

Mjog responses for Jan 2019

Dates	Site	Department	Response
02/01/2019	New House Surgery	Phlebotomy	The nurse was very pleasant, I didn't have to wait long to see her. I find that I normally can get an appointment if I need to. I like the online appoint
02/01/2019	New House Surgery	Nurse	Always great service
02/01/2019	New House Surgery	Phlebotomy	On time appt. Expert nurse. Comfortable waiting room.
02/01/2019	New House Surgery	Consultation	I had good service
02/01/2019	New House Surgery	Consultation	Kind and relatable dr.
02/01/2019	New House Surgery	Consultation	I'm happy with my appointment today. However, I do find the appt booking procedure a little frustrating when I need to arrange the appt.
02/01/2019	New House Surgery	Consultation	Sound professional advice
02/01/2019	Riverbank Surgery	Consultation	Very impressed with Dr Guilder
02/01/2019	New House Surgery	Phlebotomy	Lovely staff. And has a welcoming atmosphere.
02/01/2019	Hillside Surgery	Consultation	Seen promptly and all issues covered
02/01/2019	New House Surgery	Consultation	Fast, efficient service. Dr was very attentive and offered valid solutions
02/01/2019	New House Surgery	Phlebotomy	Excellent treatment
02/01/2019	Hillside Surgery	Consultation	Good service I needed an urgent appointment and got one online sympathetic gp who got the ball rolling with urgent referral
02/01/2019	Hillside Surgery	Consultation	There was hardly any waiting time! Dr Alexander Norman, was fantastic, he dealt with my ailment quickly and gave great advice.
02/01/2019	New House Surgery	Consultation	The arrival procedure was easy, no significant wait and the Doctor was thorough. There was nothing more I felt should have been done or offered to me.
03/01/2019	Hillside Surgery	Nurse	Always friendly and professional
03/01/2019	New House Surgery	Consultation	Friendly staff , punctual service
03/01/2019	Hillside Surgery	Consultation	Very good doctor
03/01/2019	New House Surgery	Consultation	Making an appointment is always difficult as it is at most surgeries. However otherwise the surgery works well and the staff are friendly and efficient.
03/01/2019	New House Surgery	Consultation	The doctor I saw was excellent, but my appointment was running very late.
03/01/2019	Hillside Surgery	Nurse	The staff are courteous polite and efficient
03/01/2019	Hillside Surgery	Consultation	Very helpful, very friendly and very efficient.
03/01/2019	New House Surgery	Consultation	Excellent nonjudgmental treatment from start to finish
03/01/2019	New House Surgery	Consultation	Dr Aduoul extremely efficient and very helpful .
04/01/2019	New House Surgery	Consultation	Getting appointment is very hard and definitely not patient centred. GP was lovely. Hope she stays
04/01/2019	Riverbank Surgery	Phlebotomy	I have been registered with many surgeries over the years. This is the ONLY surgery that I have ever experienced very kind, understanding and friendly re
04/01/2019	Riverbank Surgery	Consultation	Due to damaged veins I have trouble having blood taken but dr guilder always manages it!
04/01/2019	Riverbank Surgery	Phlebotomy	Excellent service as always!
04/01/2019	New House Surgery	Consultation	The Dr listened and took great care and consideration of my concerns
04/01/2019	Hillside Surgery	Consultation	Receptionist was incredibly friendly and efficient. Doctor was thorough and friendly too
04/01/2019	New House Surgery	Consultation	The Dr. Was very thorough and efficient, listened and had a lovely manor. I would highly recommend him
04/01/2019	Riverbank Surgery	Phlebotomy	Right location, good parking, friendly and helpful staff. Excellent doctors. I don't like restricting appointments to 7 or 10 minutes! Although I do unde
04/01/2019	New House Surgery	Consultation	GP was respectful, listening fully to my issue. He talked through the various options and provided a plan of action that was helpful and reassuring. He w
04/01/2019	New House Surgery	Consultation	Dr. Vinayagam whom I saw today (think it was his first day at the surgery) was brilliant. He was patient, informative, friendly, warm and very reassuring
04/01/2019	Hillside Surgery	Consultation	My parents are quite poorly now so need doc and help a lot more. The surgery is really helpful
04/01/2019	Riverbank Surgery	Consultation	Doctor Guilder had time to listen to the patient's concerns
07/01/2019	Hillside Surgery	Consultation	Doctor listens carefully to problem and explains clearly advice and reasons for this.
07/01/2019	New House Surgery	Consultation	All very professional and prompt. The parking situation is a bit of a nightmare but I'm guessing the spaces get abused a lot from people not necessarily
07/01/2019	New House Surgery	Physio	Excellent caring physio appointment. I was given the full results of my X-ray. I was listened to and examined gently but thoroughly. Follow up appointment
07/01/2019	Riverbank Surgery	Consultation	Very understanding Doctor, very friendly and efficient
07/01/2019	Riverbank Surgery	Consultation	Staff always very helpful
07/01/2019	New House Surgery	Phlebotomy	All the staff seem to beyond their duties to help and make sure patient is seen to and helped
07/01/2019	New House Surgery	Consultation	Have a fantastic GP and always polite people answer the phone - what more could you want .
07/01/2019	Hillside Surgery	Consultation	All staff friendly helpful polite excellent doctors
07/01/2019	Riverbank Surgery	Consultation	Short waiting time for appointment, very little waiting when I'm the surgery and very very pleasant attentive staff
07/01/2019	Riverbank Surgery	Consultation	Very professional gp seen today
07/01/2019	New House Surgery	Consultation	Dr Saga is always very knowledgeable and shares ideas and good advice, which I appreciate.
07/01/2019	Hillside Surgery	Consultation	The doctor is always very helpful
07/01/2019	New House Surgery	Nurse	The practice nurse was so helpful and kind and explained everything so clearly
07/01/2019	New House Surgery	Consultation	Easy to get appointment. Dr was very good and checking with colleague before prescribing treatment

07/01/2019	New House Surgery	Nurse	My appointment was on time and the nurse made me feel very comfortable. I was in and out within 15 minutes.
07/01/2019	New House Surgery	Consultation	I think the doctors are amazing and take the time to listen and advise. Dr Kureshi has been most helpful
08/01/2019	New House Surgery	Nurse	Professional
08/01/2019	Hillside Surgery	Consultation	Susie is always pleasant and helpful, the dr was thorough and gave a solution
08/01/2019	Riverbank Surgery	Consultation	Approachable and professional staff.
08/01/2019	New House Surgery	Consultation	Treatment was very good.
08/01/2019	New House Surgery	Consultation	I have been very satisfied for 50 odd years at this surgery and I can honestly say only once in all that time I have been dissatisfied and that was not w
08/01/2019	New House Surgery	Consultation	Error. I would give 1 not 5.
08/01/2019	Hillside Surgery	Consultation	very pleasant prompt app on time
08/01/2019	New House Surgery	Consultation	Friendly, helpful, clearly caring.
08/01/2019	New House Surgery	Consultation	No waiting and efficient service
08/01/2019	New House Surgery	Nurse	Because the receptionists are friendly and knowledgeable and the nurses and doctors sympathetic and efficient
08/01/2019	New House Surgery	Nurse	Extremely good service. Cheryl went over and above to help me today.
08/01/2019	Hillside Surgery	Consultation	Staff are very helpful and the surgery is very friendly. Thank you.
08/01/2019	Hillside Surgery	Phlebotomy	Very efficient. Very friendly. Look after patients. Nothing is too much trouble
08/01/2019	New House Surgery	Consultation	Quick efficient service and I'm so grateful we have an NHS!
08/01/2019	New House Surgery	Commuter Clinic	Excellent overall treatment and service
09/01/2019	New House Surgery	Consultation	Very friendly staff??
09/01/2019	New House Surgery	Consultation	Efficient, prompt service.
09/01/2019	New House Surgery	Midwife	I've Always been looked after amazingly and timels always taken to make sure everything is going how it should be with my pregnancy which I'm grateful f
09/01/2019	New House Surgery	Consultation	Good care and advice and more importantly on going care.
09/01/2019	New House Surgery	Consultation	Easy to get appointments. Knowledgeable, welcoming staff.
09/01/2019	New House Surgery	Nurse	Quick and painless
09/01/2019	Riverbank Surgery	Consultation	Tom (the doctor) is a wonderful man and has time to talk not only about your illness , but also about your problems !
09/01/2019	Hillside Surgery	Consultation	Great personal service
09/01/2019	New House Surgery	Consultation	was advised last time I came regarding my issue if the spray I had been given didn't work come back and they will find me another alternative. Felt a bit
09/01/2019	Hillside Surgery	Consultation	Attentive, caring doctor who listens and always strives to help.
09/01/2019	Hillside Surgery	Consultation	ical @Box Hill for your dedication and brilliant service !!
09/01/2019	Hillside Surgery	Consultation	With a 1 as I thought the doctor I saw was great and reassuring
10/01/2019	Riverbank Surgery	Consultation	Dr Tom Guilder is a superb family GP.
10/01/2019	New House Surgery	Consultation	Reception staff and care of Dr Konstantinou. Shortage of appointments can be difficult, but is almost universal.
10/01/2019	Hillside Surgery	Consultation	Local
10/01/2019	Riverbank Surgery	Consultation	Tom is highly professional, interested in me and not just my health issue and it's great there is onsite pharmacy dispensing facilities.
10/01/2019	Riverbank Surgery	Consultation	Very caring doctor.
10/01/2019	New House Surgery	Consultation	Doctors always patient, helpful and understanding
10/01/2019	New House Surgery	Consultation	Very understanding, efficient and friendly doctors
10/01/2019	New House Surgery	Consultation	Very pleasant environment Always clean and warm Soothing background music Parking v available Fantastic prompt appointment by GP Trainee
10/01/2019	New House Surgery	Session	I felt Dr Vinayagam was very thorough and also gave me a lot of confidence and comfort
11/01/2019	New House Surgery	Consultation	Prompt and efficient attention
11/01/2019	New House Surgery	Consultation	Quite difficult trying to book the appointment. GP was very good
11/01/2019	Riverbank Surgery	Consultation	Absolutely fantastic service
11/01/2019	New House Surgery	Nurse	Appointment as near possible to time, all staff helpful
11/01/2019	Hillside Surgery	Consultation	Excellent service, lovely staff, all very helpful
11/01/2019	Riverbank Surgery	Consultation	The doctor. Was very understanding.
11/01/2019	Riverbank Surgery	Consultation	great customer service
14/01/2019	Hillside Surgery	Nurse	Friendly and efficient.
14/01/2019	Hillside Surgery	Consultation	Efficient & happy staff.
14/01/2019	New House Surgery	Phlebotomy	i have always found the dr.s and nurse.s top class .if you ask a question they take to time to explain things to you .which i find excellent .
14/01/2019	New House Surgery	Consultation	Both Doctor Allfrey and Tina at reception were extremely helpful
14/01/2019	New House Surgery	Nurse	Due to the long experience and continuing help??

14/01/2019	Riverbank Surgery	Nurse	Quick, efficient and people were very pleasant.
14/01/2019	New House Surgery	Consultation	A dr that is easy to talk to and thorough. Feel very comfortable with her.
14/01/2019	New House Surgery	Consultation	Because the doctors I have seen, put me at ease and listened without judgment. Unfortunately the same cannot be said for most of the receptionists.
14/01/2019	Riverbank Surgery	Nurse	Everything was just very good. Thank you.
14/01/2019	New House Surgery	Consultation	Efficient and helpful
14/01/2019	New House Surgery	Consultation	Helpful and understanding reception staff, availability of appointments etc
14/01/2019	Hillside Surgery	Consultation	The Staff are always so helpful
15/01/2019	Riverbank Surgery	Consultation	I have complete Trujillo
15/01/2019	Hillside Surgery	Phlebotomy	Very helpful, friendly and informative
15/01/2019	New House Surgery	Consultation	Because you asked for it
15/01/2019	New House Surgery	Consultation	The doctor was very good
15/01/2019	Hillside Surgery	Consultation	Good service
15/01/2019	Riverbank Surgery	Consultation	Friendly efficient people
15/01/2019	Hillside Surgery	Consultation	Doctors very helpful and thorough. Reception staff friendly and helpful.
15/01/2019	New House Surgery	Nurse	Nurse was ok
15/01/2019	New House Surgery	Consultation	Efficient frontline staff who do their best to help within their own remit .
15/01/2019	New House Surgery	Consultation	Saw a lovely doctor. Very through and helpful.
15/01/2019	New House Surgery	Consultation	I got a cancellation appointment, was seen on time, Dr was empathetic and friendly
15/01/2019	New House Surgery	Nurse	Got appointment at time needed and dealt with immediately
15/01/2019	New House Surgery	Commuter Clinic	I was extremely impressed with the care and attention I recieved, I was the last appoument of the day but in fact because the doctor was so thorough my
15/01/2019	New House Surgery	Consultation	As always I received the care and consideration given by all staff and doctors involved in my treatment and truly thank all concerned
15/01/2019	Hillside Surgery	Consultation	Doctor very understanding
16/01/2019	Riverbank Surgery	Physio	Physio had read my notes thoroughly before appointment. She asked the right questions, listened well and was able to diagnose the source of the problem,
16/01/2019	New House Surgery	Consultation	No waiting time. Good doctor. Helpful staff
16/01/2019	Hillside Surgery	Nurse	Prompt. Friendly. Good sense of humour. Informative. Helpful
16/01/2019	Riverbank Surgery	Consultation	Good service no wait and very helpful doctors
16/01/2019	New House Surgery	Phlebotomy	It was not painful and very quick. My appointment was at 9:10 sharp. The nurse was very experienced. Thank you.
16/01/2019	New House Surgery	Consultation	Liked the doctor
16/01/2019	Hillside Surgery	Consultation	Doctor Norman is the best GP ever and the ladies on the front desk are a great team. TYVM. Cheers JC
16/01/2019	New House Surgery	Nurse	Quick, efficient and clearly explained.
16/01/2019	Hillside Surgery	Consultation	All of you are so nice and so helf fel and so kind to me
16/01/2019	Riverbank Surgery	Consultation	very easy to make an appointment; reception polite and knowledgeable.
16/01/2019	New House Surgery	Nurse	Everyone very friendly and helpful, nurse extremely helpful with chasing up a referral
16/01/2019	New House Surgery	Consultation	Very friendly doctor, easy to make an appointment
16/01/2019	New House Surgery	Phlebotomy	Friendly professional service!
16/01/2019	Riverbank Surgery	Consultation	Friendly and helpful reception. Friendly and helpful doctor.
16/01/2019	New House Surgery	Diabetes Specialist Nurse	Sorry, no
16/01/2019	New House Surgery	Nurse	Because every time I visit the surgery I am asked to rate it and explain my rating and this gets seriously annoying
16/01/2019	New House Surgery	Consultation	The lady doctor was really nice explain to me evrything whats possible is with my son and nice receptionis lady as well.
16/01/2019	New House Surgery	Diabetes Specialist Nurse	Margaret Stubbs, the diabetic nurse, is always is extremely helpful.
16/01/2019	New House Surgery	Consultation	Doctor was running half an hour late so was not willing to carry out swabs until I offered to do them myself in the toilet, doctor originally wanted me t
17/01/2019	Hillside Surgery	Consultation	Very efficient and helpful service.
17/01/2019	New House Surgery	Consultation	Got an appointment very quickly. Didn't have to wait long. Doctor professional and sympathetic.
17/01/2019	New House Surgery	Nurse	I have only recently joined New House practice and have found the staff very pleasant and helpful
17/01/2019	New House Surgery	Consultation	Very professional service and polite G.p's
17/01/2019	New House Surgery	Nurse	Because the treatment I had from the nurse was very good and she was very understanding
17/01/2019	Riverbank Surgery	Consultation	I answered this in Nov last year and it will always be the same answer up to end March anyway. Could not have received better or more caring attitude fro
17/01/2019	New House Surgery	Nurse	Waiting times are too long!
17/01/2019	New House Surgery	Consultation	Because I waited half an hour over my appointment time with no explanation for the delay only to be offered another appointment with the very same trainee
17/01/2019	Hillside Surgery	Consultation	All good and professional
17/01/2019	New House Surgery	Nurse	I am normally at Riverbank this was my first visit so too early to tell
17/01/2019	New House Surgery	Consultation	My doctor was very helpful and very pleasant which mad me very relaxed

17/01/2019	New House Surgery	Consultation	Very good advice very nice doctor
18/01/2019	Riverbank Surgery	Phlebotomy	The staff are kind
18/01/2019	New House Surgery	Consultation	Dr Norman has been excellent treating my ongoing pain. Thank you, Dr Norman for your help
18/01/2019	Riverbank Surgery	Consultation	Dr Guilder is brilliant and we like the small village practice
18/01/2019	Hillside Surgery	Consultation	Dr Allfrey is brilliant.
18/01/2019	Hillside Surgery	Consultation	Prompt appt. Doctor answered all my questions and organised follow up
18/01/2019	New House Surgery	Consultation	I got an appointment for the same day. Kind and caring doctor
18/01/2019	Riverbank Surgery	Consultation	Dr guilder always exceeds himself with his care
18/01/2019	New House Surgery	Consultation	Dr Norman is a brilliant doctor, really caring and he doesn't rush you. The reception staff were helpful when I had a query.
18/01/2019	New House Surgery	Consultation	I have spent years dealing with urine infections.Dr Norman is brilliant he has solved the problem. My life doesn't involve incontinence pads n toilets.
18/01/2019	New House Surgery	Consultation	You always give me excellent care so deserve the feedback
21/01/2019	New House Surgery	Phlebotomy	It was quick, efficient and straightforward but then it was just a blood test.
21/01/2019	New House Surgery	Consultation	So easy to book online, love that facility.
21/01/2019	New House Surgery	Phlebotomy	Yes, I was seen very promptly and the service from the nurse was first class. It's always first class at New House!
21/01/2019	New House Surgery	Phlebotomy	Straightforward blood test, lovely nurse.
21/01/2019	New House Surgery	Nurse	Excellent medical staff and courteous reception.
21/01/2019	New House Surgery	Consultation	Friendly, helpful, professional
21/01/2019	New House Surgery	Consultation	All the Doctors I have seen explain your symptoms thoroughly.
21/01/2019	New House Surgery	Phlebotomy	Friendly service.
21/01/2019	New House Surgery	Consultation	Dr Dhoul is both sympathetic and helpful, as are all of your doctors
21/01/2019	Hillside Surgery	Diabetes Clinic	As always never a problem with appointments and staff always friendly
21/01/2019	Riverbank Surgery	Consultation	Friendly reception staff.efficient doctor friendly as well
21/01/2019	Riverbank Surgery	Consultation	The staff are always courteous and helpful and do their best to accommodate your needs particularly in emergencies.
21/01/2019	Riverbank Surgery	Consultation	Nice receptionist and pharmacist. Decor could be improved in places but overall good with easy parking !
21/01/2019	New House Surgery	Consultation	The GP I saw (Dr Constantinou) who has also looked after my Wife came across as a good listener & also not only very professional but also very compete
22/01/2019	New House Surgery	Consultation	Efficient and helpful
22/01/2019	Riverbank Surgery	Consultation	Easy to make an appointment. Seen slightly late but not such a problem.
22/01/2019	New House Surgery	Consultation	Lovely, warm, thoughtful and considerate doctor. Just who I needed!
22/01/2019	New House Surgery	Consultation	Care from GP s. Helpful receptionists when we've been needing support recently.
22/01/2019	New House Surgery	Consultation	Dr daemi was very thorough and helpful
22/01/2019	New House Surgery	Consultation	Dr Al Bayetti was so kind and lovely! Really appreciate the high level of care she gave! Thank you so much!
22/01/2019	New House Surgery	Consultation	GP always patient and caring ,easy to get appts, receptions v nice
22/01/2019	Hillside Surgery	Consultation	All staff Very helpful easy to get appointment
22/01/2019	New House Surgery	Consultation	Managed to get an appointment quickly and Dr was on time and gave me the time I needed. Nice bedside manner!
22/01/2019	Hillside Surgery	Consultation	Helpful,friendly
22/01/2019	New House Surgery	Consultation	Reception staff and doctor staff were rather detached.Nurse was lovely.
22/01/2019	New House Surgery	Consultation	Dr Al explains symptoms to look for but ultimately shows she cares with her interest
22/01/2019	New House Surgery	Nurse	Staff pleasant and expertise provided.
22/01/2019	Hillside Surgery	Consultation	Because all the doctors and receptionists are so helpful all the time.
22/01/2019	New House Surgery	Nurse	Always smiling, helpful staff, rarely a long wait.
22/01/2019	New House Surgery	Consultation	Very thorough
22/01/2019	Riverbank Surgery	Consultation	Four
22/01/2019	Hillside Surgery	Phlebotomy	Found Dr Allfrey very professional in patient treatment
23/01/2019	New House Surgery	Nurse	No STOP
23/01/2019	New House Surgery	Phlebotomy	Very professional as always
23/01/2019	New House Surgery	Midwife	Because it is excellently run. Good staff at reception and brill midwives
23/01/2019	New House Surgery	Phlebotomy	Good professional, personally directed and delivered services and smiling receptionist!
23/01/2019	New House Surgery	Consultation	Booking easy, seen very close to my appointment time, very nice doctor
23/01/2019	New House Surgery	Nurse	Staff are always helpful. Nurse was particularly helpful today with my newborn. Always manage to get an appointment for myself or my children
23/01/2019	Hillside Surgery	Consultation	I have just changed to this drs surgery and have found it the most warmest, friendliest drs surgery to sit in and the dr was just so understanding she di
23/01/2019	New House Surgery	Consultation	Access to medical services are fine. The full range of services are on offer by helpful friendly professionals.Good communication and online options good.

23/01/2019	Riverbank Surgery	Consultation	Dr Guilder really cares and wants to help. He gives you time and it doesn't feel like he is just ticking boxes and rushing you out of the door.
23/01/2019	Riverbank Surgery	Consultation	Got an appointment same day of requesting one and appropriate treatment given
23/01/2019	Riverbank Surgery	Consultation	Dr Guilder is considerate and responsive.
23/01/2019	New House Surgery	Physio	I came away feeling that I had had good sound professional service, not rushed, very helpful physiotherapist.
23/01/2019	New House Surgery	Phlebotomy	Very efficient, appointment was on time, friendly staff, can't fault it, very good service
23/01/2019	Hillside Surgery	Consultation	Very good service doctors are excellent. Xx
23/01/2019	New House Surgery	Consultation	The doctor made me feel reassured and gave me some good tips.
23/01/2019	New House Surgery	Consultation	The appointment system is good and all docs are caring and understanding
23/01/2019	New House Surgery	Consultation	Warm greeting, apologised for keeping me waiting answered my concerns
23/01/2019	Hillside Surgery	Consultation	All staff are friendly and knowledgeable
23/01/2019	New House Surgery	Consultation	Doctor was wonderful, most thoughtful
23/01/2019	New House Surgery	Consultation	I booked an appointment easily, I was seen promptly by a very nice Doctor and got the help and advice I needed.
24/01/2019	New House Surgery	Consultation	One of the checks I asked for was not available
24/01/2019	New House Surgery	Nurse	Very nice nurse. No spaces in car park though!
24/01/2019	New House Surgery	Consultation	Exolent service
24/01/2019	New House Surgery	Consultation	Appointment on time, advice given clear and concise
24/01/2019	New House Surgery	Consultation	Efficient, friendly, good listening and welcoming.
24/01/2019	Hillside Surgery	Consultation	Everyone I come Ono. Cots the with was realll helfull
24/01/2019	New House Surgery	Session	That was how I felt.
24/01/2019	New House Surgery	Session	ssful the doctor may the experience a good one
24/01/2019	New House Surgery	Consultation	I was listened to, did not feel rushed, thorough, gave good advice
24/01/2019	Riverbank Surgery	Consultation	Great Dr... Helpful staff, the surgery situated in such a lovely peaceful place... What more can be said?!!.
24/01/2019	Hillside Surgery	Consultation	The staff are very kind and very willing to help in any way.
24/01/2019	New House Surgery	Consultation	A very good consultation
24/01/2019	New House Surgery	Session	Thorough consultation to find the reason for my concern.
25/01/2019	New House Surgery	Nurse	Nurse Sandra was very welcoming and proficient in taking my blood sample. She also happily answered questions regarding the tests results and the procedu
25/01/2019	Hillside Surgery	Nurse	Friendly and courteous staff..nothing too much trouble.
25/01/2019	New House Surgery	Nurse	Competent and friendly service as always
25/01/2019	New House Surgery	Nurse	Efficient friendly nurse
25/01/2019	New House Surgery	Consultation	Always good service
25/01/2019	Hillside Surgery	Consultation	Pleasant staff and good Doctor.
25/01/2019	New House Surgery	Consultation	hought he had a sickness bug but an operation he had on his back had turned septic. We did not recognise the symptoms but knew there was something very w
25/01/2019	Riverbank Surgery	Consultation	Usual high standard of service by ALL staff. Friendly, helpful and cheerful.
28/01/2019	Riverbank Surgery	Consultation	Very polite staff
28/01/2019	New House Surgery	Consultation	Appointment booked on line today. Doc pleasant and efficient. Thanks
28/01/2019	New House Surgery	Consultation	I can't afford to spend more time in this sorry
28/01/2019	New House Surgery	Phlebotomy	I was seen at the appointed time (in fact a little early), the nurse was friendly, efficient and professional.
28/01/2019	New House Surgery	Consultation	If someone asked me for a friendly GP surgery I would recommend but I wouldn't recommend unless asked
28/01/2019	Riverbank Surgery	Nurse	Very efficient and friendly
28/01/2019	Riverbank Surgery	Consultation	Quick, efficient and friendly service.
28/01/2019	New House Surgery	Consultation	Dr Amina was very understanding and empathetic. Like all the wonderful doctors there. Thank you all for your support and kindness.
28/01/2019	New House Surgery	Nurse	Helpful and efficient
28/01/2019	New House Surgery	Consultation	Because all Dr's give very good care & advice
28/01/2019	New House Surgery	Nurse	and say I may be about 10 minutes late.I was told to come as there was still someone to be seen before me my the nurse. It was only holiday injections n
29/01/2019	New House Surgery	Nurse	The process was timely, professionally organised and conducted, care was given, and there was an efficiency on display during the consultation.
29/01/2019	Riverbank Surgery	Consultation	Efficient, friendly service
29/01/2019	New House Surgery	Consultation	n't be able to get appts with her!
29/01/2019	Riverbank Surgery	Consultation	Rang at 10 in the morning and got an appointment at 12 so very impressed
29/01/2019	New House Surgery	Nurse	Our experience of the nursing staff during my mother's battle with a particularly nasty foot ulcer has been excellent. They are kind, caring, patient and
29/01/2019	New House Surgery	Nurse	INR visits are always efficient and friendly.

30/01/2019	New House Surgery	Consultation	Nice receptionist and doctor
30/01/2019	New House Surgery	Phlebotomy	Because I had very good and prompt service from a most agreeable nurse.
30/01/2019	Hillside Surgery	Nurse	A friendly and nice experience
30/01/2019	Riverbank Surgery	Consultation	I didn't manage to get to my appointment as my car wouldn't start but the receptionist was very understanding when I called to cancel
30/01/2019	Riverbank Surgery	Consultation	Individualised care and feel listened to
30/01/2019	New House Surgery	Physio	Excellent service
30/01/2019	New House Surgery	Phlebotomy	Because this msg appears every time I visit the Surgery. I have already said it is good some time ago & my opinion hasn't changed. It seems that every
30/01/2019	New House Surgery	Phlebotomy	All staff are very helpful and polite
30/01/2019	New House Surgery	Physio	Physiotherapist is absolutely marvellous
30/01/2019	Hillside Surgery	Consultation	Meant to write 2 not 4
30/01/2019	New House Surgery	Consultation	nks to him, I was able to cope with my injury much better . I hope the surgery conveys my heartfelt gratitude to the receptionist who answered the phone
31/01/2019	Hillside Surgery	Consultation	Caring Drs & staff. Very helpful
31/01/2019	New House Surgery	Consultation	I found the doctor helpful and approachable
31/01/2019	New House Surgery	Consultation	Helpful and friendly staff
31/01/2019	New House Surgery	Consultation	It was very quick to get an appointment and at a convenient time. Also the doctor was very pleasant and thorough. Couldn't ask for better.
31/01/2019	Riverbank Surgery	Consultation	Because it is a single doctor practice , the doctor knows all my problems and can advise as appropriate.

Mjog responses for December 2018			
Dates	Site	Department	Response
01/12/2018	New House Surgery	Flu Clinic	Friendly welcome. Quick and slick service
03/12/2018	New House Surgery	Consultation	I had a different GP today who I haven't seen before and found her very pleasant, very thorough and is taking things further with tests for me
03/12/2018	New House Surgery	Phlebotomy	Nurse taking bloods on time and accurate and friendly
03/12/2018	Hillside Surgery	Consultation	Friendly & efficient.
03/12/2018	Hillside Surgery	Consultation	Very friendly staff and always helpful when your not feeling your best
03/12/2018	Riverbank Surgery	Consultation	Super efficient, warm and friendly. Nothing is ever too much for their visiting patients
03/12/2018	Hillside Surgery	Nurse	The same as each time i give you feedback! Its just such a lovely caring practice!
03/12/2018	Riverbank Surgery	Consultation	The Dr i saw today was very thorough with explaining the treatment i needed to carry on with and when to stop it
03/12/2018	Riverbank Surgery	Consultation	Efficient appointment booking; empathetic doctor who really listened to my concerns;dealt with me with attentive care.
03/12/2018	Hillside Surgery	Consultation	I have received very good treatment staff friendly and helpful
03/12/2018	New House Surgery	Phlebotomy	On timeReassuringEfficient QuickPainlessClear and easy manner
03/12/2018	New House Surgery	Consultation	Receptionist rude and left me hours in pain
04/12/2018	Hillside Surgery	Consultation	Runs the way a surgery should be. Excellent, efficient and friendly service.
04/12/2018	Hillside Surgery	Phlebotomy	Good service
04/12/2018	Hillside Surgery	Phlebotomy	On time , efficient , helpful and very friendly nurse
04/12/2018	New House Surgery	Consultation	Because I got an appointment for the same day
04/12/2018	New House Surgery	Consultation	Very professional and high quality service
04/12/2018	New House Surgery	Nurse	As always, my INR visit was a good experience. Donna Harnett is efficient, friendly, and I would recommend the practice for INR checks
04/12/2018	New House Surgery	Flu Clinic	Always good care & advice
04/12/2018	New House Surgery	Flu Clinic	Friendly team.
04/12/2018	New House Surgery	Consultation	Satisfied with most services within the surgery
04/12/2018	New House Surgery	Flu Clinic	Efficiency
04/12/2018	New House Surgery	Flu Clinic	Always good
04/12/2018	New House Surgery	Flu Clinic	On time, efficient, friendly
04/12/2018	New House Surgery	Flu Clinic	thing! is that ok, no offence!
04/12/2018	New House Surgery	Flu Clinic	Very pleasant staff and efficient visit.
04/12/2018	New House Surgery	Nurse	Very helpful staff and approachable, which is what you want with a medical practice
04/12/2018	Riverbank Surgery	Consultation	I have been a with riverbank surgery for 30 years, have always got a appointment when I needed it, like to be called in by the doctor it feels very famil
04/12/2018	New House Surgery	Consultation	15 minute wait for appt with no apology
04/12/2018	New House Surgery	Nurse	It's a good practice once you get an appointment
04/12/2018	New House Surgery	Nurse	I think over time the ability to get appointments has become easier and ditto renewing prescriptions the same. Well done!

04/12/2018	New House Surgery	Flu Clinic	[I got there an hour before my flu clinic appointment and I was give
04/12/2018	New House Surgery	Flu Clinic	Nurse refused to carry out pre booked treatment, she didn't have time. Another journey to surgery necessary, how patient friendly is that? Appointment sy
04/12/2018	New House Surgery	Consultation	Managed to get an appointment in a reasonable time. The doctor took her time during the consultation to try and resolve my problems and I felt she was re
04/12/2018	New House Surgery	Nurse	Incredibly quick and efficient service
04/12/2018	Hillside Surgery	Phlebotomy	Very helpful and caring
05/12/2018	New House Surgery	Phlebotomy	leaving her room. Thank you x
05/12/2018	New House Surgery	Phlebotomy	Efficient, friendly service.
05/12/2018	Riverbank Surgery	Consultation	Very efficient and friendly service and never have to wait long to be seen.
05/12/2018	Hillside Surgery	Consultation	Lovely & inviting small surgery.
05/12/2018	Hillside Surgery	Consultation	We like your doctor s and surgery,
05/12/2018	New House Surgery	Consultation	Doctor was great
05/12/2018	New House Surgery	Consultation	Helpful advice
05/12/2018	New House Surgery	Consultation	The doctor was great with my 5-year old daughter and I received good explanation and reassurance about her symptoms.
05/12/2018	New House Surgery	Consultation	The doctor was very helpful and reassuring
05/12/2018	Hillside Surgery	Nurse	Staff friendly and very helpful
06/12/2018	New House Surgery	Consultation	Attentive & practical Dr
06/12/2018	New House Surgery	Consultation	Friendly staff, and welcoming. Nice gp and was seen right on appointment time with no delays.
06/12/2018	Hillside Surgery	Consultation	Attentive doctors. Compassionate receptionists who know our names.
06/12/2018	New House Surgery	Consultation	Extremely professional and friendly
06/12/2018	New House Surgery	Consultation	I think ' free doughnuts Thursday 'is a great idea and should be rolled out on other days too !
06/12/2018	New House Surgery	Consultation	Excellent Doctor and receptionists
06/12/2018	New House Surgery	Consultation	We have been patients of yours for many years and have always found all staff helpful, caring and always willing to put themselves out to help
06/12/2018	Hillside Surgery	Flu Clinic	Staff there are very polite, efficient and hard working
06/12/2018	Hillside Surgery	Flu Clinic	The best thank you
06/12/2018	New House Surgery	Consultation	Very easy to make an appointment for the same day and I was seen extremely promptly today - v impressed!
06/12/2018	Riverbank Surgery	Consultation	o say the least. It is a terrible shame but this appears to be going downhill since the announcement of a merger. If it weren't for Tom, I would have bee
06/12/2018	New House Surgery	Consultation	Professional, emphatic, helpful and on time.
06/12/2018	New House Surgery	Consultation	Because I was very impressed with my last visit when I saw 2 doctors in 1 appointment - very efficient & helpful
07/12/2018	New House Surgery	Nurse	Good service but difficult to get timely appointment
07/12/2018	Riverbank Surgery	Consultation	Kind helpful and efficient
07/12/2018	Riverbank Surgery	Phlebotomy	Consistently good staff, efficient operation, good health care.
07/12/2018	New House Surgery	Nurse	I get on well with all at New House hence a tin of Q/Street
07/12/2018	Hillside Surgery	Consultation	eassuring. I left feeling calm and supported
07/12/2018	Riverbank Surgery	Consultation	The dr is fantastic. The reception service is friendly and efficient. It is everything a surgery should be.
07/12/2018	New House Surgery	Nurse	Staff are great but it's too difficult to get appointments. The "8AM scramble" is a stress-inducing nonsense.
10/12/2018	New House Surgery	Phlebotomy	Professional, friendly, kind, efficient and totally wonderful practice. Amazing team and a practice providing the highest level of care
10/12/2018	New House Surgery	Physio	Mrs Karen Love is very professional, empathetic, warm, thorough, reassuring and gave excellent follow up exercises.
10/12/2018	New House Surgery	Phlebotomy	Was seen 3 minutes before my appointment time by Diana Chitty! Very pleasant and efficient.
10/12/2018	Hillside Surgery	Consultation	Exceptional doctor
10/12/2018	New House Surgery	Consultation	Dr Querishi is fantastic. She was very thorough and explained everything and put my mind at rest. She's fantastic
10/12/2018	New House Surgery	Flu Clinic	I had my flu jab. It was quick and efficient. The nurse put me at my ease.
10/12/2018	New House Surgery	Flu Clinic	Easy to make appointment. Exactly on time when I attended. Staff very pleasant and business like.
10/12/2018	New House Surgery	Flu Clinic	Always pleasant & friendly & accommodating ??
10/12/2018	Riverbank Surgery	Consultation	I had no problem in getting a quick appointment. The receptionist was extremely helpful and friendly, as was the doctor. Excellent service.
10/12/2018	New House Surgery	Flu Clinic	Prompt and caring service by nurses
10/12/2018	New House Surgery	Consultation	Because I had good service
10/12/2018	Hillside Surgery	Consultation	All staff nice and helpful
10/12/2018	New House Surgery	Phlebotomy	My appointment was on time and I was dealt with very professionally.
10/12/2018	Hillside Surgery	Consultation	Because the staff are very efficient, polite and caring.
10/12/2018	Hillside Surgery	Consultation	I feel that we could not have a more efficient Surgery. Everyone is so helpful and friendly when we need you. (sent with Loud Effect)

11/12/2018	New House Surgery	Consultation	The receptionists are SO much more helpful and nicer and do all they can to sort out your problems if they can. They recognize when it is urgent
11/12/2018	Hillside Surgery	Phlebotomy	Yes . Nothing is to much trouble.
11/12/2018	Hillside Surgery	Phlebotomy	Because you care: this is the best medical practice ever. 100 percent. Cheers JC
11/12/2018	New House Surgery	Flu Clinic	Appointment got cancelled on the day
11/12/2018	New House Surgery	Consultation	Everyone was very Courteous and prompt
11/12/2018	New House Surgery	Nurse	I got a result and am now dealing with the problem and of course the nice friendly staff helps a great deal..
12/12/2018	Hillside Surgery	Consultation	Because I find the doctors are very caring and professional, as are the receptionists.
12/12/2018	Hillside Surgery	Consultation	Always welcoming and professional
12/12/2018	Hillside Surgery	Nurse	Efficient and pleasant nurse xx
12/12/2018	New House Surgery	Physio	Excellent consultation but all friends are already registered at a surgery.
12/12/2018	New House Surgery	Consultation	Dr. today excellent. Many thanks as usual New House.
12/12/2018	Hillside Surgery	Nurse	I saw Donna today, she is an excellent nurse, blood taken easily, blood pressure checked twice, looked after very well.Thankyou
12/12/2018	New House Surgery	Nurse	I was seen on time, the nurse was proficient, very gently with the removal of my after surgery dressing & did a good job cleaning the area's & re bandaging it.
12/12/2018	New House Surgery	Nurse	Lovely practice nurse who was very helpful and informative
12/12/2018	New House Surgery	Consultation	Better service
13/12/2018	Hillside Surgery	Consultation	As always the reception staff are very kind and my Doctor very informative. We are very lucky up here on Boxhill to have our surgery.
13/12/2018	Hillside Surgery	Consultation	Prompt appointment. Very nice and helpful GP. Staff lovely
13/12/2018	Riverbank Surgery	Consultation	Dr Guilder is a wonderful doctor and all the ladies are so friendly and helpful. Doesn't matter how you are feeling they always make you feel happier.
13/12/2018	New House Surgery	Consultation	the dr.s and staff are first class
13/12/2018	New House Surgery	Consultation	I was able to make an appointment in the morning and see the doctor that day.
13/12/2018	New House Surgery	Consultation	Dr Allfrey is so understandable and helpful
13/12/2018	Hillside Surgery	Nurse	Speed of service
13/12/2018	Riverbank Surgery	Consultation	Dr Tom guilder always exceeds himself in medical advice and support
13/12/2018	New House Surgery	Nurse	rday at 4 10 p.m.and dealt with the nurse resolving outstanding matters. I also had an encouraging discussion with the reception manager who has been mos
14/12/2018	New House Surgery	Nurse	Everything is very professionally managed.
14/12/2018	New House Surgery	Consultation	Everyone from reception to nurse and doc are so nice and ready to listen .
14/12/2018	Riverbank Surgery	Phlebotomy	The appointment was for my mother with the nurse. She was very impressed with her efficient professional manner and liked her.
14/12/2018	New House Surgery	Nurse	I cannot fault the way this surgery is run. Staff and doctors are brilliant
14/12/2018	New House Surgery	Nurse	Friendly professional kind, very personal approach
14/12/2018	Hillside Surgery	Consultation	Every one from reception to the doctor are really kind and considerate, and friendly
14/12/2018	New House Surgery	Consultation	It's like parents and children! Kind and merciful.
17/12/2018	Hillside Surgery	Consultation	Very helpful and well pleased with service
17/12/2018	New House Surgery	Consultation	All so friendly a efficient.... Throughout the surgery.
17/12/2018	Riverbank Surgery	Consultation	I meant to write 1 sorry. Not 5
17/12/2018	New House Surgery	Physio	I was very happy with the service I received today. Thorough, professional, not rushed, prompt on time. Faultless. Thank you.
17/12/2018	New House Surgery	Phlebotomy	Very helpful
17/12/2018	New House Surgery	Consultation	Doctor was ace as per usual
17/12/2018	New House Surgery	Phlebotomy	All as expected
17/12/2018	New House Surgery	Consultation	Was able to get an appointment on the day and was not expecting that. Plus the gp was very thorough and clear.
17/12/2018	New House Surgery	Consultation	Everything went to plan, very good service. The Dr was outstanding as always.
17/12/2018	New House Surgery	Nurse	Everyone was very helpful and friendly so what's not to like. The reception staff certainly seem to have improved with a better temperament
17/12/2018	New House Surgery	Nurse	I have recommended people to your surgery. I have been a patient for nearly 20 years and everything has been positive as far as all staff are concerned.
17/12/2018	New House Surgery	Consultation	Because the doctors are very good but getting a appointment is very difficult
17/12/2018	Hillside Surgery	Consultation	Always helpful and friendly.
17/12/2018	New House Surgery	Phlebotomy	The nurse who did my blood test was very friendly and knowledgeable
18/12/2018	New House Surgery	Nurse	Staff are always friendly and efficient.
18/12/2018	New House Surgery	Consultation	Because it's just a doctors surgery and I wouldn't recommend a surgery to anyone
18/12/2018	New House Surgery	Consultation	They always fit me in. Prompt and efficient service.
18/12/2018	New House Surgery	Consultation	The receptionist are rude, invasive and unhelpful. A formal complaint has been made to Surrey Health Watch.
18/12/2018	New House Surgery	Nurse	Friendly

18/12/2018	Riverbank Surgery	Consultation	Dr Guilder is the best GP. He is using years of knowledge and is very personable. His care id above and beyond, asking you to come back or call to tell h
18/12/2018	Riverbank Surgery	Consultation	I was seen promptly and the outcome of the consultation was clear and I was very happy with the advice given
18/12/2018	New House Surgery	Nurse	Because I find the nurse very help and understanding
18/12/2018	New House Surgery	Consultation	Quick and efficient
18/12/2018	New House Surgery	Nurse	Timely and efficient.
18/12/2018	Hillside Surgery	Consultation	Quick appt, i'm not keen on having to ring at 8am on the day though. Had to dial 15 times to get thru so it gets a little stressful. Helpful advice from GP.
18/12/2018	New House Surgery	Commuter Clinic	commute from London..
18/12/2018	New House Surgery	Nurse	Excellent service
19/12/2018	Hillside Surgery	Consultation	Very helpfull
19/12/2018	New House Surgery	Consultation	Easy to book, friendly staff and Dr's
19/12/2018	New House Surgery	Consultation	Excellent doctors
19/12/2018	Riverbank Surgery	Consultation	It was a very good service
19/12/2018	Riverbank Surgery	Physio	Great helpful service lovely doctor didn't feel like I was just rushed out the door
19/12/2018	New House Surgery	Consultation	Helpful
19/12/2018	New House Surgery	Flu Clinic	Came for a flu jab. Had self-sign in without a queue, sat in the waiting room for less than 2 minutes, and was in and out of the treatment room inside 2
19/12/2018	Hillside Surgery	Nurse	Just all very pleasant and helpful
19/12/2018	New House Surgery	Flu Clinic	Greeted with a smile and flu jab promptly administered. Left the surgery five minutes before the scheduled appointment time.
19/12/2018	Hillside Surgery	Consultation	Because I new up at box hill and I find the surgery very efficient and friendly
19/12/2018	Riverbank Surgery	Consultation	I can easily get an appointment, there's a nice friendly atmosphere and my doctor always seems to help me out the best to his ability.
19/12/2018	New House Surgery	Diabetes Clinic	Good service
19/12/2018	Hillside Surgery	Consultation	It was meant to be a 1 not and I think the surgery is great
19/12/2018	Riverbank Surgery	Consultation	Because they are good
20/12/2018	New House Surgery	Consultation	Quick service, appointment immediatly, Dr was fantastic - thorough, understanding, kind, professional and gave me informed choices.
20/12/2018	New House Surgery	Consultation	All queries sorted. I do find the 8am appointment scramble quite stressful though.
20/12/2018	New House Surgery	Nurse	Friendly and caring medical staff. Helpful on reception.
21/12/2018	Hillside Surgery	Consultation	Very professional, considerate and informative
21/12/2018	Hillside Surgery	Consultation	Same reason as always brilliant Doctors,Nurses & Receptionists
21/12/2018	Hillside Surgery	Consultation	Appointment booked in the same day, fast and professional response and service.
21/12/2018	New House Surgery	Consultation	Friendly, caring people from the receptionists to the nurses and doctors. Been with them for over 30 years and never been disappointed
21/12/2018	New House Surgery	Nurse	Because I was listened to attentively, have been referred promptly for investigation and feel confident in the care provided
21/12/2018	New House Surgery	Consultation	I have always found that I can get an appointment at short notice for my child and the GP's have always been approachable and sensitive.
21/12/2018	New House Surgery	Consultation	quested which i had within half an hour I normally go to the Box hill surgery i tried to phone them from 8am for 25 minutes the phone was either engaged
21/12/2018	New House Surgery	Consultation	Seen on time and go helped sort out problem
24/12/2018	New House Surgery	Consultation	You helped me when I needed it, with out any fuss thank you
24/12/2018	New House Surgery	Nurse	Excellent treatment from all the nurses ?????
24/12/2018	Riverbank Surgery	Nurse	Very helpful and speedy service
27/12/2018	Hillside Surgery	Consultation	Appointment straight away and on time
27/12/2018	Hillside Surgery	Consultation	As usual the service both in Reception and behind the scenes with the Doctors and Nurses is exemplary.
27/12/2018	New House Surgery	Nurse	Friendly and helpful
27/12/2018	New House Surgery	Consultation	Yes I found gp advice confusing as quite different from lymphodema clinic advice. However I was given apt today that was good!
27/12/2018	New House Surgery	Consultation	Because the doctors and receptionist are willing to listen and care.
27/12/2018	New House Surgery	Consultation	Good service
28/12/2018	New House Surgery	Nurse	Very capable nurse. Quick and expert blood samples. 3 mins and done.
28/12/2018	New House Surgery	Nurse	I was seen on time. The nurse I saw was nice and friendly and my appointment was over and done with very quickly!
28/12/2018	New House Surgery	Nurse	Very pleasant receptionistAlso excellent nurse
28/12/2018	Hillside Surgery	Consultation	ors (and consultants arranged by them) have pulled out all the stops to try to ensure that I get away on time and in as good order (health) as possible.
28/12/2018	New House Surgery	Consultation	Very kind empathetic doctors. I'm always comfortable speaking about difficult issues and doctors always give me time and understanding. Thank you to all
31/12/2018	Hillside Surgery	Consultation	Everyone I deal with is really helpful and caring, thank you.

31/12/2018	Hillside Surgery	Consultation	Liked â€œThank you for your feedback regarding Hillside Surgery, can
31/12/2018	New House Surgery	Physio	You always receive excellent service
31/12/2018	New House Surgery	Consultation	Listened carefully, professional and efficient. Thank you
31/12/2018	New House Surgery	Consultation	New House Surgery is the best of the best. Caring, diligent, approachable.
31/12/2018	New House Surgery	Physio	As always feeling well looked after by staff. Just one request - a lift to get to the upstairs clinic rooms
31/12/2018	New House Surgery	Consultation	Sorry I meant 1
31/12/2018	New House Surgery	Consultation	Doctor Thompson was very good at dealing with my problem and sympathetic . CJH
31/12/2018	New House Surgery	Phlebotomy	The booking arrangements have been thought out , staff our allways available. I wish my children's surgeries were as good. Happy new year.
31/12/2018	New House Surgery	Nurse	Same as before all very nice
31/12/2018	Riverbank Surgery	Consultation	Efficient, pleasant doctor
31/12/2018	New House Surgery	Consultation	Always helpful especially when children are unwell.
31/12/2018	New House Surgery	Consultation	Excellent doctor.

Mjog responses for Nov 2018

Dates	Site	Department	Response
01/11/2018	Hillside Surgery	Consultation	The surgery keeps me healthy
01/11/2018	Riverbank Surgery	Consultation	we can still have our own surgery located in Westcott. This will be critical for us.
01/11/2018	New House Surgery	Consultation	So difficult to get an appt Gp staff are first class tho
01/11/2018	New House Surgery	Consultation	The doctor who saw me was very professional and kind hearted. I was very relaxed when I was talking to him unlike the last doctor whom I saw
01/11/2018	Hillside Surgery	Consultation	The surgery has always been fantastic - Always helpful and able to meet my needs. Thank you.
01/11/2018	New House Surgery	Consultation	Doctors give time to listen. You don't feel rushed and are respected. Thank you.
01/11/2018	New House Surgery	Consultation	Reception staff and the doctors are friendly and professional
01/11/2018	Hillside Surgery	Flu Clinic	As usual appointments are seen on time.
01/11/2018	Hillside Surgery	Flu Clinic	We are always dealt with promptly and efficiently.
01/11/2018	Hillside Surgery	Flu Clinic	Because the surgery is a small but caring local one where you are made to feel that you are not just a 'number'.
01/11/2018	Hillside Surgery	Flu Clinic	Friendly, efficient practice. Very supportive staff.
01/11/2018	Hillside Surgery	Flu Clinic	The staff are very kind and helpful! Nurses are so caring. Have not met all the new doctors so can't comment! Past treatment has always been excellent !
01/11/2018	Riverbank Surgery	Consultation	Very good reception well organised and very helpful doctors
01/11/2018	Hillside Surgery	Flu Clinic	Just the best surgery ever
02/11/2018	Hillside Surgery	Consultation	I got an emergency appointment on the day with no problems. The receptionist was friendly. The doctor I saw was very helpful and considerate.
02/11/2018	New House Surgery	Phlebotomy	You deserve it
02/11/2018	Hillside Surgery	Consultation	Very effective response by both reception and doctor
02/11/2018	New House Surgery	Consultation	Professional kind doctor
02/11/2018	New House Surgery	Consultation	th 3 mins spare to get to pharmacy!
05/11/2018	Hillside Surgery	Consultation	Because I was dealt with very professionally and quickly
05/11/2018	New House Surgery	Nurse	Knowledgeable, friendly, dealt with problem.. but reception staff need to smile more!!
05/11/2018	New House Surgery	Consultation	Phoned up - appointment on the same day and action given following the appointment - smooth, slick, effective and efficient
05/11/2018	New House Surgery	Consultation	I had good service and advice
05/11/2018	New House Surgery	Nurse	Experience varies, but on the whole good.
05/11/2018	Riverbank Surgery	Consultation	Very friendly staff. Doctor nice. Prescription dispensed there
05/11/2018	New House Surgery	Nurse	There was a huge delay although there was only one person before me. He was waiting too.
05/11/2018	Riverbank Surgery	Consultation	The staff are very kind and helpful. And the dr was help full to
05/11/2018	New House Surgery	Consultation	The surgery sorted me out with an appointment on the day, even though they were fully booked. It was for my young son. Great service from the G.P too ver
05/11/2018	Hillside Surgery	Nurse	My appointment was on time I was dealt with in a very pleasant efficient and professional manner thank you.
06/11/2018	Riverbank Surgery	Nurse	Friendliest surgery, ever!
06/11/2018	Riverbank Surgery	Consultation	What response?, i sent, 1
06/11/2018	New House Surgery	Consultation	Because you asked me
06/11/2018	Hillside Surgery	Consultation	The people... the staff are fabulous; understanding, patient, professional and friendly.
06/11/2018	Hillside Surgery	Phlebotomy	I've never had a problem with appointments or visits and staff are always friendly
06/11/2018	Riverbank Surgery	Nurse	Had good service today

06/11/2018	Riverbank Surgery	Nurse	All the staff are friendly and very helpful
06/11/2018	Riverbank Surgery	Nurse	Welcoming staff and very helpful
06/11/2018	New House Surgery	Nurse	I received courteous and prompt attention.
06/11/2018	New House Surgery	Consultation	V little waiting time, polite staff, pleasant doctor.
06/11/2018	New House Surgery	Consultation	Lovely doctor who was helpful and informative and on time!
06/11/2018	New House Surgery	Flu Clinic	I was seen more or less at my appointed time. Recommending someone would depend on how accessible the surgery was to them, especially as parking is not
06/11/2018	New House Surgery	Flu Clinic	Very good straight forward local service
06/11/2018	New House Surgery	Flu Clinic	in good health & had had very little call to require appointments,
06/11/2018	New House Surgery	Flu Clinic	Because I am satisfied with the surgery.
06/11/2018	Hillside Surgery	Consultation	Good doctors and very friendly staff
06/11/2018	New House Surgery	Flu Clinic	Always friendly and professional
06/11/2018	New House Surgery	Consultation	Dr Roxanne was a lovely woman with an excellent manner with patients. I had several issues and she listened and made suggestions for investigations.
06/11/2018	New House Surgery	Consultation	Professional service from doctors wholisten and carefully check details. Sometimes difficult to get appointment though especially when you want to see a
06/11/2018	Hillside Surgery	Consultation	you have to wait weeks excellent all-round
06/11/2018	New House Surgery	Consultation	Welcoming reception and listening GP although 10 mins appointment to short perhaps 15 mins better
06/11/2018	Hillside Surgery	Consultation	Dr Quereshi was helpful and understanding.
06/11/2018	New House Surgery	Nurse	Disappointed with way repeat prescriptions keep being handled
06/11/2018	New House Surgery	Flu Clinic	General care and dedication
07/11/2018	New House Surgery	Nurse	Great treatment and really nice reception staff
07/11/2018	New House Surgery	Consultation	The reason I gave the score was that the doctor that I saw was not interested in my condition and did not ask how she could help
07/11/2018	Hillside Surgery	Consultation	Always so helpful
07/11/2018	New House Surgery	Consultation	Polite at entrance desk and although 20 mins late for appointment speedily helped with good advice
07/11/2018	New House Surgery	Consultation	Satisfied with the GP I saw.
07/11/2018	Riverbank Surgery	Consultation	Dr took time to listen and answer and explain. Very helpful all round
07/11/2018	New House Surgery	Nurse	Always friendly and efficient
07/11/2018	New House Surgery	Midwife	You have an amazing Midwife 'Rosemary Morrison' who goes above and beyond her duties, she is a real gem.
07/11/2018	New House Surgery	Nurse	Nurse, excellent. Thank you.
07/11/2018	New House Surgery	Consultation	Doctor was good, but haven't visited enough recently to give full review. Have also been slightly reluctant to visit in past (with justified issues) giv
08/11/2018	Hillside Surgery	Consultation	Sorry I .instead it. Should have been 1
08/11/2018	Riverbank Surgery	Consultation	Dr. Tom Guilder and all those who work at the Riverbank Surgery have always taken very good care of me and my wife over the past 25 years since we moved
08/11/2018	New House Surgery	Nurse	On time (mostly), friendly and you reliably get the job done. Thanks
08/11/2018	New House Surgery	Consultation	The doctor was friendly, professional and thorough
08/11/2018	Riverbank Surgery	Consultation	I personally have always been very pleased with the treatment I have received at Dr Guilder's surgery. Rosemary Glover
08/11/2018	Hillside Surgery	Consultation	Because they are so friendly and helpful
08/11/2018	Hillside Surgery	Nurse	Because since I joined the practise in the summer everyone there has been caring kind and truly lovely to me.
08/11/2018	New House Surgery	Nurse	Happy to explain on a call of you want to phone me.
09/11/2018	Hillside Surgery	Consultation	Especially because Dr Norman was more disappointed than I am with the progress, or should I say regression, since September. Also his reassurance about m
09/11/2018	New House Surgery	Phlebotomy	Seen on time. Efficient, friendly and professional. Couldn't ask for anything more.
09/11/2018	New House Surgery	Consultation	Efficient, friendly and clean facility
09/11/2018	New House Surgery	Nurse	Very competent and friendly nurse
09/11/2018	New House Surgery	Consultation	Good, friendly, efficient doctor
09/11/2018	New House Surgery	Phlebotomy	The nurse was pleasant and helpful, with time to talk to me and it didn't hurt when she put the needle in!
09/11/2018	Riverbank Surgery	Consultation	Very helpful and cheerful receptionist compared to south street practice. Dr guilder and dr norman are so nice and we feel confident in their care.
09/11/2018	Hillside Surgery	Consultation	Very helpful doctor, spent time to listen
09/11/2018	New House Surgery	Nurse	I always have the service from the staff and doctors, regarding my appointment or request for an appointment. I however don't know which doctor to call
09/11/2018	Riverbank Surgery	Consultation	Very personal service. Not looking to rush you out which many doctors do these days.
09/11/2018	Riverbank Surgery	Consultation	Tom Guilder is by far the best GP anyone could ever wish for and all the other staff who work at the surgery are kind, caring, friendly and really lovely.
09/11/2018	New House Surgery	Consultation	I had visited the doctor before for the same complaint and not really satisfied with treatment.
12/11/2018	New House Surgery	Phlebotomy	Prompt, professional, courteous service
12/11/2018	Hillside Surgery	Consultation	The doctor was professional, knowledgeable and practical, with comm
12/11/2018	New House Surgery	Consultation	Friendly, easy to get an appointment. Dr seemed open and easy to talk to

12/11/2018	New House Surgery	Consultation	I was happy with the outcome which was prescription and recommendation to see a specialist nurse
12/11/2018	New House Surgery	Phlebotomy	Efficient , polite , on time.
12/11/2018	Hillside Surgery	Consultation	Always get seen quickly first class
12/11/2018	Riverbank Surgery	Consultation	Excellent service
12/11/2018	New House Surgery	Nurse	Speedy service. Very pleasant nurse
12/11/2018	Riverbank Surgery	Consultation	Really great surgery. Friendly staff and always go out of their way to assist.
12/11/2018	Hillside Surgery	Consultation	Staff and doctor very friendly and helpful
12/11/2018	Hillside Surgery	Consultation	Everyone works hard and still had the time for a smile
12/11/2018	Hillside Surgery	Consultation	Staff are extremely helpful. Every doctor I have seen has been reassuring and thorough.
12/11/2018	Hillside Surgery	Consultation	Very helpful friendly staff and very convenient that they dispense medication on site, which means not having to go to a chemist miles away.
12/11/2018	New House Surgery	Consultation	Dr Quereshi is an excellent doctor and I base my result on her empathy and good advice
13/11/2018	Hillside Surgery	Phlebotomy	I was made welcome and dealt with quickly and efficiently.
13/11/2018	New House Surgery	Consultation	I found the doctor rude, dismissive and uncaring
13/11/2018	New House Surgery	Consultation	Managed to get appointment on day. Happy with the doctor I saw
13/11/2018	New House Surgery	Nurse	Warm and friendly staff- clinically competent.
13/11/2018	New House Surgery	Consultation	GO I saw was lovely, friendly and efficient
13/11/2018	New House Surgery	Consultation	Dr Allfrey is so understandable and helpful
13/11/2018	Hillside Surgery	Phlebotomy	Received good attention and politeness by all thanks
13/11/2018	New House Surgery	Consultation	Dr Tom guilder always exceeds himself in medical advice and support
14/11/2018	Riverbank Surgery	Consultation	rday at 4 10 p.m.and dealt with the nurse resolving outstanding matters. I also had an encouraging discussion with the reception manager who has been mos
14/11/2018	New House Surgery	Consultation	Excellent service from doctors; not always easy to book appointment
14/11/2018	New House Surgery	Flu Clinic	I indicated Hillside.
15/11/2018	New House Surgery	Consultation	Very helpful consultation with Dr dhoul
15/11/2018	Riverbank Surgery	Consultation	Continuity and being known by one doctor is all important to me and must save time and money for the NHS.
15/11/2018	New House Surgery	Consultation	The doctor was so lovely and understanding
15/11/2018	New House Surgery	Consultation	The Dr I saw was very good
16/11/2018	New House Surgery	Consultation	Drs and nurses are pleasant and good and did not have to wait too long
16/11/2018	New House Surgery	Consultation	Self-explanatory.
16/11/2018	New House Surgery	Consultation	Family and friends don't live in the catchment area, but attention I received from the doctor was excellent.
19/11/2018	New House Surgery	Consultation	Easy to get an appointment PROVIDED you aren't working and can walk in at 0800.
19/11/2018	Riverbank Surgery	Consultation	Staff always very happy and helpful
19/11/2018	New House Surgery	Session	Because i felt weel treated by all the staf and for this i thank you
19/11/2018	New House Surgery	Consultation	Appointment on time, problem dealt with efficiently and straight to x ray.
19/11/2018	Hillside Surgery	Consultation	Friendly and helpful reception team. As always, the GP listens and is really efficient and caring.
19/11/2018	New House Surgery	Session	Appontment was exactly on time. Pleasant staff and situation. Helpful medical advice.
19/11/2018	New House Surgery	Consultation	Everyone was very helpful and friendly so what's not to like. The reception staff certainly seem to have improved with a better temperament
19/11/2018	New House Surgery	Nurse	I have recommended people to your surgery. I have been a patient for nearly 20 years and everything has been positive as far as all staff are concerned.
20/11/2018	Hillside Surgery	Consultation	Excellent doctors practice always considerate to patients always polite Drs excellent receptionist excellent all good
20/11/2018	New House Surgery	Nurse	I was so impressed with really kind service
20/11/2018	New House Surgery	Nurse	I said 1 because I find the doctors and nurses great
20/11/2018	New House Surgery	Nurse	All the doctors , nurses and receptionists are efficient and friendly. CJH
20/11/2018	Hillside Surgery	Phlebotomy	Despite being under pressure a prompt efficient service from everyone at Box Hill surgery.
20/11/2018	Riverbank Surgery	Consultation	First the friendly staff when you walk in the doctor tells you what she finds wrong and what is needed to fix the problems it's great to go into a doctor
20/11/2018	New House Surgery	Nurse	Excellent staff and doctors. Always give you time. Friendly and helpful.
20/11/2018	New House Surgery	Nurse	Because all of your staff , nurses and doctors are wonderful ... Highly recommended and very professional .
20/11/2018	New House Surgery	Consultation	Dr Guildler is the best GP. He is using years of knowledge and is very personable. His care id above and beyond, asking you to come back or call to tell h
21/11/2018	Riverbank Surgery	Consultation	The doctor was very helpful and made me feel at ease. He made me feel confident that something was going to be done to help me control my illness.
21/11/2018	New House Surgery	Consultation	Because U R always kind considerate obliging .& VERY VERY helpful.
21/11/2018	New House Surgery	Health Visitor	Called in on time of appointment!
21/11/2018	New House Surgery	Nurse	The nurse was reassuring and quick which is just what I needed for my dreaded smear test!
21/11/2018	New House Surgery	Consultation	Had infection in toes after nail surgery. Dr was cross with podiatrist treatment but refused to consider my hip pains until toes no longer problem. Meanw

			commute from London..
22/11/2018	Hillside Surgery	Nurse	Good, friendly, professional service-thanks to all of you.
22/11/2018	New House Surgery	Flu Clinic	Very speedy service, warm and friendly nurse and quick painless flu
22/11/2018	New House Surgery	Consultation	See previous please
22/11/2018	Riverbank Surgery	Nurse	Speedy and efficient.
22/11/2018	New House Surgery	Flu Clinic	Easy check in. I was not kept waiting despite being early for my appointment. Staff very professional
22/11/2018	Riverbank Surgery	Consultation	Dr gilder and nurse sarah are great
22/11/2018	Riverbank Surgery	Consultation	Really good understanding if issues and explained options and answered all questions
23/11/2018	New House Surgery	Consultation	Came for a flu jab. Had self-sign in without a queue, sat in the waiting room for less than 2 minutes, and was in and out of the treatment room inside 2
23/11/2018	New House Surgery	Consultation	Friendly helpful reception staff and sympathetic knowledgeable doctor
23/11/2018	Riverbank Surgery	Consultation	Always more than helpful in everyway. The doctor has always come up trumps. Thank you
23/11/2018	New House Surgery	Consultation	Took time to explain changes
26/11/2018	New House Surgery	Consultation	Doctors and reception staff are very knowledgeable, helpful and attentive.
26/11/2018	New House Surgery	Nurse	Efficient and punctual. Parking available.
26/11/2018	New House Surgery	Consultation	Dr Allfrey really took the time to listen and was very helpful .
26/11/2018	New House Surgery	Consultation	The 5 was a mistake The 1 because I always find the doctors & other staff very welcoming, polite & helpful- appointment system works well
26/11/2018	New House Surgery	Consultation	Because I've just visited your sit and wait doctor and found her very unhelpful give the wrong medication and she did care she spent most of of the time
26/11/2018	Hillside Surgery	Consultation	Friendly and caring medical staff. Helpful on reception.
27/11/2018	New House Surgery	Consultation	Helpful staff
27/11/2018	New House Surgery	Consultation	Great service - easy to deal with. Online booking & services are fabulous.
27/11/2018	New House Surgery	Consultation	Staff are very helpful & friendly
27/11/2018	New House Surgery	Nurse	Friendly, caring people from the receptionists to the nurses and doctors. Been with them for over 30 years and never been disappointed
28/11/2018	New House Surgery	Nurse	Staff are excellent and very friendly Appointment was on time
28/11/2018	New House Surgery	Consultation	quested which i had within half an hour I normally go to the Box hill surgery i tried to phone them from 8am for 25 minutes the phone was either engaged
28/11/2018	New House Surgery	Consultation	Appointment was on time. Doctor's help was fantastic.
28/11/2018	Hillside Surgery	Consultation	Because the doctor is so good. Listening understanding helpful advice compassionate. Reception second to none wonderful . Love this surgery . Best ever
29/11/2018	New House Surgery	Consultation	The service and attention received is appreciated
29/11/2018	Riverbank Surgery	Consultation	Because nothing ever seems to be too much trouble, from receptionist up to Doctor Guilder
29/11/2018	Riverbank Surgery	Consultation	I've always found the service to be quick, efficient & friendly.
29/11/2018	Hillside Surgery	Consultation	You are all brilliant caring Doctors are so amazing take time with you and give you the best advice and treatment I feel so lucky to have you all at Boxhill
29/11/2018	New House Surgery	Consultation	Receptionist very helpful in accommodating appointments and the GP was very thorough and helpful to my needs.
29/11/2018	New House Surgery	Nurse	Wonderful doctors, nurses, admin
29/11/2018	New House Surgery	Consultation	ess have been exceptional on both occasions.
30/11/2018	New House Surgery	Consultation	I think the doctors all give excellent advice practically and emotionally, second to none. However Some of the reception staff need some training. They
30/11/2018	Riverbank Surgery	Phlebotomy	Because of your friendly service. If I ever have a complaint in any situation, I will make it directly to the person concerned - not in what I consider t
30/11/2018	New House Surgery	Consultation	I could not ask for anymore
30/11/2018	New House Surgery	Consultation	Nice and helpful people
30/11/2018	New House Surgery	Consultation	ors (and consultants arranged by them) have pulled out all the stops to try to ensure that I get away on time and in as good order (health) as possible.
30/11/2018	New House Surgery	Consultation	Very kind empathetic doctors. I'm always comfortable speaking about difficult issues and doctors always give me time and understanding. Thank you to all