

April '19

Feedback given

- Been with practice many years with no complaints
- Good service
- Very happy with the service of staff and GP's
- Phone message too long. Friendly staff but long wait for appointment
- Because you are a good practice and I have been here years
- Friendly service and atmosphere. Clean and tidy
- Although I don't come often it is efficient and friendly staff friendly. Clean modern surgery. I like the access to the pharmacy too
- Reliable, very efficient
- I have been registered at the practice for over 23 years and found the staff pleasant, professional, caring and compassionate, Appointments are easy to make particularly with the online system which also allows to request repeat prescriptions. I work for the NHS and have witnessed issues with GP practices but Rainbow is not one of them
- I have never had any problems booking an appointment and the doctors are very helpful as are all the staff
- Any time I need help, I've got it from the Rainbow Medical Centre so I'm really satisfied
- Difficult to get an appointment unless considered vulnerable or rare emergency
- Really good
- Really nice staff, helpful
- I like the practice, the waiting area and I like the way the chemist is also joined onto it, do find it difficult sometimes to get through to make an appointment
- Very busy, had to wait ages for my appointment. Machine to sign in not on
- Good service
- Wait too long after you arrive
- Long appointment wait times
- Great client service, from phoning for an appointment, seeing a good doctor and friendly, helpful reception staff
- Had no problems
- Friendly staff, long wait on appointment time
- Long wait on phone
- Busy reception, not enough staff
- Friendly staff
- Always had good medical care with all doctors
- I have been with the surgery 30 years. During that time I have had constant service with high standards from reception, nurses and in general GP's with more positives than complaints on balance
- Think there is too many patients already difficult to see a doctor
- All family and friends happy with their GP's
- Doctors are fine some of the staff are very rude but most of them helpful
- Waiting times

Always helpful and children always get appointments straight away