

**Q26 Any Other Comments or suggestions**

pos	1	no: thank you for your all kind support thank you very much
Pos	4	The practice is well run!
Pos	5	Best practice in the world. Dr's Cox and Kirwan best GP's in world.
Pos	6	Excellent service.
Pos	7	Very friendly service with helpful, well meaning assistants.
Pos	8	Overall, I consider the service provided by this practice to be extremely professional.
Pos	9	I have always found all the staff to be warm and friendly. Nothing is ever too much trouble. It really is a lovely surgery.
Pos	10	Yes in comparison with my East surgery; you are wonderful!
Pos	11	One very satisfied with the practice as a whole.
pos	23	Am very impressed with my Doctor [Dr Burt]
pos	26	I think we are very fortunate to have speedy, efficient access to medical treatment - often with a named doctor when required. Colleagues using other medical centres in the area do not seem to receive anything similar. Thank you.
pos	27	The practice is efficient and well run and usually accommodating as I cannot visit regularly because I work in London during the week.
Pos	31	Out of hours arrangements are very unsatisfactory
Pos	32	The Backwell Practice is excellent, as a village we are very lucky to have it.
Pos	36	Happy with my dealings with the practice.
Pos	40	Backwell surgery appears to be well run and efficient. Very content.
pos	43	On the whole I am very satisfied with the practice. The staff are very helpful and not dictatorial.
pos	48	it is a very well run surgery with a good standard of healthcare provided.
Pos	56	All round excellent practice with exceptional patient service
Pos	57	you are all doing a fantastic job, and it is very appreciated. ~Thank you all and well done.
Pos	62	Brockway Surgery provides excellent service. <input type="checkbox"/> Doctors, Nurses and Reception Staff all work <input type="checkbox"/> extremely hard for the patient. As time goes by <input type="checkbox"/> the service improves even more.
Pos	64	contrary to the popular preconception, ALL receptionist & phone staff are extremely lovely. Thank you
pos	68	Able to get appointments when I need them. All staff v good. V pleased with practice.
Pos	74	I think the practice is well run. I consider myself lucky to have such a excellent practice and always recommend it to friends. I have been at the practice for over 25 years and have never had cause to complain. Thank you Brockway.
Pos	75	no i believe you provide an excellent and processional service. - we are indeed fortunate to have such a well run practice
Pos	81	None, I think you all do a splendid job
Pos	83	Thank you
Pos	84	Nurses are excellent, receptionists are most helpfulbut I suspect that doctora are full booked by 8.05am.
Pos	91	Really good GP practice
Pos	93	Actually really happy with the practice. From receptionists to doctors and nurses, I have always been impressed with the quality of care, friendliness and efficiency. Good job and thank you!
Pos	94	Dr Caroline Haddy has cared for me since 1990 and my debt to her is immense.

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Pos	95	I am delighted with the service provided especially when I hear horror stories from others who are unable to get prompt appointments etc at their surgeries. Thank you to all concerned.
Pos	96	All practice staff are very good - sometimes I have had problems booking advance appointment when diaries were not available - if there was a system for showing accurately how far behind appointments are running it would be useful although I have no compl
Pos	102	Only positive feedback; courteous and knowledgeable reception staff. readily available appointments, good doctors and nurses
Pos	107	Very happy both with the expertise and the way in which care is provided. Thanks :-)
Pos	109	I have had several telephone consultations with Dr Randall recently and would like to thank her as she has been very helpful.
Pos	110	The Practice has served my family very well for many years. I am well satisfied.
Pos	112	I greatly value the service in Backwell and would like to thank all the staff.
Pos	113	Happy with the practice for 37 years so far.... Thank you
Pos	114	With tightening finances and a respect for working and social hours, I can see things degrading before improvement.□ I am very grateful for the end results watching a very worked staff□ at Brockway, I would doubt a better service could be offered on the
Pos	118	cant fault the staff either at the booking side or reception, all very helpful and friendly which helps when one is sometimes anxious. cant always get an apt, with ones own GP but generally alternatives are offered which is excellent
Pos	119	Generally very satisfied with the care and advice received, especially from/by Dr. C. Haddy.
Pos	123	I feel extremely lucky to belong to Brockway Practise, both myself & my husband feel 'cared' for! Thanks to everyone there.
Pos	126	Reception staff are always very helpful and polite in my experience
Pos	128	Thank God for the NHS!
Pos	129	No, very happy with this practice.
Pos	133	excellent, caring practice
Pos	134	Very rarely use surgery but have been satisfied when occasion arose.
Pos	135	I have noticed a number of improvements this year, especially in telephoning reception. It is also a friendly practice.
Pos	137	I would like to praise the reception staff at Backwell for a excellent service and how helpful they are despite the Pressures.Well Done Happy Christmas
Pos	141	No, everyone always very helpful. Thank you.
Pos	146	All members of Brockway staff are professional and helpful. I would recommend the Practice without reservation.
Pos	148	I have been very satisfied with the level of care my family and I have received from doctors and all other staff since registering in 1975, thank you very much.
Pos	149	I am generally very satisfied with the practice, you are far better than other surgeries I hear about, keep up the good work.