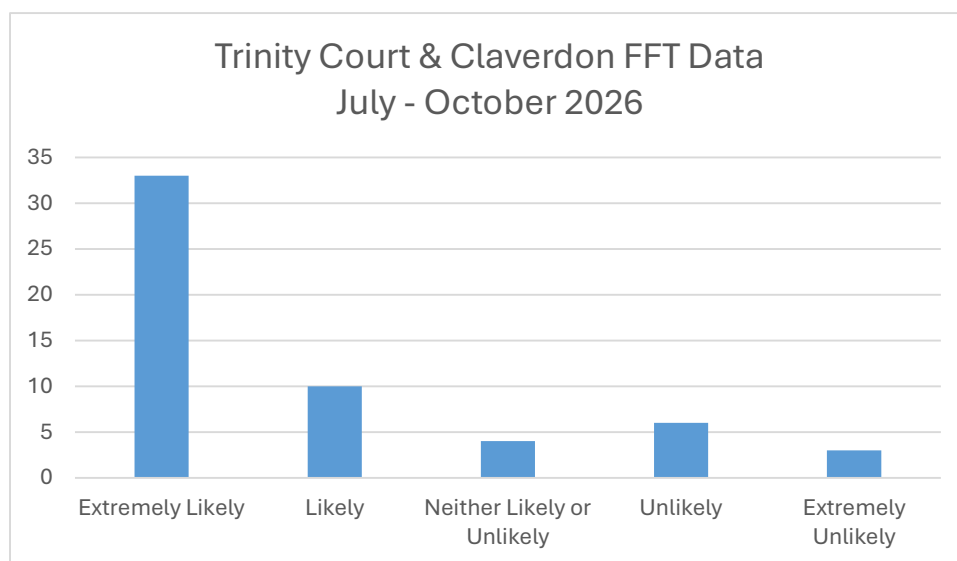


How likely are you to recommend Trinity Court and Claverdon Surgery to a family member or friend?



What are we doing well?	What could we improve?
Dr Kilbride. He is quite the most exceptional GP I have ever had. Beyond first class!	Recruit more Dr Kilbrides!
Overall, it's very good and you get the help when it's needed.	Yes - the button / link on your website front page for "Repeat Medication Requests" does not work. It just says page not found (try it yourself). This needs to be fixed. Thank you for this feedback – this has now been fixed!
Professional, knowledgeable and friendly care	Availability of GP appointments.
All staff are respectful and helpful. Our family is cared for well.	Nothing – first class service every time.
Prompt efficient service.	Be able to call Claverdon Surgery direct As we have fewer staff at Claverdon, the phone calls are taken at TCS so that our receptionist at Claverdon can help with any face-to-face enquiries.
Very helpful and seen much sooner than I'd expected	No
Very friendly and helpful	Please remember that the older generation are not computer savvy so a little more understanding required on that side. Thank you for your feedback. Our reception team are happy to help patients complete the triage form if they are unable to do so themselves. We strongly encourage patients to complete themselves though as they will be able to best describe their symptoms.
Dr Hurst was so helpful and very good at explaining	Can't think of anything.
My 3-year-old came in for his Flu vaccine today with nurse Dea-Louise. On the way back to the car, he asked if we'd see the same person again next year for his Flu vaccine, because she was "a really good nurse".	
The quality of your doctors.	
Contacted surgery with a problem. Later a prescription had been issued. Follow up call in the evening from Dr Gill was caring, extremely thoughtful and very kind. Thank you all.	
You can always get an appointment or help.	