

IPLATO SURVEY RESULTS SUNRAY SURGERY 2022 November

	Date / Time		RESPONSE	
	Date	Time		
			FFT Question 1	FFT Question 2
1	2 nd	17:49	Very Good	Very professional nurse
2	2 nd	19:41	Very Good	Natalie the nurse is always so lovely and confident in what she does. She is quick and gets you in and out in minutes. Also, she is the best at taking blood. She is the one person who I’ve had taken blood that hurts the least.
3	3 rd	10:47	Very Good	
4	3 rd	17:12	Very Good	Helpful friendly good advice
5	3 rd	18:14	Very Good	Everyone is kind and helpful
6	4 th	12:16	Very Good	The nurse was really nice and professional I liked her way to explain everything to me
7	4 th	13:18	Very good	Always professional
8	4 th	14:56	Very Good	The nurse Natalie was lovely and I was seen early then my appointment
9	4 th	17:45	Very Good	Very caring and good listener
10	5 th	09:13	Very Good	I received excellent service
11	7 th	10:42	Very good	It is the first time I’ve attended. The care and attention I received was perfect

12	7 th	10:52	Good	
13	7 th	11:14	Good	The receptionist was a bit upset since i double checked if my name is there as i got delayed by 10 mins for being called for the blood test but the nurse was good asking sorry for the delay
14	7 th	14:29	Very Good	Always get a good service
15	7 th	14:29	Excellant	Excellant quick and efficient
16	7 th	16:45	Very Good	Cos they were very good
17	9 th	14:01	Very Good	Very friendly. On time
18	9 th	15:16	Very Good	The nurse was, very good to me
19	9 th	16:53	Very Good	Kind and caring health care with friendly reception staff
20	9 th	19:58	Very Good	Usual first class service from skilled staff
21	10 th	12:17	Very Good	On time and quick
22	10 th	16:10	Very Good	Over the past week I have had a number visits to the doctors. Each time I was treated with both courtesy and professionally
23	11 th	17:05	Very Good	Very helpful effcient and quick and understanding
24	12 th	07:41	Very Good	Fantastic service
25	15 th	17:48	Good	Natalie was very efficient
26	16 th	10:35	Very Good	Natalie the nurse is a superstar and the receptionists are very friendly
27	16 th	10:57	Very Good	Appointments were running on time, nurse Natalie was super nice and blood taking didn't hurt. What is not to like
28	16 th	11:02	Very Good	Fully certified everything was fine
29	16 th	11:55	Neither good nor poor	I was told not to be late for my appointment at 8.40am. I arrived 1 minute late and couldn't log into their patient system. I then waited until 8.50 to be seen

30	16 th	14:42	Good	Apart from the delay they were very helpful
31	16 th	15:33	Very Good	Excellent staff (Natalie), and service
32	16 th	15:41	Very Good	Same day seeing nurse thank you
33	16 th	18:40	Very Good	On time, very friendly
34	17 th	11:32	Very Good	Very friendly staff and I always get excellent service from this surgery. Very Happy and very good. Thank you
35	17 th	14:22	Good	Friendly, punctual
36	21 st	10:47	Very Good	Very professional
37	21 st	11:02	Very Good	The nurse/staff are always friendly
38	21 st	12:47	Very Good	Very quick
39	21 st	13:02	Very Good	Seen on time, test done promptly, given gps opinion straight away
40	22 nd	11:37	Good	Fast
41	23 rd	11:42	Very Good	Staff always friendly and always have a smile for me
42	23 rd	15:39	Very Good	I sore the nurse. (Blonde lady) she was very pleasant and took my bloods very quickly with no pain. Really good member of staff
43	23 rd	16:33	Very Good	The nurse I saw very good as she always is
44	23 rd	17:49	Very Good	Friendly reception and satisfied with the treatments
45	24 th	20:30	Very Good	Very easy to take the appointment and visiting the Surgery
46	24 th	20:29	Very Good	Very good, excellent
47	25 th	11:23	Very Good	Very friendly, professional and welcoming
48	25 th	18:54	Very Good	Doctor Hull is professional and helpful
49	25 th	21:39	Good	

Very Good	41	85%
Good	5	12%
Poor	1	3%

