**Friends and Family Questionnaire responses August 2021**

Lovely to see HCA again for blood test. Delightful but also professional and great at taking blood!

Extremely professional service, also answering all my questions.

The GP Dr. Mahmood had given exceptional service by taking his time in our appointment and thoroughly checking over my daughter's medical concerns and offering follow up appointment to check in on how the medicines work. Thank you

Prompt service with good advice delivered in an empathetic style

Didn't have to wait long in waiting room. Nurse that I saw was friendly, explained things well and made sure I was comfortable. Was there for an uncomfortable procedure and she put me at ease and was empathetic.

Very covid safe, nurse was cheerful and efficient

After I missed the call they called me back with no worry at all, the appointment was set up quickly, and my GP was as always super helpful and attentive, and considered my options with me, and I appreciated her time taken.

I've been in treatment for lymphoma for over 4 years under Guys Hospital, but my surgery have always been hugely supportive often carrying out endless blood tests and changing medication at short notice when required. All Reception, Administration and Clinicians are always helpful and professional, they're true NHS heroes.