

Farley Road Medical Practice

Date

1st July - 31st July

2015

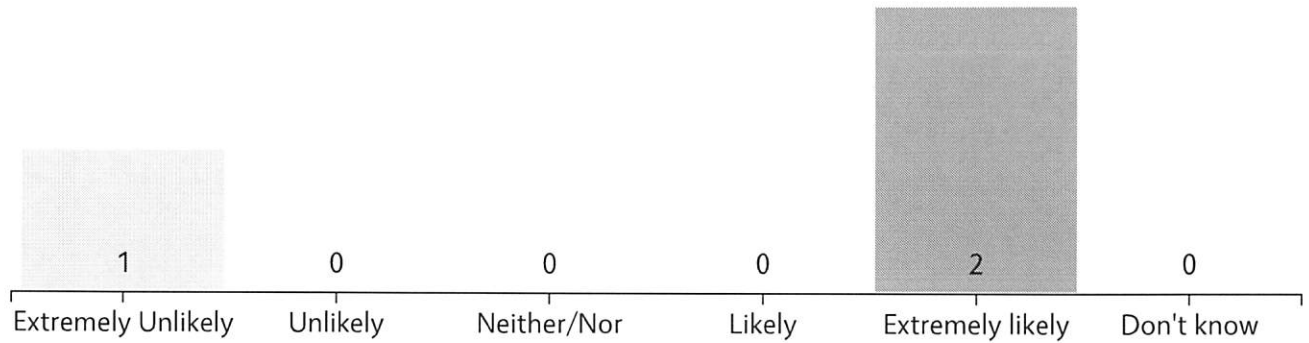
Average score this period



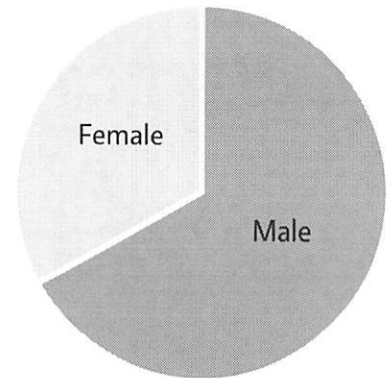
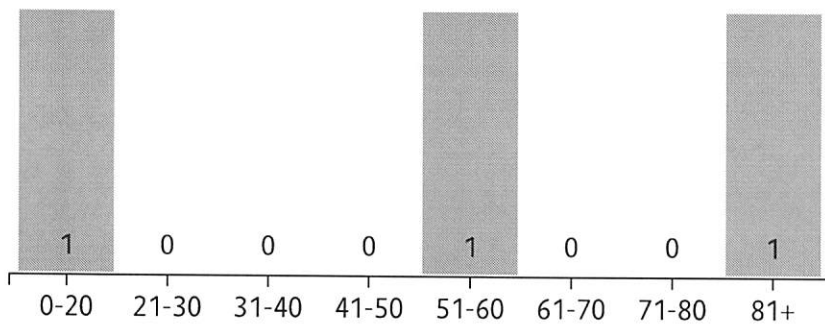
Reviews this period

3

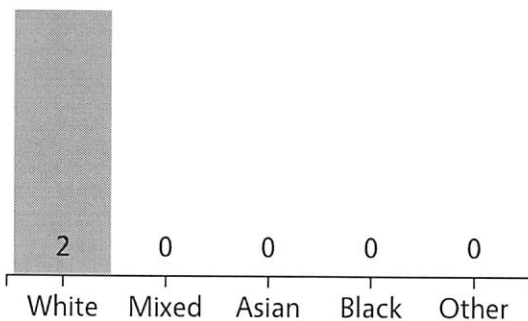
Reviews by score this period



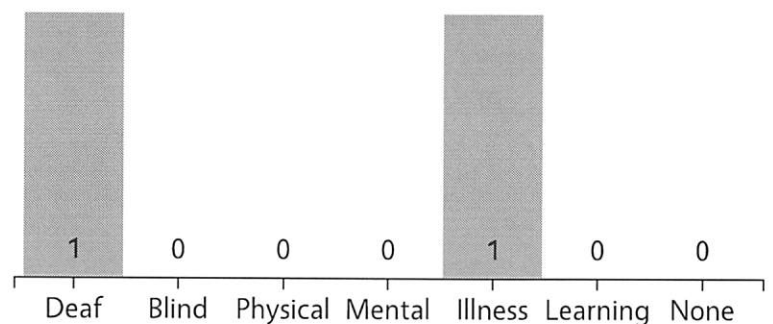
Reviews by age



Ethnicity



Long-standing conditions



1

Involvement
Cleanliness
Staff
Appointment

1.00 It would save a of time, both for themselves and their patients, if all the
5.00 doctors had good listening and diagnostic skills. Five or six trips to the
5.00 surgery to get a simple, realistic diagnosis can be very frustrating, when
4.00 the matter is straight forward. I know that a great many patients are
frustrated by the ethos of the surgery, and that this criticism is going to
Source: online be removed, since all the others appear to be gushing with praise and
all five stars! LOL

5

Involvement
Cleanliness
Staff
Appointment

4.00
5.00
5.00
5.00

Source: offline

*This practice is outstandingly good.
The reception staff are always pleasant
and helpful as also the administrative
section.*

*The nurses and doctors are both
understanding and professional
When there is a need to see
a doctor this surgery is
second to none.*

5

Involvement
Cleanliness
Staff
Appointment

5.00
5.00
5.00
5.00

Source: offline

TEXT REMINDERS!!

**I RECEIVED 1ST ONE AN HOUR AFTER MY
INITIAL VISIT + ONE 48 HOURS BEFOREHAND.
IM AWARE THAT IS HOW YOUR SYSTEM
WORKS BUT SORELY A REMINDER THE
NIGHT BEFORE OR ON THE DAY WOULD
BE BETTER.**