|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Staffs are brilliant. System really great never wait long | | | | | |
| Everyone from the reception staff to the Doctors are kind, caring and I have never had a problem making an appointment. | | | | | |
| Easy to get an appointment and a great team of doctors | | | | | |
| Great doctors but took me 120 attempt to get through the other day. It's definitely getting worse. | | | | | |
| Good service, friendly staff | | |  |  |  |
| Always receive excellent service from your excellent staff  Thank you |  |  |  |  |  |
| The nurse was friendly and explained what she was doing. | | | | | |
| Rang for a triage call and got an appointment within 10 minutes of the doctor's call back | | | | | |
| The staff were lovely, but I had an appointment for a Pnumonia vaccine and they had none, so had to knock score down a bit, but no reflection on staff | | | | | |
| Always had a good experience | | |  |  |  |
| Good response times , able to get appointments. Doctors and nurses who listen and greeted nicely by reception | | | | | |
| Impossible to see a doctor. Phone triage system is inadequate. When attempting to ring lines are either engaged or involve at least a 15 minute wait. Qua | | | | | |
| Good service | |  |  |  |  |
| The staff are wonderful  Always exceed my expectations |  |  |  |  |  |
| The nurse I saw was great and she cleared my ears after months of discomfort and reduced hearing. | | | | | |
| Efficient and friendly | | |  |  |  |
| Linda was extremely kind and helpful | | | |  |  |
| Always friendly and professional. | | | |  |  |
| Because lm always happy with with the surgery..... | | | | |  |
| Always helpful understanding good system | | | | |  |
| Care and concern from Phlebotimist (who recognised I was ill) to Receptionist (who made sure I was ok whilst waiting to see GP) to GP | | | | | |
| Appointment was on time. Friendly, efficient staff. drs return phone calls promptly. | | | | | |
| Lovely nurse, great service, our surgery is excellent in my view | | | | | |
| Poorly taken blood sample resulting in a large painful bruise | | | | | |
| It was an excellent and prompt service ! | | | |  |  |
| Everything good. | |  |  |  |  |
| Always fantastic service | | |  |  |  |
| prompt timekeeping and courteous staff | | | |  |  |
| Everybody is calm & professional! | | | |  |  |
| Amazing staff from reception to doctors all the way through. | | | | | |
| Have had good response and service from Bugbrooke Practice in general and have always been able to speak to a doctor within the hour. | | | | | |
| It was easy 45 minutes from door-to-door pleasant and professional service unlike Northampton where it was over 3 1/2 hours last time I had a blood test | | | | | |
| V quick service. | |  |  |  |  |
| Always really helpful and friendly. | | | |  |  |
| I found l did not have to wait, my appointment was on time and the treatments were carried out very well. | | | | | |
| Service I receive is always prompt, pleasant and appropriate xxx | | | | | |
| They are very pleasant and helpful | | | |  |  |
| Always helpful | |  |  |  |  |
| A very good service friendly staff | | | |  |  |
| The staff are very helpful and normally able to speak directly with a doctor over the phone who will decide if I need an appointment. If so, then can fi | | | | | |
| Better communication and notice of dates of Coil clinics and advice prior to the appointment would have made my experience a 5. Staff were great though. | | | | | |
| Fast and efficient on time appointment | | | |  |  |
| Always helpful to give the best service | | | |  |  |
| The treatment received today was very good | | | | |  |
| Really easy to get an appointment; doctors listen to your concerns; the treatment you receive is excellent and I was particularly impressed with the way | | | | | |
| I have always found them exceedingly.professional and caring. | | | | | |
| Staff are always very pleasant and helpful | | | | |  |
| We've always had positive experiences with the doctors nurses and other staff at the surgery I'm also been particularly happy with the appointment system | | | | | |
| Friendly staff put u at ease | | |  |  |  |
| Because everybody is helpful, staff are friendly . I am always able to get an appointment or speak to somebody about any issues I may have. Recommended f | | | | | |
| Because she couldn't get blood from my arm and wasn't allowed to try from my hand so sent me to NGH. | | | | | |
| Very quick and friendly service | | | |  |  |
| Very patient and welcoming experience. Appointments were on time quick service | | | | | |
| Friendly staff | |  |  |  |  |
| Very friendly receptionists, doctors midwives and nurses are all very easy to talk to and overall a good service! | | | | | |
| Easy to book an appointment online. Nurse very friendly. Consultation very thorough. | | | | | |
| Efficient Reception and pharmacy Only comment would be able to request to see same doctor | | | | | |
| Extremely polite, caring, professional | | | |  |  |