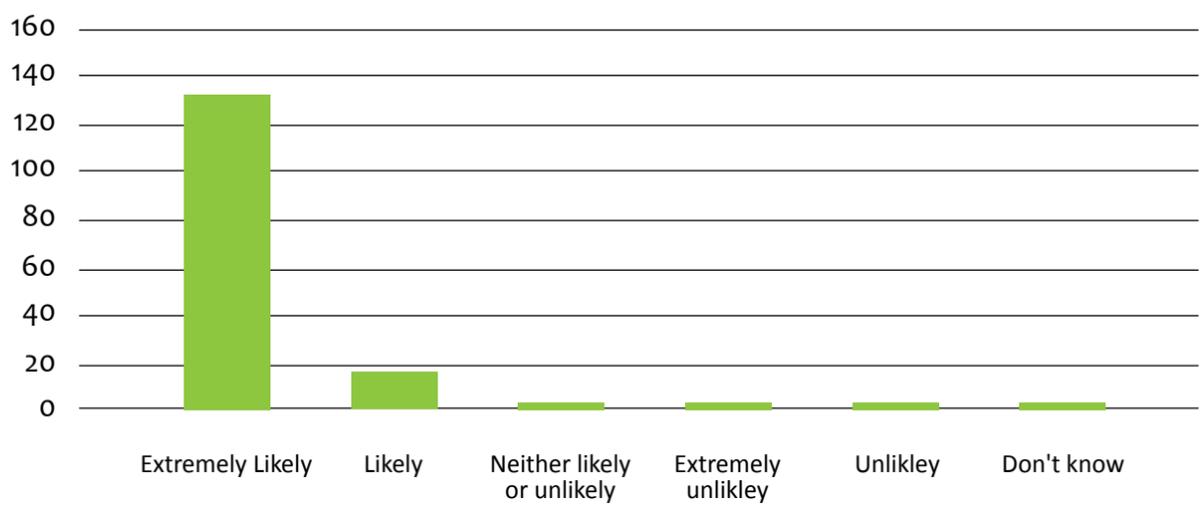


Friends and Family Test Results

Patients were asked to think about their recent experience of the service provided by Kingston Health Centre and how likely they would be to recommend our practice to their friends and family. During this period of time we were carrying out video or telephone appointments due to the risk of Covid-19.

July 2020



Everyone working at KHC were amazing; they are very helpful in so many ways.



You have the kindest Doctors in your surgery



You can get an appointment on the same day, even during the lockdown period. The doctors and nurses here are both very professional and caring



Great practice, everyone is kind and it's so clean and welcoming



It's very clean and the entrance was hands free. I also noticed all the hand sanitisers around



Went for my first smear test and the nurse was very informative and helpful and put me at ease



Online booking was great. Online booking and video appointment very straight forward



The reception staff were efficient and the nurse was kind, clear and unhurried.



Always provide an excellent service



Easy to book an appointment, nurse on time and efficient



As thorough as you can get via a video appointment, gave excellent advice to follow before my next appointment.



GP was really helpful and nice. Video call made life easier



Everyone I met was friendly, concerned for my welfare and efficient. All that I have come to expect and appreciate from KHC



Professional, thorough, supportive – as ever. Very happy with my quality of care



Excellent service, lovely doctor, easy to get an appointment



Booked a same day video consultation which was very effective.



I was given an appointment straight away, the doctor called on time and was able to deal with the issue immediately.



Everyone worked efficiently and the nurse was great at explaining everything clearly.



Friendly, polite, professional, efficient staff.



Top notch all way round.



The physiotherapist had a full check-up, very informative and ready to help.



Friendly, helpful and knowledgeable staff.



Practice is clean, well signposted and well-spaced.



The GP didn't call on time and when they tried to call 30 minutes late I was busy on another call.