Friends and Family Responses
W/C 01.08.25 – 30.08.25

Very Good	Good	Neither Good, nor poor	Poor	Very poor	Don't Know
45	11	2	1		1

Comments why score was given

Immediate face to face appointment with **Dr Shall.** Great doctor, very thorough questioning about my health concern, good listener & explained her decision about treatment plan, also very reassuring
I call & spoke to **Kaltum** to ask if I could have my asthma checked and I was booked in straight away when I have my blood test. Very happy with one visit
Very friendly approachable and listened to what we had to say
Thanks to **Dr Emma** she did everything today
Very easy and straight forward **Dr Kahan**
I arrived on time and went in to see the doctor immediately. Dr. Subhan was well-prepared for the consultation, having read the letter I had left at the surgery some time previously when I had requested the consultation. She also was able to explain and reassure me on all of the points which I had raised. Very professional, concise and sensitive
Dr Shall is very professional and helpful
Receptionist **Cheryl** was very helpful as i don't do PATCHS, she took my details and i got an appt straight away for that morning
The telephone appointment was quickly scheduled, and **Dr Kahan** listened to me and explained clearly her suggestions it was helpful and efficient
My PATCHS request was dealt with thoughtfully and efficiently on the day
Dr Khan was new, unfamiliar with process and procedure and mentioned this, was in a rush and didn't offer much insight or comfort
Dr Shall was extremely helpful. She advised me about pain medication and answered all my questions concerning my recovery from my recent accident
The response I received when posting my problem on patch's was almost immediate. I was quickly given an appointment with a doctor. Everyone at the practice was pleasant and respectful, and most of all, my doctor was extremely pleasant and helpful.
Very good service. **Dr Priya Goswami** is very professional.
Because you are perfect any time
Because the was Dr Conroy was exceptional. She made sure that the health condition I complained about was properly diagnosed and referred me to the appropriate doctor
Very thorough and considerate
The doctor vas very nice, she gave me all the information I needed to know before she proceeded with the consultation
Dr Dunseath covering for colleagues' sickness offered quick substitution service

Dr James was Friendly comfortable to discuss anything
The level of care and assistance provided
Dr Subhan was great. She really listened, responded specifically and answered my questions patiently and with clarity and depth
Good service
The receptionist was kind when I arrived at the foyer desk ..My doctor was really kind in assisting my problem
Purpose of appointment shows that NHS is trying to be supportive and caring. Hope this new initiative is long term programme and remains face to face
Very kind and polite staffs
Great service
Th Was particularly impressed with how **Dr. Priya** took the advice of another doctor and made sure I went for a&e conversation covered various medical issues which I have and helpful
The conversation covered various medical issues which I have and helpful
The appointment was quick, and the doctor was kind and listened to my concerns
I am lasts very happy with all services provided by Greenfield Medical staff and Doctors and my understanding now is that patients in the borough of Barnet with a long-term health condition, will be seen every year to be assessed. I think this is an excellent way forward and
Mrs Sonia Patel was so kind, extremely helpful and reassuring
I'm happy about this medical centre they are really Care and kind also helpful
Helpful and efficient receptionist
Yvonne the nurse and receptionist were very helpful. Excellent service
Everyone of your staff that dealt with me was polite, helpful and efficient
Yvonne is very kind and helped me
Blood test was easy to book by phone and happened on time. Nurse was very pleasant and friendly and almost painless
The GP phoned me to discuss my medical problem and issued a prescription for it
Originally given appointment for 13:15 then 3days before was sent a reminder that my appointment was for 17:15. Arrived 17:10 waited 30minutes to be seen. Reminded receptionist i was here to be told my doctor had left and i was going to be seen by someone else. **Dr Sana** saw me and she was a star and saw me for my issues and helped me and advised me.
Very prompt response from patch's message. Received emergency appointment immediately. Everyone was respectful and friendly. My doctor was great

Anything the practice could have done better.
She was great nice to have someone who was happy
I was waiting long time for see her because she knows my problem history
Was very happy with the service I received. Being the older generation and not familiar with technology I was afraid I would have trouble getting an appt. but that wasn't the case
The Patch's website was too easy to mistakenly lose all your content by pressing a wrong link. I had to do it three times.
Just dealing with practical matters, I had problems with the format for printing the specialist referral letter sent out by the doctor
Would have been helpful if she Looked at patient file before, give details of the illness and reasons why the pain and struggle

Not really. I didn't get the call until late afternoon, but I appreciate how busy GPs are
I find patches a bit long winded, it took half an hour to fill it all out
No thing better
Couldn't be better
Service was very good indeed.
I had to wait about 10 mins, but I didn't mind at all
Dr covered all the base of the potential problem, once the initial issue is ruled out
I was extremely impressed with **Dr. Priya Goswami** medical examination and the time she spent with. Overall, all the doctors at the practice excellent
Sometimes the experience with the reception team is unprofessional and not very helpful
The conversation initiated by the doctor beyond my expectation, and was helpful
In this instance everything worked very well
Nurse was very informative and was seen on time
I am very happy with the follow up by the doctors
Bit more organised and respect people's timing

Anything that the practice has done to exceed expectations
As above, couldn't want for a better service
The doctor was great reception staff questionable
Thanks to reception **Cherry** she is lovely. Thank you
Got an appointment from GP the same day
See above. Exemplary consultation
The speed of the appointment
Everything happened very smoothly, efficiently and within the day I made the PATCHS request. That included a telephone consultation with **Dr Shall** and a consultant referral letter.
She referred immediately for x-ray
I felt that **Dr Shall** was ready to give me all the time I needed, and she was able to reassure me about several issues
Getting an emergency appointment with my doctor so quickly
I'm 100% happy
Offered help in contacting hospital nurse
By getting me appointment at short notice
I wasn't expecting such an experience, such a brilliant doctor
I really like my surgery, greeting from receptionist is brilliant
The fact that this communication process has been smooth and positive with explanation and progress. The fact that you have shown you're improving your service
The conversation initiated by the doctor beyond my expectation, and was helpful
I was seen by my choice of the doctor
I have now been sent information in relation to the Pneumonia vaccine, which has been strongly recommended for me also the shingles vaccine which I can have from next year. Also, that I am also now able to have regular check-ups with the doctor every two months
The speed and care were impressive
I hadn't expected the GP to contact me and was impressed that she did so.
Dr Sana Subhan went far beyond and saw me for multiple issues when i had come for one a big thank you to her. I know she was coming to an end of her shift and will probably work overtime but still did her best! Need more people like this in the world

I received an emergency appointment almost immediately, thanks