

Kingsway Surgery

Friends & Family Survey Responses

Date of response: 17/11/2018

Time of response: 13:58

FFT Question 1 response: Extremely likely

FFT Question 2 response: ""

FFT Question 3 response: Consent GRANTED

Date of response: 17/11/2018

Time of response: 12:27

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Been with surgery 20 years. All staff friendly and helpful. Doctors are amazing"

FFT Question 3 response: Consent GRANTED

Date of response: 17/11/2018

Time of response: 12:08

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Very good and very helpful service"

FFT Question 3 response: Consent GRANTED

Date of response: 17/11/2018

Time of response: 10:39

FFT Question 1 response: Likely

FFT Question 2 response: ""

FFT Question 3 response: Consent NOT GRANTED

Date of response: 16/11/2018

Time of response: 17:54

FFT Question 1 response: Likely

FFT Question 2 response: "They are always helpful"

FFT Question 3 response: Consent GRANTED

Date of response: 16/11/2018

Time of response: 16:13

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Quick appointment time"

FFT Question 3 response: Consent GRANTED

Date of response: 16/11/2018

Time of response: 12:48

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Always a friendly welcome Very helpful on the telephone and excellent communication regarding appointments"

FFT Question 3 response: Consent GRANTED

Date of response: 16/11/2018

Time of response: 12:06

FFT Question 1 response: Extremely likely

FFT Question 2 response: "I find the drâ€™s very good"

FFT Question 3 response: Consent GRANTED

Date of response: 14/11/2018

Time of response: 18:40

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Really personable and friendly"

FFT Question 3 response: Consent GRANTED

Date of response: 14/11/2018

Time of response: 16:48

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Friendly happy staff"

FFT Question 3 response: Consent GRANTED

Date of response: 14/11/2018

Time of response: 16:35

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Friendly and helpful staff"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 14/11/2018

Time of response: 11:14

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Good service with good helpful staff."

FFT Question 3 response: Consent GRANTED

Date of response: 13/11/2018

Time of response: 17:03

FFT Question 1 response: Extremely likely

FFT Question 2 response: "A very efficient service."

FFT Question 3 response: Consent GRANTED

Date of response: 13/11/2018

Time of response: 16:15

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Everyone is soo helpful at kingsway"

FFT Question 3 response: Consent GRANTED

Date of response: 13/11/2018

Time of response: 10:15

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Went in on appointment time ,nurse taking blood very good (Nina Holmes @kingsway surgery)nice atmosphere"

FFT Question 3 response: Consent GRANTED

Date of response: 12/11/2018

Time of response: 12:43

FFT Question 1 response: Unlikely

FFT Question 2 response: "Waiting a long time for an appointment"

FFT Question 3 response: Consent GRANTED

Date of response: 12/11/2018

Time of response: 11:28

FFT Question 1 response: Likely

FFT Question 2 response: "Friendly surgery"

FFT Question 3 response: Consent GRANTED

Date of response: 12/11/2018

Time of response: 11:07

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Quickness of appointment"

FFT Question 3 response: Consent GRANTED

Date of response: 12/11/2018

Time of response: 11:00

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Very interactive and spent time establishing the way forward."

FFT Question 3 response: Consent GRANTED

Date of response: 12/11/2018

Time of response: 10:33

FFT Question 1 response: Unlikely

FFT Question 2 response: "Timekeeping"

FFT Question 3 response: Consent GRANTED

Date of response: 10/11/2018

Time of response: 12:35

FFT Question 1 response: Likely

FFT Question 2 response: "Try to keep to appointment times"

FFT Question 3 response: Consent GRANTED

Date of response: 09/11/2018

Time of response: 20:50

FFT Question 1 response: Extremely likely

FFT Question 2 response: "I am very happy with both doctors the nurses and reception staff at the surgery . It is a well run and friendly practice ."

FFT Question 3 response: Consent GRANTED

Date of response: 09/11/2018

Time of response: 17:33

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Friendly, clean and appointments never overly late."

FFT Question 3 response: Consent GRANTED

Date of response: 09/11/2018

Time of response: 16:16

FFT Question 1 response: Extremely likely

FFT Question 2 response: ""

FFT Question 3 response: Consent GRANTED

Date of response: 08/11/2018

Time of response: 18:19

FFT Question 1 response: Likely

FFT Question 2 response: "Very thorough and friendly."

FFT Question 3 response: Consent GRANTED

Date of response: 08/11/2018

Time of response: 16:27

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Excellent staff and doctor very thorough"

FFT Question 3 response: Consent GRANTED

Date of response: 08/11/2018

Time of response: 16:27

FFT Question 1 response: Extremely likely

FFT Question 2 response: ""

FFT Question 3 response: Consent GRANTED

Date of response: 08/11/2018

Time of response: 16:22

FFT Question 1 response: Likely

FFT Question 2 response: "The doctors are excellent. Although it is getting harder and harder to get an appointment"

FFT Question 3 response: Consent GRANTED

Date of response: 08/11/2018

Time of response: 07:47

FFT Question 1 response: Extremely likely

FFT Question 2 response: "First class as always"

FFT Question 3 response: Consent GRANTED

Date of response: 07/11/2018

Time of response: 15:13

FFT Question 1 response: Likely

FFT Question 2 response: "It was a quick and easy service"

FFT Question 3 response: Consent GRANTED

Date of response: 07/11/2018

Time of response: 14:41

FFT Question 1 response: Likely

FFT Question 2 response: "Very knowledgeable nothing was too much trouble, nice man."

FFT Question 3 response: Consent GRANTED

Date of response: 06/11/2018

Time of response: 13:25

FFT Question 1 response: Extremely likely

FFT Question 2 response: ""

FFT Question 3 response: Consent GRANTED

Date of response: 06/11/2018

Time of response: 12:34

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Always get prompt attention. Everyone at surgery professional and caring"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 06/11/2018

Time of response: 10:50

FFT Question 1 response: Likely

FFT Question 2 response: "It's a good little practise but waiting times are bad now"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 06/11/2018

Time of response: 10:31

FFT Question 1 response: Unlikely

FFT Question 2 response: "The nurse prescriber that I saw was rude and unhelpful. She arrived late as I could see her walk in the door and then she wasn't prepared to examine me at all. She had to step out to get the basic things such as a thermometer etc. I thought I had tonsillitis and she was very sarcastic and condescending and asked my boyfriend to check my throat then if I didn't believe her. It was so u professional!"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 05/11/2018

Time of response: 19:00

FFT Question 1 response: Likely

FFT Question 2 response: "Doctor Services are excellent"

FFT Question 3 response: Consent GRANTED

Date of response: 05/11/2018

Time of response: 18:09

FFT Question 1 response: Extremely likely

FFT Question 2 response: "I think the service from the receptionist to the nurse to the doctor is always excellent."

FFT Question 3 response: Consent GRANTED

Date of response: 05/11/2018

Time of response: 14:23

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Find all staff very helpful"

FFT Question 3 response: Consent GRANTED

Date of response: 05/11/2018

Time of response: 10:26

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Prompt and friendly"

FFT Question 3 response: Consent GRANTED

Date of response: 03/11/2018
Time of response: 12:20
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Efficiency"
FFT Question 3 response: Consent GRANTED

Date of response: 03/11/2018
Time of response: 07:50
FFT Question 1 response: Extremely likely
FFT Question 2 response: "As always, there was no pressure to rush through things."
FFT Question 3 response: Consent NOT GRANTED

Date of response: 02/11/2018
Time of response: 16:04
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Seen before time by an extremely professional, pleasant nurse who always puts me at ease."
FFT Question 3 response: Consent GRANTED

Date of response: 02/11/2018
Time of response: 14:30
FFT Question 1 response: Likely
FFT Question 2 response: "Friendly surgery"
FFT Question 3 response: Consent GRANTED

Date of response: 01/11/2018
Time of response: 23:05
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Very helpful, and reliable."
FFT Question 3 response: Consent GRANTED

Date of response: 01/11/2018
Time of response: 18:37
FFT Question 1 response: Likely
FFT Question 2 response: "Very happy with treatment"
FFT Question 3 response: Consent GRANTED

Date of response: 01/11/2018
Time of response: 18:04
FFT Question 1 response: Likely
FFT Question 2 response: "Polite staff."
FFT Question 3 response: Consent GRANTED

Date of response: 01/11/2018

Time of response: 13:44

FFT Question 1 response: Likely

FFT Question 2 response: "On this appointment I was able to get an appointment within 3 days."

FFT Question 3 response: Consent GRANTED

Date of response: 01/11/2018

Time of response: 09:28

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Dr Krish is an asset to this surgery. He is so professional, friendly, and amazing with children. He is approachable and makes you feel at ease. He is a fantastic dr who really knows how to build a rapor with his patients. Excellent Dr! Thank you Dr Krish for being so kind and taking your time with your patients. We really appreciate your hard work. "

FFT Question 3 response: Consent GRANTED

Date of response: 31/10/2018

Time of response: 14:04

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Very accomodating. Understanding and Approachable."

FFT Question 3 response: Consent GRANTED

Date of response: 31/10/2018

Time of response: 13:36

FFT Question 1 response: Likely

FFT Question 2 response: "Prompt and thorough appointment and discussion on all points and advice given."

FFT Question 3 response: Consent GRANTED

Date of response: 31/10/2018

Time of response: 09:08

FFT Question 1 response: Extremely likely

FFT Question 2 response: "for 40 years they have always been there to help"

FFT Question 3 response: Consent GRANTED

Date of response: 30/10/2018

Time of response: 18:00

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Staff pleasant and doctors do patient even though overworked."

FFT Question 3 response: Consent GRANTED

Date of response: 30/10/2018

Time of response: 14:41

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Early appointment given and excellent service from pharmacist conducting medication review"

FFT Question 3 response: Consent GRANTED

Date of response: 30/10/2018

Time of response: 13:43

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Doctor was running late, I am sure to do with his caring nature, he came into the waiting room to apologise which everyone appreciated This is one caring doctor always explains my ailments thoroughly 100%"

FFT Question 3 response: Consent GRANTED

Date of response: 30/10/2018

Time of response: 13:04

FFT Question 1 response: Neither likely nor unlikely

FFT Question 2 response: "Waited 45 mins to be seen with a child which isn't very good"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 30/10/2018

Time of response: 12:14

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Appointment made within a week of initial request."

FFT Question 3 response: Consent GRANTED

Date of response: 29/10/2018

Time of response: 20:24

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Dr kris takes time and listens to there needs yes it might mean a longer wait but worth it I have found him very good as all of my family have"

FFT Question 3 response: Consent GRANTED

Date of response: 29/10/2018

Time of response: 18:09

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Prompt service & txt confirmation of appointments."

FFT Question 3 response: Consent NOT GRANTED

Date of response: 29/10/2018

Time of response: 17:39

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Excellent service including additional treatment above expectation"

FFT Question 3 response: Consent GRANTED

Date of response: 29/10/2018

Time of response: 17:26

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Very good polite and helpful from reception to seeing either the doctor or nurse"

FFT Question 3 response: Consent GRANTED

Date of response: 29/10/2018

Time of response: 17:09

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Friendly reception, no waiting, friendly nurse"

FFT Question 3 response: Consent GRANTED

Date of response: 29/10/2018

Time of response: 16:39

FFT Question 1 response: Likely

FFT Question 2 response: "Friendly reception and seen within a few minutes of appointment time."

FFT Question 3 response: Consent GRANTED

Date of response: 29/10/2018

Time of response: 14:31

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Appt on time and Susen Holmes is very pleasant and efficient."

FFT Question 3 response: Consent GRANTED

Date of response: 29/10/2018

Time of response: 13:33

FFT Question 1 response: Extremely likely

FFT Question 2 response: "I managed to get an appointment without having to wait for 2 weeks"

FFT Question 3 response: Consent GRANTED

Date of response: 27/10/2018

Time of response: 23:10

FFT Question 1 response: Neither likely nor unlikely

FFT Question 2 response: "Only just joined , no history yet"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 27/10/2018

Time of response: 17:24

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Because the entire practice works as one professional team that really cares about what they do for the patient"

FFT Question 3 response: Consent GRANTED

Date of response: 27/10/2018

Time of response: 17:01

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Friendly and helpful staff"

FFT Question 3 response: Consent GRANTED

Date of response: 27/10/2018

Time of response: 15:47

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Reliable"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 27/10/2018

Time of response: 15:35

FFT Question 1 response: Extremely likely

FFT Question 2 response: ""

FFT Question 3 response: Consent NOT GRANTED

Date of response: 27/10/2018

Time of response: 15:31

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Sue and receptionist are always Helpful, friendly."

FFT Question 3 response: Consent GRANTED

Date of response: 27/10/2018

Time of response: 15:22

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Very friendly and helpful staff"

FFT Question 3 response: Consent GRANTED

Date of response: 27/10/2018

Time of response: 15:00

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Fantastic and caring surgery"

FFT Question 3 response: Consent GRANTED

Date of response: 27/10/2018

Time of response: 14:34

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Very efficient as usual."

FFT Question 3 response: Consent GRANTED

Date of response: 27/10/2018

Time of response: 13:45

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Excellent GP's with fully supportive staff."

FFT Question 3 response: Consent GRANTED

Date of response: 27/10/2018

Time of response: 13:40

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Friendly staff and helpful"

FFT Question 3 response: Consent GRANTED

Date of response: 27/10/2018

Time of response: 13:39

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Friendly well organised service. Thank you."

FFT Question 3 response: Consent GRANTED

Date of response: 27/10/2018

Time of response: 12:58

FFT Question 1 response: Likely

FFT Question 2 response: "Friendly, professional and caring staff. Nurse and receptionist."

FFT Question 3 response: Consent GRANTED

Date of response: 27/10/2018

Time of response: 12:04

FFT Question 1 response: Extremely likely

FFT Question 2 response: "I have always been treated with the utmost respect from the Doctors and their staff. They look after my husband and myself very well. We never have to wait for appointments and we can always speak to a member of staff if we are worried about anything ."

FFT Question 3 response: Consent GRANTED

Date of response: 27/10/2018

Time of response: 11:23

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Always very helpful and polite"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 26/10/2018

Time of response: 19:09

FFT Question 1 response: Extremely likely

FFT Question 2 response: ""

FFT Question 3 response: Consent GRANTED

Date of response: 26/10/2018

Time of response: 17:59

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Always helpful, never have too long a wait for an appointment"

FFT Question 3 response: Consent GRANTED

Date of response: 26/10/2018

Time of response: 17:06

FFT Question 1 response: Don't know

FFT Question 2 response: "Had to wait over forty five minutes for an injection"

FFT Question 3 response: Consent GRANTED

Date of response: 26/10/2018
Time of response: 16:11
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Excellent care"
FFT Question 3 response: Consent NOT GRANTED

Date of response: 26/10/2018
Time of response: 14:21
FFT Question 1 response: Likely
FFT Question 2 response: "Didn't wait long"
FFT Question 3 response: Consent GRANTED

Date of response: 25/10/2018
Time of response: 18:58
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Very knowledgeable nothing was too much trouble, nice man."
FFT Question 3 response: Consent GRANTED

Date of response: 25/10/2018
Time of response: 17:33
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Sue Holmes was very professional"
FFT Question 3 response: Consent GRANTED

Date of response: 25/10/2018
Time of response: 16:33
FFT Question 1 response: Likely
FFT Question 2 response: "Would prefer to see a Doctor rather than a nurse."
FFT Question 3 response: Consent GRANTED

Date of response: 25/10/2018
Time of response: 13:44
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Very thorough check for my possible asthma from the lovely nurse Susan"
FFT Question 3 response: Consent GRANTED

Date of response: 23/10/2018

Time of response: 10:31

FFT Question 1 response: Likely

FFT Question 2 response: "Appointment times are generally kept to"

FFT Question 3 response: Consent GRANTED

Date of response: 22/10/2018

Time of response: 13:32

FFT Question 1 response: Likely

FFT Question 2 response: "Nurse was friendly and so was the receptionist but appointment was delayed."

FFT Question 3 response: Consent GRANTED

Date of response: 19/10/2018

Time of response: 16:18

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Always been impressed with the service"

FFT Question 3 response: Consent GRANTED

Date of response: 19/10/2018

Time of response: 16:03

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Caring kind and understanding no rushing you."

FFT Question 3 response: Consent GRANTED

Date of response: 19/10/2018

Time of response: 16:00

FFT Question 1 response: Likely

FFT Question 2 response: "Usually get an appointment"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 19/10/2018

Time of response: 12:27

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Nice and easy everything pleasant receptionist and doctors .all good"

FFT Question 3 response: Consent GRANTED

Date of response: 19/10/2018

Time of response: 00:30

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Very pleased with the appointment for both my daughter and I. Dr Matthew was very helpful and professional ."

FFT Question 3 response: Consent GRANTED

Date of response: 18/10/2018

Time of response: 19:56

FFT Question 1 response: Extremely likely

FFT Question 2 response: "The time & care spent with me"

FFT Question 3 response: Consent GRANTED

Date of response: 18/10/2018

Time of response: 13:43

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Received the right care I would have expected."

FFT Question 3 response: Consent GRANTED

Date of response: 18/10/2018

Time of response: 11:52

FFT Question 1 response: Likely

FFT Question 2 response: "The doctors are very nice"

FFT Question 3 response: Consent GRANTED

Date of response: 18/10/2018

Time of response: 11:23

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Felt like I was listened to."

FFT Question 3 response: Consent GRANTED

Date of response: 17/10/2018

Time of response: 17:59

FFT Question 1 response: Unlikely

FFT Question 2 response: "Poor organisational ability, long appointment delays, poor communications, typical NHS"

FFT Question 3 response: Consent GRANTED

Date of response: 17/10/2018

Time of response: 17:37

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Friendly helpful staff"

FFT Question 3 response: Consent GRANTED

Date of response: 17/10/2018

Time of response: 16:23

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Could only see nurse but very satisfied with her helpfulness and reassurance"

FFT Question 3 response: Consent GRANTED

Date of response: 17/10/2018

Time of response: 13:49

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Friendly staff"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 16/10/2018

Time of response: 18:18

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Excellent as always"

FFT Question 3 response: Consent GRANTED

Date of response: 16/10/2018

Time of response: 17:35

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Online booking"

FFT Question 3 response: Consent GRANTED

Date of response: 16/10/2018

Time of response: 17:24

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Friendly and quick to be seen"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 16/10/2018

Time of response: 16:07

FFT Question 1 response: Extremely likely

FFT Question 2 response: "The receptionists are a patient's first person on contacting the surgery and they are very helpful. Both doctors and the nursing staff make time to listen to your problem and deal with it in a caring way."

FFT Question 3 response: Consent GRANTED

Date of response: 16/10/2018

Time of response: 14:21

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Friendly helpful. Just need to open 10mins before 1st appt as was waiting outside for practice to open on the appt time."

FFT Question 3 response: Consent GRANTED

Date of response: 15/10/2018

Time of response: 17:00

FFT Question 1 response: Extremely likely

FFT Question 2 response: "All staff very friendly and approachable"

FFT Question 3 response: Consent GRANTED

Date of response: 15/10/2018

Time of response: 16:44

FFT Question 1 response: Extremely unlikely

FFT Question 2 response: "Very Unhelpful GP"

FFT Question 3 response: Consent GRANTED

Date of response: 15/10/2018

Time of response: 16:43

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Flu jab"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 15/10/2018

Time of response: 10:39

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Very good visit. I was seen straight away with no delays."

FFT Question 3 response: Consent GRANTED

Date of response: 12/10/2018

Time of response: 20:02

FFT Question 1 response: Unlikely

FFT Question 2 response: "Had to wait 25 minutes for appointment when I was on time"

FFT Question 3 response: Consent GRANTED

Date of response: 11/10/2018

Time of response: 17:23

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Have no trouble getting an appointment, prompted at reception and very friendly."

FFT Question 3 response: Consent GRANTED

Date of response: 11/10/2018

Time of response: 17:22

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Excellent service supplied"

FFT Question 3 response: Consent GRANTED

Date of response: 11/10/2018

Time of response: 11:24

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Service today was excellent. However, appointment times can sometimes be annoying as you tear arse to get to your stated time and can then have to wait anything from 10mins to 90mins for the appointment. When there are delays the receptionist could be far more communicative to explain why there is a delay rather than being reactive."

FFT Question 3 response: Consent GRANTED

Date of response: 10/10/2018

Time of response: 17:14

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Never have to wait too long for an appointment. Receptionists are always cheerful and very helpful"

FFT Question 3 response: Consent GRANTED

Date of response: 10/10/2018

Time of response: 15:32

FFT Question 1 response: Likely

FFT Question 2 response: "I"

FFT Question 3 response: Consent GRANTED

Date of response: 09/10/2018

Time of response: 17:23

FFT Question 1 response: Extremely likely

FFT Question 2 response: "This surgery is very local for me, plus today I was seen to by a nurse who is new at this practice called Ronny , whom I thought was very thorough, and I can't speak highly enough for her!"

FFT Question 3 response: Consent GRANTED

Date of response: 09/10/2018

Time of response: 12:55

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Staff are lovely and helpful waiting time need to be shorter and 2 receptionist are need at all times"

FFT Question 3 response: Consent GRANTED

Date of response: 08/10/2018

Time of response: 17:43

FFT Question 1 response: Neither likely nor unlikely

FFT Question 2 response: "My appointment was at 3pm and didn't get seen to 4pm and were given no updates"

FFT Question 3 response: Consent GRANTED

Date of response: 08/10/2018

Time of response: 17:43

FFT Question 1 response: Neither likely nor unlikely

FFT Question 2 response: "My appointment was at 3pm and didn't get seen to 4pm and were given no updates"

FFT Question 3 response: Consent GRANTED

Date of response: 08/10/2018

Time of response: 12:09

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Saturday appointment"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 08/10/2018

Time of response: 11:55

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Excellent service very quick and friendly"

FFT Question 3 response: Consent GRANTED

Date of response: 08/10/2018
Time of response: 11:30
FFT Question 1 response: Extremely likely
FFT Question 2 response: ""
FFT Question 3 response: Consent GRANTED

Date of response: 08/10/2018
Time of response: 11:30
FFT Question 1 response: Extremely likely
FFT Question 2 response: ""
FFT Question 3 response: Consent GRANTED

Date of response: 08/10/2018
Time of response: 11:27
FFT Question 1 response: Extremely likely
FFT Question 2 response: "We have always been satisfied over the years we have been with them."
FFT Question 3 response: Consent GRANTED

Date of response: 07/10/2018
Time of response: 10:10
FFT Question 1 response: Extremely likely
FFT Question 2 response: "I am 67 years old have have seen a few Doctorsâ€™s. but Doctor Krishnamurthy has been the best"
FFT Question 3 response: Consent GRANTED

Date of response: 06/10/2018
Time of response: 21:28
FFT Question 1 response: Likely
FFT Question 2 response: "GP listens and explains clearly."
FFT Question 3 response: Consent GRANTED

Date of response: 06/10/2018
Time of response: 20:47
FFT Question 1 response: Likely
FFT Question 2 response: "Was extremely thorough."
FFT Question 3 response: Consent NOT GRANTED

Date of response: 06/10/2018
Time of response: 19:15
FFT Question 1 response: Likely
FFT Question 2 response: ""
FFT Question 3 response: Consent NOT GRANTED

Date of response: 06/10/2018
Time of response: 17:23
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Very quick with appointments, friendly practice"
FFT Question 3 response: Consent GRANTED

Date of response: 06/10/2018
Time of response: 15:57
FFT Question 1 response: Likely
FFT Question 2 response: "As I work in London it's great to be able to attend the surgery on a Saturday and the nurse I saw is very efficient and extremely helpful"
FFT Question 3 response: Consent GRANTED

Date of response: 06/10/2018
Time of response: 15:56
FFT Question 1 response: Unlikely
FFT Question 2 response: "Getting appointments by standing outside the surgery before opening is unacceptable."
FFT Question 3 response: Consent GRANTED

Date of response: 06/10/2018
Time of response: 15:46
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Kingsway is an excellent surgery"
FFT Question 3 response: Consent GRANTED

Date of response: 06/10/2018
Time of response: 14:01
FFT Question 1 response: Extremely likely
FFT Question 2 response: "I had flu jab today. When asked the nurse amended my prescription status which was very helpful."
FFT Question 3 response: Consent GRANTED

Date of response: 06/10/2018

Time of response: 13:52

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Always will listen to you and dont wait fir appointments if urgent"

FFT Question 3 response: Consent GRANTED

Date of response: 06/10/2018

Time of response: 12:56

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Kingsway surgery is the best"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 06/10/2018

Time of response: 12:42

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Always ready to help, if itâ€™s an emergency they will fit you in, have great confidence in the doctors and staff."

FFT Question 3 response: Consent NOT GRANTED

Date of response: 06/10/2018

Time of response: 12:35

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Very efficient and professional service."

FFT Question 3 response: Consent GRANTED

Date of response: 06/10/2018

Time of response: 12:27

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Lovely doctors that actually listen."

FFT Question 3 response: Consent GRANTED

Date of response: 06/10/2018

Time of response: 12:22

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Excellent Service from Dr Krish and Dr Mathew"

FFT Question 3 response: Consent GRANTED

Date of response: 06/10/2018

Time of response: 12:19

FFT Question 1 response: Likely

FFT Question 2 response: "Very good Dr and nurses. Reception staff helpful - most of the time"

FFT Question 3 response: Consent GRANTED

Date of response: 06/10/2018

Time of response: 11:32

FFT Question 1 response: Extremely likely

FFT Question 2 response: "I have always received first class service from this surgery"

FFT Question 3 response: Consent GRANTED

Date of response: 06/10/2018

Time of response: 11:27

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Always feel looked after"

FFT Question 3 response: Consent GRANTED

Date of response: 06/10/2018

Time of response: 11:14

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Nice friendly staff."

FFT Question 3 response: Consent GRANTED

Date of response: 06/10/2018

Time of response: 11:10

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Always reasonably on time and always helpful."

FFT Question 3 response: Consent NOT GRANTED

Date of response: 05/10/2018

Time of response: 15:00

FFT Question 1 response: Likely

FFT Question 2 response: "Generally it's easy to get an appointment at a time that's convenient. Staff are always helpful. On occasions there is a long wait to see a doctor or nurse when arriving for an appointment"

FFT Question 3 response: Consent GRANTED

Date of response: 04/10/2018

Time of response: 13:33

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Everyone is very helpful and informative"

FFT Question 3 response: Consent GRANTED

Date of response: 03/10/2018

Time of response: 13:16

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Dr Krish!"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 02/10/2018

Time of response: 13:44

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Mrs Nina Holmes was amazing. She was friendly, polite, engaging and it didn't hurt at all when she took my blood. She is a credit to the Surgery."

FFT Question 3 response: Consent GRANTED

Date of response: 02/10/2018

Time of response: 10:27

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Extremely friendly and knowledgeable staff and seen at the appointed time"

FFT Question 3 response: Consent GRANTED

Date of response: 01/10/2018

Time of response: 11:55

FFT Question 1 response: Neither likely nor unlikely

FFT Question 2 response: "My experience today was great with a really nice nurse but I wouldn't recommend anyone as some of the receptionists are very unpleasant"

FFT Question 3 response: Consent GRANTED

Date of response: 01/10/2018

Time of response: 11:26

FFT Question 1 response: Extremely likely

FFT Question 2 response: "I arrived on time and was seen immediately."

FFT Question 3 response: Consent GRANTED

Date of response: 01/10/2018
Time of response: 11:25
FFT Question 1 response: Extremely likely
FFT Question 2 response: ""
FFT Question 3 response: Consent GRANTED

Date of response: 30/09/2018
Time of response: 10:56
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Nurse rose turner is exemplary at doing my b12 jab as I am needle phobic"
FFT Question 3 response: Consent GRANTED

Date of response: 28/09/2018
Time of response: 17:20
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Very friendly and prompt for appointments"
FFT Question 3 response: Consent GRANTED

Date of response: 28/09/2018
Time of response: 16:23
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Very good and friendly consultations"
FFT Question 3 response: Consent NOT GRANTED

Date of response: 28/09/2018
Time of response: 13:05
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Very friendly and approachable doctors"
FFT Question 3 response: Consent GRANTED

Date of response: 28/09/2018
Time of response: 09:11
FFT Question 1 response: Likely
FFT Question 2 response: ""
FFT Question 3 response: Consent NOT GRANTED

Date of response: 27/09/2018
Time of response: 23:09
FFT Question 1 response: Likely
FFT Question 2 response: "I like the doctors at the surgery, feel that they listen."
FFT Question 3 response: Consent NOT GRANTED

Date of response: 27/09/2018

Time of response: 21:07

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Nurse was arrertive and caring. Listened to what I said, and explained about treatment."

FFT Question 3 response: Consent GRANTED

Date of response: 27/09/2018

Time of response: 14:16

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Always polite and professional reception staff I am also reassured that I have continuity in seeing the same Dr who is very approachable and in whom I have confidence"

FFT Question 3 response: Consent GRANTED

Date of response: 26/09/2018

Time of response: 22:23

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Very helpfull"

FFT Question 3 response: Consent GRANTED

Date of response: 26/09/2018

Time of response: 19:16

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Good service"

FFT Question 3 response: Consent GRANTED

Date of response: 26/09/2018

Time of response: 17:18

FFT Question 1 response: Likely

FFT Question 2 response: "There is still an issue with getting through early morning for an appointment the same day but getting a lot better"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 26/09/2018

Time of response: 14:52

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Susan listens face to face and explains her reasoning clearly"

FFT Question 3 response: Consent GRANTED

Date of response: 26/09/2018

Time of response: 14:35

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Because I've been at this doctor's for 37years and they have always looked me and my family with great care"

FFT Question 3 response: Consent GRANTED

Date of response: 26/09/2018

Time of response: 12:12

FFT Question 1 response: Extremely likely

FFT Question 2 response: ""

FFT Question 3 response: Consent GRANTED

Date of response: 25/09/2018

Time of response: 21:10

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Everyone is always warm and welcoming."

FFT Question 3 response: Consent NOT GRANTED

Date of response: 25/09/2018

Time of response: 17:49

FFT Question 1 response: Extremely likely

FFT Question 2 response: "The Drs and their staff are so caring and kind. They give you time and you never feel rushed. When I have needed an appt I have always been offered one."

FFT Question 3 response: Consent GRANTED

Date of response: 25/09/2018

Time of response: 16:20

FFT Question 1 response: Extremely likely

FFT Question 2 response: "I have always been treated well by this surgery"

FFT Question 3 response: Consent GRANTED

Date of response: 25/09/2018

Time of response: 15:03

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Very helpful and reassuring nurse"

FFT Question 3 response: Consent GRANTED

Date of response: 25/09/2018

Time of response: 14:23

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Have no complaints regarding any aspects in my experience. In particular, receptionists are always polite and helpful which is not always the case in many surgeries as I am given to understand."

FFT Question 3 response: Consent GRANTED

Date of response: 25/09/2018

Time of response: 13:12

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Dr Krish is amazing!"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 24/09/2018

Time of response: 17:01

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Caring and commitment to a high standard"

FFT Question 3 response: Consent GRANTED

Date of response: 24/09/2018

Time of response: 16:40

FFT Question 1 response: Extremely likely

FFT Question 2 response: ""

FFT Question 3 response: Consent GRANTED

Date of response: 24/09/2018

Time of response: 15:40

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Been family doctors for 50yrs"

FFT Question 3 response: Consent NOT GRANTED

Date of response: 24/09/2018

Time of response: 13:50

FFT Question 1 response: Likely

FFT Question 2 response: "I am needle phobic and the nurses are absolutely amazing! I am not very good with doctors and have recently been diagnosed with Crohn's disease. I cannot praise dr krish enough he has changed my life immeasurably"

FFT Question 3 response: Consent GRANTED

Date of response: 24/09/2018

Time of response: 11:38

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Fairly easy to get the appointment, nice receptionist & great Doctor"

FFT Question 3 response: Consent GRANTED

Date of response: 24/09/2018

Time of response: 11:04

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Excellent service."

FFT Question 3 response: Consent GRANTED

Date of response: 24/09/2018

Time of response: 10:37

FFT Question 1 response: Likely

FFT Question 2 response: "Only waited 5 minutes for my appointment, and the nurse was extremely polite and helpful"

FFT Question 3 response: Consent GRANTED