

Dr Jenkins

Although my wait today was almost 30 minutes, this is unusual for my practice. Today my GP was running late because she had clearly given earlier patients the time they needed – she can only do one thing at a time!

Dr Jenkins has always been very approachable, professional providing an excellent service.

She is always available (when not on holiday!) and gives good advice.

Dr Batterham

Dr Batterham is the best GP.

Truly brilliant at all times.

Excellent and supportive.

Dr Batterham always explains things simply and if I don't understand will refer me to someone to explain it fully.

So reassuring and giving confidence. Much appreciated.

Brilliant GP!

I've known Dr Batterham for many years and she is absolutely fantastic.

I've always found her very helpful and considerate.

Excellent!

Dr Smith

What a kind, caring and thoughtful person Dr Smith is.

Very professional!

The best doctor!

Thank you.

Excellent.

I can't speak highly enough of Dr Smith's care and attentiveness for me and my family over many years through the loss of my late first wife and beyond. Seeing us through some testing times!

A particularly listening, caring and helpful Doctor.

I value the consistency of seeing Dr Smith over time and appreciate his considerate care.

Dr Robinson

We have always found Dr Robinson to be excellent at his work. Very understanding and never rushed his appointments with us.

GP Practice

We are very lucky to have such an excellent practice.

They are always helpful and do everything to the best of their ability and always refer problems to the right department in hospital or clinic etc.

They are very sympathetic and I feel truly caring about me. I'm a person not just a number to them, especially Dr Batterham.

I feel very lucky to be part of this practice.

Combe Down GP Practice is excellent!

I have mentioned in the past to Dr Batterham what a wonderful practice this is.

What I do care about is the obsessive complaints of 18 character username, 8 character password to get prescriptions! When everything else is so good why is this so bad? Have had to drive to the surgery 5 times since the system changes due to some security problem, and of which is preceded by an hour or so on the computer. Have run a computer since the 1980's. If we could opt out of this Fort Knox type of security it would be a blessing. Have you been taken over by technical show-offs, political correctness, legal fearfulness?

I usually get seen 20 minutes after my appointment time but I do understand how busy GPs

are, but it can be a little frustrating if I have other appointments.

Difficulty parking – probably no possible solutions!

The Combe Down Surgery as far as I am aware provide a first class service.

Very satisfied with practice.

I hope the answers I have given speak for themselves. I am very grateful indeed knowing the Combe Down practice is there to help when the need arises – Dr Smith especially.

The only problem is getting through to book an appointment on the same day.

I would like a phone system which tells you what number you are in the queue rather than continually having to redial.

There's good and bad experiences in all practices but on my own experiences this surgery is very good and fits the needs for myself and my family.

I wish making an appointment on that day is easier. It takes a long time to get through on the phone.

I always say how lucky we are to have such good doctors and access to them.

Excellent service from a busy practice. My doctor is extremely popular so it can be difficult to get to see him.

Although I have always found Combe Down Surgery to be professional, honest and caring, I do however prefer to see Dr Robinson rather than the asthma nurse to help with my son's condition.

Not all GPs understand/believe in my long term medical issues and few are willing to investigate new symptoms.

During many years my wife and I have found the practice to be first-class and caring in every respect.

