

Hatfield Peverel	1					
TOTALS (27)	12	10	3	1	1	0

Comments

I feel I can only see a nurse and not a doctor for consultations. Have to speak over phone for a doctor and can not get an appointment. Just hope any illness is not serious

Can not see a doctor. Diagnosed over the phone.

Would like to book advance appointments

Mis-diagnosed asthma - instead chronic chest infection - ended up at Papworth Hospital. Was told it was a 'habit' cough!

Always had good service. Waiting time ok.

Despite known pressure service still very good

Still getting used to a phone call before being able to see a doctor

Always friendly staff. Sometime difficult to get appt but seems to be improving

Good practice, difficult to get appointments at times

Always friendly and helpful, however a couple of nurses in the past have been a little rude and have poor knowledge

Good service received so far

Very supportive of Husband's COPD

Reception staff helpful and friendly

(Reason for rating) Efficiency and quality of consultation and time taken

Very happy with service/ Everyone friendly as always

Friendly prompt attention

Everyone (doctors and reception staff) are very helpful and friendly, including accommodating the patients where they can)

I like the telephone triage system so I don't always have to come in to speak to Doctor. GP, nurses and reception staff all very helpful

Very good, lovely girls

Excellent attention

I have always received good care over many years myself, BUT I very much regret the introduction of the new, very impersonal phone service, especially for the elderly

Good friendly service

My wife has been under this Practice for 30+ years, the service as always been exceptional especially during the last 7 years when she has had a brain haemorrhage and kidney transplant

Cervical Screening today with nurse Jenny. I have experienced vaso-vagal episode 3x in the past with this procedure. Jenny was kind, compassionate and gave me time and reassurance and no vaso-vagal episode. Thank you Jenny
