

Summer 2018

“CTS – Court Thorn Surgery Summer Newsletter”

facebook



Welcome to our Summer Newsletter!

As the weather begins to warm up, and the holidays are set to begin, we welcome summer in with our Summer Newsletter

In the following pages you will find some interesting updates, news and goings on in and around the practice that have happened since our last newsletter in the Spring.

We hope that you will find the information valuable and interesting.

Hopefully the weather will stay warm and dry over the summer and we can all get out and have some fun in the sun.

This newsletter is for you our patients, so if there is anything you would like to see featured in these pages please let Nichola in reception know and look out for it in future issues.

Pages

- | | | |
|----------------------|---|---|
| 2 | * | Tips for sun safety, BBQ food safety & feeling unwell |
| 3 | * | A Doctor writes! |
| 4 | * | Struggling to get an appointment? |
| 5 | * | Text Message service & TV screens in the practice |
| 6 | * | Patient Access - repeat medication ordering |
| 7 | * | Patient Access - booking and cancelling appointments |
| 8 | * | Prescription delivery criteria & PPG annual report |
| 9 | * | Volunteer prescription drivers win award |
| 10, 11, 12, 13 & 14* | | Prescription delivery feedback |
| 14 | * | Travel vaccinations |
| 15 | * | Are receptionists noseys? & Hearing aid batteries |
| 16, 17 & 18 | * | Your medication |
| 18 | * | Medication reviews |
| 19 & 20 | * | GDPR (General Data Protection Regulations) |
| 21 | * | Unacceptable Behaviour & A7E, GP or Pharmacy |
| 22 & 23 | * | Compliments from you for us |



Tips for Sun Safety, BBQ Food Safety and Feeling Unwell.

Here are some tips for Sun Safety, BBQ Food Safety and Feeling Unwell.

Sun Safety

Warmer weather is known for making people smile, but it also brings a number of health risks too. The following advice will help you enjoy your summer safely.

- Stay out of the sun between 11am and 3pm
- If you have to go out in the heat, try and walk in the shade, apply sunscreen and wear a hat.
- Have plenty of cold drinks, and avoid excess alcohol, caffeine and hot drinks.

BBQ Food Safety

When cooking on your BBQ, there are two main risk factors: under cooked meat and spreading germs from raw meat onto food that's ready to eat. To avoid food poisoning, when you're cooking any kind of meat on a BBQ make sure that:-

- The coals are glowing red with a powdery grey surface before you start cooking, as this means they are hot enough.
- Frozen meat is properly thawed before you cook it
- You turn meat regularly and move it around the BBQ to cook it evenly.
- The meat is piping hot in the centre, there is no pink meat visible and any juices are clear.

Feeling Unwell

What to do if you or a family member begins to feel unwell this summer:-

- Try to get help if you or someone else feels dizzy, weak, anxious or have intense thirst and headache.
- Move to a cool place as soon as possible and if you can measure the body temperature.
- Drink some water or fruit juice to rehydrate.
- Consult a doctor if you feel unusual symptoms or if symptoms persist.

Always ring the surgery first for advice.

A&E and 999 services are for life-threatening conditions only.

Call NHS 111, 24 hours a day, 365 days a year for fast free medical advice for when it's not an emergency or when the surgery is closed.

A Doctor writes !



“So Doc, what do you do all day?”

Well, although I trained in St Andrews, I don't spend it on the golf course. Some of you will know that I spent 20 years as a full time GP in Carlisle, where ultimately the battle to provide the care that I wanted to give, versus the increasing demands of the job, proved too much and I made the decision to move to Court Thorn where there is still time to provide proper general practice. Just as well, 13 months after joining Court Thorn I had a heart attack. That taught me the importance of looking after myself, as well as all of you.

My working week is now a more relaxed 42 hours spread over 4 days. I come in to work around 7.30 in the morning and get straight on with the paperwork. This means looking at 40 to 60 blood and x-ray results on the computer, making sure the abnormal ones are dealt with properly and messages left for reception staff when patients phone in for their results. Then I look through all the CHoC contact details of the night before and make sure we follow up any that we need to. I check the emails (20 to 30 a day), grab a cup of tea and get ready for morning surgery. Surgery lasts till 11 am and I will provide cover during surgery to our trainee doctors so that I may have to look at some of their patients for them as well. Then there are usually several telephone consultations to take me through to 11.30. Another cup of tea, eat my sandwiches at my desk then either a clinical meeting to discuss problem cases with colleagues or into dispensary to deal with prescription queries and sign some of the 6000 prescriptions we deal with per month.

There are usually one or two house calls each, but if not I might catch a quick 30 minute stroll to clear my head for the afternoon. On return there are more e-mails, insurance reports, DVLA/DWP reports and lots of miscellaneous paperwork. This might include work related to my role as GP and undergraduate trainer, appraisals, practice development or even articles for the newsletter. Not forgetting the increasing pressure from government to look at ways of saving money on referrals and prescribing. At 3pm there some more telephone consultations then afternoon surgery to 5.30pm. Then some admin queries, more time in dispensary and then hopefully out the door by 6pm. Not unusually there may be a further urgent house call to do on the way home.

This is pretty standard for most GP's working in the UK. Certainly the same sort of day goes for my partners, Maria O'Hare and Ross Anderson. They're probably just as bad at golf as me as well.

No wonder I get that Friday feeling on Thursday with the end of another week.

Dr Grainger

Struggling to get an appointment??

In May 2018 alone **33** patients failed to attend for a pre-booked appointment at the surgery. This resulted in the loss of **6 hours and 35 minutes** of clinical time (GP & Nurses time).

The DNA appointments for this year to date are as follows:-

Month	Appointments Missed	Amount of Clinical time lost
January	39	7 hours 55 minutes
February	33	6 hours 10 minutes
March	35	7 hours 20 minutes
April	22	6 hours 10 minutes
May	33	6 hours 35 minutes
June	28	5 Hours 50 minutes
TOTAL	190	40 hours 20 minutes

As you can see this is a lot of lost clinical time, almost (if you read Dr Grainger's article) a full time GP's/Nurses working week of time lost by people failing to attend for appointments.

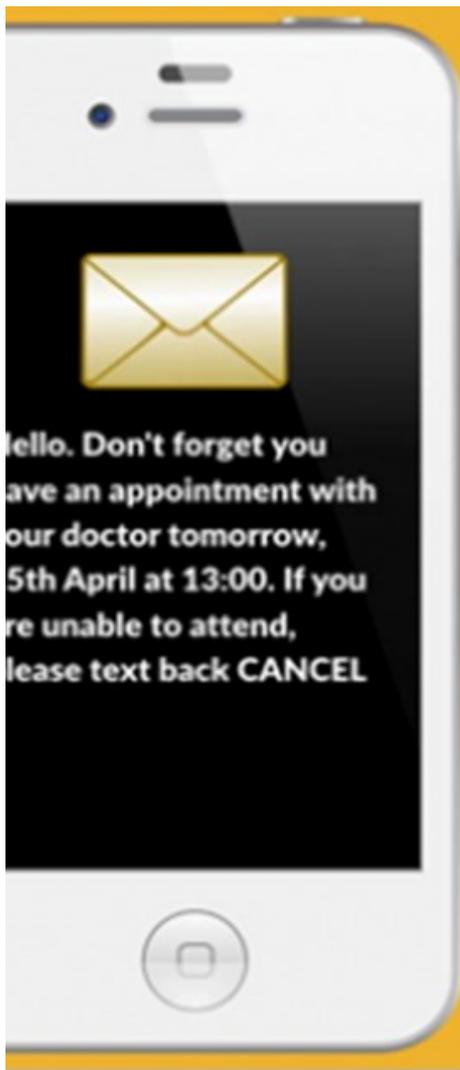
WHY do people DNA appointments?



The practice does review all patients who do not attend for appointments, after 2 non-attendance's within a 12 month period patients are sent a letter. Where there is continued non-attendance of appointments following a warning letter the practice is entitled to remove patients from its practice list at this time.

With increasing pressure on GP services we ask that if you can't make your appointment you cancel it, this way it can be offered to someone who does need to be seen.

Text Messages



*** New text message appointment reminder system ***

We have launched a new text messaging reminder service.

The new number you receive text messages from will be +447800008225

You will be able to cancel your appointment by replying **CANCEL** to the text message you receive, saving you a call to the practice

TV Screens in the practice

The TV screens in the practice hold a lot of valuable information about the practice and things that we would like you to know.

We have been asked to slow down the slides as they change too quickly. Nichola has looked into this and although they have been slowed down, we can not slow them down anymore as some slides would stay on too long, and some not long enough, its trying to find a happy medium.

So to address this there is a printed copy of every one of the 114 slides in a folder in the main reception waiting area for you to read should you miss something on the screens.

Thank you

Patient Access website and app has changed and been improved to make it easier for patients to use.

We have had a lot of patients in the practice saying that the portal is not working or that they can't log in to the portal anymore

You will need to log out and re-enter your password and sign in again, so make sure you have your details to hand.

Please go to the home page of our website www.courtthornsurgery.co.uk and click the button (register now) under Patient Access. This will take you to the Patient Access page. Then please follow the on screen instructions, to re log into your account. Once you have done this you will only need your email address and password to log into your account.

Important points to note:

You can only request **repeat** medication through Patient Access.

Acute medication is for information only (if more is required, please contact the practice).

Requesting repeat medication

If you would like to request repeat medication, please follow the steps below.



Do the following:

- Select **New request** from the Medication requests section of the homepage.
- Select **Repeat Medication** from the dashboard.
- Select  to add the medication (s) you would like to request. All selected medications can be viewed on the right-hand side of the screen.
- Select **Request**.
- Enter a message for your GP if applicable. **Note:** This field is optional.
- Select **Confirm request**.
-

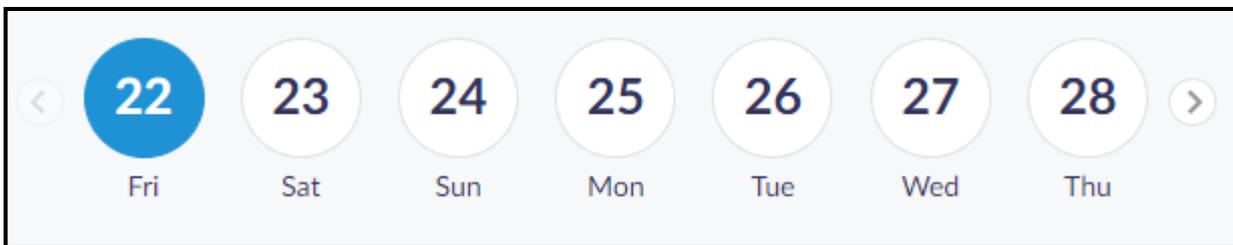
Your prescription request has been sent.

Once the practice have received and processed your request, you can check this has been done by clicking the request section of the medication screen the medication will have a green tick beside it.

Booking an appointment

If you would like to book an appointment, follow the steps below.

- Select **New booking** from the Upcoming appointments section of the homepage.
- Select **Appointments** from the dashboard, then select **Book new appointment**.
- Select the date for the appointment, or use the arrows left and right to see more available dates.
- Dates which are available to book online will be white, days with no current online appointments will be greyed out.



- Select the appropriate time.
- Add the reason for the appointment.
- Select **Book appointment**.

The appointment has been booked.

Cancelling an appointment

If you need to cancel an appointment, follow the steps below.

Cancel directly from the Upcoming appointments section of the homepage.

1. Select the appointment from the Upcoming appointments section.
2. Select **Cancel appointment**.
3. Enter the reason for cancelling the appointment.
4. Select **Cancel appointment**.

Cancel from the Appointments section.

1. Select **Appointments** from the dashboard.
2. Locate and select the appointment you wish to cancel, or select  in the top right-hand corner of the upcoming appointment.
3. Select **Cancel appointment**.
4. Enter the reason for cancelling the appointment.
5. Select **Cancel appointment**.

The appointment has been cancelled.

Patient Prescription Delivery Criteria



At present the service is delivering prescriptions to anything between 8 – 15 patients per week.

These patients fall within the following criteria for the requirement of the service:

- Patients over the age of 60 years
- Patients who are housebound with no form of transport
- Patients who have no access to public transport

To qualify for the FREE prescription delivery service, patients must meet 2 of the above criteria. To ensure the longevity of this service, We are only delivering to those patients who qualify. Please speak to a member of the Dispensary Team to see if you qualify.

Patient Participation Group (PPG) Annual Report, Covering April 2017 – March 2018

A PDF or hardcopy available on request from Court Thorn, or to read when you are in the practice or on our website www.courtthornsurgery.co.uk

It provides an overview of all the success **YOUR PPG** has had over the last financial year and it also includes how **YOU** can become involved and how to contact the **PPG members**.

Volunteer Prescription Delivery wins Queen's Award for Voluntary Service

The Volunteer Prescription Delivery Service gains an MBE!

The Volunteer Prescription Delivery Service has been running every Friday for 7 years. This small group of volunteers have delivered prescription through all weathers, including the floods of Storm Desmond 2015 and the Beast from the East 2018!

This volunteer service is a lifeline for many patients who are infirm, frail or housebound. The award will be presented by Mrs Claire Hensman, the Lord Lieutenant for Cumbria.



Court Thorn Surgery - Prescription Delivery Feedback 2018

19 Patient feedback forms returned.

1. **Please highlight the gender and ages of yourself and any others who have accessed this service:**

Age Group		
0 to 3		
4 to 11		
12 to 18		
19 to 25		
26 to 35		
36 to 45		
46 to 55		
56 to 65		
65+	7 Male	16 Female

2. **Do you have any health issues that are affect your ability to carry our day-to-day tasks, getting about or getting involved in hobbies and social activities? (please give details if you wish)**

- Yes x 5
- No x 2
- No - I look forward to their visits
- 1 x not answered
- Alzheimer's
- Poor mobility—Use zimmer & wheelchair
- Unable to walk very far
- Problems with walking
- I have vascular dementia & I am looked after by my sister
- My sciatica seems to be taking over my life, as no doubt you will see by my writing. However I know that the delivery service cant do anything about it. Going shopping is a nightmare as I have difficulty carrying shopping. My family comes whenever possible.

Court Thorn Surgery - Prescription Delivery Feedback 2018 ... continued

Question 2 answers continued...

- Heart problems & arthritis
- Tumbling about
- Housebound, legs given up, always off balance, age & sight also a problem.
- I am quite active but find it daunting living alone.

3. How would you rate your experience of the Prescription Delivery Service?

Poor	
Okay	
Good	
Very Good	x 1
Excellent	x 22
No Opinion	

4. Please tick any of the following statements that you feel apply as a result of the Prescription Delivery Service:

10 x not answered

N/A x 3

I have a greater contact with people in my community	3
I feel more involved in my community	1
I feel healthier as a result of this activity	2
I feel more positive about my life	3
I have more understanding about how to keep well	2
I don't have to travel far for social contact	3

Court Thorn Surgery - Prescription Delivery Feedback 2018 ... continued

Question 4 answers continued...

Comments:

- * The ladies & gents who give this service are marvellous, lovely, lovely people
- * The people involved are so pleasant, it brightens my morning. I do feel under pressure living alone most of the time.
- * Unable to take advantage of active things
- * I have a family & friends, who keep in contact with me & help with shopping etc, and a lady who helps on a Friday,
- * I really value the service and the people who provide it are always very pleasant
- * I am very happy with the people that deliver my prescriptions for me
- * Please continue this service. We are 4 generations using Court Thorn Surgery. We have wonderful service. Thank you one and all.
- * We rely on our family to take us shopping, doctors or hospital appointments. They are not always available to do so. So we think this service is wonderful. Thank you

5. Can you describe any other positive impact that the Prescription Delivery Service has had upon your life?

- * I do not have to worry about getting my prescriptions
- * Not answered x 5
- * As I am unable to drive now, delivery is a great help.
- * Would not be able to get pills without delivery service
- * It stops me worrying about who I can ask to pick up my script
- * It has made it a lot better for me to have the prescription delivery service to my door.
- * A great help in getting the medication
- * It saves me the worry about how I will get my pills monthly as I have to rely on friends and family for help
- * We no longer drive, no direct bus service to the surgery. So for me it saves me the worry about getting my pills.
- * It's a relief to know the service is there, it relieves stress knowing I don't have to ask family & friends to collect prescriptions. This increases my feeling of independence.

Court Thorn Surgery - Prescription Delivery Feedback 2018 ... continued

Question 5 answers continued...

- * I have always been a very independent person & its 24 years since my husband died, which made me even more independent. However when I lost my licence last year I felt my life was finished. It's just a year since I found out about the delivery service and I look forward to the volunteers coming, they are always cheerful & happy.
- * I would not be able to get my medication as I am a non-driver and am unable to walk the distance to the surgery.
- * It saves me one journey out in my car. I am a reluctant driver really, it's also one less job for me to do.
- * We have no transport, I am only partially sighted. Totally rely on prescription delivery service. Totally reliable.

6. Do you have any general feedback about the Prescription Delivery Service?

- * Lovely people
- * No all is ok
- * A lot of people couldn't manage without it as Eden is very rural, bus services are being scrapped etc.
- * It is very valuable service and it is nice to see a friendly face.
- * Marvellous!
- * Excellent service x 3
- * Friday is the ONLY day I am able to go to Carlisle, the bus only operates on a Friday to Carlisle, I have no transport, so a friend needs to collect them.
- * It is a blessing
- * Very good x 2
- * Excellent service, pleasant people
- * Always satisfactory
- * No
- * Not answered x 3

Court Thorn Surgery - Prescription Delivery Feedback 2018 ... continued

7. Are there any ways you think we could improve the Prescription Delivery Service?

- * No x 5
- * No point in changing something we think is already perfect
- * No, ladies and gentlemen who deliver my prescriptions, very helpful & pleasant
- * No, everything satisfactory
- * Not a thing
- * Its very good
- * Cant think of anything, no
- * Sorry it's fine as it is. Thank you.
- * Not completed x 6

8. Any other comments?

This form was completed by my sister.

Many thanks for your fabulous feedback this year. This has been shared with the Volunteer Prescription Delivery Team and within the practice.

Travel Vaccinations



If you are planning to go on holiday and think you may need vaccinations for travel, please complete a Travel Vaccinations Form A (available from reception in the practice, or on our website) and book a 20 minute appointment with one of the practice nurses. The nurse will assess the details on your form and start your vaccinations there and then.

** Please be aware that some vaccinations will be chargeable and this will need to be paid in advance by cash or cheque, as some vaccinations are ordered in specifically for each patient as a course and the cost would be non-refundable.

Thank you.

Are receptionists noseys?

Our receptionists ask “May I take a reason for the appointment” when you book an appointment with us.

They are not being noseys, this is to ensure that you are seen by the appropriate clinician. Our Nurse Practitioner Sarah can deal with a wide range of problems, she can also prescribe or refer you elsewhere if appropriate. You can often make an appointment with Sarah sooner than with a GP. You do not have to give a reason for the appointment but it does help us to provide the best service for our patients.

Thank you

Hearing Aid Batteries

Did you know.....

That we are able to give you new hearing aid batteries at the surgery?

No need to go to the hospital or pharmacy elsewhere.

Just bring your hearing aid book with you and we will give you replacement batteries for your old ones.

We even recycle the old batteries too.

YOUR medication

We are seeing an increase in the amount of patients not ordering their medication on time, and then asking for the medication request to be processed **URGENTLY**. This is not an urgent request if **YOU** have forgotten to order your medication. Your medication is **YOUR** responsibility, please allow at least **2 WORKING DAYS** for your prescription to be processed.

We ask for **2 WORKING DAYS** notice for your prescription as :-

- All prescriptions ordered are checked and signed by a GP *before* the team order the medication. (This isn't just a simple signature, the doctor needs to check every prescription is accurate by checking your medical record. With hundreds of prescriptions to sign every day this can be a big job, so its important to provide time for the doctors to do this safely. The doctors are not always in the surgery, sometimes they are out on home visits and when they are in the surgery they will see between 20 and 30 patients per day. The Doctors will **never** interrupt their surgeries to sign prescriptions on demand)
- Not all medications are kept in stock and some need to be ordered, and this takes time for them to arrive in the surgery.
- It is very busy in the dispensary, staff will be dealing with other patients requests and queries
- Not all the Dispensary team work every day (remember staff do have annual leave and mandatory training days which impacts on dispensing).

You can ensure the “2 Working days” rule is not an issue by submitting your repeat prescriptions in good time, 3 - 4 days is normally best.

For holiday medication ordering please speak to a member of the pharmacy team and we will deal with your request accordingly.

Your medication can be ordered in the following ways:-

- ◆ Via the Dispensary 016974-73553 leave a message on the answer machine at any time or speak to a member of the team, any weekday between 1pm and 5pm
- ◆ Fill in the repeat side of your prescription (you will have got this in your last prescription) and drop this at the surgery, either in the box in reception or hand to the reception team, or when we are closed the post-box on the outside of the practice.
- ◆ Order online at www.patientaccess.com you will need to be signed up to this service please ask at Reception for details.

However you order your medication please specify the names of the drugs that you require, our Pharmacy Team has received requests for “everything” or “all” and then we are told by the patient on collection that we have not ordered the correct medication. In these cases we will only order the medication that you received last time you ordered. So please help us to help you by requesting exactly what you need.

YOUR medication

Unused prescriptions cost the NHS in England an estimated £300 Million **EVERY** year. This is the equivalent cost of :-

11,778	MORE community nurses* or
80,906	MORE hip replacements* or
19,799	MORE drug treatment courses for breast cancer* or
300,000	MORE drug treatment courses for Alzheimer's* or
312,175	MORE cataract operations*

Do your bit for your NHS:

- ⇒ Check what you need before placing your order for repeat medications.
- ⇒ Do NOT stockpile medications.
- ⇒ If you don't take a medicine that is prescribed for you, don't order it, and speak to a member of the Pharmacy Team.
- ⇒ Do NOT share your medications with others, this is dangerous and puts others at risk.
- ⇒ Take any unused medicines to your local pharmacy for safe disposal, don't put in the normal waste or flush down the toilet.
- ⇒ Once medicines leave the practice they can NOT be used again by us even if they are unopened.

This is the amount of medication we have had returned in the last month, approximate cost £4000!!



YOUR medication continued ..

DON'T SWALLOW UP YOUR NHS!

Last year your local NHS spent **MILLIONS** prescribing medicines that you can buy easily from local pharmacies, shops or supermarkets. This included:

<p>Pain relief (paracetamol)</p>  <p>Cost to your local NHS: £1.2 million</p> <p>Cost for you to buy: 25p (16 tablets)</p>	<p>Upset stomach treatment</p>  <p>Cost to your local NHS: £1.1 million</p> <p>Cost for you to buy: £1 (six capsules)</p>	<p>Antihistamines (hayfever)</p>  <p>Cost to your local NHS: £420,000</p> <p>Cost for you to buy: £2.75 (30 tablets)</p>	<p>Heartburn and indigestion treatment</p>  <p>Cost to your local NHS: £295,000</p> <p>Cost for you to buy: £2 (200ml)</p>	<p>Travel sickness treatment</p>  <p>Cost to your local NHS: £72,000</p> <p>Cost for you to buy: £2.30 (10 tablets)</p>
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Medication Reviews

We are changing the way we do medication reviews.

Within our patient database we safely and securely record all of our patients information allowing us to understand all we can to make sure we can make you feel in tip-top shape. On a patient's computer record there is a repeat prescription document containing a review date.

When this date expires you will be invited for a medication review by telephone call, letter or text message, with a GP or practice nurse. It is important you pay attention to such notices so that we can monitor your medication together.

GDPR - General Data Protection Regulation

GENERAL DATA PROTECTION REGULATION

The General Data Protection Regulation (GDPR) is a new law that determines how your personal data is processed and kept safe, and the legal rights that you have in relation to your own data.

The regulation applies from 25 May 2018, and will apply even after the UK leaves the EU.

What GDPR will mean for patients

The GDPR sets out the key principles about processing personal data, for staff or patients;

- ✓ Data must be processed lawfully, fairly and transparently
- ✓ It must be collected for specific, explicit and legitimate purposes
- ✓ It must be limited to what is necessary for the purposes for which it is processed
- ✓ Information must be accurate and kept up to date
- ✓ Data must be held securely
- ✓ It can only be retained for as long as is necessary for the reasons it was collected

There are also stronger rights for patients regarding the information that practices hold about them. These include;

- ✓ Being informed about how their data is used
- ✓ Patients to have access to their own data
- ✓ Patients can ask to have incorrect information changed
- ✓ Restrict how their data is used
- ✓ Move their patient data from one health organisation to another
- ✓ The right to object to their patient information being processed (in certain circumstances)

GDPR - How we use your medical records Information for patients

Court Thorn Surgery



Where You Come First!

- This practice handles medical records in-line with laws on data protection and confidentiality.
- We share medical records with those who are involved in providing you with care and treatment.
- In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill.
- We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe.
- You have the right to be given a copy of your medical record.
- You have the right to object to your medical records being shared with those who provide you with care.
- You have the right to object to your information being used for medical research and to plan health services.
- You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office. Please see the practice privacy notice on the website or speak to a member of staff for more information about your rights.

For more information ask at reception for a leaflet OR
visit our website www.courtthornsurgery.co.uk

Unacceptable Behaviour

Unfortunately as a Practice we have noticed an increase in the number of incidents lately, both on the telephone and within the practice.

We value and care for our staff. We would ask that they are treated with courtesy and respect.

Any individual not complying with this request will be asked to leave the premises and may be removed from the practice list.

A&E, GP or Pharmacy

With increasing pressure on the NHS and GP appointments, everyone can help by accessing services appropriately.

Pharmacies are able to help with lots of common conditions, including: hay fever, eczema, coughs & colds, constipation and haemorrhoids, aches and pains such as headaches, ear ache backache, warts and verruca's and nappy rash.

A&E is for emergencies only, and should not be used just because you couldn't get a GP appointment.

[YOUR NHS & WHAT IT COSTS](http://www.nhs.uk)

www.nhs.uk



Did you know that it can cost **your NHS** approximately...

- **£247** to call out an Ambulance
- **£124** for a single visit to A&E
- **£32** for an appointment with your GP
 - **£16** to call NHS 111
- **£0.46** to click onto NHS Choices website



STOP

THINK

CHOOSE

HELP US, HELP YOU!
STOP, THINK & CHOOSE WELL

Compliments from you ... for us

Time is always taken to investigate your issue & always made to feel like an individual and not a number

Sympathetic, caring and outstanding treatment

Court Thorn Surgery is always excellent, the staff are very friendly and the doctors are excellent

So kind and helpful, always cheery from all doctors, nurses and receptionists to the pharmacy people they Always treat me & my kids with the best care.

Everyone is extremely helpful and friendly

No problem getting an Appointment, I can have B12 injections when I need them

Quality of care from GP & Practice nurse. Able to see them at short notice.

We always get the best service from the best people

Quick and efficient and friendly staff

An excellent service, with my operation

No improvement required this practice is fantastic

Really thorough

The reception was extreme, quick & efficient. The nursing staff are excellent.

Quality service & knowledge

Friendly, courteous, and very professional. These people actually care!

Great doctors & nurses, don't rush you out and excellent with my little girl.

Excellent service from GP

Fantastic surgery & staff

All staff are friendly, courteous and helpful

Extremely professional knowledgeable, caring and supportive team at the surgery

Everything explained so I knew exactly what the procedure was and felt comfortable throughout

I am always able to get an appointment. All the staff are extremely friendly & professional. The GP's I have seen appear to have time to listen and respect my concerns.

All staff are so friendly and helpful

Easy to get an appointment, wonderful knowledgeable nurse.

Excellent medical & non-medical staff

I have only been with the practice for under a year & my experiences have been superb. Very friendly people & always go the extra mile to help. 2nd to none.

Compliments from you ... for us

Efficient & friendly

There is never any problem getting to see a Dr or nurse easy to make an appointment.

Listens to you and makes you feel comfortable. Excellent practice.

GP's are really thorough, have time for you and make sure you get right treatment.

Appointments easy to make/get.

The doctor that I see is very helpful & friendly & makes coming to the doctors easier.

Very patient

Professional & dedicated staff

Friendly confident staff

Great welcome & great service to a very high professional standard.

Prompt friendly service

All of the staff listen, the most important quality in any consultancy, then act in the most appropriate manner for the patient. All the very best attributes necessary for patients wellbeing are projected sincerely & professionally. You are all to be congratulated. Thank you.

Service was OK, no problems

Dr Arnold was very understanding & clear about my options for treatment

Excellent patient care

GP very caring & approachable. Very thorough & supportive. Felt very confident in their care & knowledge

Very good service

Friendly staff in reception, helpful doctors, nice quiet waiting area

Just new to surgery, very impressed, big change from our old one down south

Helpful & polite staff

Always helpful & do their best to help in any way possible

Great service !

My 6 year old son had some bloods taken by Sarah & didn't feel a thing. All the staff are very friendly

The manner of & the care of Dr Wigglesworth was exemplary

Always thought Dr G was very caring & kind. He goes thoroughly into what is wrong to get the best diagnosis & outcome for the patient even though they only have a short period of time with you. You are made to feel like you matter and I have never had such an amazing doctor. Thank you.

Service & care brilliant as always