**Family & Friends Comments – February 2019**

**Recommended**

* Doctors /nurses /and all staff are good /and very polite.
* *Dr took time to explain things to me. Listened to me and advice given.*
* Friendly and professional staff and doctors
* *The doctors and staff are very helpful nothing too much trouble Dr explains everything to you so you understand very good practice*
* Some of the doctors go above expectations to help you
* *Very helpful receptionist, kind and considerate doctor. Great service provided.*
* Always very helpful and polite to everyone
* *Very friendly service 10 out of 10*
* Brilliant Doctor, friendly efficient staff
* *Doctors very understanding and helpful*
* Because I’m getting better
* *Everybody at the surgery is so kind and helpful.*
* I always have a positive experience when I visit Silloth group medical practice.
* *Doctor very thorough and a good team.*
* Cheerful helpful approach of everyone in the surgery. My family all appreciate the support we get
* Managed to get a last minute apt with a caring & empathetic doctor who listened. Gave me helpful advice and referred to hopefully sort issue.
* *Because I haven't been to any other practice,,*
* Always had excellent service.
* *The excellent treatment from Dr Stahlschmidt.*
* Excellent service full explanation throughout procedure
* *Fast and pleasant experience. Thoughtful staff.*
* Staff always friendly and efficient with a good quality of care from the Drs & nurses
* *Professional and friendly surgery. Relaxed atmosphere.*
* The doctor always listens to you before prescribing and puts you at ease
* *Excellent service given by Staff and Doctors*
* First class service as ever
* *Excellent*
* Always listen and help where they can
* *Always excellent service*
* Dr Stahlschmidt

**Not Recommended**

**Passive**

* Difficulty in arranging appointments and waiting such a long time. Not much empathy from some receptionists, not all, may I add