

August 2017 Friends & Family Test (Internal information)			116 replies (111 extremely likely, 4 likely, 1 neither likely nor unlikely)			
			Response Rate	60%		
Location	CCG	IHG Consultant	Date of Procedure	Procedure	Comment	
Lawn Medical Centre	NHS Wiltshire CCG	Dr Oliver Bradford	01 August 2018	Hand Surgery		Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	04 August 2017	Vasectomy	Months of unnecessary stressing for nothing. Excellent service and staff	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	04 August 2017	Vasectomy	Simple and very little pain	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Dr David Marshall	03 August 2017	Vasectomy	Amazing friendly people	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Dr David Marshall	03 August 2017	Vasectomy	Very professional and considerate	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Dr David Marshall	03 August 2017	Vasectomy	Very helpful	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Dr David Marshall	03 August 2017	Vasectomy		Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Dr David Marshall	03 August 2017	Vasectomy	Very good people! Lovely atmosphere! Julie and Bridget amazing!	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mrs Claire Freeman	09 August 2017	Podiatric Surgery	Friendly and caring team	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mrs Claire Freeman	09 August 2017	Podiatric Surgery		Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr Mahesh Pai	09 August 2017	Hernia Repair	Absolutely brilliant service. Made me feel so comfortable. Thumbs up for the explanation as and when things were happening. Would highly recommend this service to everyone	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr Mahesh Pai	09 August 2017	Hernia Repair	Excellent and stress free experience. First class service. Very professional but also friendly. (Almost) enjoyed it!	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr Mahesh Pai	09 August 2017	Hernia Repair	An extremely acceptable experience. All staff very in tune with patients feelings kept me occupied during operation. Explanations by Mr Pai and staff was exceptional. All in all a very "pleasant" experience. Would have no hesitation in recommending or using this facility	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr Mahesh Pai	09 August 2017	Hernia Repair	Very good care before and after procedure. Professional and caring staff. All round excellence! 10/10	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr John Budd	07 August 2017	Hernia Repair	Friendly, relaxed and professional. Such good service and no bill!	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr John Budd	07 August 2017	Hernia Repair	Smooth and painless, both doctor and nurses very good and caring	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Ian Comaish	11 August 2017	Cataract	I found the sitting of the surgery badly organised. Why is an eye clinic placed upstairs in a building. Also having to check in at the general surgery reception desk involved a long queue wait. Staff very caring and sympathetic. Mr Comaish also. I was slightly concerned when he said that my face would be covered in a plastic protection. I would have liked to have seen what he referred to. Aftercare was adequate, offer of a hot drink welcome. Explanation of follow up treatment was concise	Neither Likely or Unlikely
Hathaway Medical Centre	NHS Swindon CCG	Mrs Claire Freeman	07 August 2017	Podiatric Surgery	Very competent team. Friendly, efficient and comforting and reassuring	Extremely Likely
Hathaway Medical Centre	NHS Swindon CCG	Mrs Claire Freeman	07 August 2017	Podiatric Surgery	Wonderful service, informative! Made me feel at ease	Extremely Likely

Hathaway Medical Centre	NHS Swindon CCG	Mrs Claire Freeman	07 August 2017	Podiatric Surgery	Was very well looked after, so pleased with how it went. Nurses so very kind and helpful explained the procedure quite clear	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mrs Claire Freeman	07 August 2017	Podiatric Surgery	I've been very happy with the care that Ive received from the initial appointment. It has been informative and everyone that ive come into contact with has been extremely helpful and caring. I have felt that ive been in very good hands. Thankyou	Extremely Likely
Lawn Medical Centre	NHS Wiltshire CCG	Dr Oliver Bradford	15 August 2017	Hand Surgery	Quick turn around from consultation to procedure. Friendly helpful staff. Kept me comfortable	Extremely Likely
Lawn Medical Centre	NHS Wiltshire CCG	Dr Oliver Bradford	15 August 2017	Hand Surgery		Extremely Likely
Lawn Medical Centre	NHS Swindon CCG	Dr Oliver Bradford	15 August 2017	Hand Surgery	Felt comfortable and at ease. Friendly staff	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Ian Comaish	11 August 2017	Cataract	Very pleased with the service from Mr Ian Comaish and his team	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Ian Comaish	11 August 2017	Cataract	I was very pleased with every phase of the treatment:- the promptness of the appointments, the pre-op, the operation itself and the explanation of the process. As a widower living alone I was fortunate to have the support of my daughter and grand-daughter. 10/10!	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	01 August 2017	Hand Surgery	Very helpful, friendly made me feel very at ease with my surgeon	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr John Budd	01 August 2017	Hernia Repair		Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr John Budd	01 August 2017	Hernia Repair	Disappointed that surgery aborted due to fainting. All staff lovely though	Likely
White Horse Health Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	01 August 2017	Hand Surgery	Surgeon and staff made me very comfortable. All extremely friendly. Made me feel extremely relaxed and comfortable. Mr Lashbrook very friendly and informative	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	01 August 2017	Vasectomy	Very happ with my treatment thus far!	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr John Budd	01 August 2017	Hernia Repair		Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mrs Claire Freeman	16 August 2017	Podiatric Surgery	Found this service from start to operation fantastic. As Ed's partner I was made fully aware of all Eds treatment and we were both reassured throughout. Thank you Ed and Debbie	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mrs Claire Freeman	16 August 2017	Podiatric Surgery	Everything was straight forward. The staff were extremely friendly and made me feel relaxed. I would definitely come here again for any procedures	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mrs Claire Freeman	02 August 2017	Podiatric Surgery	It has been a very swift operation from visiting the GP to having the procedure. Everyone has been extremely kind and helpful	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr John Budd	14 August 2017	Hernia Repair	Excellent service and a great team	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mrs Claire Freeman	02 August 2017	Podiatric Surgery	The service is excellent, all the staff are brilliant. Thanks so very much	Extremely Likely
Hathaway Medical Centre	NHS Swindon CCG	Mrs Claire Freeman	02 August 2017	Podiatric Surgery	Everyone has been reassuring and extremely pleasant throughout. Feel well informed after surgery	Extremely Likely
Hathaway Medical Centre	NHS Swindon CCG	Mr John Budd	14 August 2017	Hernia Repair	Very good, very nice service	Extremely Likely
Hathaway Medical Centre	NHS Swindon CCG	Mr John Budd	14 August 2017	Hernia Repair	Very friendly and understanding. Impressed	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr John Budd	14 August 2017	Hernia Repair	Like to thank the team for the support and services. Very good	Extremely Likely

Hathaway Medical Centre	NHS Swindon CCG	Mr John Budd	07 August 2017	Hernia Repair	Very efficient processing of referral. Not too long wait for operation. Service overall very efficient, professional, friendly and informative. Environment was very clean and staff were fantastic. Thank you!	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Ian Comaish	11 August 2017	Cataract	Very professional team, from beginning to end of procedure. My cataract surgery was painless, quick and with excellent results	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Ian Comaish	11 August 2017	Cataract	The care from consultant to nurses etc was first class. The attention to detail was amazing, calming me down and holding my hand	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mrs Claire Freeman	14 August 2017	Podiatric Surgery	Very efficient and lovely staff. Put at ease and explained everything which was happening. Thank you	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Chris John	18 August 2017	Hernia Repair	Happy, yes	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr John Budd	16 August 2017	Hernia Repair		Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Chris John	11 August 2017	Hernia Repair	Very good experience. Thank you!	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Chris John	16 August 2017	Hernia Repair	Great staff all very friendly. The first class care and treatment was very good	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	04 August 2017	Hand Surgery	Dr Lashbrook and nurses put you at complete ease. Filled you with confidence as everything was explained in detail did not have a moments doubt. Very courteous and professional could not fault it	Extremely Likely
Kingskerswell Health Centre	NHS South Devon & Torbay	Dr James Boorer	16 August 2017	Vasectomy		Extremely Likely
Kingskerswell Health Centre	NHS South Devon & Torbay	Dr James Boorer	16 August 2017	Vasectomy	My thanks to the doctor and the rest of the team for making my operation as comfortable as possible	Extremely Likely
Kingskerswell Health Centre	NHS South Devon & Torbay	Dr James Boorer	16 August 2017	Vasectomy	Extremely happy with the service I was very worried about having procedure but was put at ease as soon as met dr and eve	Extremely Likely
Kingskerswell Health Centre	NHS South Devon & Torbay	Dr James Boorer	16 August 2017	Vasectomy	A lot more relaxed than I expected. Almost a fun experience. The team was amazing and the music was great	Extremely Likely
Kingskerswell Health Centre	NHS South Devon & Torbay	Dr James Boorer	16 August 2017	Vasectomy	Very professional and calm and made feel at ease with the situation	Extremely Likely
Kingskerswell Health Centre	NHS South Devon & Torbay	Dr James Boorer	16 August 2017	Vasectomy	Excellent doctor and nurse was very nervous and they really helped	Extremely Likely
Kingskerswell Health Centre	NHS South Devon & Torbay	Dr James Boorer	16 August 2017	Vasectomy	Lovely staff, great information	Extremely Likely
Kingskerswell Health Centre	NHS South Devon & Torbay	Dr James Boorer	16 August 2017	Vasectomy	Very quick and painless	Extremely Likely
Kingskerswell Health Centre	NHS South Devon & Torbay	Dr James Boorer	16 August 2017	Vasectomy		Extremely Likely
Kingskerswell Health Centre	NHS South Devon & Torbay	Dr James Boorer	16 August 2017	Vasectomy		Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	22 August 2017	Vasectomy	Everyone was lovely. Am considering booking another procedure to see them again!!	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	22 August 2017	Hand Surgery	Very quick, efficient and informative. Excellent after care	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	22 August 2017	Vasectomy		Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	22 August 2017	Hand Surgery	Keeping me taking was great - took my mind off what was happening. I felt very well looked after. Thank you	Extremely Likely

Hathaway Medical Centre	NHS Wiltshire CCG	Mr John Budd	31 August 2017	Hernia Repair	Superb care and support before during and after. Very pleased with service. Thank you!	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr John Budd	31 August 2017	Hernia Repair	The doctor and staff were superb. Can't praise them enough. Thanks you so much for all your help	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr John Budd	31 August 2017	Hernia Repair	Very friendly staff	Extremely Likely
Lawn Medical Centre	NHS Swindon CCG	Dr Oliver Bradford	15 August 2017	Hand Surgery	Very informative and friendly tream, made me feel very relaxed and confident	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Ian Comaish	21 August 2017	Cataract		Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Ian Comaish	21 August 2017	Cataract		Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Ian Comaish	21 August 2017	Cataract	All very nice and welcoming. Put me at ease	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	29 August 2017	Vasectomy	The staff made the whole experience a relaxed and interesting one. Many thanks!	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Ian Comaish	21 August 2017	Cataract	Fantastic attention to detail. Made to feel very comfortable	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Ian Comaish	21 August 2017	Cataract	Everyone very professional and nice. All went very well	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Ian Comaish	21 August 2017	Cataract	Absolutely wonderful	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Chris John	25 August 2017	Hernia Repair		Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Chris John	25 August 2017	Hernia Repair	Excellent job	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Mr Chris John	25 August 2017	Hernia Repair	Kind and professional service "Bloody good job"	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	29 August 2017	Vasectomy		Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	29 August 2017	Vasectomy	Well looked after and an extremely smooth process. Could not have been easier from my point of view	Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	29 August 2017	Vasectomy		Extremely Likely
White Horse Health Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	29 August 2017	Vasectomy	Fantastic staff, thank you	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	25 August 2017	Vasectomy	A very good service. Very well explained with everything before and after	Extremely Likely
Hathaway Medical Centre	NHS South Glos CCG	Dr Dan Lashbrook	25 August 2017	Vasectomy		Extremely Likely
Hathaway Medical Centre	NHS Gloucestershire CCG	Dr Dan Lashbrook	25 August 2017	Vasectomy	Lovely building, made to feel very welcome	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	25 August 2017	Hand Surgery	Staff are extremely nice, the way you speak to patients releases stress, the Dr was very calm and reassuring. On top of that I would add that this is 'my time' I don't feel that I should not ask questions and this is very valuable time	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	25 August 2017	Hand Surgery	Everything was alright and the tream is lovely which is very important to me. I felt calm inside because of the team. Thank you so much	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	25 August 2017	Hand Surgery	Excellent service! Is ther a typo on one of the letters where the words 'worth' and 'worse' are mixed up!!!	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	25 August 2017	Hand Surgery	No problems at all. Very good service, seemed as if it was private	Extremely Likely
Hathaway Medical Centre	NHS Swindon CCG	Mr Mahesh Pai	23 August 2017	Hernia Repair	Very good, no feeling pain, lovely staff, polite	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr Mahesh Pai	23 August 2017	Hernia Repair	Wonderful service. Would recommend to anyone	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr Mahesh Pai	23 August 2017	Hernia Repair		Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr John Budd	17 August 2017	Hernia Repair	Lovely staff and surgeon. Many thanks	Extremely Likely
Hathaway Medical Centre		Mr John Budd	17 August 2017	Hernia Repair	Thank you for the excellent care and treatment you have all provided today. It made a difficult experience almost pleasurable	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr John Budd	17 August 2017	Hernia Repair	The doctor and nurses were very friendly and put me at ease and made the operation quite a relaxing experience	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr Mahesh Pai	22 August 2017	Hernia Repair	Very good !!	Extremely Likely

Hathaway Medical Centre	NHS Wiltshire CCG	Mr Mahesh Pai	22 August 2017	Hernia Repair		Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr Mahesh Pai	22 August 2017	Hernia Repair	Very well treated by very friendly staff	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr Mahesh Pai	22 August 2017	Hernia Repair		Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr Mahesh Pai	21 August 2017	Hernia Repair	Very calm atmosphere friendly staff and reassuring to see most of the staff again	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr Mahesh Pai	21 August 2017	Hernia Repair	Excellent and very professional friendly service yet again	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr Mahesh Pai	21 August 2017	Hernia Repair	Very efficient and pleasant team	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Mr Mahesh Pai	21 August 2017	Hernia Repair		Extremely Likely
Middleport Medical Centre		Mr Aamer Ullah		Hand Surgery	I am very pleased with the results of my surgery for carpal tunnel problems. The whole process and treatment by staff was excellent in every way	Extremely Likely
Middleport Medical Centre		Mr Aamer Ullah	22 August 2017	Hand Surgery	I found that I had a very quick appointment for pre-op assessment and was even more surprised that the procedure took place within 3 days. Super care and service	Extremely Likely
Middleport Medical Centre		Mr Aamer Ullah	22 August 2017	Hand Surgery	Attentive staff and great service	Extremely Likely
Middleport Medical Centre		Mr Aamer Ullah	22 August 2017	Hand Surgery		Extremely Likely
Middleport Medical Centre		Mr Aamer Ullah	22 August 2017	Hand Surgery	Great at putting my fears to rest, a relaxing centre, plus the staff are great and will help	Extremely Likely
Hathaway Medical Centre	NHS Wiltshire CCG	Dr Dan Lashbrook	04 August 2017	Hand Surgery	Excellent and friendly service. Would definitely recommend my surgeon was very nice and he put me at ease. Spoke to me and explained all throughout the surgery. Just a shame there is no follow up appointment so we get to thank the staff in person and also so they can see our transformations	Extremely Likely
Middleport Medical Centre		Mr Aamer Ullah	19 August 2017	Hand Surgery	Appointment time very quick. Nice staff and service	Extremely Likely
Middleport Medical Centre		Mr Aamer Ullah	18 August 2017	Hand Surgery	Very please with the quick response I have received	Extremely Likely
Middleport Medical Centre		Mr Aamer Ullah	18 August 2017	Hand Surgery		Extremely Likely
Middleport Medical Centre		Mr Aamer Ullah	22 August 2017	Hand Surgery	Quick & efficient service. Very friendly. Made me feel comfortable and relaxed, during which could have been a traumatic time	Extremely Likely
Middleport Medical Centre		Mr Aamer Ullah	22 August 2017	Hand Surgery		Extremely Likely
Middleport Medical Centre		Mr Aamer Ullah	22 August 2017	Hand Surgery		Likely