

Good	
Very good	
Good	Can't get my account easily
	"I should have boxes to tick re. my medication, not have to find the boxes. Also the previous system told me the date that my prescription was due for renewal. Here I have to make a request and have unnecessary questions to deal with. "
Very poor	
Very good	
Neither good nor poor	
Very good	
Very good	Very kind and quick to respond when needed.
	"I was registered with the practice within 1 day of filling the forms which was excellent.
Very good	The staff at the practice were kind, polite and helpful."
Good	Staff are quick to answer questions and have always been super lovely
Very good	
Good	
Very good	
Very good	
Very good	
Good	
Good	the app is user friendly and not complicated
Good	Good customer service
Good	
Good	
Neither good nor poor	"Unlike some other GPs that I know Belmont doesn't really check on you."
Very good	It is what it is
Neither good nor poor	
Very good	Easy to use
Good	
Good	Always very helpful.
Very good	
Very good	Always great!!
Very good	
Very good	
Very good	Always helpful
Good	
Very good	
Very good	
Good	
Good	
Very good	Very polite and professional
Very good	"Best GP surgery we've ever had. They're very responsive and very caring. "
	"I phoned the surgery this morning just to see if I could have a brief call back from Dr Donner. the receptionist said the only appointment I could have would be 7th October. I explained it was to do with a Hysteroscopy that i had Thursday that she had referred me for and that I had some problems after it. The receptionist was not at all empathetic,
Poor	

insisted the only appt was for 7th October and if not suitable fill in a Patches form
I have never experienced this before from our surgery which I always hold in high regard. I
am struggling after this procedure and do not feel that I have been listened to. "

Very good

No issues

Very good

Very good

Quick response to messages via Patchâ€™s.

Very good

Very good

Good

good service

Very good

Always very helpful

Very good

Very good

Very good

Very good

Neither good
nor poor

"Don't know"

No contact with practice