

## IHG Friends and Family Data - December 2019

Location	Procedure type	Patient Comments	Recommend IHG?
Hathaway Medical Centre	Hernia	Service was well organised and friendly	Extremely likely
Hathaway Medical Centre	Hernia	I was made to feel welcome and there was no fuss about the procedure	Likely
Hathaway Medical Centre	Hernia	Everyone makes one feel comfortable	Extremely likely
Hathaway Medical Centre	Hernia	Staff very friendly and operation went very well	Extremely likely
Hathaway Medical Centre	Hernia	Very professional, feel at ease thank you!	Extremely likely
Hathaway Medical Centre	Hernia	Very efficient and timely. Only 'likely' because we live around the corner from Great Western Hospital Swindon - otherwise extremely likely	Likely
Hathaway Medical Centre	Hernia	Friendly staff made me feel very welcome and informed. It was all on time, easy and convenient. Clean, modern, well equipped	Extremely likely
Hathaway Medical Centre	Hernia		Extremely likely
White Horse Medical Centre	Vasectomy	Everyone was really friendly and put me at ease	Extremely likely
White Horse Medical Centre	Carpal Tunnel	Everything went well, painfree	Extremely likely
White Horse Medical Centre	Vasectomy	Staff were very friendly	Extremely likely
The County Practice, Syston	Hernia	Talking too mind off procedure	Extremely likely
The County Practice, Syston	Hernia	Entire service	Extremely likely
The County Practice, Syston	Hernia	Felt very at ease - felt team connected	Extremely likely
The County Practice, Syston	Hernia	Fantastic staff, made me feel extremely comfortable	Extremely likely
The County Practice, Syston	Hernia	Friendly helpful staff	Extremely likely
Salisbury (Millstream House)	Podiatric Surgery	Thr way I have been looked after has been excellent. The care wonderful and the operation has gone well.	Extremely likely
Salisbury (Millstream House)	Podiatric Surgery	Well looked after no complaints	Extremely likely
The County Practice, Syston	Hernia	Made to feel welcome and at ease	Extremely likely
The County Practice, Syston	Hernia	Fabulous service, great not to have a GA - great people	Extremely likely
Lawn Medical Centre	Carpal Tunnel		Extremely likely
Lawn Medical Centre	Carpal Tunnel	Very friendly people, I was very well looked after	Extremely likely
Lawn Medical Centre	Carpal Tunnel	Made to feel at ease - short waiting time	Extremely likely
Lawn Medical Centre	Carpal Tunnel	Great service, results on my right hand are amazing	Extremely likely

Lawn Medical Centre	Carpal Tunnel	Everytime I come here I have been made to feel at ease. Nurse and healthcare assistant were lovely.	Extremely likely
Lawn Medical Centre	Carpal Tunnel	100%, you are all very friendly and informative. Made me feel very comfortable	Extremely likely
White Horse Medical Centre	Hernia	Everyone has been brilliant	Extremely likely
White Horse Medical Centre	Hernia	Amazing service - Thanks	Extremely likely
White Horse Medical Centre	Hernia	All went smooth, everybody very friendly, helpful	Extremely likely
White Horse Medical Centre	Vasectomy	Very friendly, helpful and asking if everything OK while hainvg op	Extremely likely
White Horse Medical Centre	Vasectomy	The whole team were marvellous. Sorry for being a woss. Thanks again :-)	Extremely likely
White Horse Medical Centre	Vasectomy	Very straightforward	Extremely likely
White Horse Medical Centre	Vasectomy	Was a very good atmosphere and felt very comfortable	Extremely likely
Kingskerswell Health Centre	Vasectomy		Extremely likely
Kingskerswell Health Centre	Vasectomy	Doctor made me feel at ease. Had an issue with only having 1 testicle and handled well.	Extremely likely
Kingskerswell Health Centre	Vasectomy	It was easy op and felt at ease	Extremely likely
Kingskerswell Health Centre	Vasectomy		Extremely likely
Kingskerswell Health Centre	Vasectomy	All went very well	Extremely likely
Kingskerswell Health Centre	Vasectomy	Very professional, welcoming and friendly	Extremely likely
Kingskerswell Health Centre	Vasectomy	Very friendly staff, procedure explained fully. Felt very safe	Extremely likely
Kingskerswell Health Centre	Vasectomy	very nice stuff	Extremely likely
The County Practice, Syston	Vasectomy	Everything on time and I was well cared for	Extremely likely
Hathaway Medical Centre	Hernia	Everything about the service was friendly, polite, courteous, well explained, questions answered, efficient.	Extremely likely
Hathaway Medical Centre	Hernia	Well looked after and no pain felt.	Extremely likely
Hathaway Medical Centre	Hernia	Excellent treatment and many thanks	Extremely likely
Hathaway Medical Centre	Hernia	Brilliant, made me feel at home	Extremely likely
White Horse Medical Centre	Podiatric Surgery	Everyone was very helpful, clear explanations. A really nice team.	Extremely likely
White Horse Medical Centre	Podiatric Surgery	Very pleased with treatment and efficiency. Everybody was very nice, less painful than imagined.	Extremely likely
White Horse Medical Centre	Cataract	Local treatment no long wait	Extremely likely
White Horse Medical Centre	Cataract		Extremely likely

White Horse Medical Centre	Cataract		Extremely likely
White Horse Medical Centre	Cataract	Efficient Service, very polite, looking forward to having second eye done.	Extremely likely
White Horse Medical Centre	Cataract	Superb treatment - very efficient	Extremely likely
White Horse Medical Centre	Cataract	Informative, helpful staff, Professional Consultant	Extremely likely
White Horse Medical Centre	Cataract	Attentive treatment, full disclosure of information	Extremely likely
White Horse Medical Centre	Cataract	Everyone is friendly and kind, very efficient service	Extremely likely
Hathaway Medical Centre	Vasectomy	I was treated expertly with care and complete professionalism	Extremely likely
Hathaway Medical Centre	Vasectomy	Excellent team, made me feel very comfortable	Extremely likely
Hathaway Medical Centre	Vasectomy	Friendly and fun experience	Extremely likely
Hathaway Medical Centre	Vasectomy	Very welcoming and professional	Extremely likely
Hathaway Medical Centre	Vasectomy	Lots of information and excellent staff	Extremely likely
Hathaway Medical Centre	Vasectomy	Fantastic staff, very communicative on the process and whats involved, I felt comfortable the whole way through. The procedure itself was painless and over in a flash. The doctors were amazing and the aftercare from the nurses and health care assistant absolutely brilliant. Well done and thank you.	Extremely likely
The County Practice, Syston	Carpal Tunnel	Discernment - Satisfied	Likely
The County Practice, Syston	Carpal Tunnel	Good	Extremely likely
The County Practice, Syston	Carpal Tunnel	Well treated. Excellent	Extremely likely
The County Practice, Syston	Carpal Tunnel		Extremely likely
The County Practice, Syston	Carpal Tunnel		Extremely likely
The County Practice, Syston	Carpal Tunnel	Treated very well with no complications	Extremely likely
The County Practice, Syston	Hernia	It has been speedy, well managed and enjoyable	Extremely likely
The County Practice, Syston	Hernia	Prompt response, quick appointment, excellent care	Extremely likely
The County Practice, Syston	Hernia	Extremely happy with service and staff. Put my mind at rest. Always asked how I was and made sure I was comfortable and not in any pain :)	Extremely likely
The County Practice, Syston	Hernia	Made an unpleasant procedure pleasant	Extremely likely
The County Practice, Syston	Hernia	They made me feel good	Extremely likely
The County Practice, Syston	Hernia	Punctual, appointments on time (no delays). Kept informed all through the process. Polite staff.	Extremely likely
The County Practice, Syston	Hernia	Excellent treatment, friendly environment	Extremely likely

The County Practice, Syston	Hernia	Pleased with the whole service. Very pleasant and helpful staff	Extremely likely
Hathaway Medical Centre	Hernia	Very professional. I was very well informed of the process and treatment at all times.	Extremely likely
Hathaway Medical Centre	Hernia	Everything worked as expected - so far! Made to feel at ease	Extremely likely
Hathaway Medical Centre	Hernia	Made to feel safe and assured	Extremely likely
Hathaway Medical Centre	Hernia	All staff very friendly and kept me informed at every stage of the procedure. Facilities very modern. Communication and explanations clear and detailed.	Extremely likely
Hathaway Medical Centre	Vasectomy	Very professional and friendly	Extremely likely
Hathaway Medical Centre	Vasectomy	Very professional, friendly and helpful	Extremely likely
Hathaway Medical Centre	Vasectomy	Was put at ease all through the procedure by all present	Extremely likely
Hathaway Medical Centre	Vasectomy	Staff very nice	Extremely likely
Hathaway Medical Centre	Hernia	Friendly staff, painfree op. All procedures very well explained.	Extremely likely
Hathaway Medical Centre	Hernia	All staff were friendly and polite, everything was explained in detail.	Extremely likely
Hathaway Medical Centre	Hernia	Quick response, great staff	Extremely likely
Hathaway Medical Centre	Hernia	The whole process was stress free. Mr Budd was informing me all through the operation and the staff of 3 were FABULOUS!	Extremely likely
White Horse Medical Centre	Cataract	I'd have it done again if I had a third eye, wouldn't hesitate	Extremely likely
White Horse Medical Centre	Cataract		Extremely likely
White Horse Medical Centre	Cataract	Very friendly, professional team. Very good end to end process	Extremely likely
White Horse Medical Centre	Cataract	Everyone very polite - good service	Extremely likely
White Horse Medical Centre	Cataract	Treatment and process very smooth	Extremely likely
White Horse Medical Centre	Cataract	Excellent service	Extremely likely
White Horse Medical Centre	Cataract	Clean explanation, all very professional. Very pleased after previous eye surgery. Would like to thank all involved.	Extremely likely
White Horse Medical Centre	Cataract	Everyone so kind and helpful, made it happy	Extremely likely
White Horse Medical Centre	Cataract	Done a good job.	Extremely likely
White Horse Medical Centre	Cataract	Seen on time, everything was right. Sympathetic during operation	Likely
White Horse Medical Centre	Cataract		Likely
White Horse Medical Centre	Vasectomy	Staff, environment, clean, friendly, professional - as good as it gets	Extremely likely
White Horse Medical Centre	Carpal Tunnel	Very happy, good service	Extremely likely

White Horse Medical Centre	Carpal Tunnel	Friend, made to feel relaxed	Extremely likely
White Horse Medical Centre	Carpal Tunnel	Professional service3, relaxed and welcoming	Extremely likely
White Horse Medical Centre	Vasectomy	Great team, decent facilities	Extremely likely
White Horse Medical Centre	Vasectomy	As they make you feel at ease and calm	Extremely likely
Kingskerswell Health Centre	Vasectomy		Extremely likely
Kingskerswell Health Centre	Vasectomy		Extremely likely
Kingskerswell Health Centre	Vasectomy	Staff were extremely friendly and helpful	Extremely likely
Kingskerswell Health Centre	Vasectomy	Very good and relaxed	Extremely likely
Kingskerswell Health Centre	Vasectomy	Doctor put me at ease even though I was very nervous	Extremely likely
Kingskerswell Health Centre	Vasectomy	I was put at ease	Extremely likely
Kingskerswell Health Centre	Vasectomy		Extremely likely
Kingskerswell Health Centre	Vasectomy	Excellent Service	Extremely likely
Kingskerswell Health Centre	Vasectomy	Very informative and relaxed	Extremely likely
Kingskerswell Health Centre	Vasectomy	Lovely people made completely at ease	Extremely likely
Hathaway Medical Centre	Podiatric Surgery	Very good team	Extremely likely
Hathaway Medical Centre	Podiatric Surgery	Excellent care	Extremely likely
Hathaway Medical Centre	Hernia	Very efficient and friendly staff	Extremely likely
Hathaway Medical Centre	Hernia		Extremely likely
Hathaway Medical Centre	Hernia	Smooth, efficient service	Extremely likely
Aspen Centre	Carpal Tunnel	The staff Mandy and Bridget have been brilliant. Surgeon has been very informative. After advice has been brilliant. 11/10	Extremely likely
Aspen Centre	Carpal Tunnel	Friendly helpful team, made me feel very comfortable	Extremely likely
Aspen Centre	Carpal Tunnel	Really clean and really nice staff	Extremely likely
Aspen Centre	Carpal Tunnel	Great friendly service and kindness	Extremely likely
Aspen Centre	Carpal Tunnel		Likely
Aspen Centre	Carpal Tunnel		Likely
Aspen Centre	Carpal Tunnel	Everything was explained, very efficient	Likely
White Horse Medical Centre	Cataract	Very friendly staff who put your welfare their first primary care.	Extremely likely
The County Practice, Syston	Hernia	Because surgeon and and assistants made me feel relaxed and calm	Extremely likely
The County Practice, Syston	Hernia	Very professional and friendly	Likely

Hathaway Medical Centre	Carpal Tunnel	Lovely people, put me at ease, very quick and informative.	Extremely likely
Hathaway Medical Centre	Carpal Tunnel		Extremely likely
Hathaway Medical Centre	Carpal Tunnel	Very informative and friendly. Really good experience.	Extremely likely
Hathaway Medical Centre	Carpal Tunnel	Very friendly staff	Extremely likely
Hathaway Medical Centre	Carpal Tunnel	Very efficient at handling my case	Extremely likely
Hathaway Medical Centre	Carpal Tunnel	Professional, friendly, light hearted, nothing to worry about, non-hospitally.	Extremely likely
Hathaway Medical Centre	Carpal Tunnel	Very friendly and caring. Easy place to get to.	Extremely likely
Hathaway Medical Centre	Carpal Tunnel	Friendly doctor and staff explained everything. Operation was quickly and efficiently done.	Extremely likely
Hathaway Medical Centre	Vasectomy	Good friendly service	Extremely likely
Hathaway Medical Centre	Carpal Tunnel	Friendly atmosphere, really helpful and information great afterwards.	Extremely likely
Hathaway Medical Centre	Vasectomy	Nice and easy, quick	Extremely likely
Hathaway Medical Centre	Carpal Tunnel	All was perfect.	Extremely likely
Hathaway Medical Centre	Vasectomy	Kept well informed of procedure, friendly and reassuring. Good advise given too!	Extremely likely
Hathaway Medical Centre	Carpal Tunnel	Handy location, didn't have to wait long.	Likely
White Horse Medical Centre	Cataract	Everything was well handled, explained and comfortable	Extremely likely
White Horse Medical Centre	Cataract	Everyone very caring and polite	Extremely likely
White Horse Medical Centre	Cataract		Likely
White Horse Medical Centre	Cataract	Feel treatment here has been excellent	Extremely likely
White Horse Medical Centre	Cataract	All helpful and kind	Extremely likely
White Horse Medical Centre	Cataract	Very straight forward and easy. People helpful.	Likely
White Horse Medical Centre	Cataract		Extremely likely
White Horse Medical Centre	Cataract	Great service and staff	Extremely likely
The County Practice, Syston	Carpal Tunnel	Good experience	Extremely likely
The County Practice, Syston	Carpal Tunnel	Quick	Extremely likely
The County Practice, Syston	Carpal Tunnel	Brilliant all round	Extremely likely
The County Practice, Syston	Carpal Tunnel	Very nice people indeed	Extremely likely
The County Practice, Syston	Carpal Tunnel	Close to home	Extremely likely
The County Practice, Syston	Carpal Tunnel	Was friendly and put me at ease	Likely

The County Practice, Syston	Carpal Tunnel		Extremely likely
The County Practice, Syston	Carpal Tunnel		Extremely likely
Hathaway Medical Centre	Podiatric Surgery	Very professional from start to finish. Everyone put me at ease.	Extremely likely
Hathaway Medical Centre	Podiatric Surgery	I felt well cared for. All the staff extremely professional and caring. Very efficient. Great tea!	Extremely likely
Hathaway Medical Centre	Podiatric Surgery	I have been treated with the upmost of kindness and given plenty of information regarding operation and any side effects	Extremely likely
Salisbury (Millstream House)	Podiatric Surgery	Because they were very friendly and polite all the way through the operation	Extremely likely
White Horse Medical Centre	Hernia	Happy with outcome	Extremely likely
White Horse Medical Centre	Hernia		Extremely likely
Lawn Medical Centre	Carpal Tunnel	Patient friendly, no delays, approachable if seeking advice	Extremely likely
The County Practice, Syston	Hernia	Great care given	Extremely likely
The County Practice, Syston	Hernia	Amazing staff, friendly but very professional. Explained everything before and kept me informed throughout 10/10	Extremely likely
The County Practice, Syston	Hernia	Confidence inspiring surgeon, procedure well explained, so worries minimised, care by the support team was very reassuring and caring	Extremely likely































