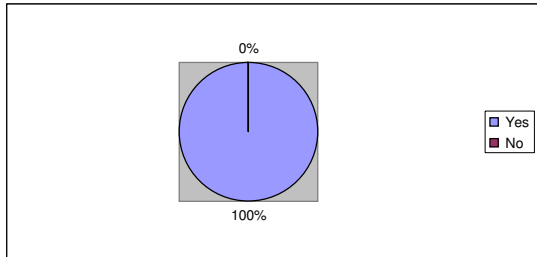


CHC Reception

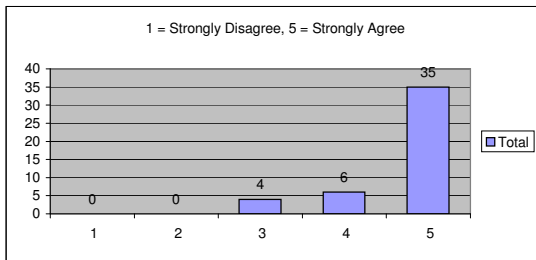
The last time you spoke to a Receptionist at the surgery did you think that you were treated with respect and dignity?

Data	Total
Yes	45
No	0



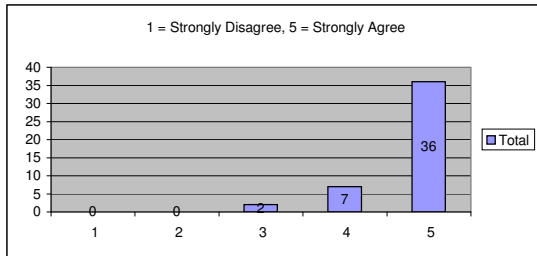
The Receptionist acknowledged me promptly

Data	Total
1	0
2	0
3	4
4	6
5	35



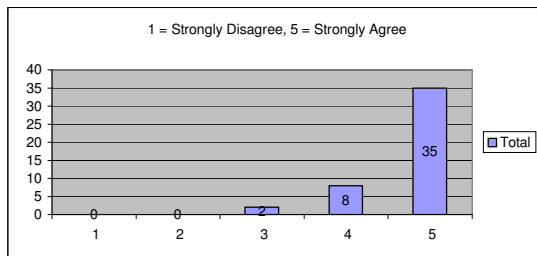
The Receptionist was friendly and polite

Data	Total
1	0
2	0
3	2
4	7
5	36



The Receptionist was helpful

Data	Total
1	0
2	0
3	2
4	8
5	35



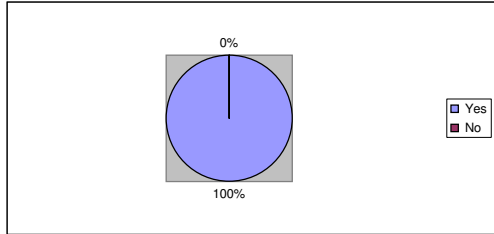
Comments:

Saw 2 who were both very helpful.
 All the receptionists are nice & polite.
 Always find the Receptionists friendly and helpful.
 There is one receptionist who is always abrupt with me but I don't want to rock the boat.
 Helpful and polite.
 Always friendly & helpful.
 Very polite.
 In the past there was one particular receptionist who was not very polite or respectful, but generally very good.

CHC Doctors

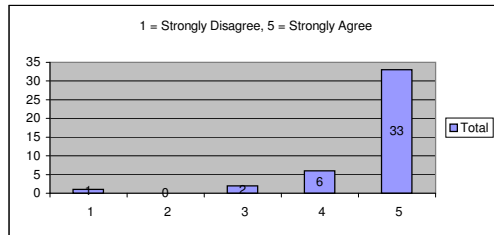
The last time you saw a Doctor at the surgery did you think that you were treated with respect and dignity?

Data	Total
Yes	42
No	0



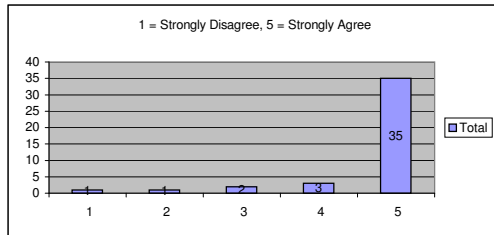
The Doctor listened to my concerns

Data	Total
1	1
2	0
3	2
4	6
5	33



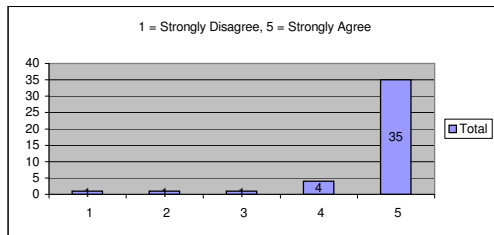
The Doctor was friendly and polite

Data	Total
1	1
2	1
3	2
4	3
5	35



The Doctor gave me the time I needed

Data	Total
1	1
2	1
3	1
4	4
5	35



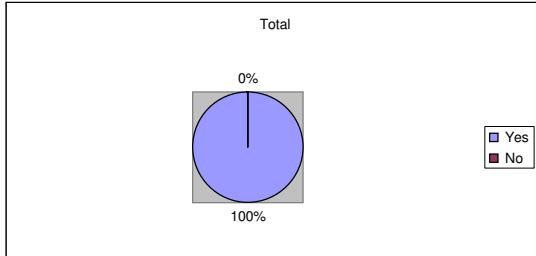
Comments:

Doctor was friendly and listened to my concerns (RJ).
 Always happy with the service we receive thank you (RJ).
 A very friendly kind Doctor (RJ).
 Dr Petrovic is one of the most professional, pleasant and concerned Drs and a truly exceptional person, a credit to her career (MXP).
 I was not impressed.
 Really helpful and friendly (MXS).
 Dr Balendran listened and reassured me and eased my mind (SB).
 Very approachable and friendly, I did not feel rushed and she took me through all my concerns and questions (MXS).

CHC Nurses

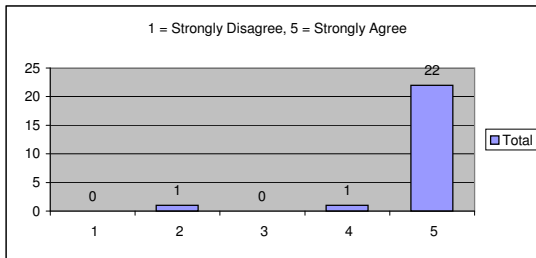
The last time you saw a Nurse at the surgery did you think that you were treated with respect and dignity?

Data	Total
Yes	24
No	0



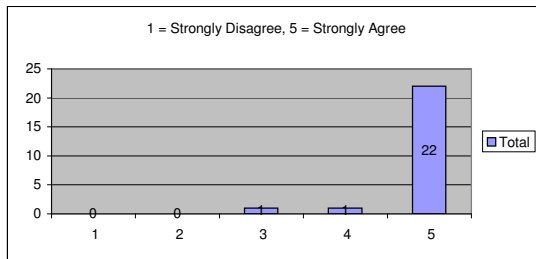
The Nurse listened to my concerns

Data	Total
1	0
2	1
3	0
4	1
5	22



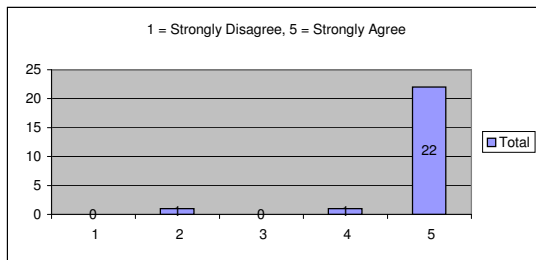
The Nurse was friendly and polite

Data	Total
1	0
2	0
3	1
4	1
5	22



The Nurse gave me the time I needed

Data	Total
1	0
2	1
3	0
4	1
5	22



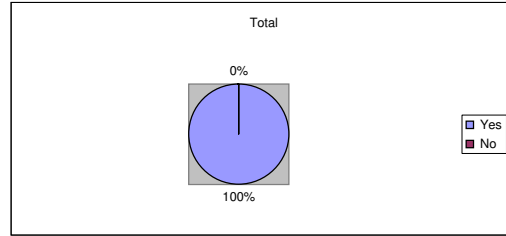
Comments:

I think so far they look after me rather well (LP, WH)

Sturry Reception

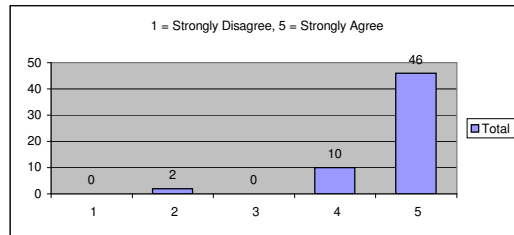
The last time you spoke to a Receptionist at the surgery did you think that you were treated with respect and dignity?

Data	Total
Yes	58
No	0



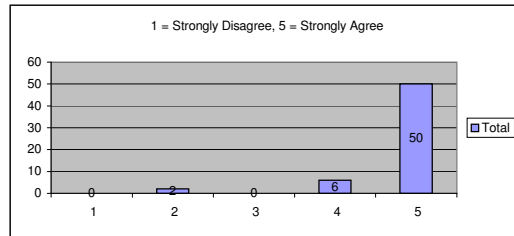
The Receptionist acknowledged me promptly

Data	Total
1	0
2	2
3	0
4	10
5	46



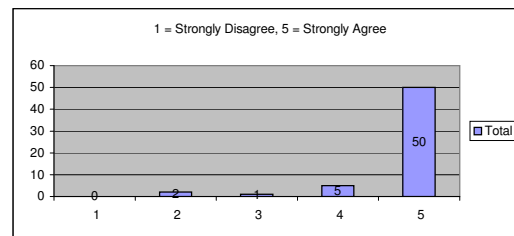
The Receptionist was friendly and polite

Data	Total
1	0
2	2
3	0
4	6
5	50



The Receptionist was helpful

Data	Total
1	0
2	2
3	1
4	5
5	50



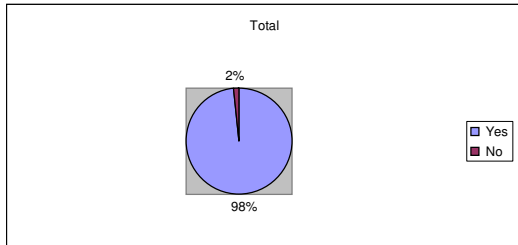
Comments:

Always very helpful.
 Pleasant.
 Lovely staff, caring & polite.
 Very well, no problems.
 Have changed surgeries over the years and I honestly can say that Sturry is the friendliest & most helpful I have experienced.
 Very helpful.
 I have always found everyone at the surgery very helpful and understanding.
 Always a good service.
 The telephone replies are often offputting.
 The receptionists are always lovely, very warm and welcoming.
 They are a lovely group of ladies.
 They have always helped me when needed.

Sturry Doctors

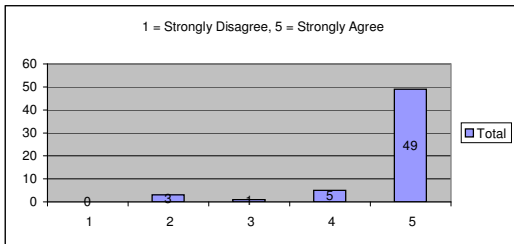
The last time you saw a Doctor at the surgery did you think that you were treated with respect and dignity?

Data	Total
Yes	57
No	1



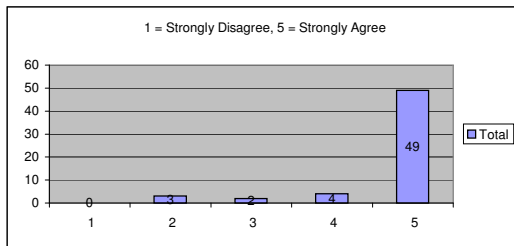
The Doctor listened to my concerns

Data	Total
1	0
2	3
3	1
4	5
5	49



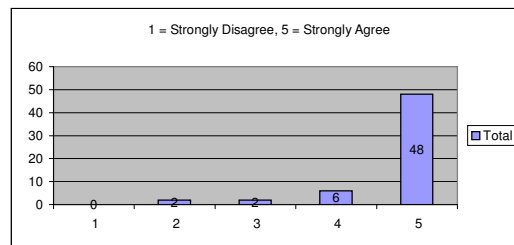
The Doctor was friendly and polite

Data	Total
1	0
2	3
3	2
4	4
5	49



The Doctor gave me the time I needed

Data	Total
1	0
2	2
3	2
4	6
5	48



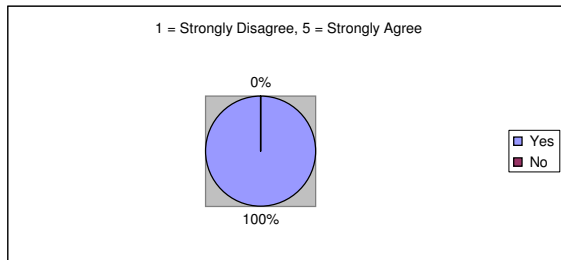
Comments:

Pleasant as usual (SG).
 Empathetic & friendly, related to me as an equal, took the time to ensure I was clear going forward (JPM).
 I cannot speak highly enough of Dr Firth, she is always thorough and strikes exactly the right balance between being friendly and professional (AFX).
 I felt very looked after and was very impressed.
 Have no complaints.
 Always have been treated very well by any GP I have seen.
 A lovely caring Dr (AFX).
 Good communication skills, very happy with my appointment.
 Always helpful, I have great confidence in her (AFX).
 I didn't feel that he wanted to discuss my problem and queried why myself and my husband were here to see him (IS).
 He put right my medication as the last 2 prescriptions were wrong (JPM)

Sturry Nurses

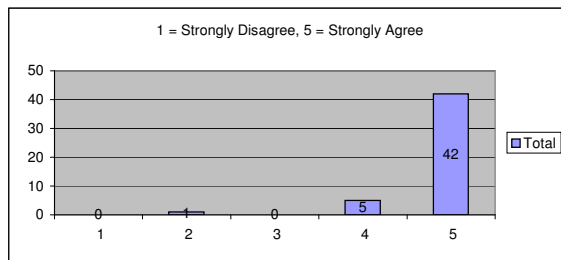
The last time you saw a Nurse at the surgery did you think that you were treated with respect and dignity?

Data	Total
Yes	48
No	0



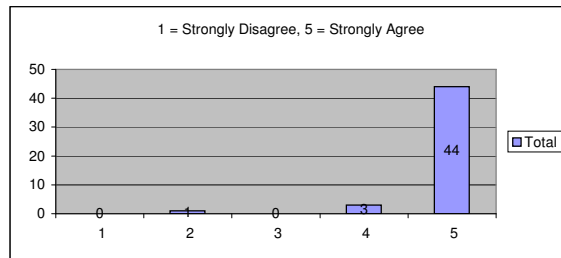
The Nurse listened to my concerns

Data	Total
1	0
2	1
3	0
4	5
5	42



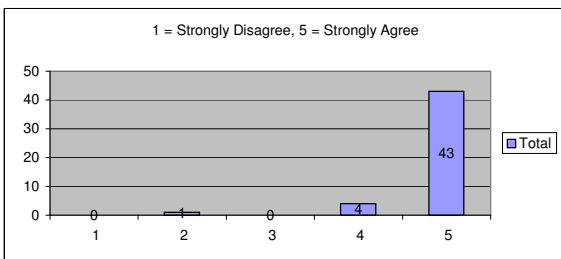
The Nurse was friendly and polite

Data	Total
1	0
2	1
3	0
4	3
5	44



The Nurse gave me the time I needed

Data	Total
1	0
2	1
3	0
4	4
5	43



Comments:

Very kind & supportive as I am afraid of needles.
 Very good (SC).
 Really caring and polite.
 Very caring, especially people with special needs (SC).
 Very nice and easy to talk to (JW).
 All very helpful

General Comments Canterbury Health Centre:

Everyone at the Drs is nice, always helpful to me thank you.

My only query is on time, to keep the time as per the appointment booked but I do understand that it could be difficult to accord each patient the same given time.

I am generally happy with the way I am treated at the surgery considering it is free at the point of use. I think foreign nationals should pay for their treatment.

Appt at 11.10 seen at 11.45.

The only issue is the time waiting for the Dr, every time I wait for 20 - 40 minutes.

Very good surgery.

Confusion with regards to 2 different practices in the same building.

Not very easy to request repeat prescriptions.

Waiting times are long.

The Drs and Receptionists always make you feel like your needs/worries are important.

The Drs I have seen have helped me to learn to cope with my illness and always take the time to reassure me or investigate my problems, so I leave feeling better.

General Comments Sturry Surgery:

Lovely, well organised surgery.

I feel very happy with Sturry Surgery, I have always received fantastic care.

I have been a patient with the surgery for over 30 years and have found everyone to be very professional and have never had any problems with any appointments.

Always treated very well.

Keep up the good work.

I have found at the surgery that I am always treated with respect, always very pleasant.

When the surgery was closed recently it would have been helpful to have this information online. Hoping that online booking will soon be available.

Always excellent service.