Helpful, friendly and caring

Very Friendly and welcoming staff

As usual a very caring and pleasant experience.

Very helpful staff no waiting

Good treatment

Surgery staff always helpful and today nurse Leslie was exceptionally so.

Because I am always treated very well at Bugbrooke medical practice.

Appointment was on time staff were knowledgeable courteous and efficient

Aimee the nurse I saw today listened to my concerns and I left the surgery very assured.

Very professional and friendly

Fast friendly service

Quick efficient service with a smile

The care and support offered from reception staff , nursing and GP’s is excellent.

Friendly & professional

Friendly nurse

Helpful friendly staff

I have never had any problem with the doctors they have always been honest with me

Prompt and efficient appointment

It's our local doctor’s surgery

They always go out of their way to help you and give you an appointment

All my experiences with the doctors and nurses have been 1st class.

Big improvement in quality medical staff and very efficient.

Speed and friendly ness of appointment

A very friendly surgery, never had any problems and the staff, nurses and doctors are professional but friendly, all do a grand job

Unavoidably late for my appointment but fitted me in and nurse kind & put me at ease

Because as always the staff are wonderful.

Overall very good care.

Have never had a problem being seen by a doctor and everyone from receptionists to nurses and to doctors have always been friendly and helpful

Organised and patient focused with fantastic approachable staff in all areas

Very pleasant staff with good patience and efficiency

Bugbrooke I call and the receptionist are always polite and helpful I always get a call back and almost every time I need to see a doctor I get an appointment

Well organised practice. Staff and GP’s helpful

Quality of nursing & doctor's attentions when needed

Good and prompt care from Amy

Awesome staff

Access to appointments / some minor niggles & delays drop the overall high std of the practice and those that work there.

Really understanding staff at this appointment. Felt really safe/cared for.

On time, very professional, friendly and very competent

Very helpful staff. I can always get a prompt appointment

All of the staff are fabulous, helpful and lovely and as a family we have never had an issue. X

Sandra Irons was efficient, pleasant and very knowledgeable

Since being with Bugbrooke it's always been a good experience

Prompt, efficient and get the job done

Long wait for appointments and phone answering

Great service, friendly staff.

Thought it was just a tick box exercise - was expecting something a little more personal.

Cause I can always get an appointment when I want I've been with the practise for 49 years

Efficient, Very Friendly, Lovely Receptionists, Well Mannered and explains everything clearly.

Lovely reassuring nurse

The nurse was lovely and very understanding, she was by far the best nurse I've seen in a long time

Quick service and nice nurse

I was booked for a blood test but it had to be am, I got a call expecting to have to wait a while but got an appointment the same day

Friendly staff, no problems. quick and easy appointment

I consider that Bugbrooke Medical Practice has looked after me and my family well in respect of all our medical needs over the last 30 plus years. Sound

My appointment was with Sandra Irons very nice to get on with easy to speak to as saw a doctor few weeks ago and put me off coming back there and left in tears

Everybody was polite and friendly

A wonderful team, from reception to the consulting rooms. So professional and reassuring. I am extremely grateful for all they do FOR my disabled husband

Knowledgeable and friendly nurse

I have diabetes and the treatment i receive is very good

We live near the surgery

The surgery and all its staff have always been polite and efficient. I've never had to wait too long for an appointment often seen the same day as ringing

Always a warm & friendly service & the nurses are great!

Excellent patient care and quality service.

Friendly and informative nurses and follow up appointment made

Very good treatment

I've always had a good experience when visiting the surgery to see either a doctor or nurse

Waited over a week for a referral letter (after chasing twice) that was supposed to be available after 24 hours. Rang to chase a 1pm today

Always got an appointment. Lovely staff. Never had any issues. Just small point was the appointment yesterday was the 8.30am so I can get in and get daughter

Very good service

Efficient, professional and friendly treatment

All was timely, courteous and very professional.

On time, friendly, efficient

Rather than making another appointment an additional issue was checked and explained.

Friendly service and prompt

You can always get an appointment on the day you call if you need one.

Leona was just so lovely. It was something I was putting off but as she was so great I thought I shouldn't have been worried. Made me feel at ease

I'm a nurse and cannot fault the care received by me, my partner or our children. Friendly staff- from reception, pharmacy, nurses and medics.

I have been with Bugbrooke a year and have found everyone helpful. Reliable and kind.

Very caring and professional. Always happy to help

My reason for statement is very difficult to get through to speak to a receptionist, as it always has a tone as if the phone has been taken off the hook.

On time and efficient.. Did. What was needed

Nurses are always friendly and efficient

Good place good doctors and nurses mostly good receptionists but so annoying that you simply can't make an appointment you have to go all through the pain

Happy with all you provide

Once seen I was treated in a manner I would have expected and Amy explained the process and answered any questions I asked

Always been with Bugbrooke where ever I have lived in and around this area.

Quick service and empathy shown

Take too long to answer your phone

The Bugbrooke surgery always offers excellent service. Very helpful and lovely staff there.

Quick appointment. Facility to collect prescriptions whilst in surgery. Hard working friendly staff. Lovely nurse.

On time, friendly and welcoming and very efficient service

Friendly staff and ease of booking

I can always get an appointment if I need one. Medical Staff are really helpful

Because your my local surgery and have no other choice

Professional service

Had to give blood for testing. Seen before my appointment time & very painless experience. Nice lady too.

"First class service excellent nurses and doctors

All staff are magic

Many many thanks"

All the services I receive from the surgery are very professional and first class they care

The staff. Regardless of pressure are always so attentive and caring to my needs

Good treatment

Because they always look after me well

The triage surgery system means that I can get an appointment within a reasonable time. Other surgeries don't offer the same level of service and care

"Doctors call back in good time

Nurses and HCA do not rush appt and are very accommodating Reception and pharmacy staff also very helpful"

Excellent service provided

Great friendly professional service all round

The Dr and nurse were lovely and supportive

Made me feel comfortable and relaxed

I treated well

Not nurse visit. But last time I saw a junior doctor and did not find her very compassionate.