* 164 - Very good
* 31 - Good
* 4 - Neither good nor poor
* 4 - Poor
* 8 - Very Poor
* 3 - Don't know

Very good/Good

* Appointment was on time doctor very pleasant everything went well thank you.
* I was seen by an advanced nurse on the day that I requested an appointment. I was seen on time and Sarah, your practitioner, was efficient , helpful and pleasant.
* All staff are lovely
* The clinician was really friendly and made me comfortable and she heard my illness to every little detail and treated me accordingly
* I was greeted by a lady who was very professional , friendly, & polite. The nurse was apologetic for running a couple of minutes late, she was also very professional , friendly with a positive attitude.
* Very good from answering phone to seeing doctor
* Everyone helpful and sorting things out for me.

Poor/Very Poor

* The problem is waiting too long for reception to answer the phone!
* I was sent 2 messages which confused me and led me to being late 7 mins for my appointment. One message stated 8.20 and other 8.30. I haven’t seen the one stated 8.20 as both been sent at the same time so I automatically just looked at last message. When arrived with my baby at 8.27 I been told I can’t be seen anymore as my appointment was at 8.20. Absolutely disgusting! Check your systems and stop confusing people. My next appointment is now in a few weeks' time because nothing is available.
* I missed the initial telephone call, i called back immediately to be told I've now missed the appointment and was forced to make a new one a week later
* The appointment was unnecessary and a waste of time for me and your clinician. I explained the situation to two different receptionists over the phone that I just needed a prescription for me to collect or sent to the pharmacy, but I wasn't listened too.
* The clinician was very kind and knowledgeable, but I did not feel the review was necessary time would have been better spent on patients with a problem with their medication.
* 2 poor comments in regard to the power cut we had which can't be helped.