First class service, relaxing atmosphere extremely helpful, Thank you all. | | | | |
| Because I'm very happy with the surgery. And I have all ready told my daughter and family they moved straight there. And if anyone else is looking I will | | | | |
| Staff friendly, excellent and caring. | | | |  |
| Have always been able to get an appointment without waiting too long to see a doctor or nurse Thank you |  |  |  |  |
| Because I was seen on time for my appointment and cared for in a professional manner. | | | | |
| I think it is an excellent doctor's | | | |  |
| Absolutely fantastic surgery. Always polite on phone, same day appointment always offered, the best surgery in the country by far | | | | |
| Smear |  |  |  |  |
| Excellent staff and understanding | | | |  |
| Treatment is always first class and nothing to much trouble | | | | |
| Because I've always find them reasonable pleasant and easy to deal with | | | | |