



# GENERAL PRACTICE AWARDS 2019

— People's Choice Award —

Patient comments for  
**Millfield Surgery**



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“Doctors, nurses, clerical staff all provide a high level of individual care, given time to voice your concerns and to be offered reassurance.”

“Amazing staff and really go above and beyond to help Armed Forces Veterans.”

“Simply the best, better than all the rest!”

“Millfield Surgery always provide a prompt service and the staff show great compassion their patience.”

“They should win for the care and compassion they show to their patients and staff.”

“Fantastic team. Hard working and always putting the patient at the centre of practice.”



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“While I have been struggling with my mental health I have had nothing but support and guidance from all at Millfield.”

“Despite the increase in the local population they continue to provide and excellent service.”

“Excellent, professional, caring Practice. All members from receptionists to healthcare professionals provide an excellent service for their patients.”

“Never a problem speaking to someone who can help. Glad to be a patient here.”

“Welcoming, approachable, caring, reliable.”

“Always helpful and always ready when you need assistance.”

“Totally community focused.”



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“The staff- receptionists, nursing staff, doctors etc all genuinely and respectfully listen to their patients, remain professional and really support the community events e.g. holding stalls at town fayres, helping to establish the park run and visiting local primary schools.”

“The Practice has done great work on expanding the workforce in challenging circumstances. They also have an innovative method of monitoring and supporting at risk patients through their Frailty Dashboard and Care Coordinator.”

" When I have had to use the surgery which has been more frequently in the last year GPs and surgery care has been very good compassionate and have always been spoken to when asked and have been able to get appropriate timely appointments.”

“Very good surgery with great, friendly staff.”



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“This surgery makes each patient feel valued and supported. Nothing is too much trouble. All the staff are highly professional from clinicians to support staff. Unlike what is often reported in the media, same day appointments are available. Millfield Surgery provides a most friendly, caring and reassuring experience.”

“Very friendly and professional surgery, always go the extra mile and consistently offer the highest level of service - a real credit to the profession and I feel extremely lucky to have them as my local surgery.”

“The staff and Doctors are really friendly and welcoming and they really care about the people they serve.”

“Always accommodating, whatever the concerns.”

“A super surgery well worth of the award.”

“A brilliant surgery, well worth this prestigious award!”