

Comments Jan 2020

- Reception staff always friendly and helpful and the doctors are good
- Quick and sympathetic response from majority of the staff and the doctors and nurses are excellent in all respects concerning the treatment required with no problem too small
- Doctors always lovely
- Everyone is so nice and helpful some lovely doctors as well that listen to what is wrong
- Fabulous. Good service
- Good GPs. Lovely staff
- Good GPs
- Good friendly staff and doctors, always willing to go the extra mile to help
- Although very over stretched – generally happy with the service provided, getting frustrated with making appointments
- Good service, nice people, doctors and nurses. Very helpful
- GPs are very good
- I cannot get an appointment ever
- I have been with the practice for most of my life and have always had excellent support and service
- Extremely friendly and hardworking people
- Helpful staff. Good service
- I have never had any problems with doctors and staff. All are very nice
- Good at listening to your needs
- Very rare I can't get an appointment for any of my family. Staff can always help with anything
- Haven't had any issues
- Great doctors. Friendly staff
- All GPs the same – no appointments
- Never see GP
- Lovely receptionists. Helpful GPs
- All staff and doctors are very nice
- Because I live in St Helens and a very helpful service
- Don't use enough to have an opinion
- Love the staff
- Good
- Because you have to wait weeks to be seen
- Two of St Helens best doctors are at this practice. Dr Mooney and Dr Sayed. They care about their patients
- Able to get same day appointments. Staff are nice and helpful
- Prompt prescriptions – same day appointments
- Sometimes it's hard to get an appointment
- Doctors are very good

- Always helpful. Doctors willing to listen. Not in a hurry to rush patients out. Only problem for me is difficultly getting appointments
- Happy with service
- Great service. Great doctors. Good online service. Lots of appointments available
- My experience with the practice has been great. I have found staff helpful and doctors attentive
- Can't get an appointment even at 8am
- Lovely doctors
- Long wait time for appointments. Cannot get through on the phone
- Long wait for appointment
- The doctor I am seeing, Dr Sayed, is awesome with my mental health issues, so I would recommend him to any anybody. Any other GP not so much because if I have seen anyone else it seems they do not care
- Friendly and helpful. See to you 90% of time on short notice
- Good Service. Friendly and approachable

Male	Female
19	28

Age Group:

16-24	3
25-34	10
35-44	11
45-54	9
55-64	10
65-70	4
70+	4

Confidential Comments:

- Never get in to a doctor when need to