**Results of the in-house Patient Survey February/March 2017 (number of participants 104)**

Unfortunately, ambiguous answers are discounted.

**Additional comments:** A)I feel very lucky to be a patient at this surgery. My partner and myself have both experienced poorer service elsewhere and are appreciative. B) Saturday opening. C) Excellent surgery. Nurse Suzanne is excellent. Keep up the good work. D) This Medical Centre is first class in every respect. We had to change when Tudor Drive Surgery closed are we are completely satisfied- just wish we had moved to St Albans sooner. E) This is a fantastic surgery. I have been a patient here a very long time. Thank you for everything. F) Always very happy with help given. G) Automatic door would be good to avoid spreading viruses. H) I always feel I am being rushed as Doctors are running late. I) Reception can sometimes come across rude and unhelpful on the phone. J) Later/earlier/weekend appointments. K) Great practice. As a patient-very lucky. L) Need to play radio Jackie in waiting room. M) Dr M Shumbusho is brilliant. N) 7.30am-7am better @ weekends emergencies. Seems to be getting harder to get an appointment within 2 days. O) Water for patients. P) Thanks very much to Dr Urbaniak and nurse Suzanne today. R) The surgery Drs are very rude and unwilling to help. S) Excellent service-always. T) A reliable, helpful and professional team. U) Great GP surgery. V) I have been a patient for 52 years and have always received excellent service. W) Mixed comments as some of the staff are very good and some not very good at all. Often rude receptionists/abrupt. One of the doctors not very good and had to come for the second opinion. Dr Parrish very, very good. X) Great service. Well done. Y) Where are the fish? Z) Would be a bit wary of recommending to others in case too many patients.

Negative comments about individual members of staff are being addressed directly to these individuals and will be discussed in the next Practice meeting.

THANK YOU