Was on time and a very nice nurse

Nurse was kind and very gentle and I had an early appt.

Excellent patient care

I made appointment to see a nurse as finding it difficult to travel to Ngh for blood test was given appointment very quickly thank you

I have never had a problem with the surgery they are always helpful and efficient 10 out of 10.

Efficient

Very good service and friendly

Care and consideration from nurse Leona Wright while removing stitches was exemplary.

Efficient as always

More often than not you can get an appointment or speak to a doctor also the staff are very kind and helpful.

Because I had my appointment wasted and now has to come back again tomorrow for another attempt at venepuncture

I didn't wait long to see the nurse. And the nurse was very pleasant and very thorough with the device I received

Efficient, friendly service from reception to nurse as always. The best surgery I have experienced in a very long time.

I can always get a call back and get seen if it's an emergency

Professional efficient friendly

Seen promptly and friendly staff

The diabetic nurse Linda has been instrumental in getting my diabetes under control and sitting down explaining why she is doing the treatment a doing me

They listen and that's the key to a great appointment .

Short waiting time & efficient staff

Good service

Dealt with my problem in a sympathetic and understanding manner

Brilliant surgery can always get a appointment and never waiting on the phone for long

I always get good treatment

Great nurse and doctors. Receptionists a bit off hand at times could be friendlier. Only recently but more difficult to get through than usual.

so love being able to book appointments online :)

It was great for your help thank you

Promptly seen on arrival and friendly nurse

Specimen of blood on Tuesday morning had 5 unsuccessful attempts to get into a vein. (3 on one arm and 2 on the other). Surely after 3 attempts she should stop

Polite professional service. Meets my needs and never have problems making appointments or speaking with a doctor.

Good service, well organised with appointments, seem to have good access to the right person when you need it, appointments always on time.

Because I couldn't have been treated any better at all

Very efficient practice no complaints at all

Prompt and friendly service

Very prompt and friendly nurse

I've received good attention and it's a busy surgery, I am being looked after

A great medical practice always very helpful

Rachel and max made me feel so comfortable and were so friendly during my treatment. They are a credit to the surgery.

Always a good service with a friendly atmosphere

Prompt and reassuring service with my ongoing bout of ill health.

Dr Parry and her nurse made me feel so at ease and comfortable

Well done , makes a lovely change

Dr Parry and the nurse who was assisting her are extremely competent and professional. Not a pleasant procedure today but they were highly competent and

Very efficient and welcoming service.

The Staff are always very helpful & happy.

Excellent service

Doctors never disappoint. If only you could get your phone system sorted I'm sure it would be the best practice.

Very professional and kind left feeling confident in treatment

Well a couple of times two drs came out of the way TO SEE ME

The absolutely perfect care and kindness of Nurse Sandra Irons. So helpful and thorough.

Friendly and efficient

The staff are always so lovely, Leonie was super with my little boy giving his flu jab! Very patient

Kind, compassionate, caring. Explained everything. Made me feel relaxed.

My doctors surgery is amazing. They always see us same day and are very supportive

Keep up the great work .

Excellent efficient service

I always recommended Bugbrooke Surgery to my friends as I hear many horror stories about there own surgeries

Very efficient quick and friendly

I find it very hard to get through to speak to anyone on the phone and sometimes have to wait longer than I would like for an appointment with the doctor.

They are always there for me when lm I'll with asthma and support .Always kind and helpful never make you feel a nuisance.

Always helpful, speak to a doc on day of calling and get appointments fairly quickly

Sympathetic staff. Clear explanations

Not enough time to talk about problems

Mrs . Sandra . Irons is a wonderful person, she is very efficient

I always find the reception staff helpful and compassionate and the doctors very responsive

Quick appointment waiting time. Friendly efficient staff.

Both Doctor and Nurse were brilliant. both a credit to the practice

Empathetic, efficient and punctual treatment.

Efficiency .

Efficient reception booking in and friendly staff

Quick efficient service

Fantastic doctors practice

Promptness and courtesy, thank you

Excellent nurses and not too difficult to have a doctor's appt

Friendly nurse

Helpful friendly efficient

The standards have fallen in recent years. Medical Staff are doing the best they can but trying to get appointments or talk to a qualified gp needs improvement

Quality staff and brilliant treatment

Appointment on time, great staff

Simple straightforward process, polite friendly staff

My original appointment was for October but cancelled on the day of the appointment 3 or 4 times .. also , you can't get to speak to a receptionist

Wonderful caring doctors and nurses. Seen within an hour of making my first phone call. Brilliant care. Thank you.

Dr Hunt a very professional Dr, goes above & beyond to help & support. Sandra Irons is always polite, friendly & professional. All staff very helpful

Always helpful. Always reassure you

Nice friendly caring staff

Staff always pleasant, helpful and caring

Very good doctors

Always professional friendly and personable

Personal friendly professional care

Appointment on time. Sandra is extremely professional, efficient and friendly. When she takes blood it is virtually painless.

Always got an appointment when needed the same day. All doctors have been very thorough with both myself and my daughter. Never made to feel like I'm was

It's a really nice surgery and the doctors and receptionists are good

Efficient service

Easy to get an appointment and lovely service (Leona)

Friendly and helpful

As always treated as an important person everything answered positively keep up the good work

Excellent service

Extremely helpful and efficient.

Because Julie is a brilliant nurse and has helped me cope with a leg ulcer for the past 9 months she is caring takes her time makes you feel at ease

"Excellent doctors and nurses.

My 3 year old was scared but the nurse made it fun and exciting." There are times when I ring up that the receptionist doesn't seem are of the problems that my husbands Alzheimer's causes which makes it difficult

Very easy, and quick response

Staff are lovely and friendly.

Helpful and polite. Which owing to my physical and mental health, i appreciate a lot.:-)

Excellent staff, never had a problem

Friendly and efficient staff pleasant ambience

Doctor refused to refer me for sterilisation despite having two pregnancies that almost killed me.

Lovely nurse

Done

Always have time to talk

Very friendly nurse

What I was saying is that the treatment I have just received was excellent but not even getting a reply before Christmas I thought was really bad.

Usually get 2 see a doctor the same day

I have always had good service

Service. Friendly,

All doctors and staff are excellent

Sandra Irons, nurse - very pleasant to deal with

The doctors and nurses are brilliant at the surgery and show a lot of empathy especially when my late husband was seriously ill. I feel well cared for. A

The approach from the surgery is both professional and thorough. They really take the condition seriously.

Staff have patients and are always kind helpful and obliging. It is most appreciated.

Friendly and efficient

Over 40 years excellent service. Good accessibility. Very good telephone advice

Excellent service, thank you.

I've not had issues with the surgery

Always very friendly nothing is to much trouble brilliant when your elderly you don't have to worry about long waiting times.

Sandra Irons came across very helpful and professional

Always friendly and helpful

Great service

Everyone is very friendly and professional

They are very helpful and professional in there manor.

Always seen, and some very good staff

The staffs are friendly and helpful

Efficient caring staff

Always seen me ASAP and feel I am always in very good hands Dr Parry is a doctor whom I feel listens and does her best to help