

## Cedars Surgery Friends And Family Feedback December 2024

### Recommended

- The expertise
- 1. Dr Rawson listened to me and came up with the right answer
- Listened to me and arranged an X-ray at the time of the appointment
- It was easy to book in when I arrived and the GP was helpful.
- The appointment was on time. And it was conducted with kindness.
- All staff are always pleasant and efficient
- I only asked for an appointment for a blood test. I got it and that was that. Better than trying to get through by phone.
- Good service
- Because Sophie tried in vain to get blood today but it just wasn't flowing but kept her cool and advised that I should come back tomorrow but drink plenty of water before going
- Nurses Lesley & Kelly are always very professional kind & friendly
- As per my last message person taking bloods was very welcoming which made me feel very relaxed
- Very nice people, always helpful. Swift service, no problems at all.
- Because it was
- Because I think given the tough circumstances for the NHS at present Cedars does its level best to maintain high standards of patient care. It needs more doctors and a less pressured appointment system though I would be worth exploring Zoom appointments perhaps.
- Dr Mills was very thorough and good
- Very friendly staff
- A doctor that listens and takes time for you.
- She was very good friendly pleasant put me at ease answered my questions that concerned me she deserved a 1
- I was very happy with how Sophie dealt with me with my blood test very calm and understanding.
- Prompt & professional
- Nurse was good never felt a thing
- Procedure explained, made to feel at ease throughout, nurses friendly but professional
- First class experience
- The nurse was patient sympathetic informed and helpful
- Why?
- You You asked me to!
- The receptionist really did her best to give me an appointment ,then helped with paperwork.
- Overall I am very satisfied with the practice.
- Helpful advice
- Excellent service from all members of staff
- Very good communication and understanding
- I'd originally spoken to a gp last week on a same day telephone call who then booked today's follow-up. In both cases, the doctors were kind, reassuring, and very helpful. They Re-prescribed what I needed and did exactly what I needed. The receptionists were also lovely, including one today who directed me to the lift. When she clocked, I may struggle with the stairs. (There was no judgment, which given I am relatively young was very refreshing!!). All in all, a very quick and easy experience with very professional staff!
- Seen bang on time by nurse Lesley who gave full explanation of all the winter vaccines and was friendly and efficient!
- Very informative friendly nurse.
- Nurse put you at ease and was very pleasant.
- I think the Cedars is a great practice. The GPs, Nurses etc are excellent. I moved to Deal from Rochester over 7 years ago, and there, you couldn't even get an appointment for 6/7 weeks, it was staffed part time locums and it has got even worse! So Thankyou Cedars,
- Was treated with kindness and care...
- Because, I have always had good service from both Doctors and Admin staff...
- Couldn't fault it

### Not Recommended

- Sorry meant 1
- I had an appointment for 8.30 am and was seen at 9.10 . Therefore very late for work and the rest of the day .

### Passive

- Trying for an appointment 3 weeks , trying to phone for an appointment is a joke . I know it's not the receptionists fault , but come on 3 weeks it's a joke to be quite honest.