

# Farley Road Medical Practice

Date

1st May - 31st May  
2015

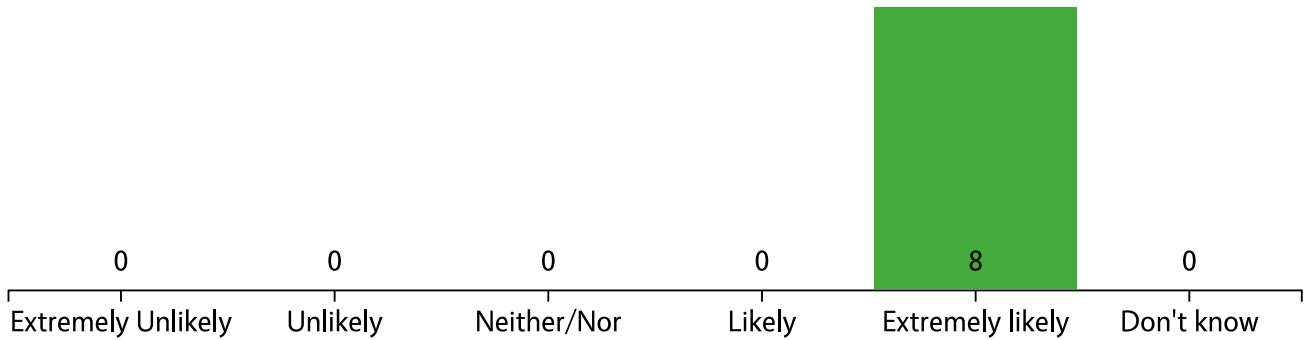
Average score this period



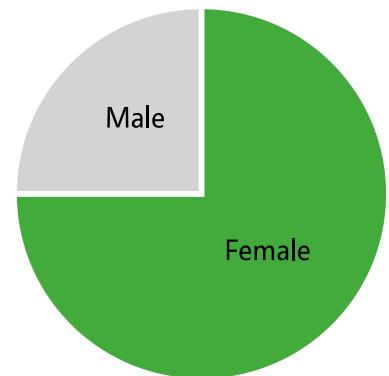
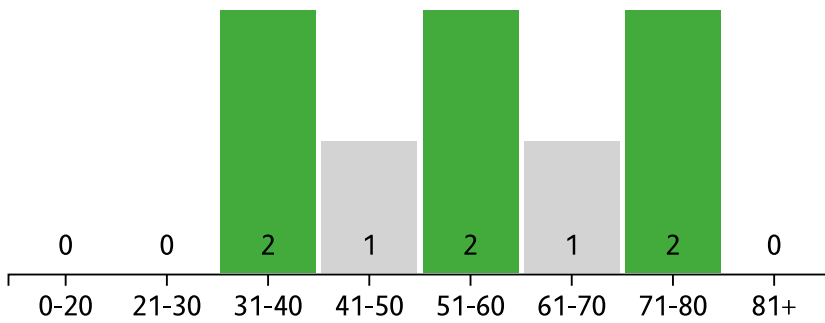
Reviews this period

8

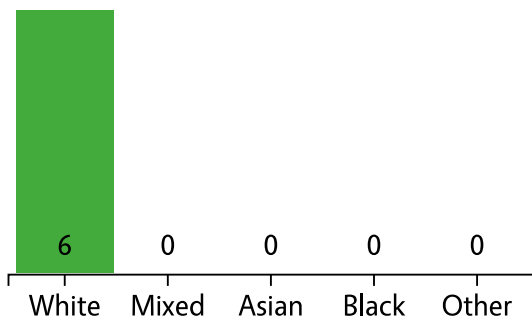
Reviews by score this period



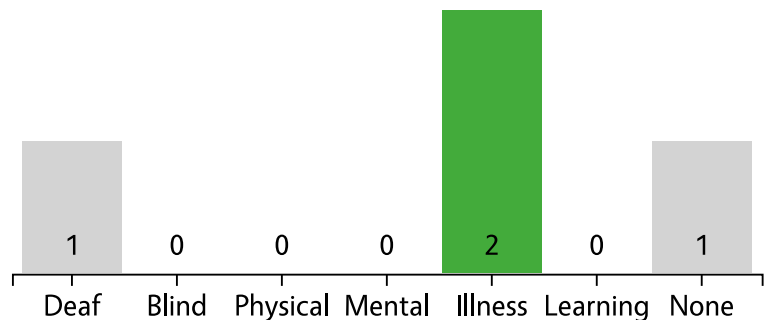
Reviews by age



Ethnicity



Long-standing conditions



5

Involvement  
Cleanliness  
Staff  
Appointment

5.00 Telephoned on the morning of 14/5 requesting an urgent appointment and was given 1340 the same day at the Forestdale surgery which was excellent  
5.00 Seen on time and consultation was excellent. Regarding the main surgery as a patient with impaired hearing the practice of doctors standing at the bottom of the corridor and calling the name makes it very difficult particularly if the waiting room is crowded and or small children are playing noiseily with the toys

Source: online

5

Source: offline

OVER 500 MISSED APPOINTMENTS??  
WHY NOT CHARGE £10 PER MISSED APPOINTMENT  
PAYABLE WHEN THEY WISH TO MAKE  
FURTHER APPOINTMENTS?  
DOES THE PRACTICE PAY FOR INTERPRETERS?  
IF SO THIS IS WRONG.  
THE PATIENT SHOULD BRING HIS)HER OWN.

5

Source: offline

BRILLIANT SERVICE. THANK YOU VERY MUCH.

5

Source: offline

ALWAYS HAPPY WITH THE SERVICE HERE FOR ALL MEMBERS OF OUR FAMILY.

5

Source: offline

BECAUSE MY DOCTOR - DR COCKELL - IS THE BEST DOCTOR ANYONE COULD HAVE AND ALL THE STAFF ARE FRIENDLY, EFFICIENT + MOST COURTEOUS.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

PROMPT RESPONSE FROM DUTY DOCTORS VIA TELEPHONE.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

WONDERFUL + FRIENDLY RECEPTIONISTS.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

Excellent care, NO IMPROUEMENTS