

# Farley Road Medical Practice

Date

1st December - 31st  
December 2014

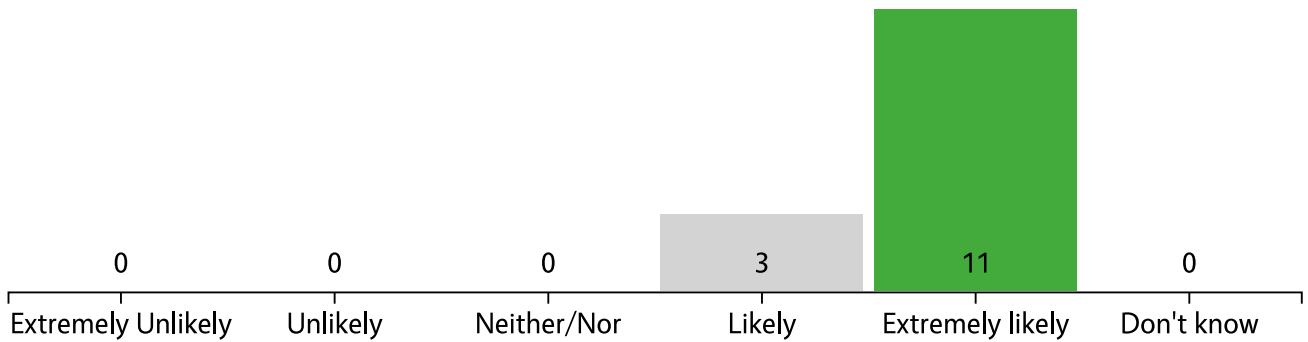
Average score this period



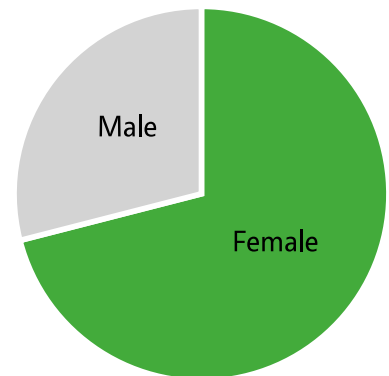
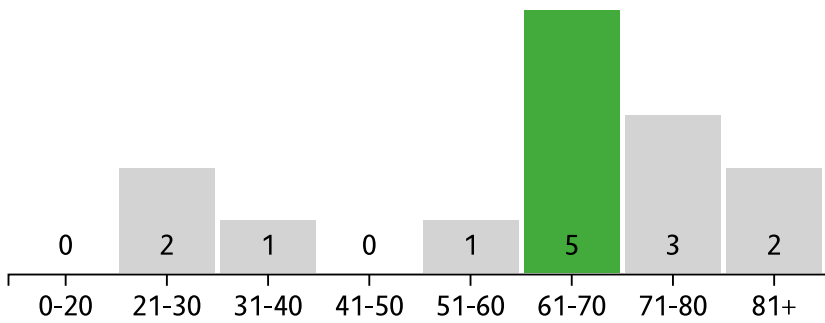
Reviews this period

14

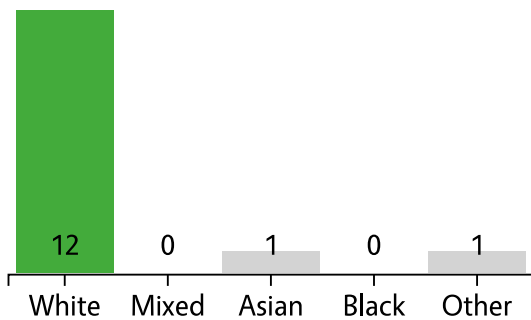
Reviews by score this period



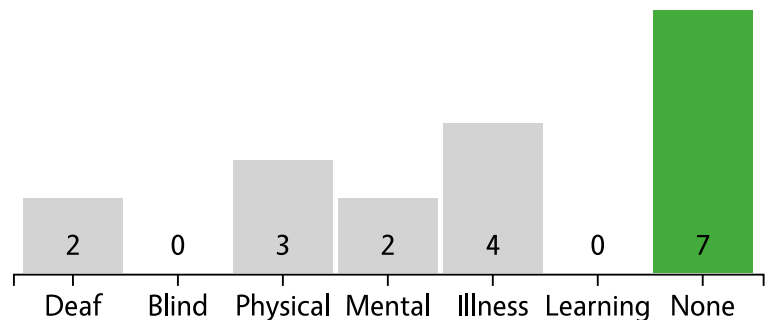
Reviews by age



Ethnicity



Long-standing conditions



5

Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

EVERYTHING WE HAVE  
EXPERIENCED OVER LASU  
3 3/4 YRS!

4

Involvement	4.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

I was offered an appointment  
with practise nurse. same day.

5

Involvement	5.00
Cleanliness	4.00
Staff	4.00
Appointment	5.00

Source: offline

EVERYONE LISTENS.  
EASY TO GET APPOINTMENT

4

Cleanliness 4.00  
Appointment 3.00

Source: offline

4

Involvement 4.00  
Cleanliness 4.00  
Staff 4.00  
Appointment 5.00

Source: offline

5

Involvement 5.00  
Cleanliness 5.00  
Staff 5.00  
Appointment 5.00

Source: offline

*GP listened fully and described my symptoms, discussed them and explained the treatment he was prescribing*

*Nothing*

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

Consistant Helpfulness  
+ Reassurance  
Thankya

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Very satisfied, I was  
listened to and great kindness  
was shown.

Unable to get script with Doc. of  
choice, but pleased anyway

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Nice personal care + treatment

5

Involvement	4.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

Admin / Reception staff are very helpful, friendly & kind. Doctors are also caring

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Claire on reception was extremely helpful.

5

Involvement	5.00
Cleanliness	5.00
Appointment	5.00

Source: offline

always so professional and helpful - always able to see doctor on day of illness.

- Receptionists, without exception, are polite and helpful. ✓

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Always very pleasant + helpful in reception. Appointments available when there is an emergency.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00

Source: offline

The practice of the doctor calling out your name from a distance is difficult in a crowded room often with noisy children. For the deaf or hearing impaired this is unacceptable! Dot-Matrix sign board would be much more efficient.