

Comments Oct 19:

- Very reliable, friendly staff
- Always helpful and understanding
- This is a good GP and welcome you, and help with as much as they can
- I find the staff and doctors very helpful and thorough with any of my needs
- Polite staff, resolved query
- Not able to get appointments
- Staff very helpful, doctors always available, especially good at being able to get emergency appointments
- Because it's a good GP practice
- When urgent, surgery sorts out appointment as extra
- Friendly and supportive
- Excellent service
- Good support from the practice nurse Hannah with imms for granddaughter. Long term GPs have retired – they knew me but can get to see a GP if needed. Good reception / phone support / helpful
- On the whole very satisfied with the practice
- Very thorough in the medical assessment
- Nice helpful staff
- Never ever get an appointment in surgery. Good when do get one
- Easy to get in
- Staff are always very helpful
- I have choose this option because all the doctors are friendly especially Dr Sayed who is brilliant with my children, the receptionists are also very friendly and helpful
- Clean, easy to book appointments online. Has Lloyds next door
- Appointments can be booked at short notice online. Only able to book 1 appointment at time is a pain
- Very speedy service
- I have always been happy with the service
- Better appointment booking system than a few months ago. 1 call now rather than 30+
- Always received great care
- Doctors are good
- Very friendly and polite and accommodating
- Helpful, excellent treatment
- Mostly only good experiences at Rainbow but there was a time when I was 5 mins late for an appointment, I waited at reception for 5 minutes and was then told I can't be seen as I am now 10 mins late
- Very good service
- Got a quick appointment for 11 year old daughter. Building modern and staff are friendly
- Always friendly reception staff who give the impression of wanting to help. Doctors who listen and take the time to explain
- This practice has about 8 different doctors and can usually get an appointment

- **Doctors and nurses listen to you and don't mess on computers when you are with them when being seen you feel that they listen and are good with after care if needed**
- **Helpful doctors, I feel like I am getting the best possible care**
- **Good service**
- **Staff are very helpful and kind**
- **Because I have been waiting for 40 minutes. Apart from that you give good service**
- **Staff and doctors always helpful**
- **I have always been satisfied with the service given**
- **Better than some others locally**
- **Too long for scheduled appointments**