

# Woolton Hill Surgery

Date

1st October - 31st  
October 2016

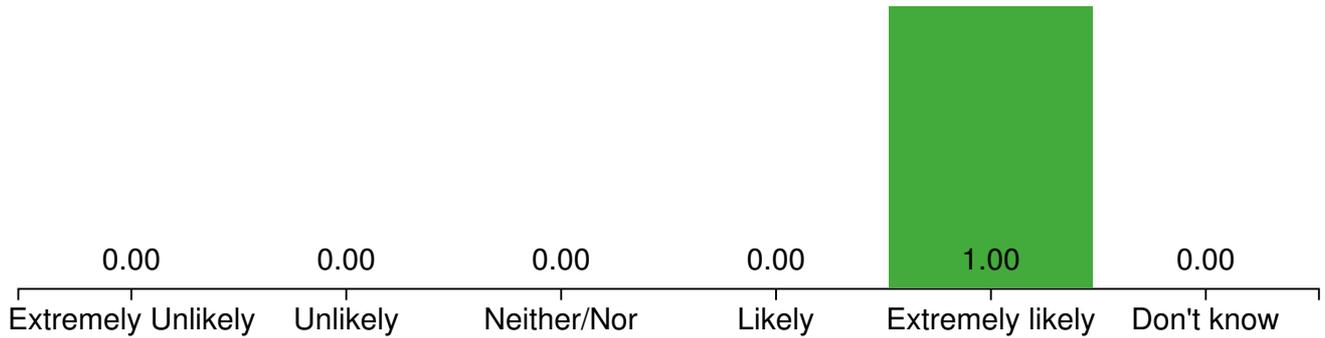
Average score this period



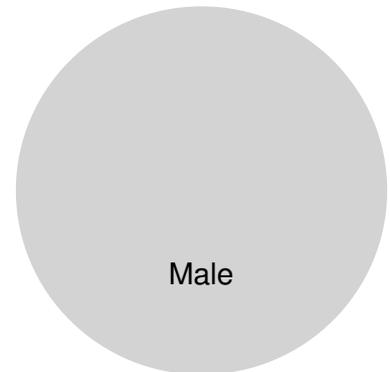
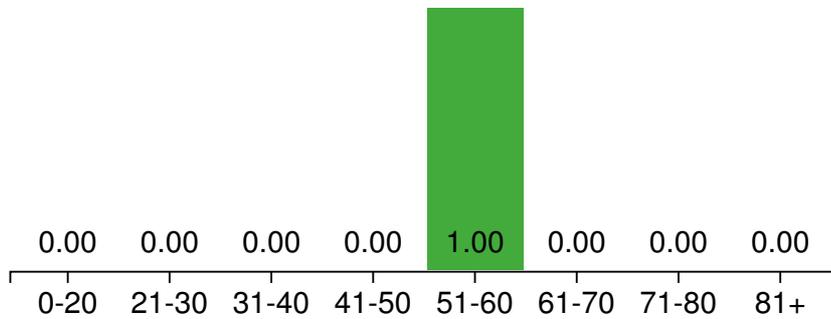
Reviews this period

1

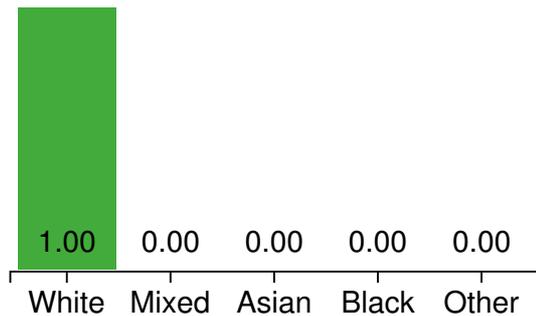
Reviews by score this period



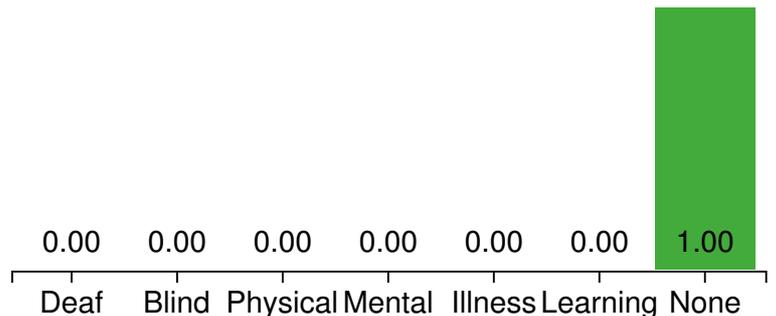
Reviews by age



Ethnicity



Long-standing conditions



# 5

|             |      |  |
|-------------|------|--|
| Involvement | 5.00 | I have lived all over the World, USA, Europe, Middle East, Far     |
| Cleanliness | 5.00 | East and now UK. I have experienced medical service in all         |
| Staff       | 5.00 | these countries and I was very impressed by the entire             |
| Appointment | 5.00 | operation, staff and efficiency at both Woolton Hill and Kintbury. |

Source: online

I had to call for an emergency out of hours home call for my brother in law with stage 4 cancer. The call was handled professionally and responded to quickly and in a truly old fashioned caring manner. The doctor arrived quickly and did exactly what was required in an empathetic manner. Having a good bedside manner is critical in this type of job I can only heartily recommend Woolton Hill out of hours service on a bank holiday weekend. I had the misfortune of having a pilonidal sinus which is a severe abscess on my bottom. This was quickly diagnosed at the Woolton Hill clinic and I was rapidly sent to Basingstoke hospital. It took 45 minutes to drive down to the hospital where the care team were already briefed by the doctors in Woolton Hill and even the nurse admitting me was shocked to have my full details on file and said it was the first time in her 20 years plus that any doctor had in fact been so detailed in a patient's records and fast in getting it there before the patient was admitted. Great praise from a 20 year veteran nurse. I then had to attend both Woolton Hill and Kintbury on a daily basis for cleaning and dressing the rather nasty wound in a very difficult place. All appointments were arranged for the week and in some cases were squeezed in to suit my schedule. Both Kintbury and Woolton Hill staff were not only professional but kind and caring and definitely went above and beyond the call of duty. I have read some reviews with dissatisfied patients. I can only say that my experience was second to none. I was delayed on 2 appointments BUT only because an elderly patient required more time. It was the correct decision to let me wait and deal with a fragile confused elderly woman in a kind manner. I wholeheartedly thank and recommend both Woolton Hill and Kintbury surgeries as a welcome safe haven in a rather uncaring modern world. They show a degree of caring rarely found today. They are a true gem and have a great team that make all the difference in making the surgery a World class contender.

This report only contains reviews where permission to publish has been given by the reviewer.