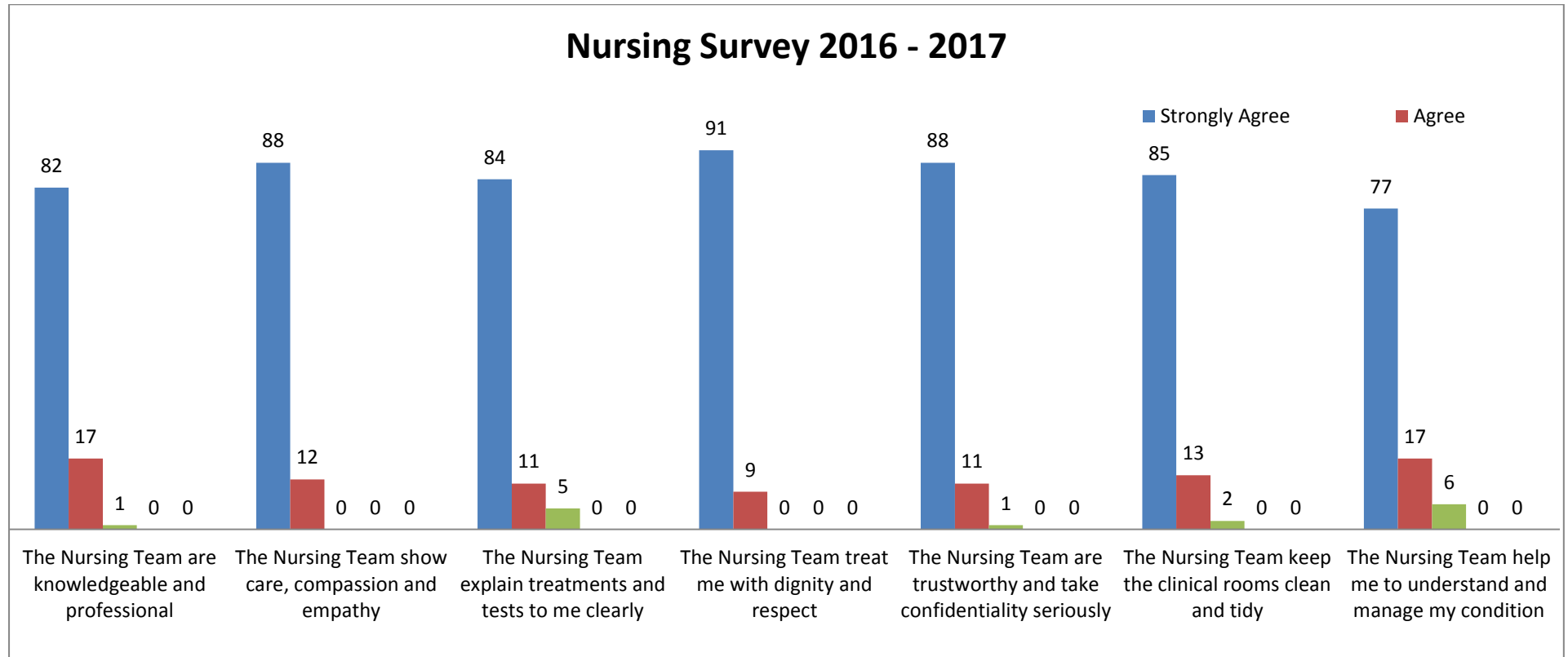


Patient Satisfaction Questionnaire - Nursing Team 2016/17

		Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree	Total
1	The Nursing Team treat me in a friendly and courteous manner	90	10	0	0	0	100
2	The Nursing Team are knowledgeable and professional	82	17	1	0	0	100
3	The Nursing Team show care, compassion and empathy	88	12	0	0	0	100
4	The Nursing Team explain treatments and tests to me clearly	84	11	5	0	0	100
5	The Nursing Team treat me with dignity and respect	91	9	0	0	0	100
6	The Nursing Team are trustworthy and take confidentiality seriously	88	11	1	0	0	100
7	The Nursing Team keep the clinical rooms clean and tidy	85	13	2	0	0	100
8	The Nursing Team help me to understand and manage my condition	77	17	6	0	0	100



Comments:

- Good all round
- All I can say is "Brilliant Bunch"
- The Nurses are great
- No experience to give an answer but based on items 1-5 they may well deserve a 1 marking!
- Everyone always very helpful
- I have a condition that stops me from leaving my home, Emma (Practice Nurse) visits me here if needed and she does her best to take care of all that I need she is always smiling and puts me at my ease, she is brilliant. When I used to be able to get to the surgery, I saw all the other nurses and they were all really nice too.
- I have been in today for my Diabetes check. All the nurses are thorough, everywhere clean, cheerful. Emma is always smiling as does Kerry. All the nurses deserve a medal for the work they all do.
- Question 8 is not relevant (Uncertain)
- I have found Elise to be most helpful and considerate in helping me when having regular INR checks, if there needs to be a visit to see the Doctor, she does this for me.
- No complaints, very fortunate to have a good GP practice!!
- Question 8 is not applicable (Uncertain)
- I think we are lucky to have such a lovely team they never rush me even when they have other patients waiting
- Thank you very much for all your kindness
- They are all very nice and always have a smile making you feel good straight away that lowers BP as well
- The Nursing team are faultless; you know they always have your best interest at heart. It is a pleasure to visit them. Elise works very hard and I have a great deal of confidence in her. Dawn has a honest approach and reassures you at all times, a great nurse. The rest of the team are all very good I felt lucky being able to visit any of the team. Thank you all
- I'm always amazed at the nurse's ability to remember me and my family and they're completely lovely to my kids, who have no fear in visiting as a result. Thank you
- Had to wait 20 minutes longer than my appointment time
- Lovely ladies
- A great team always pleasant and friendly. Nothing too much trouble.
- Great team - All can't do enough for you
- All wonderful, kind and caring which makes our surgery the best
- Very happy - No problems
- In general I think the whole surgery and staff are excellent and I am very grateful for the attention and care and concern I receive. Thank you so very much for all your help.
- I rarely see the nursing team so my comments are based on very few experiences - so far!
- Lovely surgery, super nurses.
- Extremely good with babies/Children
- A well run surgery (Best in Norfolk!)
- She apologised for being 10 mins late

- We are very fortunate in having such a caring, well run surgery. You all deserve a medal
- What a great team!!
- Very Pleasant
- The nursing staff are all very kind and helpful making you feel at ease whether having a blood test or health check