

Private and Confidential

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**Friends and Family Test
Confidential Comments**

The Medical Centre - Petroc Group Practice

August 2016



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Patient comments

Please note, the following comments are from patients who indicated that they did not wish their comments to be made public.

All comments are included in their entirety but all attempts have been made to remove details which could identify specific patients or practitioners.

Please tell us why you answered as you did in question 1:

- Very happy with the treatment from GP. Unfortunately the waiting times have been long - 30-45 minutes after appointment time on two occasions.
- Good, prompt service, friendly doctors.
- Doctors, nurses, receptionists, dispensers all are extremely helpful in making things work.
- Never had problem at surgery.
- I have always been treated considerately. The reception does their best and tries hard to accommodate. Doctors are all very nice and helpful. Politeness is always there and friendliness. Just a shame they are so time restricted.
- Because only GP practice.
- Convenient. Good service.