

## **2008/9 PATIENT EXPERIENCE SURVEY COMMENTS**

### **Question – Is there anything particularly good about your health care?**

**A well organised Practice with the highest standard of care. The receptionists are friendly and extremely efficient.**

**I work in a residential home and have to take service users to many Drs surgeries, this is by far the best. All receptionists, Drs and nurses are very kind, friendly and helpful and also treat the service users with respect which in many hospitals, GP surgeries is a rare thing – so thank you.**

**Hard working staff, sympathetic Drs.**

**My health care in this practice could not be bettered**

**Drs and staff provide excellent care**

**I and my wife are very satisfied with our GP practice and have no complaints after 20 years**

**Excellent**

**The standard of health care offered at this practice far exceeds the standards I have previously enjoyed before moving to the area 8 years ago**

**Knowing that Dr 1 knows and understands me**

**Feel I can talk to Dr1 openly about anything without feeling silly or embarrassed**

**We are very lucky to have such a good team of Drs**

**Drs always listens and helps**

**Being seen very promptly which I do at this surgery**

**Pleased with all of the care**

**Excellent receptionists at the surgery. Always helpful.**

**Pleased with the health care**

**The Practice is very friendly – Dr1 is excellent**

**A good understanding team**

**Middle Lane Surgery is excellent, Drs , Staff perfect – good old fashion care**

**Excellent Dr, best surgery I have ever belonged to**

**Very good care by Drs and receptionists**

**Generally satisfied**

**It is the best that I have dealt with**

**Keep up the good work**

**Continuity, being given enough information to make an informed decision**

**Dr2 is always interested**

**The Drs and staff here at the surgery are excellent. Polite and very nice  
mannered Reception staff and cannot fault anyone**

**Very lucky to live in such a beautiful area of the country with such excellent  
medical and admin staff**

**I have always had excellent care at the surgery and when seeing consultants at  
Glan Clwyd hosp and Abergele – all are dedicated**

**Extremely happy with Middle Lane Surgery – the practice only having a small  
no of Drs is great – don't go too big!**

**I have always received excellent care and understanding from my Dr which I am  
grateful for – thank you**

**The receptionists are always very helpful**

**The attention from Drs and staff gives the opinion of personal care never too  
much trouble**

**Drs and Receptionists are always very kind and helpful**

**It is good that you can get an appointment the same day where many Drs  
surgeries you have to wait days**

**Everyone at the practice are always polite and helpful and if the children are ill  
and need to see a Dr quickly they are which is a big plus – keep up the good work**

**The Drs and receptionists are helpful and thorough at all times**

**Pleased overall**

**Dr3 always makes me feel better whatever I see her.. I know I can be assured  
that confidentiality is kept. Excellent GP**

**Middle Lane surgery has always provided an excellent service and I wouldn't go  
anywhere else. Thank you.**

**I find Dr3 very approachable caring and realistic in her profession. An excellent family Dr**

**They make me feel very relaxed**

**New to practice means I'm unable to give much useful information, however the dealings I have had have been very positive**

**I feel very fortunate to have this medical practice and all of the GP's are excellent in dealing with myself and my children, I feel extremely confident in placing my family's care here**

**We as a family and individually have received nothing but excellent care in this practice**

**Keep on doing the great work you do**

**The liaison between Nurse, Dr, district Nurse and local hospitals is superb**

**Having access to an excellent GP practice with caring professional staff**

**I am more than satisfied with the primary care provision at Middle Lane**

**Excellent**

**Kind caring and considerate always**

**Very satisfied**

**Yes – everything they say and everything they do**

**Very friendly and welcome place to visit with plenty of reassurance and help**

**Excellent in all respects**

**I am very satisfied with my treatment**

**Thorough**

**The treatment I get is excellent**

**Excellent quality of service, staff are very approachable and friendly**

**Excellent care- thank you so much I am so lucky to have such fantastic care**

**A good practice easy to park and get to**

**Very caring practice – pick up any changes in my condition – following tests and contact me quickly**

**A willingness to discuss any problems or concerns raised openly and frankly – an excellent relationship exists**

**Treated as an individual rather than a number. Very little turnover of staff at practice so aware of your history**

**Compared to my last surgery in Deeside the health care here in Denbigh is brilliant**

**Service is spot on**

**The regular monitoring of a known condition**

**Very good practice, ran very well**

**Very happy with surgery, Drs and Nurse. Have never had any problems with the surgery and staff**

**Question – Is anything that could be improved?**

**Annual medical checks**

**Better opening hours to accommodate all patients – evenings and weekends**

**Two phone lines**

**Privacy for Reception when answering phone**

**Access to appointments outside normal working hours**

**Time you wait to see a Dr**

**Services for women**

**More surgery opening times**

**Extended hours would benefit some people**

**Appointments – if someone is working full time work around their hours if unable to come in between 9 – 5**

**Sometimes misunderstanding of general information**

