

December 2017 - Friends Family Data

Location	CCG	Procedure type	Patient Comments	Rating
IHG Westbury	NHS Wiltshire CCG (99N)	Hernia	I think anyone with a nervous disposition might struggle with this procedure under local anaesthetic as there is a lot of pulling and pushing which seems to go on for quite a long time. It is fine if you are prepared for it	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Hernia		Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Hernia	Absolutely no problems at all. All staff very friendly and made me feel at ease. Thank you	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	All staff were lovely and made me feel comfortable. Thank you very much and best wishes for Christmas and the New Year.	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel		Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel		Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	The treatment I have received this morning was excellent. I would recommend it to anyone.	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	Fantastic service. All staff acted professionally and looked after me well. Surgeon was lovely. Happy Christmas to you all.	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	Thank you for the surgery. Happy Christmas to you all.	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	Brilliant staff and service. Thank you.	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	Very nice staff. Talked me through everything. Thanks.	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	The service was very good and I would recommend the service to anyone.	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	All the staff were brilliant. No pain what so ever. They explained the after care very well. They made you feel really at ease. Wonderful!	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Carpal Tunnel	Thank you to the whole team	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Carpal Tunnel		Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Carpal Tunnel		Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Carpal Tunnel	Really good from start to finish, including rearranging the appointment	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Carpal Tunnel	Friendly service, good coffee	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Vasectomy	Well explained, calming, excellent care	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Vasectomy	Very smooth process, friendly and professional throughout. Everything was very clear and easy to understand	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Hernia		Extremely Likely

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IHG Chippenham	NHS Wiltshire CCG (99N)	Hernia	We've been today for the hernia surgery which was well explained to us and the patient. The nurse explained very well about the surgery and treatment after the surgery so we are happy about the service that he had	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Hernia	Would use them again tomorrow	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Hernia	Very happy	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Hernia		Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Hernia	Its been first class from start to finish	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Hernia	I have experienced superb service. Helpful, patient staff put me at my ease	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Vasectomy	Very professional and caring procedure, very please, thank you	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Vasectomy		Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Carpal Tunnel	Very pleasant and efficient, thank you	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Vasectomy	Fantastic experience	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Carpal Tunnel	Fantastic, thank you so so much for giving me the use of my hands again	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Carpal Tunnel	Really happy with atmosphere - doctors and nurses, thank you so much	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Vasectomy		Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Vasectomy		Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Vasectomy		Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Podiatric Surgery	Swift service, all painless, courteous and loads of instructions and reassurance. Staff were very friendly and kept me informed	Extremely Likely
IHG Gloucester	NHS Gloucestershire CCG (11M)	Carpal Tunnel	I would like to thank Dr Wordsworth and his assistant for their approach and attitude to my treatment, very very professional indeed. If my other hand needs similar future treatment then I have no questions about returning to their clinic.	Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Thank you.	Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Very nice team here!!	Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy		Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Very professional service, friendly and informative. I was put at ease from the moment I walked into surgery.	Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy	The doctor made me feel comfortable right from the start, explaining the procedure thoroughly. I felt like I was well looked after.	Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Very professional and friendly. Good explanation if the procedure. Surgeon made sure I wasn't in any pain.	Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Very friendly, informative, professional. Put at ease by James. Thank you.	Extremely Likely

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IHG Chippenham	NHS Wiltshire CCG (99N)	Hernia		Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Hernia	My procedure went very well, and had a great team looking after me	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Vasectomy	Very good quick procedure, didn't have to wait long for operation	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Vasectomy	All good!	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Vasectomy		Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Vasectomy		Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Vasectomy		Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Podiatric Surgery	King and professional team. Good information pre and post op and good opportunities to call in if worried. I am optimistic of a good result	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Podiatric Surgery	Thanks, looked after like a king	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Podiatric Surgery	Excellent staff and treatment	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Hernia	Excellent procedure. Staff friendly, efficient, accommodating. Surgeon human and extremely pleasant. The easiest operation I have ever had	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Hernia	The operation went very well. I didn't feel a thing the surgeon and nursing very pleasant and very friendly, many thanks to all members of staff. Merry Christmas and Happy New Year	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Hernia	The care and the surgery were excellent. I was made to feel at ease during the whole of the time I was in surgery. After the surgery - the nurses were very thorough in explaining the pain killers	Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy		Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy		Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy		Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Fabulous service, very friendly and informative. Credit to both them and NHS.	Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Easy and comfortable throughout. Professional. Exceeded expectations.	Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy	James was very good indeed. I was extremely nervous and he calmed me down and we had a laugh. He then completed the procedure. I had no pain and was not uncomfortable. He explained everything well and I would be happy for him to do any kind of surgery I may need again.	Extremely Likely

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IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Despite the natural anxiety, I was made to feel very at ease and everything was well explained. A very professional service. Thank you.	Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Fantastic environment to have a minor op. Felt at ease over procedure. Will recommend location for future procedure.	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Podiatric Surgery	Warm and kind care throughout. Every stop and procedure explained clearly. Lovely staff	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Podiatric Surgery	I was very pleased, with the before and after care, and through the operation	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Podiatric Surgery	Very reassuring staff and efficient pleasant experience under the circumstances	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Podiatric Surgery	Excellent service, efficient and friendly, everything was explained and I had a follow-up phone call the next day. I really appreciate this great NHS treatment and Claire Freeman advocating for the 'jelly-bean' in my toe which will make my foot hiking-fit again. PS watched the operation on tube - very interesting!	Extremely Likely
IHG Chippenham	NHS Wiltshire CCG (99N)	Podiatric Surgery	The team treating me were kind, caring and patient and happy to explain in detail what was happening. The only fault I could find was the tea making not quite up to my standard!	Extremely Likely
IHG Leicester	NHS East Leicestershire and Rutland CCG (03W)	Carpal Tunnel	All straight forward	Likely
IHG Leicester	NHS East Leicestershire and Rutland CCG (03W)	Carpal Tunnel	Efficiency	Extremely Likely
IHG Leicester	NHS East Leicestershire and Rutland CCG (03W)	Carpal Tunnel	Had previous surgery with you	Extremely Likely
IHG Leicester	NHS East Leicestershire and Rutland CCG (03W)	Carpal Tunnel	All been lovely	Extremely Likely
IHG Bristol	NHS Bristol CCG (11H)	Carpal Tunnel		Extremely Likely
IHG Bristol	NHS Bristol CCG (11H)	Carpal Tunnel	Treatment/service/care - very good in deed - thank you	Extremely Likely
IHG Bristol	NHS Bristol CCG (11H)	Hernia	I found the staff at Litfield clinic to be professional, understanding and informative. They made me feel at ease and comfortable. Highly recommended service	Extremely Likely
IHG Swindon (Lawn)	NHS Swindon CCG (12D)	Carpal Tunnel		Extremely Likely
IHG Swindon (Lawn)	NHS Swindon CCG (12D)	Carpal Tunnel	Dr Bradford was really nice, friendly, made me feel good, when I arrived for my surgery. Thank you very much everyone	Extremely Likely
IHG Swindon (Lawn)	NHS Swindon CCG (12D)	Carpal Tunnel	Dr Bradford friendly and extremely good. Very nice surgeon	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Hernia	I thought the whole process was excellent; provided by friendly and efficient staff	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Hernia	Excellent team effort, virtually painless	Extremely Likely

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IHG Westbury	NHS Wiltshire CCG (99N)	Carpal Tunnel	Excellent care throughout from all the staff and feel very safe and at ease with Daniel performing the surgery	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Carpal Tunnel	Clean environment. Quick and easy - very straightforward advice. Nice staff	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Carpal Tunnel	The surgeon was excellent putting me at ease, explained what he was going to do and what was expected after. The nursing team were friendly and kind making the whole process very comfortable. Many thanks to all the team	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Vasectomy	Very good experience	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Vasectomy	I was very scared, the staff made me completely at ease	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Hernia	Professional and comfortable experience, thank you all	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Hernia	Very good care and aftercare, nice friendly people, many thanks	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Hernia	Very friendly team, I feel being taken good care of	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	I am very pleased and satisfied with my treatment received today. Staff very friendly and helpful. No problems or complaints at all	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Very friendly staff, informative about what was happening through the procedure	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract		Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Recommending already! All kind and helpful, clean and sterile	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	All great!	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract		Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Very pleased	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Very pleased	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	I appreciate what has been done for me	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract		Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Excellent - very good	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract		Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Excellent treatment. Have nothing but praise for consultant and theatre team	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Brilliant. Mr Comaish is lovely as is the team	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Very efficient. Very happy	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Excellent care and attention	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Everything very good	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Well looked after (thank you) Staff very good well looked after	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Treated lovely, operation went OK	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Very good, helpful and prompt	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Great big thanks to everyone	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Everyone very nice, couldn't ask for anything better	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	I would like to thank everyone for their care and attention, both delivered with utmost efficiency and kindness	Extremely Likely

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IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Very friendly	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Very good	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Very impressed in overall service	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Everything good	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Very good	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Good	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract		Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract		Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Looked after well	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract		Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Very happy with service, polite and kind	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Everyone has been very nice, very pleased	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Everyone so lovely	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	The process has been very smooth and quick. Everything was explained fully and everyone was very helpful. Helped to put me at ease and feel assured. A very effective process	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	It is a pleasure to be treated here, excellent service, efficient treatment, pleasant and calming attitude by all staff	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Brilliant!	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Smashing place, everyone so friendly	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Very efficient	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Very helpful to be talked through procedure	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Excellent	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Cataract	Very happy	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Podiatric Surgery	Everyone was very friendly and kind, lovely people	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Podiatric Surgery	As before all staff great, would highly recommend the service, thank you	Extremely Likely
IHG Westbury	NHS Wiltshire CCG (99N)	Podiatric Surgery	Very happy and the staff were excellent	Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Brilliant staff. Very amusing.	Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Very friendly. Great service that put me completely at ease. Thanks	Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy		Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy		Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Absolutely fabulous approach to the surgical procedure - from explanation, potential concerns, procedure and after care. Thank you.	Extremely Likely
IHG South Devon	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Very friendly and welcome and thank you for my Vasectomy. I would recommend lots of my friends and family members here.	Extremely Likely

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IHG Chippenham	NHS Wiltshire CCG (99N)	Hernia	I was very pleased with my care during my surgery. I was kept informed of what was going on, and they made sure I was comfortable.	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel		Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	The service was excellent, quick, everything was explained clearly. Thorough. Brilliant.	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	Very friendly staff, my surgery was made easier because of how they made me feel.	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel		Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	Very efficient, no issues	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	Excellent, friendly service throughout	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel		Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	First class service	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	Friendly staff very well cared for by all	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	Brilliant staff. I was very nervous and they made me feel totally at ease	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	Very friendly and caring staff that put me at ease throughout the procedure	Extremely Likely
IHG Stoke-on-Trent	NHS Stoke On Trent CCG (05W)	Carpal Tunnel	Funny guy, lol. No pain, can't wait for other hand to be done	Extremely Likely