

The Harvey Practice

Patient Feedback

July 2024

8 patients left us feedback

88%

patients likely to
recommend us

12%

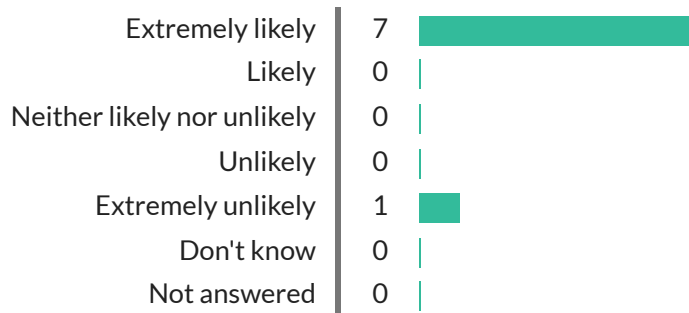
patients unlikely to
recommend us

(0% didn't answer or gave a neutral response)

Spread of responses



How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?



Can you tell us why you gave that response?

As a local patient, patient communication is very good

We are lucky to have you - you always look after your patients

Excellent service from everyone who works here. Having moved from a surgery which closed and merged with another one, this practice is a breath of fresh air.

Poor reception reaction - too long to gain attention because of phone answering. Sound quality in waiting room very poor

We are very lucky to have you here. Dr Batchelor is wonderful - we thought Dr Stephens was good but Dr Batchelor is even better!

Sara is on it - she is fantastic - such a fabulous nurse, very reassuring.

My husband and I are so pleased we are with the Merley Harvey Practice. We have always received excellent care and service. Every member of staff we have had contact with have been kind, polite and very caring. However we are worried about this changing due to overcrowding from new developments in our area.

The service that we are receiving is 2nd to none. We have been seen so quickly and our concerns have been addressed professionally and with compassion. We are so lucky to be registered at the Harvey Practice Merley.

Thank you to each and every member of staff - you are all stars.

Positive comments

None currently reviewed for this month.

Negative comments

None currently reviewed for this month.

