**Friends and Family Questionnaire responses September 2021**

My doctor always has time to listen and understands me as an individual.

Polite, friendly and professional approach.

The nurse was fantastic a credit to the NHS

Prompt service with good advice delivered in an empathetic style

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.

The process of arranging the appointment was a pain & we had to wait for a telephone appointment but we were able to speak to our doctor on the phone eventually & then attended the surgery the next day for a face to face appointment where our doctor dealt with our concerns very well & in a professional & courteous manner

Chose 1 because the process in booking an appointment was so much easier than previous. Surgery were immediately aware that I was deaf and sent me another text asking me to call them instead of waiting for them to call me. The nurse who did my blood test removed her mask and was thorough and ensured I understood everything too. A smooth booking and appointment. The best so far since pre covid. Thank you