**Practice Comments**

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| Excellent in every way. I feel so lucky with this practice. |
| Having listened to my family & friends complain about the poor service they receive at their surgeries elsewhere, I consider myself extremely fortunate to have such an excellent serice all round at my surgery, thank you. |
| Fine. |
| Only new to area, so only visited doctor one time. |
| There is only one doctor in this practice who I have complete confidence in. All the nursing staff are very good, unfortunately the nurse I saw recently made me feel a little uncomfortable because I was taking 5mins of her time for blood tests & blood pressure. |
| Sometimes do not get follow up from tests - E.G. Xrays. I assumed nothing was found because I didn't hear anything and found out next time I visited the surgery that significant things had shown up. |
| Not had enough time yet, to make to many comments. But very happy so far. |
| I'm very happy with all aspects of this surgery. The GPs, nurses and reception and dispensary staff are all wonderful. |
| A limited number of prebookable appointments would be helpful but otherwise I feel there are no changes required to the practice. |
| I think we are very lucky and fortunate to have such an excellent surgery of Doctors, nurses and receptionists. |
| Really good. |
| I have always been more than satisfied with my experience of this surgery. I can compare it with others ard this one is very good! |
| First class!! |
| Very happy with service and treatment |
| As a patient, they have been wonderful, have help me through some very low times and many health issues. I would like to say thank you and your the best! |
| Friendly efficient service. |
| I have recommended several people to this surgery. |
| I am very happy indeed with the treatment I have received over the last 20 years. Thank you. |
| Without this excellent facility my life would be very stressful |
| We're very fortunate to have such an efficient and approachable group of professionals to support our health needs. |
| Very efficient surgery. There are always appointments even at the last minute. Everyone friendly & tries there best to help & fit you in when its busy. |
| After moving away and returning to the area, I wanted to come back to quaylane, as I have received good care in the past. Many thanks to all your team. |
| Notification when prescription medicines are in. |
| This is a fabulous practice, all the staff including Doctors are friendly and well informed. It is a pleasure to come to the surgery, if I move they have to come with me!! |
| Overall ratings *(given)* for the last 12 months |
| Very good. |
| Excellent! I feel very fortunate to live in an area where the practice is so friendly, efficient and helpful. |
| Dr Fullalove - very thorough but you do have to wait a fair while in wtg rm!! |
| I have had experience of many G.P pracitces both profesionally and as a patient, and this practice is the most efficient & helpful I have come across. |
| Always happy to see us. Courteous and polite. A clean and tactile environment. Up to date with health concerns and notifications. Excellent customer care. |
| Very caring and understanding and friendly |
| I feel the service provided by my gp is exilint |
| I am very new to this practice but I am very satisfied indeed with my care so far.  **GP Comments: Dr Fullalove**   |  | | --- | | Could not be better in any way. | | Excellent, considerate, compassionate, friendly, helpful, informative. | | No complaints at all. | | I consider I am very lucky to have such a lovely doctor | | Need more like Dr Fullalove. | | Dr Fullalove always worth waiting for. | | Excellent care throughout! | | I have always been 100% happy with the service received by any of the Dr's @ this practice but I prefer to see Dr Fullalove or Dr Moore for myself. Dr Thompson is excellent with my son, my personal preference is due to preferring to see a male Dr only. | | Very happy that a comprehensive diagnosis and treatment were carried out. All bases covered with a range of tests and follow up. | | Dr Fullalove is very thorough and works hard to help his patients - consequently he is often very busy because so many patients prefer to consult him. | | I feel that I + we are very lucky as when I needed a home visit he came out - no problem and put me at ease - I was in great pain and feel I would of been quite distressed had he not been able to. | | I am always very pleased to be seen by Dr Fullalove or any Doctors at Quay Lane Surgery and appreciate how lucky I am. | |

**GP Comments: Dr Thomson**

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| Couldn't be a better Dr. |
| Very caring. |
| Very understanding & considerate of my condition. |
| Excellent, as is the surgery in it, and all the Drs and staff. I would never go anywhere else. |
| Very helpful. |
| Took a while to feel comfortable with Dr Thomson, but now fine. |
| My medical history is complicated & at times difficult, I know now that she is always helping me to achieve a positive outcome. |
| My G.Ps are all very good. |
| Excellent treatment @ appt |
| Excellent service |
| Very happy with everyone I have seen at this practice so far (over last 12 months) |
| Very helpful and considerate. |
| She is very good |

**GP Comments: Dr Moore**

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| Fantastic care. Very personal. |
| "I want continuity access & affordability" NOW. |
| My G.P knows me well, he has guided me through some very difficult periods of my life. He has looked after my health very well and has been very supportive. |
| Very good over all. |
| Friendly & relaxed without being casual and uncaring. I thought Q9 could have been better worded - I know nothing about the Dr's life outside the surgery and am certainly not competent to comment on his honesty and trustworthiness - although I trust him implicitly with regard to medical matters. |
| Excellent! Very calming and re-assuring. Thank you! |
| Very lucky to have Dr. Moore |
| Easy to talk you, makes you feel very at ease. |
| Very assuring - puts me at ease Always looking for other ways to help my condition |
| We're very lucky to have him |
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