

## IHG - Friends and Family Data

Location	CCG	Procedure type	Patient Comments	Rating
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Fantastic service	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Detailed explanation of process. Making clear expectations. Very friendly team.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Relaxed atmosphere. Made to feel very comfortable.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Quick, painless procedure, excellent bedside manner.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Dr was quick at procedure, nurses made me feel comfortable during and after.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Very reassuring, polite, normal reception	Extremely likely
Litfield House Medical Centre	NHS Bristol CCG (11H)	Carpal Tunnel	Very efficient and lovely people	Extremely likely
Litfield House Medical Centre	NHS Bristol CCG (11H)	Carpal Tunnel	Waiting times very good staff nurses and surgeon v. good	Extremely likely
Litfield House Medical Centre	NHS Bristol CCG (11H)	Carpal Tunnel	Prompt appointment, friendly and efficient	Extremely likely
Litfield House Medical Centre	NHS Bristol CCG (11H)	Carpal Tunnel	Everything has run very smoothly. Staff have been friendly and approachable. Information provided has been very clear	Likely
Lawn Medical Centre	NHS Swindon CCG (12D)	Carpal Tunnel	Amazing attention to detail and care, treated like a person not a number	Extremely likely
Lawn Medical Centre	NHS Swindon CCG (12D)	Carpal Tunnel	Made to feel very welcomed and put to mindful rest	Extremely likely
Lawn Medical Centre	NHS Swindon CCG (12D)	Carpal Tunnel	Lovely crew, made to feel really comfortable	Extremely likely
Lawn Medical Centre	NHS Swindon CCG (12D)	Carpal Tunnel	The waiting time for my operation was very short. All the staff I have met are extremely pleasant and everything is explained clearly	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Great Service	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Very reassuring from Doctor, knowledge, and experience	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Quick, easy and all staff were excellent	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Excellent care throughout	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Very professional - great care - good information - feeling of comfort and security	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Hernia	All good	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Hernia	The staff were very helpful and kind, everything was explained very well and I am totally happy with the whole experience.	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Excellent service from all staff :)	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	Very good treatment	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	I felt at ease. Everything explained well.	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	I have had a really good service. Staff very friendly.	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	Made to feel comfortable and confident.	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	Expectations met. Good empathy from the team.	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	It was nice - it was quick and I was looked after in a professional manner.	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	A very friendly and professional service.	Extremely likely

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White Horse Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	Impressed with the matter of compassion from referral onwards and the speed of the service.	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Podiatric Surgery	Good friendly atmosphere and staff had a lot of advice and information.	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Podiatric Surgery	Staff very helpful - explained everything to all the family.	Likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Podiatric Surgery	Excellent treatment throughout, from extremely professional staff.	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Podiatric Surgery	Everything was explained very thoroughly. Staff were polite and helpful and kind. Easy to get to.	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Extremely comfortable and at ease all the way through.	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	It has all been very easy and friendly. Procedure carried out in a very calm manner.	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	I was very worried when I arrived, but as I am leaving, I am ok.	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Doctor was very personable and reassuring. Clinic staff were friendly and professional.	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Friendly, quick and efficient. Made to feel at ease with procedure :)	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Relaxed, great explanation	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Excellent, caring, polite and professional staff	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Updated at every stage / pleasant and friendly staff	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	The entire process from 1st appointment to post-operation session has been very well managed. I have been given clear, concise information at all stages. The operation procedure was clearly explained and completely pain free.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	Excellent staff and made to feel comfortable	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	Very professional, everything explained.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Easy, friendly staff	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Everything was smooth and easy with very relaxed environment	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Felt at ease, information during procedure really helped	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Because the staff were extremely good at making me feel at ease	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Very friendly and professional	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Quick, no pain, friendly staff	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	A very calm, friendly manner that put me at ease	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Appointment on time and operation over in 10 minutes. Surgeon and nurses very reassuring and friendly - put me at ease. Aftercare explained in detail and easy to understand	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Very professional - very pleased with the way I have been treated	Extremely likely

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Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Podiatric Surgery	Mnice staff, clean and bright centre, very little waiting for appointment	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Because they were good	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	The high standard of care and professional expertise which I received at all times	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Staff were very kind and helpful	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Easy and quick	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	All members of the medical team very friendly and went out of their way to make the experience as good as it could be	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Everything went smoothly. All was explained in detail	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	No doubt, a quiet, efficient clinic. The op clinic was prompt and very friendly	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	I was very nervous coming in, I was put at ease and felt very comfortable	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Because of how friendly the staff are to make it an easy experience	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Punctual, pain free almost fun!	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	The whole service was excellent	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Everyone was very friendly	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	You made me feel like a person and not a number	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Really quick from the initial phone call, to the procedure - less time to worry. Professional staff on the day, clarity on the procedure, quick and painless	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Hernia	I was made to feel calme before to operation and very happy that it went so well	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Hernia	On time, very welcoming and made me relax. Very clear about procedure before and after operation. I had a lot of confidence in the surgeon	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Staff vare very friendly and put you at ease	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Very friendly made me feel very comfortable	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Podiatric Surgery	Friendly staff, made me feel comfortable from start to finish	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Podiatric Surgery	All brilliant at all times	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Felt comfortable & relaxed the whole time and had a good old natter too!	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Very happy with the whole procedure	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Very friendly, didn't feel so nervous, very helpful	Extremely likely

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Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Because the whole experience has been brilliant, all members of the team were extremely helpful and professional throughout, making me feel at ease the entire time	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Very good practice	Likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Friendly, professional, efficient	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Podiatric Surgery	Fast service	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Podiatric Surgery	Friendly staff, informative, put me at ease, convenience of z-ray, surgery etc all in one place. SUPER!	Extremely likely
Aspen Centre	NHS Gloucestershire CCG (11M)	Carpal Tunnel	Really good service, polite and helpful and clean. Everything was explained very clearly to me because I am deaf. Very professional, very nice staff	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	The service was excellent and the procedure well explained and executed as described	Extremely likely
Lawn Medical Centre	NHS Swindon CCG (12D)	Carpal Tunnel	At all times I had confidence in the treatment. I was recommended and undertaken. Staff are very professional and made me feel at ease.	Extremely likely
Lawn Medical Centre	NHS Swindon CCG (12D)	Carpal Tunnel	Everyone were so friendly and explained everything made me feel really relaxed	Extremely likely
Lawn Medical Centre	NHS Swindon CCG (12D)	Carpal Tunnel	Lovely carming felt at ease. Extremely good	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	This is my second use of your service and my experiences of both has been excellent	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	Very welcoming and reassuring, thank you	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	The staff as last time were amazing very supportive	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	Treated very well by staff	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	Lots of information given pre and post procedure. Staff friendly and helpful	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	Excellent service, very prompt and very personal	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	Excellent treatment - friendly staff very helpful	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Good care, friendly staff	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Was made to feel very relaxed throughout the procedure. I was told what was happening throughout	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Well looked after, very good people, good care and attention	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Job well done, no complications, talked through it	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	All good through out	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	All brilliant service, thank you	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Explanation and totally at ease. Staff amazing.	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Very easy to book and felt all was in safe hands.	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Very good.	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	I have been very well looked after.	Extremely likely

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Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Friendly, put me at ease. Quick.	Extremely likely
The County Practice, Syston	NHS East Leicestershire and Rutland CCG (03W)	Carpal Tunnel	Local, good service	Extremely likely
The County Practice, Syston	NHS East Leicestershire and Rutland CCG (03W)	Carpal Tunnel	Convenient appointment, no issues	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Excellent staff and free biscuits	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Great team, short waiting time, fantastic surgeon	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Podiatric Surgery	Extremely efficient & friendly staff	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Podiatric Surgery	Very friendly, relaxed atmosphere, didn't feel like I was having an operation	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Podiatric Surgery	The advice given and ultimate treatment. Kindness and attention of all staff. Explanations of all procedures.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Podiatric Surgery	Friendly staff, quick appointment, followed by treatment.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Very polite, friendly. Made me feel relaxed.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Staff have been amazing, talked me through everything. Made the experience comfortable :)	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Easy, comfortable, friendly, PAINLESS	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Very good	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Friendly, professional team, made whole process easier	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Very organised, professional. Staff excellent making me feel at ease during the whole procedure	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Fast, friendly, efficient service	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Made to feel very comfortable and relaxed...	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Quick and easy	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Great Team very happy/chatty	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	My anxiety beforehand proved needless	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	As I stated, I was made to feel very comfortable before, during and after the procedure...	Extremely likely
Kingskerswell Health Centre	NHS South Devon and Torbay CCG (99Q)	Vasectomy	Very at ease, friendly and well explained...	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Regarding the procedure being undertaken it was simple and I was managed as a patient extremely well	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Very satisfied with treatment	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	I've had previous surgery with IHG and would give it 10/10. Lovely surgeon	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	I feel it is an excellent hospital and team	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	Plenty information	Extremely likely
White Horse Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Really quick from referral to operation - on our doorstep - no pain and lovely staff	Extremely likely

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White Horse Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Very simple easy process	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Was made to feel at ease and very comfortable.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Staff were extremely friendly and helpful. Very informative.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Because it was easy.	Likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Very happy with the whole experience. Really friendly staff. All explained clearly.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Vasectomy	Made it so comfortable.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Carpal Tunnel	Could not have better treatment and care.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	I was more comfortable through the process.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	All went very smoothly. Staff all very pleasant. No delay.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Prompt attention.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Pleasant staff, helpful, nice surroundings, First class treatment from consultation to operation.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	Excellent, professional and certainly friendly.	Extremely likely
Hathaway Medical Centre	NHS Wiltshire CCG (99N)	Hernia	I could not fault the service.	Extremely likely