

## IHG - Friends and Family Data - May 2019

Location	Procedure type	Patient Comments	Recommend IHG?
Kingskerswell Health Centre	Vasectomy	Friendly staff. Comforting.	Extremely likely
Kingskerswell Health Centre	Vasectomy	Very friendly and fully informed	Extremely likely
Kingskerswell Health Centre	Vasectomy	Relaxing atmosphere, Doctor put me at ease.	Extremely likely
Kingskerswell Health Centre	Vasectomy	No comment made	Extremely likely
Kingskerswell Health Centre	Vasectomy	I felt completely at ease with no pain either. Great communication & info	Extremely likely
Kingskerswell Health Centre	Vasectomy	Overall everything went perfect and felt at ease.	Extremely likely
Kingskerswell Health Centre	Vasectomy	Friendly, professional service	Extremely likely
Kingskerswell Health Centre	Vasectomy	Lovely manner by Doctor. Well explained. Straightforward process.	Extremely likely
Kingskerswell Health Centre	Vasectomy	No comment made	Extremely likely
Kingskerswell Health Centre	Vasectomy	Professional and open service	Extremely likely
White Horse Medical Centre	Podiatric Surgery	Efficient & effective surgery. Wonderful Staff. Excellent Surroundings. Thorough debrief. Decent coffee! Thank You!	Extremely likely
White Horse Medical Centre	Podiatric Surgery	Professional, friendly, fast treatment	Extremely likely
Hathaway Medical Centre	Hernia	All very friendly and professional	Extremely likely
Hathaway Medical Centre	Hernia	Really marvellous service in every way. With many thanks to all	Extremely likely
Hathaway Medical Centre	Hernia	All very good, efficient, friendly	Extremely likely
Lawn Medical Centre	Carpal tunnel	Professional team - relaxed atmosphere - took your mind totally off the procedure	Extremely likely
White Horse Medical Centre	Hernia	Made to feel completely at ease by the very friendly and professional staff	Extremely likely
White Horse Medical Centre	Hernia	Very efficient process delivered by friendly and compassionate intelligent people	Extremely likely
White Horse Medical Centre	Podiatric Surgery	Appointments were timely, staff courteous, facilities clean and professional I felt informed and consulted throughout	Likely
Lawn Medical Centre	Carpal tunnel	Very fast and great people	Extremely likely
The County Practice, Syston	Carpal tunnel	GP	Extremely likely
The County Practice, Syston	Carpal tunnel	GP	Extremely likely
The County Practice, Syston	Carpal tunnel	Good service, friendly and helpful	Extremely likely
The County Practice, Syston	Carpal tunnel	No comment made	Extremely likely
The County Practice, Syston	Carpal tunnel	No comment made	Extremely likely
Kingskerswell Health Centre	Vasectomy	Everyone was friendly and very helpful	Extremely likely
Kingskerswell Health Centre	Vasectomy	No comment made	Extremely likely
Kingskerswell Health Centre	Vasectomy	Because I was very happy with the procedure	Extremely likely
Kingskerswell Health Centre	Vasectomy	The staff were very friendly and professional. Happy to answer all my questions and very informative	Extremely likely
Kingskerswell Health Centre	Vasectomy	Excellent, efficient service but also very friendly	Extremely likely
Kingskerswell Health Centre	Vasectomy	I was happy with the way it all was and me me feel very comfy	Likely
Kingskerswell Health Centre	Vasectomy	No comment made	Extremely likely
Kingskerswell Health Centre	Vasectomy	Mind at ease. Very quick. Great staff.	Extremely likely
Kingskerswell Health Centre	Vasectomy	Everything was very well explained and the treatment provided was excellent	Extremely likely
Lawn Medical Centre	Carpal tunnel	Very efficient and pleasant staff	Extremely likely
Lawn Medical Centre	Carpal tunnel	A friendly and highly effective atmosphere was maintained throughout. A very special team to whom I am most grateful	Extremely likely
Lawn Medical Centre	Carpal tunnel	Excellent care. Nothing too much trouble	Extremely likely
Salisbury (Millstream House)	Hernia	Staff excellent - plenty of information all along the way. Very appreciative of Mr Mitchell's skill, and the general way it has all been handled. Thank you	Extremely likely
Salisbury (Millstream House)	Hernia	No comment made	Extremely likely
Aspen Centre	Carpal tunnel	Everyone has been really nice and surgery was quick	Extremely likely
Aspen Centre	Carpal tunnel	Well treated, all good	Extremely likely
Aspen Centre	Carpal tunnel	Everyone was lovely and kept informed	Extremely likely
Aspen Centre	Carpal tunnel	Good service	Extremely likely
Hathaway Medical Centre	Podiatric Surgery	Great pre-op care, putting me at ease all the time as I was so nervous. Explained everything clearly	Extremely likely
Hathaway Medical Centre	Podiatric Surgery	I can only give praise to all the staff involved. Thank you.	Extremely likely
Hathaway Medical Centre	Podiatric Surgery	Everyone was very helpful and friendly, which made the experience much better than I had anticipated	Extremely likely
Hathaway Medical Centre	Vasectomy	Because I am such a wimp when it comes to pain and I can honestly say I didn't feel a thing!	Extremely likely
Hathaway Medical Centre	Vasectomy	Lovely staff, made what could be an 'embarrassing' procedure very smooth.	Extremely likely
Hathaway Medical Centre	Vasectomy	Doctor and nurses all very professional and friendly. Procedure seemed very efficient.	Extremely likely
Hathaway Medical Centre	Vasectomy	Made to feel at ease from start to finish. Human helps!	Extremely likely
Hathaway Medical Centre	Vasectomy	The staff are very friendly and made me feel at ease	Extremely likely
Hathaway Medical Centre	Vasectomy	Friendly, calm and professional	Likely
Hathaway Medical Centre	Podiatric Surgery	Good time lapse from consultation to op. Very convenient location.	Extremely likely
Hathaway Medical Centre	Podiatric Surgery	Very friendly. Excellent	Extremely likely
Hathaway Medical Centre	Podiatric Surgery	Dr Freeman wonderful surgeon lovely lady great team very caring	Extremely likely
White Horse Medical Centre	Vasectomy	Made to feel welcome. Great team.	Extremely likely

White Horse Medical Centre	Vasectomy	All questions answered and felt comfortable throughout appointments and operation. Was really reassuring and helpful to have an appointment before the operation appointment to discuss concerns	Extremely likely
White Horse Medical Centre	Vasectomy	It wasn't painful and I was made to feel at ease	Extremely likely
Lawn Medical Centre	Carpal tunnel	Because they put me at ease and I was really surprised how quick my problem was dealt with	Extremely likely
The County Practice, Syston	Carpal tunnel	Really good service	Extremely likely
The County Practice, Syston	Carpal tunnel	I was felt so welcomed and friendly staff. Thank you very much for what you have done	Extremely likely
The County Practice, Syston	Carpal tunnel	Excellent patient care and seen quickly	Extremely likely
The County Practice, Syston	Carpal tunnel	Excellent service and friendly	Extremely likely
The County Practice, Syston	Carpal tunnel	Efficient process and friendly staff	Extremely likely
The County Practice, Syston	Carpal tunnel	Very good and friendly	Extremely likely
The County Practice, Syston	Carpal tunnel	No comment made	Extremely likely
Hathaway Medical Centre	Carpal tunnel	Very helpful and friendly	Extremely likely
Hathaway Medical Centre	Carpal tunnel	Very pleased with attention given	Extremely likely
Hathaway Medical Centre	Carpal tunnel	No comment made	Extremely likely
Kingskerswell Health Centre	Vasectomy	No comment made	Extremely likely
Kingskerswell Health Centre	Vasectomy	Quick, straight forward and painless	Extremely likely
Kingskerswell Health Centre	Vasectomy	No comment made	Extremely likely
Kingskerswell Health Centre	Vasectomy	No comment made	Extremely likely
Kingskerswell Health Centre	Vasectomy	Excellent care from Dr Boorer and Eve	Extremely likely
Kingskerswell Health Centre	Vasectomy	Friendly and relaxing service	Extremely likely
Kingskerswell Health Centre	Vasectomy	No comment made	Extremely likely
Kingskerswell Health Centre	Vasectomy	No comment made	Extremely likely
White Horse Medical Centre	Podiatric Surgery	Experienced, professional staff who were very pleasant and helpful	Likely
White Horse Medical Centre	Podiatric Surgery	Everyone very friendly and professional	Extremely likely
Hathaway Medical Centre	Podiatric Surgery	Good staff and service	Extremely likely
Hathaway Medical Centre	Podiatric Surgery	All staff very attentive - everythign explained. Lovely team.	Extremely likely
White Horse Medical Centre	Hernia	I told the nurse that I was 15 stone, but had lost a pound or two, so she put down 14 stone, hence I suffered two bouts of real pain and Mr John had to give me more anaesthetic	Neither likely or unlikely
White Horse Medical Centre	Cataract	Information was first class, Attentive staff, My wife was informed that sh should return to foyer in an hour .... I was released in 40 mins	Likely
White Horse Medical Centre	Cataract	No comment made	Extremely likely
The County Practice, Syston	Carpal tunnel	They so respect and take care about your patient, Thanks for all, lovely staff	Extremely likely
The County Practice, Syston	Carpal tunnel	No comment made	Extremely likely
The County Practice, Syston	Carpal tunnel	Satisfaction	Extremely likely
The County Practice, Syston	Carpal tunnel	Quick response, Thank you for friendly, accessible process	Extremely likely
The County Practice, Syston	Carpal tunnel	Friendly and very quick, lovely doctor and nurse	Extremely likely
The County Practice, Syston	Carpal tunnel	Fanastic care and staff	Extremely likely
White Horse Medical Centre	Cataract	I chose Westbury because it offered the shortest time to consultation and then cataract surgery - it delivered in every way	Extremely likely
White Horse Medical Centre	Cataract	The staff were very helpful and reassuring with my treatment. I couldn't fault it at all	Extremely likely
Hathaway Medical Centre	Vasectomy	Made to feel comfortable. Staff amazing	Extremely likely
Hathaway Medical Centre	Vasectomy	Fantastic staff	Extremely likely
Hathaway Medical Centre	Vasectomy	Vry friendly staff, make you feel very relaxed, nothing was too much trouble	Extremely likely
White Horse Medical Centre	Hernia	Makes everything clear. Friendly and explained everything well	Extremely likely
White Horse Medical Centre	Hernia	Friendly and informative staff who made me feel relaxed, thank you	Extremely likely
White Horse Medical Centre	Carpal tunnel	Everyone pleasant	Extremely likely
White Horse Medical Centre	Carpal tunnel	Prompt, all questions answered	Extremely likely
White Horse Medical Centre	Vasectomy	People were very professional, efficient and friendly	Extremely likely
White Horse Medical Centre	Vasectomy	Very simple,painless procedure	Extremely likely
White Horse Medical Centre	Vasectomy	Everybody kind & caring from start to finish	Extremely likely
White Horse Medical Centre	Carpal tunnel	Excellent describes how I feel about the care I received	Extremely likely
White Horse Medical Centre	Carpal tunnel	Everyone was very polite and attentive, and explained everything clearly	Extremely likely
White Horse Medical Centre	Vasectomy	Excellent servgice	Extremely likely
White Horse Medical Centre	Vasectomy	Very helpful - reassuring staff. Friendly	Extremely likely
White Horse Medical Centre	Vasectomy	I felt very at ease throughout the whole procedure	Extremely likely
White Horse Medical Centre	Vasectomy	No comment made	Extremely likely
Hathaway Medical Centre	Carpal tunnel	It was nice	Extremely likely
Hathaway Medical Centre	Carpal tunnel	Everything in reasonable time from start to finish	Extremely likely
Hathaway Medical Centre	Vasectomy	Great communication & reassurance throughout the procedure	Extremely likely
Hathaway Medical Centre	Vasectomy	Friendly, relaxed, informative, straight forward	Extremely likely
Hathaway Medical Centre	Vasectomy	Talked through all parts of procedure and was very happy with all responses	Extremely likely
Hathaway Medical Centre	Vasectomy	I was very nervous but they were extremely helpful and professional	Extremely likely

Hathaway Medical Centre	Vasectomy	Perfect service	Extremely likely
Hathaway Medical Centre	Vasectomy	Doctor and nurses were extremely kind and professional	Extremely likely
Hathaway Medical Centre	Vasectomy	Professional and relaxed service	Extremely likely
Hathaway Medical Centre	Carpal tunnel	Very friendly, fast and easy	Extremely likely
White Horse Medical Centre	Cataract	Because it changes your life being able to see clearly again	Extremely likely
White Horse Medical Centre	Cataract	From consultation to operation was just 2 weeks. Convenient - 8 miles from where I live. Modern Centre. Friendly & efficient staff. Day after op telephone call to check all ok.	Extremely likely
Kingskerswell Health Centre	Vasectomy	Because from the second I arrived, the Op and end I was made to feel welcome, comfy, reassured and absolutely buzzing about experience	Extremely likely
Kingskerswell Health Centre	Vasectomy	No comment made	Likely
Kingskerswell Health Centre	Vasectomy	Very friendly staff - helped me feel at ease! Quick procedure and good aftercare	Extremely likely
Kingskerswell Health Centre	Vasectomy	Ease and speed of operation	Extremely likely
Kingskerswell Health Centre	Vasectomy	Was treated with dignity and humour	Extremely likely
Kingskerswell Health Centre	Vasectomy	Great service, down to earth, chatty	Extremely likely
Kingskerswell Health Centre	Vasectomy	The staff were professional yet very welcoming. The facilities were clean and well monitored	Extremely likely
White Horse Medical Centre	Cataract	Very smooth, professional, painless	Extremely likely
White Horse Medical Centre	Cataract	Very helpful people, put you at ease	Extremely likely
White Horse Medical Centre	Hernia	I found all the staff extremely friendly and highly professional. They made my procedure quite a relaxing occasion	Extremely likely
Hathaway Medical Centre	Carpal tunnel	It's a very friendly, professional and efficient service	Extremely likely
Hathaway Medical Centre	Carpal tunnel	Professionalism and friendly service	Extremely likely
Hathaway Medical Centre	Carpal tunnel	Everything was explained in great detail all the way through operation and before	Extremely likely
Hathaway Medical Centre	Carpal tunnel	Everyone has been very kind and helpful and also reassuring, waiting time was only a few weeks from referral. Procedure was quick on the day	Extremely likely
The County Practice, Syston	Carpal tunnel	Locality. Very professional and friendly.	Extremely likely
Hathaway Medical Centre	Vasectomy	Facilities were very good. Dr Wordsworth was very friendly and helpful	Extremely likely
The County Practice, Syston	Carpal tunnel	I did not choose. I was happy with my treatment	Likely
The County Practice, Syston	Carpal tunnel	The clinical staff were friendly, helpful and professional. A date was given, if unable to attend I was told that I would need to go back to the GP for a re-referral. Availability - waiting times considered	
Hathaway Medical Centre	Hernia	Whole thing efficient, informal, very good service from everyone	Extremely likely
Hathaway Medical Centre	Hernia	Satisfied	Extremely likely
Hathaway Medical Centre	Hernia	Brilliant treatment	Extremely likely
Hathaway Medical Centre	Hernia	Happy with everything	Extremely likely
Hathaway Medical Centre	Vasectomy	Very good care and explanations of procedure	Extremely likely
Hathaway Medical Centre	Vasectomy	Good environment, comforting staff, felt safe and comfortable	Extremely likely
Hathaway Medical Centre	Vasectomy	Treated very well and felt comfortable, friendly staff	Extremely likely
Hathaway Medical Centre	Vasectomy	Made to feel at ease	Extremely likely
Hathaway Medical Centre	Vasectomy	All staff were perfectly caring and informative	Extremely likely
Hathaway Medical Centre	Vasectomy	I was extremely anxious about the procedure but the team put me at ease. Dr Lashbook was great with some good banter to relax me	Extremely likely
Hathaway Medical Centre	Podiatric Surgery	Very friendly staff, I felt very comfortable and at ease throughout the procedure	Extremely likely