Never get through on phone

The staff have always been helpful and friendly.

Care and attention is superb

The staff are always friendly and the Doctors are helpful and listen

I had a B12 injection. I was seen quickly and Sandra's technique made the process almost painlessly (it can be quite a painful injection).

Can always get an appointment and there are a number of Dr’s I'd be happy to see

I changed to this surgery from Abington Medical centre, as it was closer and getting an appointment was easier.

Friendly

No waiting very good service

Leona was very friendly and professional and made me feel at ease

Appointments always available, quick service and friendly staff

Staff are always very lovely and helpful

Nurses very friendly. Dr's will call back same day and book appointment

Always received excellent care and appointments nearly always on time. Doctors take the time to listen

Appointment easily made, outcome of appointment satisfactory.

Friendly and demonstrably caring staff. Efficient admin.

Excellent, friendly service

The staff are always very pleasant and helpful and mostly on time

I can get appointments usually quite easily. I like how the doctor calls you back to decide if you are coming in or not. Everyone is very friendly

It's usually possible to get an appointment or phone contact with a gp on the day phoning, this is so important particularly when you are in a caring rol

Lovely friendly service from receptionist and practice nurse who made you feel at ease.

Very quick response from phone call to appointment.

Fantastic service however we had to wait 30 minutes past our appointment time.

Staff and doctors friendly especially the pharmacy.

Always very professional

Personal attention by the Doctors over a number of years for both myself and my wife.

Poor telephone access.

So sorry didn't read the text properly. I meant to put highly likely to recommend so 1 not 5!

Apart from last doctor I saw. Have not been satisfied with doctors. Also telephone service ie waiting in long queue, very often not getting reply

Efficiency.

Very prompt good service

Great service

Prompt and good service

Very professional people working there.

punctual appointment

Amazing with my children.

My appointment was on time. Quick and painless blood test.

Great service

Easy to make suitable appointment, above all nice people to deal with, i.e., receptionist and nurse.

I am very happy with the surgery. I never have a problem getting an appointment and the staff are always friendly and punctual

All staff are very helpful and friendly, and efficient.

Lovely staff and well organized

I had excellent treatment

Always very satisfied

My minor surgery was dealt with very calmly and efficiently.

Ease of booking appointments, lovely staff and doctors.

Everyone is so very kind and although everyone is just as busy as elsewhere in the NHS (I work as a clinician at the hospital)

Very professional and reassuring team

Very good service. Always listened to

All staff drs, nurses, admin are friendly and helpful.

They were brilliant with me today

Sensitive experience. Thank you.

Have always been able to get an appointment once I can get through on the phone! Would be nice to see my own doctor sometimes.

Helpful, friendly staff throughout.

Friendly staff] If I am ill and ring the surgery a doctor will always give me a call back almost immediately at times.

Because I find the nurses and staff most helpful.

Nurse was very friendly and helpful; the receptionist was a bit rude to be honest

Friendly and efficient staff as always!!!

Quick service and friendly staff

All the staff are amazing! Receptionist so friendly and extremely knowledgeable staff!

Most staff are very friendly, efficient when speaking to a medical professional.

High quality service and informative experts

On time friendly and v efficient

I went in to see Sandra on time. She is very professional and friendly. Sandra did a brilliant job taking my blood, just felt a scratch.

"First class service in All Departments

Wish I had switched from Penvale Surgery years ago"

Caring staff.

Low waiting time. Caring professional staff. A very well run practice

Courteous and Friendly practitioners who are efficient and empathetic

Brilliant staff as always

Excellent service, professional, friendly and helpful staff

Good advice and treatment

Can always get appointments and staff are always friendly

Helpful staff

Booked me in straight away. Saw the doctor. Problem sorted

Good communication

Lesley Taunton excellent. Went for pre diabetic follow up appointment and she also sorted out other non-related issues and appointment for me.

They are friendly, helpful and efficient

Pleasant staffs, dealt with in a reliable time frame

The Practice has consistently delivered a high quality and friendly health care service.

Friendly, efficient, regular reviews

Kind professional nurse. Appointment on time.

Excellent service from receptionists to the doctors and nurses and the pharmacy can’t fault any of it

Nurse was lovely, friendly manner and professional.

Wonderful treatment and friendly staff