

## March 2017 - Comments

How likely are you to recommend our service to friends and family if they needed similar care or treatment'

### Statement circled

Extremely likely	Always get a friendly and efficient service.
Extremely likely	Very understanding and friendly knowledgeable.
Extremely likely	Doctors and staff always helpful and caring.
Extremely likely	I have always received professional care and advice from the doctors here and the receptionist are always very pleasant and caring.
Extremely likely	Always responsive and helpful and it is quite easy to get an appointment , unlike a lot of other areas.
Extremely likely	Always friendly staff. Never any problem obtaining an appointment. A very efficient run surgery.
Extremely likely	We are extremely happy with the services offered by Old Harlow Health Centre. It is both efficient and friendly and meets our needs on every level. We can always get a doctors appointment when required and the long-term care is excellent.
Extremely likely	A stay of 7-8 day in hospital in January made me aware of the pressure on staff and how they cope with it. I am full of admiration for them. My treatment resulted in a satisfactory result. GP surgery staff and my doctor are good.
Extremely likely	Lovely surgery and staff.
Extremely likely	The staff and doctors are all so lovely and helpful whenever I come in.
Extremely likely	The doctors are always helpful and help to put my mind at ease a bit.
Extremely likely	The whole experience of Jenner House is, and always has been first class. I consider myself very lucky to be a patient at this surgery. I have been registered here since 1988.
Extremely likely	Such a lovely surgery staff always nice very helpful. Same day to see the doctor never had such a nice doctor all the doctors I've seen are really nice don't feel rushed. Very happy.
Extremely likely	Friendly, co-operative and supportive.
Extremely likely	Efficient and friendly reception, understanding and caring doctor.
Extremely likely	Great staff. Good doctors, always get an appointment and not have to wait for days.
Extremely likely	Any appointments I have had doctor and nurse service from receptionists have been extremely professional, courteous and within a friendly and helpful manner.
Extremely likely	Always excellent professional service at this surgery.
Extremely likely	Good service.
Extremely likely	Receptionists are always extremely polite and helpful effective system for obtaining appointments on the same day. I would recommend the GP I saw today as he seemed knowledgeable about my condition.
Extremely likely	All staff always helpful and considerate.
Extremely likely	Very pleasant staff always put you at ease, and I feel confident in their assessment and treatment of any problems that might ensue.
Extremely likely	Very helpful put me at ease.
Extremely likely	Happy with service from doctor and reception staff.
Likely	Friendly professional service.
Likely	Never too busy, always good.
Likely	Didn't have a long wait, listened and gave good advice.
Likely	Helpful and informative.
Likely	Always able to see a doctor and always very helpful and listen to their patients.