

Very Good	Good	Neither good or bad	Poor	Very Poor	Don't Know
286	156	34	16	28	

**Patient Comments:**

"Very nice ???? and very understanding doctor, hope it is was always the same one."

"Perfect, can I have always the same doctor please!!!"

As always Jo Stanley was lovely. Took my blood but always so friendly. I asked after an email I'd sent to the practise.

Tashi checked but I'd sent it to the old acct. She sorted that. But also as I'd had to cancel hospital zppts as I was unable to get a lift.

Or find someone to travel with me. she phoned G4s f on my behalf. And explaining about medical conditions I had.

They agreed I could use the service. All the staff today were so nice and helped sort out transport to my upcoming appts.

I currently have depression and anxiety . Tasha was amazing today."

"Dr was understanding, listened to my concerns and was thorough in explaining my condition."

"Fast, efficient and very friendly service"

"Very experienced nurse. Look after them."

"I got an appointment very quickly and was attended to very quickly on the day."

"Nice staff"

"Friendly staff"

"My appointment was bang on time, nurse was professional and friendly."

"Lady who took blood test was delightful a credit to the nhs"

"I got there on time, I was seeing on time very good."

"Very pleased with the lady ???? very good and friendly"

"Nurse did very well.. Shame and the Doctors don't send any blood from a to tell nurse what they are doing"

"Routine blood test !"

"Because the person who attended was very kind."

"On time and very friendly"

"Fast and efficient"

"Was seen very quickly Doctor was really nice"

"Reception very helpful as was the Doctor I spoke to"

"Doctor was great"

"The lady who answer the phone was 10/10 bubbly. The doctor? Had trouble understanding them."

"Nurse very calming and friendly"

"Speaking to the Doctor he understands my concerns"

"Quick appointment, excellent doctor"

"The nurse who took my blood test really hurt and bruised me."

"Excellent service"

"Very pleased with my appt"

"Doctor put me at ease explanation I could understand and very caring attitude"

"Lovely friendly nurse"

"Very old fashioned building, receptionists were on the phone for a long time while people stood in the Que.

the doctor was very quick and didn't explain what I had to do properly and then I had to interrupt the receptionists to hand something in.  
All seems very dysfunctional and not well managed."

"The Doctor was willing to listen about my problems and showed compassion and to give me the best treatment"

"very quick"

"I went in on time and the nurse was very helpful."

"Prompt appointment"

"Prompt service. Friendly staff."

"No econsult available online, call lines constantly say busy and can't get through"

"Followed up with an appointment"

"No waiting excellent service"

"The nurse was very efficient"

"The welcome was good and the doctor very thorough. I was put at ease immediately."

"When I finally got to nurse she was very good but because of misleading notices on door in the oaks  
I was waiting on wrong place and was concerned that I would lose my appointment It was ok in the end"

"They explained my results to me and seemed very caring and professional"

"Reassured on the tablets I am on ,I'm a lot happier now I was before I went in"

"On time. Nurse Dawn excellent. Very pleasant to be treated by her."

"Khyja seemed to take concerns onboard and provide instant action of monitoring blood pressure and check bloods again."

"Waiting almost one hour to speak to a receptionist to be told no appointments available and advised to go A & E"

"The doctor immediately said they don't have time to deal with 3 issues though the paramedics called ahead and gave me a note to pass on with ecg results, she didn't look at anything, she retook blood pressure but that's it"

"Nurse Dawn was superb. She listened to my concerns, gave good advice and was very gentle and caring."

"Seen only 10 after my appointment time"

"Very kind and welcoming staff and nurse."

"Amazing help, the receptionist went out of her way to find my results and to make me an appointment (I didn't catch her name) but thank you so much for an exceptional service!"

"Prompt action taken medication prescribed ????"

"Hard to get phone answered"

"Employees pleasant and on time"

"The nurse I saw was very efficient and explained what she was doing"

"I was treated well"

"Dr Dua was so lovely and helpful"

"Rang when said and very helpful"

"In and out on-time. Great"

"Excellent time keeping and communication"

"Really efficient. Straight in straight out. Got a message on my phone from the practice arranging the appointment."

"My diverticulitis has flared up and I couldn't book an appmt with a Dr. The blood test was excellent."

"Receptionist was kind and helpful."

"Extremely professional. Was as expected. Thank you. ????"

"Because the Lady listened to me and offered advice and tips that will make my life healthier."

"A very quick, efficient and professional service"

"Emily was so helpful, pleasant and very thorough on all aspects of my condition."

"45 mins late"

"Walked in had the blood test walked out , only waited a minute or two"

"Doctor very helpful and explained everything"

"20 minutes late, however never expect to go in on time ."

"AT LAST MOMENT MY APPOINTMENT WAS CANCEL AND WENT TO CEDAR CLINIC FOR NEXT APPOINTMENT BUT REFUSED"

"Doctor was good and appointment was on time"

"Normally very good service..in general"

: "Lovely doctor, telephoned at appointment time"

"I saw the COPD nurse who was very kind and informative."

"On time, nice people"

"Doctor was fabulous very informative and extremely understanding"

"Friendly staff"

"Dr Smart is a very nice doctor"

"Other than arranging appointments, seem to be quite efficient"

"As always, the GP was extremely helpful & informative. Thank you very much"

"I always find the lady who took my blood today (Karen), cheerful, friendly and professional."

"Excellent very helpful Driver. Easy to talk to. Kind and caring"

"I'm was really happy with the doctor, she was simply amazing, very caring, and paying attention, didn't rush me at all like other doctors do"

"Receptionist was great and Emily's really sweet and helpful"

"Very nice helpful paramedic nurse"

"Nice nurse and seen on time."

"Gp is excellent and takes time to listen"

"Nice nurses and seen on time."

"Doctor was attentive and thorough. Very good service"

"Efficient service & very pleasant help from doctor."

"Seen on time for a blood sample, painless and efficient appointment."

"Very prompt"

"Because she found time to listen to me"

"Appointment was on time. Doctor was polite and very understanding"

"Very good"

"Everything was explained and very clear"

"doctor who rang didn't know what to do as she said she was only a lowcom and didn't know how things work there ?"

"Very attentive and dealt with my concerns in a very comprehensive way"

"they have not phoned me yet still waitin"

"Great service and advoce"

"I got appointment quickly and Dr Gananathan is wonderful"

"Doctor was very nice and very professional."

"Listened and was very helpful"

"Excellent consultation. My first GP appt in years and a much improved syrgery"

"Excellent service from doctor , Has changed my mind about past experience ????"

"Absolutely fantastic, called this morning for an appointment and got one straight away , I saw Dr Barbara such a lovely caring doctor. Thank you ????"

"Efficient and quick"

"Was waiting over 20mins past my appointment time to go in. Was not told the doctor was running late and the check in machine wasn't working properly."

"I hade phone appointment 9am to till 11am. And no happand no 1 else call me or text me text."

"Very kind nurse . Very knowledgeable."

"Clear explanations"

"Didn't have to wait long to be seen by a doctor and the staff were nice and helpful."

"Great reception and very professional execution of the work!"

"Becauseour 10am appointment ended up being 10.40am"

"Appointment cancelled this is the 3rd time my appointment for a smear has been cancelled"

"I would have given a very good but the instructions/comms throughout the process were very confusing"

"Curious and professional behaviour"

"Curtious and professional attention was made during the consultation"

"First of all my appointment message said my appointment was in hextable. I was stuck in traffic and called the surgery to say I was going to be a few minutes late. The receptionist then told me that my appointment was in fact at the oaks, but she could see that the message said hextable.

Once I finally got to the oaks I was seen by a different doctor."

"Reception helpful and with a smile same with nurse. In and out early."

"Very polite and efficient staff . I was relaxed and happy."

"Telephone appointment within the planned time. Very polite practitioner. Answered all my questions. Very helpful"

"The nurse was very helpful and informed. Couldn't have done more to help me and put my mind at ease thank you"

"Very good"

"She was clear informative and helpful"

"Had a lovely practice nurse who made me feel comfortable having my vaccine."

"Convince and explained well"

"The Doctor I saw was very helpful as usual!"

"Lovely nurse and everything was ok today"

"I saw Zoe. She explained everything that was happening during my examination and what the next steps would be.

"Appointment was booked in straight away , sent me a reminder . Receptionist very friendly and saw gp"

"Dr smart is really good listens"

"Doctor helped sort my problems with professionalism and politeness"

"No waiting time and lovely nurse"

"Appointment on time and very pleasant friendly nurse"

"She was professional and polite"

"Very helpful."

"Efficient friendly informative"

"The doctor was very nice and helpful to me, understanding what was going on with my pain"

"Good information no problem with blood pressure Just my foot now"

"Very lovely and caring doctor"

"The injection was carried out with great care"

"On time. Staff very efficient, caring and helpful"

"Doctor rang me and was very helpful"

"Staff & doctors very polite & professional ?????. Great service"

"Seen on time. Very helpful and professional staff."

"Friendly, helpful with any questions asked."

"Very friendly , listened. New to surgery, all receptionist are helpful and kind which makes a big difference when unwell and need help."

"It's nice to have an informative consultation and care"

"The Reception was quite professional always while the GP who had gone through my medical history was as receptive as it can be ."

"Friendly staff, very efficient."

"Econsult and then blood test meant one visit not to"

"Very helpful staff and very good doctor a good experience thank you"

"Helpful and very helpful staff and nurses."

"Quick and efficient"

"Very pleasant lady doctor."

"Had time to listen and very patient.."

"Very polite"

"Very helpful ."

"I was able to have a face to face appointment with the doctor and a nurse st Hextable surgery after speaking with the Swanley Medical Practice"

"The lady who I saw asked appropriate questions in an understandable way so I understood her questions"

"Was happy with the outcome"

"Because i was happy with the gp and the nurse who looked after me"

"Explained everything and if I get a rash again they will have to do blood test"

"Doctor listened and was caring"

"Prompt all good"

"Was given steroids and anti botics but when I went to pick them up, they had removed my steroids for my throat. The whole system is so bad, throat is still killing me"

"My appointment was on 19th March 2024 at 8.45 am I got a message that the appointment is cancel at 7.45am"

"Totally disgusting"

Was told it was a telephone appointment but when no phone rang the surgery and it had been booked as face to face.

"Nothing was really resolved"

"So hard to get an appointment different information given"

"Couldn't talk to a person"

"Absolutely ridiculous, that only one Doctor was working"

"Nurse didn't have information about my appointment."

"Because the doctor was very attentive and made recommendations about treatment going forward"

"The Nurse I saw was very pleasant and listened to me, I was very satisfied with my visit."

"Doctor grasped my problem and took necessary steps."

"Considered all my concerns, clear explanation"

"Quick and efficient"

"I got a telephone consultation on the day I phoned."

"Very clear and understandable"

"Very helpful and polite staff. Doctor was excellent."

"Delt with very quickly"

"Very friendly and efficient"

"Good doctor"

"Despite running 40 mins late, all staff from receptionist to Dr to Nurse were apologetic, nice and helpful."

"Very confusing layout for appointments, check in downstairs and the printed pieces of paper taped around everywhere"

"Kind and heloful"

"Apart from my appointment being booked with the wrong person it was quickly resolved"

"On time. Doctor very pleasant"

"Nurse was really good and helpful but the receptionist was really unhelpful and cold when trying to book the appointment at first."

"The initial text message didn't give any information. The appointment was created by the surgery but no info contained in the text message."

"Helpful and satisfactory"

"Would prefer face to Face appointment with a Dr"

"The call I had today was good and thorough though I marked it down due to the missed appointment last week"

"Nice lady"

"Excellent service from person I saw"

"I did not have to wait for my appointment so that felt good. I was also really happy with the doctor who saw ne."

Good Service

"Was very impressed with the e consult which was excellent but my appointment was 40 mins late , no apology ."

"Received clear explanations with relevant future appointment set up arrangements"

"There was a short waiting time (appointment was on time) and Nurse Emily was lovely."

"I wasnâ€™t waiting a long time. A Doctor was quite friendly but she was a little bit in a hurry."



"Good service appointment on time"

"Question on whether I should be allowed to have my hormone injection"

"I was driving on the motorway when I received the call, asked for them to call me back in 30 minutes when I would be home. I have not received a call"

"Very hard to get an appointment."

Extremely poor service. Very disappointed."

"Waited 40 minutes passed my appointment time"

"Waiting time for my appointment was over 35 mins. Also have to pay for parking and ticket machine didn't take coins"

"I feel my issues are unresolved ."

"Hard to understand over the phone"

"Nurse was very helpful"

"Straight in and seen"

"Doctor was very pleasant and informative regarding my dad's condition."

"Extremely helpful conversation with a wonderful person"

"Good service"

"Easy to use , no problems"

"Very polite & friendly nurse. Very efficient managed to take blood first go. Normally they have great problems"

"The doctor listened to what my problem was and examined my problem area before the plan of treatment was done"

"Arrived on time prompt service."

"Easy to get appt for bloods (as requested by doctor). Arrived early for appointment, straight in. Pleasant nurse."

"I had no problems"

"Prompt"

"My Doctor was so helpful and understanding."

"The doctor was excellent,"

Doctor was very nice and caring and has advised to go and have a xray if my chest is still not better after the antibiotics"

"Because, the response was prompt and I got what I asked for."

"The doctor I saw listened to all my symptoms examined me was very good left feeling happy ."

"Very helpful staff"

"Lady I spoke with was exceptionally helpful and arranged a telephone appointment (same day) with my 96 y/old mother's GP"

"Quick and efficient"

"Quick appointment, as walked in at 2 and had an appointment for 250 which was very helpful"

"Excellent service"

"I was given very good advice and help by the asthma nurse . She was excellent"

"I found the phlebotomist and doctor very very helpful and courteous"

"Informative, compassionate and useful guidance"

"The Doctor was most helpful. She listened to our concerns and gave very professional advice."

"Dr Nathan hasn't taken time to help and understand my issues. A first rate GP. Easy to talk to and discuss issues with."

"Karen was exceptionally efficient, helpful & reassuring."

Got a prompt appointment, seen on time with the outcome I wanted."

"Very helpful"

"Very helpful polite pleasant"

"Very helpful with a emergency appointment"

"Pleasant and helpful"

"Excellent, on time, lovely member of staff !"

"Friendly receptionist and clear instructions on arrival and the gp listened and don't rush us and was helpful"

"Always feel listen to by the GP, and reception staff are friendly and always try to accommodate my appointments where the can"

"Friendly welcome. Lovely doctor with appropriate knowledge to deal with my problem. Excellent service. Perfect"

"Excellent service Lady was very helpful."

"On time and a nice friendly nurse."

"Helpful staff, calming environment"

"All questions were answered"

"Everyone was very helpful and polite"

"Because the nurse was chatty and did her job well"

"I got answers to why I have a headache 24/7 and to what could be the cause of my problem and feel finally that something is being done"

"Onetime, friendly and answered my questions."

"Lovely staff, efficient and pleasant, thorough and explained everything"

"Prompt & efficient delivery of care"

"The staff were both helpful and friendly"

"The lady took time to check on computer also carefully checked me and listened I would like to see her again if I needed a dr"

My dr actually gave me care and his time"

"excellent

"She was thorough , explained everything and was very caring and felt very lucky she was my GP"

"Very polite and informative"

"The doctor was very good at work"

"I felt listened to about my concerns about my daughter and got the antibiotics I thought she needed"

"the doctor i spoke to very helpful and is still further investigating my daughter urine infection very happy with service today"

"The doctor took comprehensive actions to give me a full checkout. I felt she had my best interests at heart at all times and took the time to explain everything to me"

"Understanding healthcare professional and did not rush me and very polite"

"My telephone consultation was at the time booked . Very pleasant staff who listens we to my request for referral and dealt with it immediately"

"Great doctor"

Dr. told me recent results and asked me how I was doing, she really listened to what I had to say

Dr Zaidi is an excellent practitioner. She provided me with very sound advice with regards to my mental health and anxiety.

Extremely helpful doctors and nurses

Great service, keep up with the good work

Very understanding and thorough GP

"Patience and understanding and good advice"

"The Dr was very professional and welcoming"

"Outstanding GP"

Have good advice up my tablets need to make an appointment in mid April"

"Didn't have to wait. Lovely NHS staff. Kind and caring."

The receptionist was very helpful

"I asked for blood test and I got one straight away."

Didn't have to wait long for phone call

"Whilst I was very stressed the doctor explained clearly what the medication was going to do

At first 8.00am the phone would ring and say all lines busy, phone later about 8.30 I got a appointment

Couldn't give me anything for my pain in my hips and spine but he was very good

Explained in detail for me"

Got appointment on day I phoned

Appointment was on time

Great to get an app the same tome but long wait"

I was seen on time, gp was very helpful"

She listened to what I had to say

Appointment on time very pleasant nurse"

Helpful when able.

Answered my questions

He did his job well repeated when I didn't hear him at first"

I was having anxiety issues but Dr helped me get things into perspective"

Because someone listened to me for once"

The doctor I saw was very helpful, and I felt at ease with her.

Went to surgery,saw a doctor, got medicine from Pharmacy within an hour. Great service

Had to wait over 40 minutes - appointment was 10.15 and called in just before 11am.

Positive advice

Very pleasant member of staff

Receptionist was polite

"Pos outcome , helpful PA,

Delta with very quickly

"The harfest part is getting an appointment in the first place , cery difficult via the phone

Took 25 mins on the phone to book an appointment

I thought my appointment was made to discuss my ultrasound results.

"I suffer with more than one complaints and I find the system doesnâ€™t suit my requirements

Was supposed to be called by Ann Marie Thursday morning to discuss my further treatment after24 hour MRI results were fine. I still haven't been phoned

Was not comforted by the Dr who I felt was cold."

No option to book an appointment in advance.

she waited over 1 hour then when she got in there the receptionist interrupted twice to say she needs to hurry up  
No phone call from nurse Jo after being told phone appointment for 10.40 today  
Because a tel talk with the nurse was incorrectly booked by your office.  
I turned up for my appointment to be told it was cancelled  
Called in late, didn't seem to know why I was there  
Felt that I was listened to and explained about my illness"  
"I was seen very quickly for my blood test"  
"The Nurse was Friendly and brilliant at taking blood"  
"Telephone app was helpful and on the day it was promised"  
"Appointment on time , and very friendly and helpful , professional"  
Dr Barn was extremely thorough.  
Quick, friendly, professional and eager to help."  
"I have been attended to when I go to see my GP"  
"Curious and professional behaviour"  
Phlebotomist was very good, receptionist was nice  
Was seen quickly and the nurse was truly lovely  
"Seen on time dealt with efficiently"  
"Prompt answer to my e consult queries"  
Quick. Got in before my time, over in seconds.  
Great service friendly nurse  
Doctor called back, out of hours, very much appreciated.  
"Easy to get appointment, seen on time, efficient service"  
Such prompt response with a nurse calling within. 2 hrs of speaking to a doctor.  
On time very polite"  
"Excellent doctor"  
Nurse Paula was excellent. Kind, caring, listened. Really good service"  
"Very helpful & informative.  
Nurse Pauline was fantastic very helpful and very understanding she did not rush the appointment and I felt very comfortable talking to her

Dr was really nice and supportive

The service is good"

Experience is good"

Nice friendly late put at ease"

She was nice when taking my blood. She greeted me and had conversations with me .

"Helpful and professional, bit slow"

Surgery a bit small did not like going to hextable but overall ok"

The consultation covered my issue satisfactorily"

Nurse was lovely"

Appointment was delayed by 20 minutes

as find it hard togetstraightanswers

Couldn't get appointment. Only 111 calls that were delayed."

Waited an hour to be seen and I was with my 18 month old"

Friendly. No bruising from blood test.

Dr Smart is a very good doctor She always listens

Friendly and helpful receptionists, and a GP who takes time and listens"

I phoned for a phone app and was given an actual app for the doc

I was seen by the Doctor on time The Doctor was attentive and asked appropriate questions

Seen on time very pleasant and professional"

Emily was very nice and helpful, got seen very quick once I was there.

They listened and Answered my questions"

Quick and efficient

Seen on time and received efficient and courteous attention"

"Seen early, friendly, informative. Thank you Toni"

Very happy with my appointment today

The Doctor was very helpful and patient and friendly"

Seen on time, in and out no fuss

Very friendly, had my blood test, in and out in ten minutes

Very efficient and on time which is tough in today's society

Quick response, very pleased

Attended to promptly and efficiently

Appointment on time. GP very nice explained everything and made me feel that I was being listened to

Prompt service

Very kind caring and listened to me,

Nurse Paula was a fantastic help, as always."

I was gravely ill the doctor was concerned so sent for an ambulance Good job they did as I nearly died Found I got pneumonia The doctor saved my life

Very nice nurse. Quick

Appointment made quickly and no waiting on arrival"

Got through when calling straight away and got an appointment for hours time

Because I got what I asked for and promptly."

Hextable Surgery helpful

Quick response to request

Appointment on time, helpful and pleasant

Good service but had to rebook as unable to help"

Lovely lady

the experience with the doctor was good he was very competent

Was seen within 15min. Of appointment.

Answered my questions hopefully diagnosed my problem

Nothing to me was outstanding. It was all generally good!"

Dr Tosin seen very professional but accommodating kind & "friendly"

The phlebotomy nurse was kind and patient"

They never phoned

The nurse taking my smear test seemed quite forgetful & used the wrong size insert which hurt an awful lot,

I felt the doctor was annoyed by the questions I had about the medication and treatment.

The doctor was kind and caring

The nurse was very helpful and answered all my questions

Very helpful and understanding

Because the dr was good

Excellent Dr.Smart. Obviously an expert in her medical role.

Emily who is she was very professional and very thorough"

Knowledgeable Doctor

Seen straight away by a cheerful very nice nurse.

Because the doctor was absolutely lovely."

Reception girls friendly and doctor was very nice

On time and friendly

She was very knowledgeable, kind and helpful"

Lynn is always smiley and happy to help

Karen was extremely good at taking blood and was nice. Receptionist v helpful. No queue

Not kept waiting & very pleasant nurse."

Very good service

Very nice staff . Always polite. The doctor that I see was very through and bothered about my health issues

My appointments were quick and the contact was very good

The doctor was very helpful and under standing

She phoned nice and early so my day was not wasted waiting in for the call

Easy booking. Very quick on date on appointment no waiting around. Good Friendly nurse.

Nice and calm.

They was very helpful and the doctor was very good

Found the doctor very good.

I was very concerned today having to see DR SMART,she was to very kind and gave my a thorough examination

Knowledgeable doctor with a clear understanding of my condition

Nurse was very good and nice

Doctor and receptionist both very helpful"

Helpful receptionist and Doctors call was equally helpful."

Dr smart fantastic



Helpful receptionist

It took a long time to get through initially despite ringing dead on 8 , but once through , receptionist was lovely

Prompt and good service

Some confusion about where to check in.

My blood test seemed to go very well

"Very helpful"

Doctor listened and gave me medication

Service as expected

Seen quickly, thorough reviews of meds

Got seen quickly by a Dr and bloods booked timely manner"

Phlebotomist Toni Marney is always very professional, caring and friendly"

Was felt I was listened too and that things were looked at thoroughly"

Good speaking with gp

Was very thorough

Checking in machine didn't check me in, ongoing problems with the system

Went into my local gp surgery waited 30 minutes before leaving & found out last minute it was a phone call

It was very difficult to get through to the lines and eventually when we did, all appointments were taken and there were none left for my child

The phlebotomy lady was lovely

My appointment got cancelled at midday as the nurse went home sick got a text to make another appointment but could not get through on the phone

I'm sorry I'm distinct

Fast, thorough and effective

Fantastic doctor, made my daughter feel at ease.

Dr's customer service is excellent

Positive chat

very helpful

Doctor diagnosis of complaint and care shown."

Very efficient, explained things clearly and was reassuring."

"I saw Dr Smart and she is always thorough, helpful and reassuring

Excellent service

Very personable and knowledgeable

Very helpful doctor's thank you"

"I found Dr Smart listened to me and was extremely helpful

Polite, informative & friendly"

Doctor efficient and receptionist simply brilliant"

Friendly staff

Good communication and understanding of my problem"

"I saw Lynne in room seven and she was very good"

"Appointment was on time and GP was very helpful"

"Appointment when I needed it , quick on time appointment - friendly staff"

She was very helpful, to which I was very grateful

"Kate was very understanding and excellent !"

"Really helpful doctor, much appreciated

Great advice

Appointment with in 1 day Doctor done full Examination

Jo the nurse was excellent. Very knowledgeable about tropical diseases

Very helpful reception staff and a good talk about my problem with the doctor

Doctor very friendly polite & professional"

hlebomist was lovely and I was in and out very quickly,

Staff were efficient polite kind friendly knowledgeable courteous caring

The nurse was friendly, very formative,"

It would make such a difference if more people in the NHS followed Dr Ghumbers compassion and u derstanding"

Seen on time. Dealt with professionally in a friendly understandably clear way"

Drs and Paula are amazing very helpful and understanding So are the receptionist Well Done Cedars"

Given a quick appointment"

Doctorâ€™s listened to all my concerns and was patient with me.

"Excellent"

The Dr was friendly and addressed all concerns. The receptionist was great and assisted well.

Dr Doaa knew exactly why I was there.

Seen within the time slot, nurse was friendly injection done straight away and was out of the doctors within 10 minutes

Because my Dr takes time to listen to my many Mental Health issues. She makes it easy to talk to."

Seen on time. Dr was very thorough and explained everything I needed to know very clearly."

Efficient, lovely doctor, very happy with service."

Fast for me

Very kind and friendly

It was just a follow-up"

"In to see nurse on time. Quick and efficient."

Reception staff are good and try to accommodate, Paula who is the Nurse Practitioner I see is amazing."

Dr smart is easy to talk with and very patient.. lovely lady"

staff were very quick and polite in resolving the matter almost instantly, and they were very apologetic for the technical issues with their system"

The Dr I had was very understanding

Call early in the morning so I wasn't on tenterhooks for too long"

The lady I saw was very thorough and helpful. The staff in reception were also very helpful."

Was seen efficiently by a nice associate"

The GP gave me time to express myself ."

On time and very polite and clear ."

Receptionist sorted out my 2 queries and organised more appointments very efficiently."

Polite staff and helpful"

Sadly I missed the call from dr. hopefully later today phone back.."

Front of house staff cold

Dietitian had not received my blood sugar test results"

Waited a long time and the receptionist could barely speak English"

Waiting too long in the reception

Always running late and really not very convincing as doctor"

"I am still waiting for a telephone call from the doctor."

Was scheduled a telephone appointment between 0800 - 1000. Still had not received a call by 1200.

"I was booked at the Cedars and it should have been The Oaks. Waited and waited until I questioned what was the issue.

Had to beg for an appointment with a very uncaring lady whom always seems to enjoy saying no"

I arrived early and booked in I was seen before my due appointment

Prompt appt time"

Staff are so nice always pleasant. Very helpful many thanks"

Nurse well brilliant but doctor didn't write what the blood test was for"

Kate is a pleasure to have as my specialist

Quick and easy in and out

Very detailed appt with dr

Very helpful and is going to get back to me"

Very thorough appointment and good advice given

Dr Smart is a very caring, excellent doctor who really listens and works hard to help

My query was sorted the same day.

Excellent .communication, seen punctually."

"Dr was very good"

"I felt I was being listened to and given time for discussion. Very satisfied."

Very clear and understanding"

"I was explained the results of my recent blood test with kind and understanding."

Excellent personal service from my physio person Chris, as always."

Seen promptly, appointment explained and staff helpful."

"The receptionist and the doctor were friendly and helpful - great customer service"

The Doctor was very welcoming and informative.

Was seen to and very efficient

Nice doctor Informed, friendly and thorough"

Couldnt have asked for better had I gone private!"

or the support and care my mum received from reception to Dr Ian Jones, I want to thank you.

Call was on time. Dr explained test results

The GP was nice and listened.

Very professional in explaining what was needed"

Excellent service as always

"Because it was good"

An early face to face appointment was granted"

Dr was very understanding

"Paula was very knowledgeable and efficient. I felt that she listened to me and dealt with all my symptoms accordingly."

I got the injection I required

Very good service. Explained the treatment very well."

Appointment on time and Ms Hay was very pleasant."

Understanding Doctor who took the time to listen and respond appropriately . The receptionist was very helpful in booking blood tests too."

"Nothing to complain about. Running late but was told that on checking in. Also lovely caring dr

"Seen on time, nurse was very helpful. Everything went very smoothly"

A lovely manner, listened and made me feel I wasn't wasting her time"

Nice friendly reception and seen promptly by Doctor

Got all answers"

My Dr. Was very very friendly! Made me feel so settled and calm"

"I had a great experience with the GP surgery today.

The doctor was very understanding

Appointment on time and dr was very informative and helpful."

"Polite and knowledgeable"

Excellent GP , felt at ease, very easy to discuss problems

"Very understanding and helpful"

Doctor was very knowledgeable, friendly and patient"

Very good, friendly receptionists. Appointment on time. Extremely nice, approachable nurse.

Clear and concise call"

"Very helpful"

"Friendly and helpful ."

Always good caring and explaining very well"

"The doctor I see was very understanding and helpful"

My doctor was very thorough ! & had a very caring attitude"

All went very well.

Visit to asthma nurse very good. Prescription requested, sorted same day  
the appointment was on time and very professional"

Dr Nathan was very kind and informative. Thank you."

Easy to talk to very thorough

Efficient and kept informed about delays"

"Quick and efficient"

The lady on reception was kind & pleasant as was the Doctor and the whole experience seemed like the old days than it has been of more recent years  
Receptionist managed to get me a same appointment."

Had a very short but fruitless chat"

"The dr I saw was friendly and thorough, didnt feel rushed like normal"

The doctor was very nice and didnt make me feel akward"

Because their was communication and friendliness and a smile."

"Helped me a lot to focus on improving my lifestyle"

Very good consultation. Automatic check-in not working."

He was listening to what I said"

Didnt have to wait and the doctor was thorough"

Friendly staff, seen in time, nurse excellent"

"Booked and delt with very quickly"

"Straightforward appointment."

My phone call came as promised."

I was phoned early which was nice and everything was explained well."

Everything was fine thank you

Dr. Very good. But had to go to the surgery as couldn't book by telephone any more

Because dressing change was fine

The gentleman was very considerate and caring and sent through a helpful link.

Seemed very helpful and professional"

Staff behaviour and positivity. Willingness to go the extra mile to assist patients."

"Fast response to consult and action recommended quickly implemented."

First time since pre-covid that I have managed to get an appointment on the first day of trying

Joanne Stanley is very kind and gentle.

I mastered the e consult I received an appointment very quickly. I found the reception staff friendly and the doctor was excellent"

Got to see a doctor

GP Running late

so difficult to get through on the phone. It can and has taken over an hour."

Appointment was wrong for the date given"

Strange experience; there was someone sitting on the bed with a clipboard as well as the gentleman at the desk who I assumed was the nurse I was seeing

You now have to pay for PARKING. NOT VERY PLEASED."

30min wait after appointment time. Dr was incredibly rushed

Did not like going to hextable prefer Swanley"

Can't get an appointment. Can't phone up to speak to anyone,"

"Great service"

On time and very thorough

Good service"

Staff very professional and efficient

No waiting and friendly blood nurses"

Very helpful staff in reception and Chris Williams Physio is always helpful and supportive

Very knowledgeable and helpful diabetes nurse.

The reception ladies went out of their way to help me"