

Start Date	overall how was your experience of our service?	Please can you tell us why you gave this answer?	Please tell us how we could have improved your visit/contact with us
2023-08-30 09:00:40	Very Good		
2023-08-30 08:31:02	Very Good	Appointment on time.Nurse was efficient,informative and	More emphasis on use of hand gel.More encouragement of mask
2023-08-29 18:52:05	Very Good	Prompt reply and an appointment as requested	
2023-08-29 18:01:22	Good	On time appointment, staff cheerful and helpful	
2023-08-29 18:01:33	Very Good	Seen on time! Very kind friendly HCA	Could not.
2023-08-29 18:01:02	Very Good	Everybody was polite informative and kind Professional all	N/a
2023-08-29 17:52:26	Very Good	Claire the doctor that I saw was very helpful and easy to talk to.	You need to improve your system of trying to get an appointment.
2023-08-29 17:32:31	Good	Dr very good	Ma
2023-08-29 17:21:33	Very Good	All very nice and helpful.	All good.
2023-08-29 16:57:48	Very Good	Excellent service and discussion with clinician	You could not excellent service
2023-08-23 05:56:20	Good		
2023-08-23 02:38:41	Poor	My 10am phone appointment - I was called at 9.06 so missed the call. When I called back the receptionist implied it was my fault, and to listen to the voiceless. The voicemail just said who was calling. When eventually I spoke to the Dr he was in a hurry and was dismissive. My call was to review my Parkinson's	Appointment call to be on time, or within +/- 15mins of appointed time. Don't assume that patients have nothing else to do all day but wait for the phone to ring. The Dr to listen to me.
2023-08-22 20:36:27	Good	I would say very good, but I had to go to A&E for a tetanus because nurse wasn't In surgery, I had to wait hours at A&E , &	
2023-08-22 20:30:00	Very Good	The appointment was on time and the checkup was helpful.	
2023-08-22 18:14:12	Very Good	No waiting. Very pleasant, friendly staff.	Couldn't have been better.
2023-08-22 18:10:17	Very Good	Very thorough and listened to my concerns.	
2023-08-22 17:56:46	Very Good	Very helpful receptionist and nurse had a very good put you at ease Manor. Totally pleasant experience and great people	The only issues that I can see and it's nhs overall is the length of time to get an appointment
2023-08-22 17:56:00	Very Good	The online booking system was straight forward, although the appointment itself was slightly delayed this wasn't an issue .	Maybe an electronic booking in system in order to reduce time waiting to check in with receptionist when they are busy???
2023-08-22 17:54:52	Very Good	I rang at 8.30 and used the call back system to retain my place in the queue. I was called back quite quickly and when I asked for a telephone call with a GP, I was able to be booked in. The GP	I don't think anything needed improvement. My issue was dealt with really quickly and efficiently.
2023-08-22 17:59:58	Very Good	Because all staff there are friendly and very helpful.	Everything is fine for me.
2023-08-22 17:58:16	Very Good	The Nurse Maisie was very polite, respectful and attentive.	I tried to make an appointment for blood results but was offered an
2023-08-22 17:54:05	Very Good	Clare whom I saw, is very caring , understanding she a	Couldn't
2023-08-22 17:55:16	Very Good	Seen on time very pleasant lady	I cant think of anything
2023-08-22 17:50:30	Very Good	Because my request was dealt with so promptly, I fully understood what I was told and I much appreciated the help I	No improvement required and I really appreciated the advice given
2023-08-17 17:00:20	Very Good	The receptionist was very welcoming and efficient and the two nurses who attended were extremely professional	I was very happy with the service I received!!!

2023-08-16 16:08:03	Very Good	Quickly spoke to the doctor	Open on a Saturday
2023-08-16 09:28:41	Good	The practice was running somewhat late, and I had to wait 30 minutes to see the doctor, but when I finally got in, I was very	Nothing really, I was simply quite pleased that I had managed to get an appointment.
2023-08-15 21:04:12	Very Good	The receptionist listened to me and said she would get a doctor to call me back. The doctor called me back promptly, also	N/A
2023-08-15 19:06:10	Good	I was supposed to have a prosap injection that has been booked for the 15th August for weeks, instead I saw Dr Patel for a rash.	I would have liked to be told my injection was postponed in advance of me going to the surgery. Very confusing.
2023-08-15 18:57:12	Very Good	Staff were friendly and put me at ease	
2023-08-15 18:33:32	Neither Good or Poor	I was told a specific time. I arrived a few minutes early but had to wait at least 10 minutes.	Don't make exact time (ie 54 minutes to the hour) It's almost impossible to arrive exactly at the time allotted. I wouldn't and I only
2023-08-15 18:05:38	Good		
2023-08-13 19:48:25	Good	Waited about 20minutes to be seen	
2023-08-11 11:49:55	Very Good	Seen on time - very professional service.	Happy as it is.
2023-08-09 09:49:53	Very Poor	Took 3 weeks to get an appointment, during which I was in excruciating pain . Finally saw a physiotherapist before seeing	An earlier visit and a diagnosis would have helped. If the NHS system is considered broken, then I concur.
2023-08-02 09:18:19	Very Good	Very pleasant staff on arrival. Doctor gave thorough examination, was professional, consultation was not rushed.	Maybe I could have been told the doctor's name on arrival as I forgot to ask.
2023-08-01 20:58:02	Very Good	Quick diagnosis and treatment discussed and referral made.	No improvement was necessary.
2023-08-01 18:06:51	Good	All points of concern were discussed with arrangements made to	

		<p>I can't fault the receptionist I spoke to today, but unfortunately had a bad experience trying to get an appointment yesterday which has just left me feeling uneasy with the services provided at Manor Park. Yesterday I was hung up on 3 times. Yes one receptionist claimed it was a faulty phone - I spoke to 3 different people and they all done it to me (one conveniently just after I said I was thinking of putting in a complaint). If it was a known fault with the phones, the receptionists should have been warning people the call may be cut of when they answered or something could have been put on social media or your website. I lost out on an appointment because of this problem and when I told the receptionist this (the 2nd time I rang) she implied I was lying because I called at x and y time (I have my call logs if you would like proof). Anyway I followed your advice yesterday and called 111 who informed me a gp would call me from my surgery - they never did; I had a receptionist call telling me I needed to be seen but couldn't be so I needed to call 111 (just felt like I was being lead round in circles). I needed to speak to the doctor I had been told I would, because I needed to discuss what to do with the immunosuppressants I was on and because this didn't happen, I got delayed even further. I appreciate how busy surgeries get, but there should be a standard of client care if you say you are going to do something, do it? So okay, today I managed to get an appointment and as I said the receptionist was nice this morning. I wasn't made to feel comfortable by the</p>	<p>Have a bit more compassion with your patients. I would like to feel like a person and the doctor is interested in what I have to say. Not make people feel like they are a problem the doctor needs to get out the door as quickly as possible. When</p>
2023-08-01 18:34:35	Neither Good or Poor	Booked call due between 9-6 Call came through at 8.30 am excellent did not have to wait in all day. Was given clear	Have more available appointments for people who can't book online
2023-08-01 18:07:48	Very Good	No delay, it was quick	To get appointments
2023-08-01 18:04:09	Very Good	Because everyone is always welcoming, do their best to make appointments and always do the best for my Dad - thank you.	Only being able to not sit in a queue at 8.30 but you are making changes with that
2023-08-01 18:03:45	Very Good		

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