

# Kintbury Surgery

Date

1st February - 28th February 2015

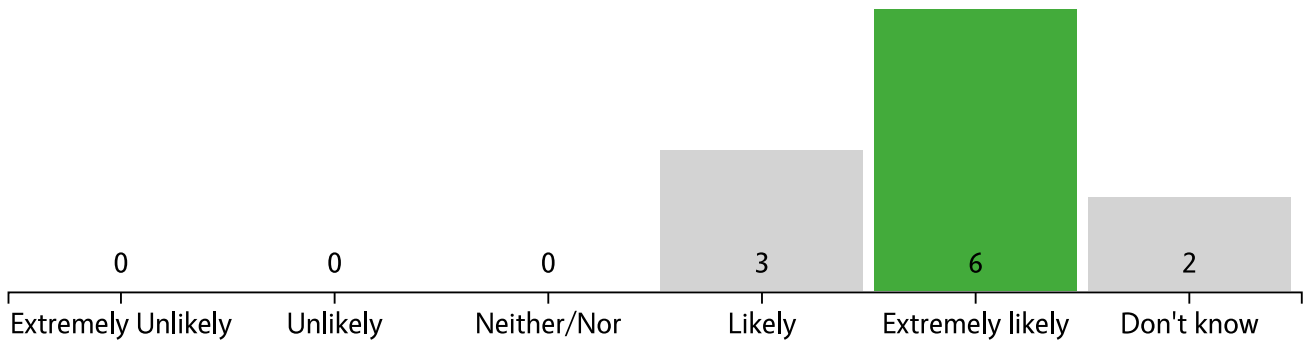
Average score this period



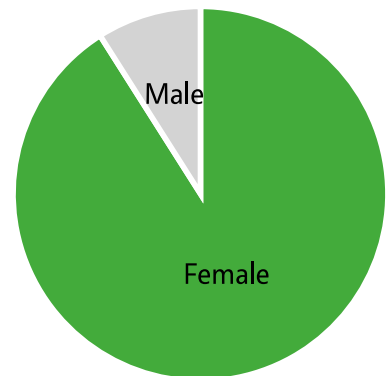
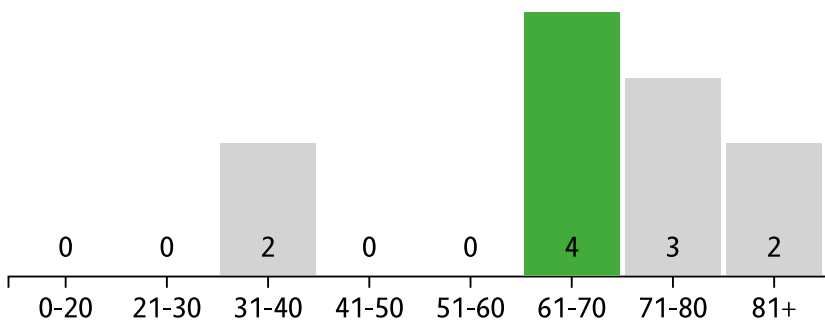
Reviews this period

11

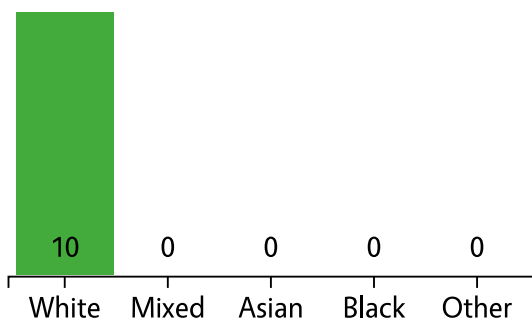
Reviews by score this period



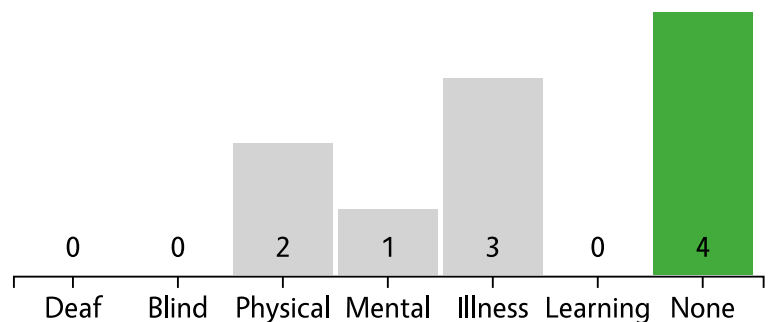
Reviews by age



Ethnicity



Long-standing conditions



4

Involvement 5.00  
Cleanliness 5.00  
Staff 5.00  
Appointment 5.00

Source: offline

Perhaps to have an extra doctor to facilitate more appointments.  
my consultation was very good, I had booked 2 appointments, but my doctor was late 45 mins

5

Involvement 1.00  
Appointment 3.00

Source: offline

5

Involvement 5.00  
Cleanliness 5.00  
Staff 5.00  
Appointment 5.00

Source: offline

Receptionist very helpful and friendly, efficient!

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

Helpful, listened  
and Explained, which  
is all a patient wants as  
everyone is different.

4

Involvement	4.00
Cleanliness	4.00
Staff	4.00
Appointment	3.00

Source: offline

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

1

Involvement	3.00
Cleanliness	2.00
Staff	1.00
Appointment	1.00

Source: offline

Doctors, district nurses and the majority of receptionist are compassionate and helpful. However, two receptionists do not seem to have any understanding or ability to show any care. In fact, they are generally rude and obstructive.

1

Involvement	3.00
Cleanliness	3.00
Staff	1.00
Appointment	1.00

Source: offline

The receptionist, A little more ~~and~~ ~~understanding~~ understanding, and it would be nice to have them at little less rude

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

I find Dr Simpson very helpful and friendly in

4

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

FRIENDLY + HELPFUL

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	4.00

Source: offline

TWO APPOINTMENTS 20 MINS APART  
BUT GLAD TO BE ABLE TO SEE DOCTOR  
QUICKLY. THANKS  
DOCTOR LISTENED CAREFULLY AND  
ASSESSED WHOLE SITUATION. CLEAR  
FORWARD PLAN.  
VERY SATISFACTORY SURGERY.

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