

<b>Patient Feedback - Survey 2012</b>	
<b>Things we are doing right</b>	<b>Things we can improve on</b>
I think you are doing everything well	no comment
Pharmacy next door is good	no comment
Very satisfied	no comment
Communicating and adapting to a high degree	Very satisfied at present
Very satisfied	no comment
I have been with this practice many many years - very happy	no comment
no comment	appointment system - hard to get an appointment
All staff are nice	no comment
Staff are always courteous, medical staff and nursing staff always helpful	no comment
Very happy with service	no comment
Happy with all	no comment
Excellent practice	no comment
Majority of staff are helpful	no comment
Dr Hughes and Dr Eyre are excellent	no comment
Appointments are mostly on time	no comment
Everything has been done the right way, I have found in the past	no comment
no comment	Nothing to improve
Excellent service	no comment
The improvements to the surgery have made the surgery better than ever imagined	no comment
The things you are doing seem right	no comment
Nursing staff are very kind and helpful	no comment
Best surgery in the town, better than last GP	no comment
Excellent service	no comment
Find the pharmacy next door good	no comment
All ok	no comment
Everything	no comment
Efficient, clean atmosphere. Good	no comment
Excellent facilities, like the lift	no comment
Your attention is first class	no comment
10 out of 10	no comment
I am lucky to be a patient here	no comment
Doctors are always ready to listen, never give the impression that they are in a hurry or over worried.	no comment
Very satisfied	no comment
All doctors and nurses seem to listen when we have a problem	Trying to see the doctor the day of request
I am not always able to attend the surgery so having the option to talk to staff and Doctors via the phone is very helpful	no comment
An excellent GP practice	no comment
Good patient care	No problems
I have been with Cumberland House for many years and am very happy with the service you offer	I am pleased you now have a chemist next door
Everything seems to be running smoothly	no comment
You seem to have a good working team	no comment
Able to get a same day appointment	no comment
1st class	no comment
Everything	no comment
Can always get an appointment, park in the car park, get a prescription dispensed	no comment

New and clean, whilst we strive to avoid the GP if we can, it's nice to know that everything we need is under one roof	no comment
I find that if you really need and appojtnemnt you can normally get one. I like the new layout and concept	
The hospital booking online service is very good, saves waiting time	Online appointment booking with surgery

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