

The Ilchester Surgery

Date

1st April - 30th April 2018

Average score this period



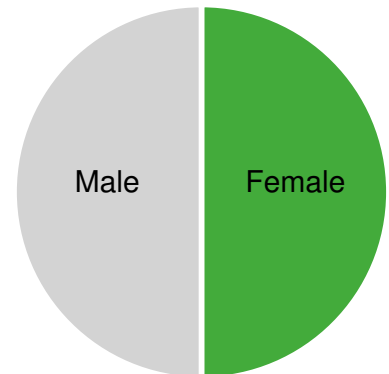
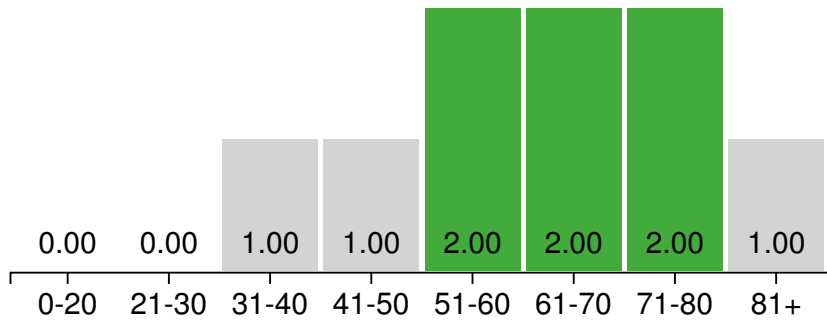
Reviews this period

9

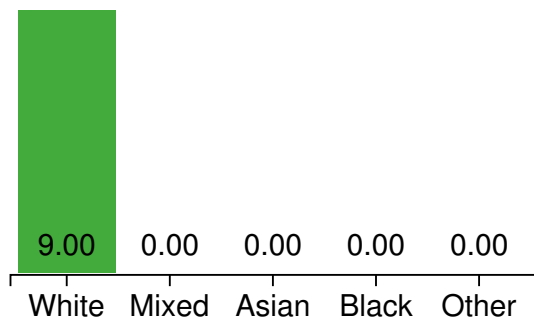
Reviews by score this period



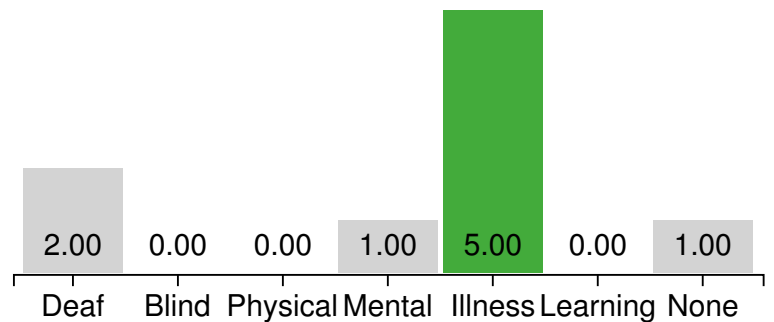
Reviews by age



Ethnicity



Long-standing conditions



5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	3.00

Source: offline

Very nice and reassuring
nurse - Sylvia

3

Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

Care always good.
Ilchester needs to go back
to normal open hours.

Trying to get through
on telephone not as
easy as it used to
be.

2

Source: offline

Why not put small print here
not on internet??

I can not check what you
do with my info as do not
use computers!!!

when staff phone they need to
leave a message

Difficult now limited access to GP
Surgery is no longer what it
was and sadly now just a wish

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	5.00

Source: offline

The staff are extremely polite and caring. Didn't have to wait long to be seen. Extremely pleased with the service.

5

Involvement	5.00
Cleanliness	5.00
Staff	5.00
Appointment	3.00

Source: offline

Friendly staff

3

Involvement	5.00
Cleanliness	4.00
Staff	3.00
Appointment	1.00

Source: offline

Sylvie is great!
She is professional + supportive and explained exactly what the NICE guidelines were.

4

Involvement	5.00
Cleanliness	5.00
Staff	4.00
Appointment	3.00

Source: offline

Plenty of time,
Questions Answer
Smiley and chatty 😊

4

Involvement	5.00
Cleanliness	5.00
Staff	4.00
Appointment	3.00

Source: offline

FREINDLY, UNDERSTANDING.
LISTENED TO ME, DIDN'T JUDGE
ME.

1

Involvement	5.00
Cleanliness	5.00
Staff	4.00

Source: offline

DONISE WAS EXTREMELY GOOD WITH
HER CARE AND ADVICE, ONE ONGOING
CONSTANT IN AN EVER CHANGING
PRACTICE