

APRIL 2017 Friends & Family Test (External information)		Recommend Percentage		105 replies (102 extremely likely, 3 likely, 0 comment but no response)								
		Response Rate	65%									
Location	IHG Consultant	Date of Procedure	Procedure	Comment	Response							
					Extremely likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely unlikely	Unsure	Comment but no response given	
Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	03.04.2017	Podiatric / Foot Surgery	I have been treated with the upmost kindness and consideration. What was potentially a nerve-racking experience was in fact a stress free time.	1							
Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	03.04.2017	Podiatric / Foot Surgery	Excellent and professional throughout. Thanks to all.	1							
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	03.04.2017	Hernia Repair		1							
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	03.04.2017	Hernia Repair		1							
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	03.04.2017	Hernia Repair		1							
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr Mahesh Pai	04.04.2017	Hernia Repair	The treatment I received was first class. The staff and doctor are a credit to the profession. Thank you very much.	1							
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr Mahesh Pai	04.04.2017	Hernia Repair	I am very satisfied with the care that I have had today and the thorough instructions for aftercare. Thank you.	1							
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr Mahesh Pai	04.04.2017	Hernia Repair	Obvious team work of a friendly and efficient nature. Felt secure and confident throughout operation. Many thanks for your help and friendliness. Cheers.	1							
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr Mahesh Pai	04.04.2017	Hernia Repair		1							
Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	05.04.2017	Podiatric / Foot Surgery	Very good. Happy team. Excellent care and attention. Thank you.	1							
Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	05.04.2017	Podiatric / Foot Surgery	Really helpful and lovely. Felt very reassured and well informed throughout. Thank you.		1						

Hathaway Medical Centre, Middlefield Road, Chippenham	Mr Mahesh Pai	05.04.2017	Hernia Repair	A most excellent experience. Good communication at all times. Careful explanations/advice given. Especially reassuring throughout the operation was to have a theatre nurse in eye contact making interesting conversation. Advice re. aftercare most helpful. Good to see such effective teamwork.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr Mahesh Pai	05.04.2017	Hernia Repair	Everyone was very professional and caring and made a very uncomfortable experience very bearable.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr Mahesh Pai	05.04.2017	Hernia Repair	Was made to feel very comfortable. Staff very friendly.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	05.04.2017	Podiatric / Foot Surgery	Very good service. Friendly, welcoming staff who explained everything. Operation pain free. Good before and after operation procedures. Felt totally at ease although a very nervous patient.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	05.04.2017	Podiatric / Foot Surgery		1						
White Horse Health Centre, Mane Way, Westbury	Mr John Budd	05.04.2017	Hernia Repair	Total comfort after two years. Many thanks to Mr Budd and his team. Regards.	1						
White Horse Health Centre, Mane Way, Westbury	Mr John Budd	05.04.2017	Hernia Repair	I would recommend Mr & Mrs Budd to anybody contemplating similar surgery. And of course they have a delightful support staff.	1						
White Horse Health Centre, Mane Way, Westbury	Mr John Budd	05.04.2017	Hernia Repair	I had the most excellent care under Mr Budd and his team. I was very comfortable throughout the surgery and the aftercare/surgery advice was thorough and helpful.	1						
The Forbury Clinic, Craven Road, Reading	Dr Matthew Wordsworth	06.04.2017	Hand Surgery	Everyone has been absolutely fantastic. Good experience. Thank you.	1						
The Forbury Clinic, Craven Road, Reading	Dr Matthew Wordsworth	06.04.2017	Hand Surgery	Well looked after, very friendly and informative.	1						
The Forbury Clinic, Craven Road, Reading	Dr Matthew Wordsworth	06.04.2017	Hand Surgery			1					
The Forbury Clinic, Craven Road, Reading	Dr Matthew Wordsworth	06.04.2017	Hand Surgery	I found the treatment very satisfactory.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Dr David Marshall	06.04.2017	Vasectomy	Perfect, very reassuring, pain free overall. Would recommend.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Dr David Marshall	06.04.2017	Vasectomy	Very helpful friendly staff. Could not have been a smoother experience.	1						

Hathaway Medical Centre, Middlefield Road, Chippenham	Dr David Marshall	06.04.2017	Vasectomy	No issues, all good.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Dr David Marshall	06.04.2017	Vasectomy	Staff were really nice and caring. They assured me everything was going to be ok and calmed my nerves.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Dr David Marshall	06.04.2017	Vasectomy	I was made to feel very comfortable by the doctors and nurses and felt at ease through the whole procedure. My experience was as positive as it can be when having this procedure.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Dr David Marshall	06.04.2017	Vasectomy	All staff made me feel very relaxed and at ease. Thank you all.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Dr David Marshall	06.04.2017	Vasectomy	Excellent service. Explained very well and very nice people.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Dr David Marshall	06.04.2017	Vasectomy	Very efficient, friendly and created a relaxed environment.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Dr David Marshall	06.04.2017	Vasectomy	I thought the whole experience was far easier than expected.	1						
White Horse Health Centre, Mane Way, Westbury	Mr Chris John	07.04.2017	Hernia Repair	Treated by a first class team led by Mr Chris John.	1						
White Horse Health Centre, Mane Way, Westbury	Mr Chris John	07.04.2017	Hernia Repair	Thank you. More than well looked after. Explained very well throughout the operation. Also looked after great.	1						
White Horse Health Centre, Mane Way, Westbury	Mr Chris John	07.04.2017	Hernia Repair	Very good service.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	10.04.2017	Hernia Repair	As operations go quite a pleasant experience.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	10.04.2017	Hernia Repair	Very impressed, professional from start to finish! Would recommend to anyone.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	10.04.2017	Hernia Repair	Very happy with the treatment I received today.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	10.04.2017	Hernia Repair	I have been pleased with the treatment I have received particularly in view of the short waiting time; bearing in mind the discomfort I was experiencing. Mr Budd and his team were excellent and attentive at all times.	1						
White Horse Health Centre, Mane Way, Westbury	Mrs Claire Freeman	10.04.2017	Podiatric / Foot Surgery	I was treated very well the whole time I was in the department. I would certainly recommend the department.	1						

White Horse Health Centre, Mane Way, Westbury	Mrs Claire Freeman	10.04.2017	Podiatric / Foot Surgery	All of the staff put me at ease. I was very nervous but the procedure was explained to me and the staff were fantastic.	1						
Lawn Medical Centre, Guildford Avenue, Swindon	Dr Oliver Bradford	11.04.2014	Hand Surgery		1						
Lawn Medical Centre, Guildford Avenue, Swindon	Dr Oliver Bradford	11.04.2017	Hand Surgery	Very friendly informative staff.	1						
Lawn Medical Centre, Guildford Avenue, Swindon	Dr Oliver Bradford	11.04.2017	Hand Surgery			1					
Lawn Medical Centre, Guildford Avenue, Swindon	Dr Oliver Bradford	11.04.2017	Hand Surgery		1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	12.04.2017	Podiatric / Foot Surgery	All the staff were very friendly, attentive, kind, professional and timely. Information and aftercare was fully explained. Thank you.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	12.04.2017	Podiatric / Foot Surgery	Friendly, explains things clearly. Very professional, pain free. Very good service.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	12.04.2017	Podiatric / Foot Surgery	Everyone was very friendly and reassuring. I was looked after very well.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	13.04.2017	Hernia Repair	Staff were really friendly and informative. I was made very comfortable throughout. The NHS is brilliant.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	13.04.2017	Hernia Repair	Very friendly staff that made it a brilliant experience. Very professional in every respect.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	13.04.2017	Hernia Repair		1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	13.04.2017	Hernia Repair	Very friendly and helpful. Made me feel at ease. Would use again or recommend.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	18.04.2017	Podiatric / Foot Surgery	I was treated with great care. They checked on me regularly ensuring I felt no pain. Good knowledge shown.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	18.04.2017	Podiatric / Foot Surgery	Very lovely staff and treatment was 100%. No complaints at all.	1						

Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	18.04.2017	Podiatric / Foot Surgery	I was very nervous about the operation but everyone was very friendly and professional. I felt at ease and everything was explained to me in detail. Thank you to everyone who looked after me so well.	1						
Lawn Medical Centre, Guildford Avenue, Swindon	Dr Oliver Bradford	18.04.2017	Hand Surgery		1						
Lawn Medical Centre, Guildford Avenue, Swindon	Dr Oliver Bradford	18.04.2017	Hand Surgery	Ab. Fab!	1						
Lawn Medical Centre, Guildford Avenue, Swindon	Dr Oliver Bradford	18.04.2017	Hand Surgery	Very kind and professional.	1						
Lawn Medical Centre, Guildford Avenue, Swindon	Dr Oliver Bradford	18.04.2017	Hand Surgery	Immediately felt welcome, lovely staff. Definitely be recommending treatment to others. Thank you.	1						
Lawn Medical Centre, Guildford Avenue, Swindon	Dr Oliver Bradford	18.04.2017	Hand Surgery	A great improvement with my hands. Thank you.	1						
Lawn Medical Centre, Guildford Avenue, Swindon	Dr Oliver Bradford	18.04.2017	Hand Surgery	I found everything re. the clinic very nice and relaxing. Dr Oliver Bradford and all staff very kind and helpful. Many thanks to all.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	19.04.2017	Podiatric / Foot Surgery	Extremely well informed, very pleasant staff, communication exceptional. I would recommend anybody to come here.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	19.04.2017	Podiatric / Foot Surgery	I could not have asked for better and would like to say a good service. Lovely staff well done. I was so relaxed. Thank you all.	1						
Aspen Centre, Horton Road, Gloucester	Dr Matthew Wordsworth	20.04.2017	Hand Surgery	Much better than hospital. Very well looked after.	1						
Aspen Centre, Horton Road, Gloucester	Dr Matthew Wordsworth	20.04.2017	Hand Surgery	Many thanks. Great service.	1						
Aspen Centre, Horton Road, Gloucester	Dr Matthew Wordsworth	20.04.2017	Hand Surgery		1						
Aspen Centre, Horton Road, Gloucester	Dr Matthew Wordsworth	20.04.2017	Hand Surgery	Very good treatment. Nothing to complain about at all.	1						
Middleport Medical Centre, Newport Lane, Stoke-on-Trent	Mr Aamer Ullah	22.04.2017	Hand Surgery	Procedure was much quicker than expected. Very efficient. Unsure what to do on arrival at Medical Centre and nurse and doctor very pleasant. Will come again!	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	24.04.2017	Hernia Repair		1						

Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	24.04.2017	Hernia Repair	Absolutely wonderful.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	24.04.2017	Hernia Repair		1						
Middleport Medical Centre, Newport Lane, Stoke-on-Trent	Mr Aamer Ullah	25.04.2017	Hand Surgery	Brilliant doctor. Brilliant service. Very professional quick appointment and procedure. Would recommend this service to all. Many Thanks.	1						
Middleport Medical Centre, Newport Lane, Stoke-on-Trent	Mr Aamer Ullah	25.04.2017	Hand Surgery	Excellent service.	1						
Middleport Medical Centre, Newport Lane, Stoke-on-Trent	Mr Aamer Ullah	25.04.2017	Hand Surgery		1						
Middleport Medical Centre, Newport Lane, Stoke-on-Trent	Mr Aamer Ullah	25.04.2017	Hand Surgery	Very helpful and kind.	1						
Lawn Medical Centre, Guildford Avenue, Swindon	Dr Oliver Bradford	25.04.2017	Hand Surgery	I was very happy with nurse and doctor. They gave me enough information. They were very helpful. Really good service.	1						
Lawn Medical Centre, Guildford Avenue, Swindon	Dr Oliver Bradford	25.04.2017	Hand Surgery		1						
Lawn Medical Centre, Guildford Avenue, Swindon	Dr Oliver Bradford	25.04.2017	Hand Surgery		1						
Middleport Medical Centre, Newport Lane, Stoke-on-Trent	Mr Aamer Ullah	25.04.2017	Hand Surgery	An amazing service. From seeing my GP to the referral, to the surgeon and the consequent carpal tunnel release the service was wonderful, friendly, efficient and professional. Everything about the procedure was explained clearly and in detail and was carried out within three weeks of the consultation in a venue close to my home. What a brilliant service and a good use of an otherwise underused health centre facility. I was very impressed and will provide positive feedback to my local CCG. Feel free to contact me if you want further details. C A Williams. 07805 095 442.							
Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	26.04.2017	Podiatric / Foot Surgery	Lovely team, well informed. Best NHS service to date.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	26.04.2017	Podiatric / Foot Surgery	Thanks very much. Smashing.	1						

Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	26.04.2017	Podiatric / Foot Surgery	All staff really friendly and brilliant service. Made me feel very comfortable. I will recommend to my friends and family.	1					
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr Mahesh Pai	26.04.2017	Hernia Repair	I was well looked after by everybody and made to feel at ease.	1					
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr Mahesh Pai	26.04.2017	Hernia Repair	I am so glad that I chose Hathaway to have surgery. The team have been amazing. Everything has been explained in detail and I would have no hesitation coming here again.	1					
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr Mahesh Pai	26.04.2017	Hernia Repair	Very efficient, quick and pain free. Wonderful doctor and staff. Very efficient.	1					
Hathaway Medical Centre, Middlefield Road, Chippenham	Mrs Claire Freeman	26.04.2017	Podiatric / Foot Surgery	Great Service.	1					
Kingskerswell Health Centre, School Road, Kingskerswell	Dr James Boorer	26.04.2017	Vasectomy	Very helpful and informative.						
Kingskerswell Health Centre, School Road, Kingskerswell	Dr James Boorer	26.04.2017	Vasectomy		1					
Kingskerswell Health Centre, School Road, Kingskerswell	Dr James Boorer	26.04.2017	Vasectomy	Excellent work. Fast, painless and the surgeon and nurses are very friendly. Thank you.	1					
Kingskerswell Health Centre, School Road, Kingskerswell	Dr James Boorer	26.04.2017	Vasectomy		1					
Kingskerswell Health Centre, School Road, Kingskerswell	Dr James Boorer	26.04.2017	Vasectomy		1					
Kingskerswell Health Centre, School Road, Kingskerswell	Dr James Boorer	26.04.2017	Vasectomy	All went very well. No pain at all and the surgeon was very good and helpful.	1					
Kingskerswell Health Centre, School Road, Kingskerswell	Dr James Boorer	26.04.2017	Vasectomy		1					
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	27.04.2017	Hernia Repair	Excellent experience.	1					
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	27.04.2017	Hernia Repair	Impressed with friendliness of staff. Very impressive.	1					
Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	27.04.2017	Hernia Repair	Very happy. Nice and friendly, very efficient. Thank you very much.	1					

Hathaway Medical Centre, Middlefield Road, Chippenham	Mr John Budd	27.04.2017	Hernia Repair		1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Dr Daniel Lashbrook	28.04.2017	Hand Surgery	Friendly staff. Reassuring. Great staff.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Dr Daniel Lashbrook	28.04.2017	Vasectomy	Extremely pleased with everything. Very friendly staff.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Dr Daniel Lashbrook	28.04.2017	Hand Surgery	Very happy!	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Dr Daniel Lashbrook	28.04.2017	Hand Surgery	Very easy and positive.	1						
Hathaway Medical Centre, Middlefield Road, Chippenham	Dr Daniel Lashbrook	28.04.2017	Vasectomy		1						
Middleport Medical Centre, Newport Lane, Stoke-on-Trent	Mr Aamer Ullah	29.04.2017	Hand Surgery	Lovely team and very reassuring. Made you feel very relaxed. Thank you.	1						
Middleport Medical Centre, Newport Lane, Stoke-on-Trent	Mr Aamer Ullah	29.04.2017	Hand Surgery	Very pleased. Thank you.	1						
Middleport Medical Centre, Newport Lane, Stoke-on-Trent	Mr Aamer Ullah	29.04.2017	Hand Surgery		1						
Middleport Medical Centre, Newport Lane, Stoke-on-Trent	Mr Aamer Ullah	29.04.2017	Hand Surgery		1						
Middleport Medical Centre, Newport Lane, Stoke-on-Trent	Mr Aamer Ullah	29.04.2017	Hand Surgery		1						
TOTAL					102	3					