|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Neither Likely or Unlikely | Time to get an appointment was very long |   |   |   |   |   |   |   |
| Extremely Likely | Gp and the staff were very helpful |   |   |   |   |   |   |   |
| Extremely Likely | Gp and the staff were very helpful |   |   |   |   |   |   |   |
| Extremely Likely | Gp and the staff were very helpful | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Dr Ramchandani is a great Doctor always really helpful |   |   |   |   |   |   |   |
| Extremely Likely | Good service. | Option 1 |   |   |   |   |   |   |
| Likely | My GP Dr Ramchandani is exceptional. She is sensitive and at tentative and always goes out of her way to provide the right advice. |   |   |   |   |   |   |   |
| Likely | The doctor did all the tests needed |   |   |   |   |   |   |   |
| Extremely Likely | Doctor and receptionist were so helpful | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Because the doctors and reception staff are always helpful. |   |   |   |   |   |   |   |
| Likely | Dr siri makes a huge difference, always listens and actions if appropriate |   |   |   |   |   |   |   |
| Extremely Likely | Great service lovely people |   |   |   |   |   |   |   |
| Extremely Likely | Most friendly | Option 1 |   |   |   |   |   |   |
| Likely | My Dr. RAMCHANDANI is amazing. |   |   |   |   |   |   |   |
| Extremely Likely | I have always felt very confident with the way I am treated and respected and I am listened to and with the help that I have received |   |   |   |   |   |   |   |
| Extremely Likely | I have been a Patient of Belmont surgery for over 30 years. I have always found the receptionists, nurses, and Doctors, respectful, Helpful, Polite, and willing to help, and the receptionist will always go out of their way to try and fit you in for an appointment if its an emergency. I have been a patient of Doctor Donna's over for 12 years She has helped me with all my problems physically mentally and emotionally. She listens to me and after an examination if she can not find problem she will order tests and get to the bottom of it. She Respects me as a patient and I respect her and her professional opinion as a doctor. I Feel extremely comfortable with her And tell her everything with confidence.  |   |   |   |   |   |   |   |
| Extremely Likely | Everybody at GP very understanding polite helpful |   |   |   |   |   |   |   |
| Extremely Likely | Everybody at GP very understanding polite helpful |   |   |   |   |   |   |   |
| Extremely Unlikely | I was not happy with the service I received by the doctor for my son. I felt like the doctor didn’t care and he was rude. He made it clear he didn’t have time and he was running late as a result of that I was not happy how he handle my worries I had with my 4month old son. I’m planning to book an another appointment with another doctor and never want to see the doctor I saw yesterday. |   |   |   |   |   |   |   |
| Extremely Likely, Likely |   |   |   |   |   |   |   |   |
| Likely | Your receptionists are very helpful |   |   |   |   |   |   |   |
| Dont Know | I was not scheduled for a thyroid and heart test |   |   |   |   |   |   |   |
| Extremely Unlikely | Your receptionists never treat patients equally |   |   |   |   |   |   |   |
| Extremely Likely | Good doctors and able to get appointment when needed. Receptionists very helpful too. |   |   |   |   |   |   |   |
| Likely | Dr Ramchandani is a really good Doctor. |   |   |   |   |   |   |   |
| Extremely Likely | The staff are always polite and respectful |   |   |   |   |   |   |   |
| Unlikely | No proper investigation ! Trial and error treatment . Treating symotomarically |   |   |   |   |   |   |   |
| Likely | Depends on what you want or which doctor you see |   |   |   |   |   |   |   |
| Extremely Likely | Very professional and polite |   |   |   |   |   |   |   |
| Extremely Likely |   |   |   |   |   |   |   |   |
| Likely | Approch of Dr Donner, empathetic and understanding |   |   |   |   |   |   |   |
| Likely | My son had a vaccine and the nurses were very polite and understanding highly recommend it |   |   |   |   |   |   |   |
| Extremely Likely | Doctor Doner is the best | Option 1 |   |   |   |   |   |   |
| Extremely Likely | The doctor was very kind and professional |   |   |   |   |   |   |   |
| Extremely Likely | Always helpful diligent care. |   |   |   |   |   |   |   |
| Extremely Likely | The all staff are perfect and sort out the problems. | Option 1 |   |   |   |   |   |   |
| Likely | Today I am happy |   |   |   |   |   |   |   |
| Extremely Likely |   |   |   |   |   |   |   |   |
| Extremely Likely | Very helpful |   |   |   |   |   |   |   |
| Extremely Likely | I've been with Belmont for about 16 years and I cannot fault the service very nice DRS to be with |   |   |   |   |   |   |   |
| Neither Likely or Unlikely | Doctor was nice and helpful but the receptionist was rude and not helpful I thought the receptionist was a doctor and one stage | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Calls always prompt and straight to the point. Very professional and ensure you understand the information being discussed. |   |   |   |   |   |   |   |
| Likely | P |   |   |   |   |   |   |   |
| Extremely Likely | Dr Ramchandani always explains things very well. Receptionist was very efficient | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Seen quickly when I needed it, kind doctor |   |   |   |   |   |   |   |
| Extremely Likely | Because the Dr Sridharan is excellent |   |   |   |   |   |   |   |
| Extremely Likely | Dr Madhok listened to my problems and concerns and made time to clarify what had happened and put my mind at rest. |   |   |   |   |   |   |   |
| Likely | Good service | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Seeing Dr Donner in person was brilliant | Option 1 |   |   |   |   |   |   |
| Extremely Unlikely | I feel like I wasn’t seen and no resolution offered. My situation is upsetting and distressing and all that was offered was therapy. I need the root cause addressed not to see a therapist. |   |   |   |   |   |   |   |
| Extremely Likely | reception is great, the doctor great so. | Option 1 |   |   |   |   |   |   |
| Extremely Likely | I am always happy with my appointments and my problems are always sorted out. | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Doctors are always so helpful |   |   |   |   |   |   |   |
| Unlikely | For a year now I’m asking for help, and unfortunately, now my symptoms are spreading. Recently I was advised that in case of an emergency, I need to go to ER. But there is no advice on how to avoid it. No tests were done, and no help was provided. I have to go private now as I’m afraid it will lead to an emergency. At least the doctors are nice and polite. |   |   |   |   |   |   |   |
| Neither Likely or Unlikely | Waited 35minutes later than my appointment time |   |   |   |   |   |   |   |
| Extremely Likely | Doctor and receptionist both very kind |   |   |   |   |   |   |   |
| Extremely Likely |   |   |   |   |   |   |   |   |
| Extremely Likely | Everyone was so helpful |   |   |   |   |   |   |   |
| Likely | Dr Ramachandani is excellent | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Because the Doctors are very also Reception Staff too. |   |   |   |   |   |   |   |
| Likely | Because of loving people / cleaning / nd way of talking nurses nd doctor r great 👍 polite nature nd peaceful dispensary at all |   |   |   |   |   |   |   |
| Likely | Friendly receptionist. They make all the difference! | Option 1 |   |   |   |   |   |   |
| Extremely Likely | I think Dr. Ramchandani is a very good doctor. She listens to what you have to say and makes you feel at ease. She also gets the job done. |   |   |   |   |   |   |   |
| Likely | Always helpful and polite. |   |   |   |   |   |   |   |
| Extremely Likely | Always have time to listen to me | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Very good service. |   |   |   |   |   |   |   |
| Extremely Likely | Dr Ramchandani was extremely patient, listened to all my in formation, raised pertinent questions and provided a clear route forward | Option 1 |   |   |   |   |   |   |
| Extremely Likely, Likely | Dr Ramchandani listens and understands, makes a plan of action |   |   |   |   |   |   |   |
| Extremely Likely | Doctor Donna is the best so helpful and so professional | Option 1 |   |   |   |   |   |   |
| Likely | The surgery is well run and efficient and I feel the doctors spend time listening during a consultation. |   |   |   |   |   |   |   |
| Likely | The doctor very patient pleasant and understanding |   |   |   |   |   |   |   |
| Extremely Likely | The Doctors always listen to your needs and offer the help and support that is needed |   |   |   |   |   |   |   |
| Extremely Likely | Fantastic GP surgery |   |   |   |   |   |   |   |
| Extremely Likely | I have always got the service I needed. Thank you | Option 1 |   |   |   |   |   |   |
| Extremely Likely |   |   |   |   |   |   |   |   |
| Extremely Likely | Dr Ramchandani is very helpful, understanding and patient. Receptionist is very helpful and polite. |   |   |   |   |   |   |   |
| Likely | Got seen on time | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Excellent all round service cannot praise enough, feel so lucky to have such an amazing surgery, staff and doctors |   |   |   |   |   |   |   |
| Extremely Likely | Very polite and considerate and accommodating and understanding |   |   |   |   |   |   |   |
| Likely | Very helpful and sympathetic |   |   |   |   |   |   |   |
| Extremely Likely |   |   |   |   |   |   |   |   |
| Extremely Likely |   |   |   |   |   |   |   |   |
| Likely | Difficulty in getting an appointment | Option 1 |   |   |   |   |   |   |
| Extremely Likely | I am very happy with the doctor Donner and the service and there responds to our call very good and helpful too |   |   |   |   |   |   |   |
| Extremely Likely | My GP as usual was very pleasant and helpful. |   |   |   |   |   |   |   |
| Extremely Likely | Very clean surgery, great staff, not too busy | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Dr Donner was very helpful with all my questions |   |   |   |   |   |   |   |
| Likely | The staff are mostly friendly and helpful. I just wish doctors would see patients face to face more now. Covid is something we need to learn to live with yet the waiting room has no one there except me. Sad really | Option 1 |   |   |   |   |   |   |
| Likely |   |   |   |   |   |   |   |   |
| Extremely Likely |   |   |   |   |   |   |   |   |
| Extremely Likely | Dr Sivanandan was very helpful and professional. |   |   |   |   |   |   |   |
| Extremely Likely | Dr Sivanandan was very helpful and professional |   |   |   |   |   |   |   |
| Extremely Likely | I was called in a time and review my report nicely. |   |   |   |   |   |   |   |
| Likely |   |   |   |   |   |   |   |   |
| Unlikely | I've lost faith for the doctors at the surgery as they are not showing the due care required for a patient. My last couple of experiences since being diagnosed with diabetes have been awful and I will be looking to move surgery |   |   |   |   |   |   |   |
| Extremely Likely | The staff is very helpful and took time to answer questions my GP is fantastic | Option 1 |   |   |   |   |   |   |
| Neither Likely or Unlikely | The phlebotomist was initially quite unsympathetic when I expressed my fear of needles |   |   |   |   |   |   |   |
| Likely | Efficient and polite service | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Very Caring |   |   |   |   |   |   |   |
| Extremely Likely | I was served with utmost care n attention |   |   |   |   |   |   |   |
| Extremely Likely |   | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Great doctor and great help |   |   |   |   |   |   |   |
| Extremely Likely | 10 | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Dr Sharma was really nice and friendly |   |   |   |   |   |   |   |
| Extremely Likely | Friendly and welcoming! |   |   |   |   |   |   |   |
| Extremely Likely | Easy to book an appointment, reasonable waiting time, doctor very friendly and polite, listened to everything I had to say, talked for a couple of minutes about my problem, had a quick check up on the day and was given a prescription and now waiting for a letter for my physiotherapy. | Option 1 |   |   |   |   |   |   |
| Extremely Likely |   | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Everyone I have come into contact with goes the extra mile to accommodate and help |   |   |   |   |   |   |   |
| Likely | Perfectly happy |   |   |   |   |   |   |   |
| Extremely Likely | Very kind gp who helped reassure me and was supportive |   |   |   |   |   |   |   |
| Extremely Likely |   |   |   |   |   |   |   |   |
| Extremely Likely | I received an emergency appointment straight away when needed |   |   |   |   |   |   |   |
| Extremely Likely | The Dr I met was very helpful and welcoming.. |   |   |   |   |   |   |   |
| Extremely Likely | All of the doctors are very nice and professional |   |   |   |   |   |   |   |
| Extremely Likely | I received an emergency appointment when needed | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Nurse was very kind . | Option 1 |   |   |   |   |   |   |
| Likely | Always good at Belmont. |   |   |   |   |   |   |   |
| Likely | The doctor I saw was so kind & knowledgeable |   |   |   |   |   |   |   |
| Extremely Likely | I wish to thanks the doctor s they are all very kind and take care of the patients and do there best to make us (me) happy Also all work at the reception work hard the only problem is if I call 📞 I wait more than half hour or more to hear the answer … |   |   |   |   |   |   |   |
| Likely | Hi 👋 every on who works there doctors are smiling face and take my condition seriously Only one thing when we do a phone call 📞 they keep us waiting so long | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Wonderful stuff and very good service. Thank you. | Option 1 |   |   |   |   |   |   |
| Extremely Likely |   |   |   |   |   |   |   |   |
| Extremely Likely | Dr listen s , examin properly and give medication needed |   |   |   |   |   |   |   |
| Extremely Likely | Dr very helpful | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Friendly, amazing and helpful |   |   |   |   |   |   |   |
| Extremely Likely | Very efficient and accommodating |   |   |   |   |   |   |   |
| Extremely Likely | Because they are always willing to help |   |   |   |   |   |   |   |
| Likely | Very very hard to get appointment | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Well organised admin before visit, and doctors very good at explaining diagnosis to allay any worries. Good experience all round. |   |   |   |   |   |   |   |
| Extremely Likely | The nurse was friendly and it was a good expe | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Very happy with the service at the surgery , receptionists always very kind and helpful | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Good service. |   |   |   |   |   |   |   |
| Extremely Likely |   | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Having attended the surgery, I was seen by a new doctor and she took very good care if me and I came out feeling well taken care of. |   |   |   |   |   |   |   |
| Extremely Likely | Friendly and professional | Option 1 |   |   |   |   |   |   |
| Extremely Likely | Good care |   |   |   |   |   |   |   |
| Extremely Likely |   |   |   |   |   |   |   |   |
| Extremely Likely | Very understanding and kind |   |   |   |   |   |   |   |
| Extremely Likely | Always great service and drs are caring |   |   |   |   |   |   |   |
| Extremely Likely | Caring |   |   |   |   |   |   |   |
| Extremely Likely | Very efficient service |   |   |   |   |   |   |   |
| Extremely Likely | Very efficient and accomadating |   |   |   |   |   |   |   |