

# Farley Road Medical Practice

Date

1st June - 30th June  
2015

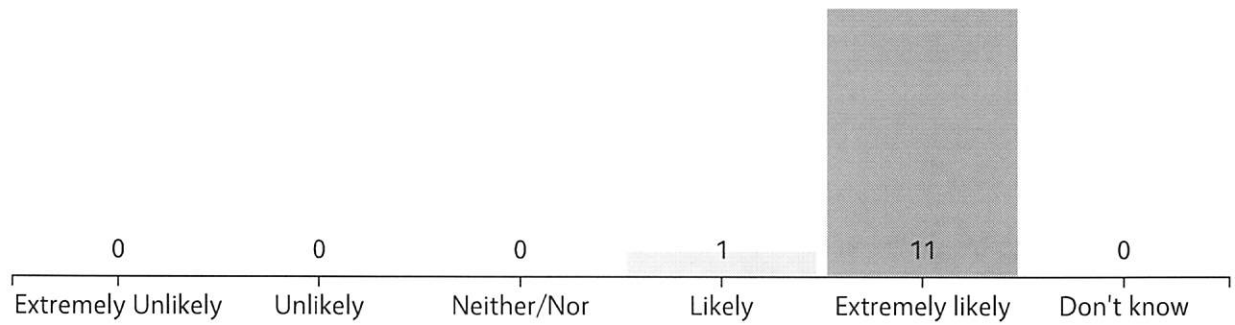
Average score this period



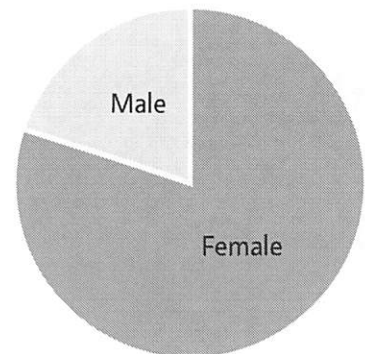
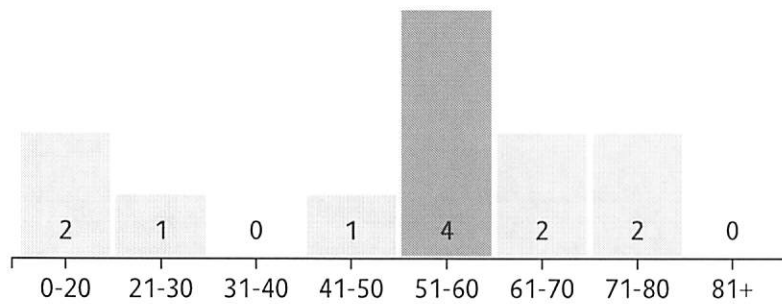
Reviews this period

12

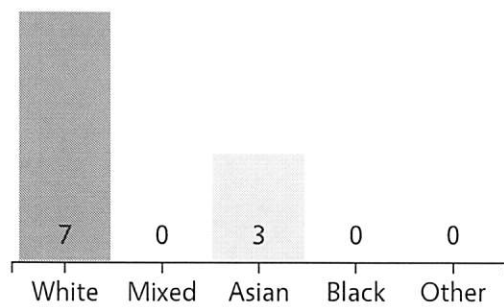
Reviews by score this period



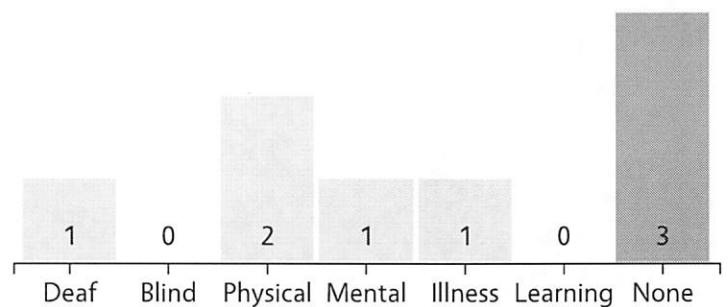
Reviews by age



Ethnicity



Long-standing conditions



5

Cleanliness 5.00  
Staff 5.00  
Appointment 5.00

Source: offline

ABLE TO GET A QUICK APPT  
REALLY PROACTIVE DOCTORS - QUESTIONS  
WERE ASKED + ANSWERS WERE LISTENED TO  
VERY RELAXED + DIDNT FEEL RUSHED

5

Source: offline

ALL STAFF FANTASTIC  
VERY FRIENDLY  
GREAT SERVICE

5

Involvement 5.00  
Cleanliness 5.00  
Staff 5.00  
Appointment 4.00

Source: offline

DR TAITUM IS SO THOROUGH + EXPLAINED ALL  
MY RESULTS. SHE IS CHEERFUL AND VERY  
VERY GOOD.  
I WAS DELIGHTED AT THE OUTCOME AND SHE  
PRESCRIBED ANTI-INFLAMMATORIES + PAIN  
RELIEF.

5

Involvement 5.00  
Cleanliness 5.00  
Staff 5.00

Source: offline

VERY PROFESSIONAL + POLITE

5

Source: offline

I HAVE BEEN AT THE SURGERY AS A PATIENT FOR 47 YEARS AND ALL THE GPs TOOK GREAT CARE OF ME + MY FAMILY.

5

Involvement 5.00  
Cleanliness 5.00  
Staff 5.00  
Appointment 5.00

Source: offline

INFORMED + HELPFUL

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

ATTENTIVE + HELPFUL AT THE DESK  
DOCTOR VERY GOOD + HELPFUL AS WELL

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

DR NEERA JAITLEY WAS VERY GOOD AND  
ALWAYS LISTENS.  
THANK YOU.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

I HAVE ALWAYS BEEN WELL LOOKED AFTER  
AND HAVE HAD FEW PROBLEMS IN MAKING  
APPOINTMENTS WITH MY CHOSEN DOCTOR  
AND TIME - AT LEAST THAT APPLIES ON THE  
PHONE BUT NOT ONLINE.  
RECEPTION STAFF ARE SUPERB.

5

- Involvement 5.00
- Cleanliness 5.00
- Staff 5.00
- Appointment 5.00

Source: offline

THEY HAVE MADE CHANGES FOR THE BETTER. BUT AS IN LIFE YOU FIND PEOPLE DON'T LIKE CHANGE OR NEW TECHNOLOGY. IT IS ALL TRIAL + ERROR MAYBE HAVE A CUSTOMER HELPLINE. FOR QUERIES SMALL OR BIG I OFTEN LEAVE IT TO GET WORSE. DON'T LIKE ASKING FOR HELP UNLESS I HAVE A PHYSICAL PROBLEM. WITH MENTAL HEALTH IT IS MUCH HARDER I HAVE LEARNT.

5

Source: offline

MEDICAL EXPERTISE. EVERYONE TAKES THE TROUBLE. EVERYBODY KIND + HELPFUL INCLUDING EXCELLENT RECEPTIONISTS. FLEXIBLE APPOINTMENTS SYSTEM.

4

- Involvement 5.00
- Cleanliness 4.00
- Staff 2.00
- Appointment 3.00

Source: offline

I SAW MAUREEN FOR A BLOOD TEST SHE WAS FRIENDLY + TOOK MY BLOOD PAINLESSLY (NOT ALWAYS THE CASE FOR ME) SHE IS AN ASSET TO THE SURGERY.