

Devon Road Surgery

Date
1st October 2014 -
31st January 2015

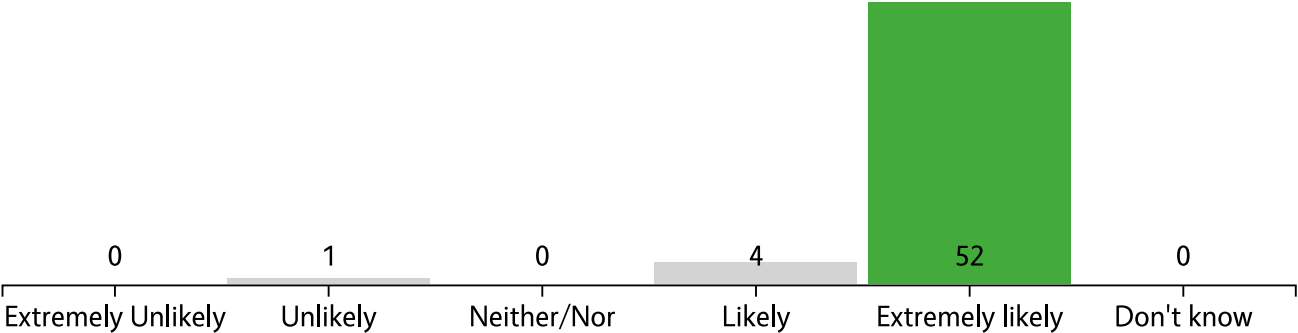
Average score this period



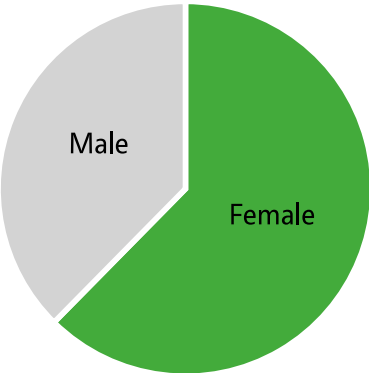
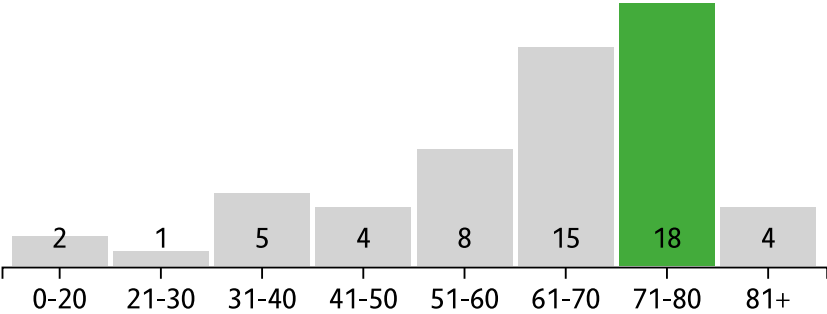
Reviews this period

59

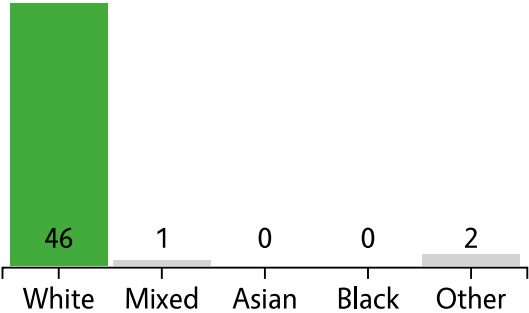
Reviews by score this period



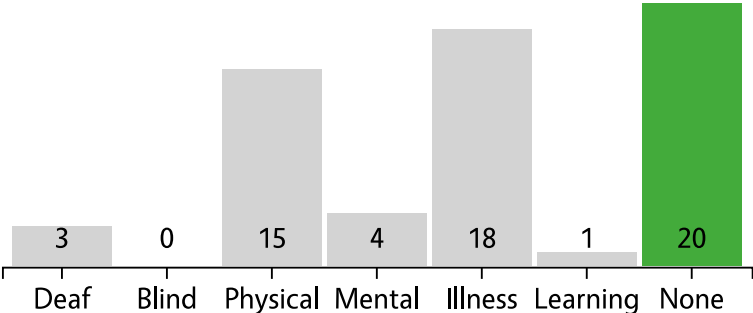
Review by age



Ethnicity



Long-standing conditions



5

| | | |
|-------------|------|--|
| Involvement | 5.00 | Dr hunt is caring,considerate,friendly and very helpful.unable to find |
| Cleanliness | 5.00 | fault with her ,even though many medicines don't agree with me Dr |
| Staff | 5.00 | hunt has persisted until she has found one that does suit |
| Appointment | 4.00 | |

Source: online

5

| | | |
|-------------|------|---|
| Involvement | 5.00 | My Dr (Dr Hunt) is amazing, so easy to talk to, and makes you feel at |
| Cleanliness | 5.00 | ease. I'd recommend her to anyone. All the other staff seem |
| Staff | 5.00 | approachable and helpful. |
| Appointment | 5.00 | |

Source: online

4

| | | |
|-------------|------|---|
| Involvement | 5.00 | It has become more difficult to get an appointment over the past 12 |
| Cleanliness | 5.00 | months or so but not sure how this can be addressed. |
| Staff | 5.00 | |
| Appointment | 3.00 | |

Source: online

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 4.00 |

Source: online

5

| | | |
|-------------|------|---|
| Involvement | 4.00 | Clean and friendly surgery, very close to my home, I have always |
| Cleanliness | 5.00 | received great care from the doctors, Doctor Auckloo and Dr Hunt are |
| Staff | 5.00 | very friendly and they provide as much information as they can for any |
| Appointment | 5.00 | of my concerns and they are genuinely concern of my well being. The |
| | | only thing I wish the surgery would change is that I could pick up my |
| | | prescription at the surgery rather than going somewhere else to further |
| | | to pick up my medicine just because I live within 1 mile radius. |

Source: online

5

| | | |
|-------------|------|---|
| Involvement | 5.00 | On my first visit to Devon Road Surgery, I was seen by Dr Hunt. She is a |
| Cleanliness | 5.00 | lovely doctor, very welcoming and informative. The surgery itself is nice |
| Staff | 5.00 | and local and seems to have all you need in local doctors surgery. It |
| Appointment | 4.00 | was a pleasure to be greeted by a doctor that seemed genuinely |
| | | interested in my health needs and would thoroughly recommend this |
| | | surgery in partitular Dr Hunt. |

Source: online

1

Source: online

1

Source: online

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

I am 53 and this is the best surgery I have ever been registered at!

Source: online

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

My doctor is doctor Auckloo and I can't speak highly enough of him

Source: online

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 4.00 |

Source: offline

The Doctor was prompt & very pleasant & interested in me
I didn't feel I was being a nuisance.

5

| | |
|-------------|------|
| Involvement | 3.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 4.00 |

Source: offline

IT IS OK HARD TO THINK OF ANY
IMPROVEMENTS.

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

My doctor has helped me and cared
for me for several years and I
trust him completely.
The care received by all my
family has always been excellent.

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

Very approachable and
helpful.

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

EVERY ASPECT OF VISITING
THE SURGEON IS FIRST
CLASS. CANT THINK OF
ANYTHING THAT NEEDS
IMPROVEMENT.

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 4.00 |

Source: offline

my new doctor has been very
keen to try and help me
reduce my weight, and
listen to my other concerns.
Very easy to talk to, supportive.

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 4.00 |

Source: offline

I appreciate the friendliness of staff & Doctors. Its the nicest surgery I have been to.

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

Could not wish for better
Care

5

| | |
|-------------|------|
| Involvement | 4.00 |
| Cleanliness | 4.00 |
| Staff | 4.00 |
| Appointment | 5.00 |

Source: offline

Almost immediate appointment.
Enough time available to explain fully
and receive complete answers.

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

Excellent Service all round.
Cannot think of any
improvements

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

PROMPT SERVICE,
AND UNDER DURESS VERY
ABRIDGING

4

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 3.00 |

Source: offline

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

Very helpful
cannot think of any
improvement

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

DR AUCKLOO IS VERY
THOROUGH, KIND
AND CARING MANNER.

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 4.00 |

Source: offline

Very Good Surgery

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

My G.P., Dr Hunt, is always caring and has time to listen. Receptionists are helpful. Appointments can always be made for the next day.

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

The doctor is always ready to listen and reacts accordingly.

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

LISTENED TO and Very Professional

Thank you, sharing your feedback helps others get great care. By completing this form you are agreeing in accordance with iWantGreatCare's Privacy Policy (both available at <http://iwgc.net/tou>). Please clearly provide your feedback.

iWantGreatCare.org

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

THIS SURGERY IS IN MY VIEW
A.I.

THE STAFF ARE ALWAYS HELPFUL
MY DOCTOR, WHO IS DR AUCKLOO
IS ONE OF THE MOST GENUINE
SINCERE DOCTOR'S I HAVE MET

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

SHORT WAITING TIMES

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

My Dr is very understanding and
I can discuss anything with her

2

| | |
|-------------|------|
| Involvement | 4.00 |
| Staff | 4.00 |
| Appointment | 3.00 |

Source: offline

My experience today was good.
We got to see a doctor
on the day, which is
positive.

I would like the option to see
other doctors as I am not
always comfortable with
my own.

5

| | |
|-------------|------|
| Involvement | 4.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

easy to book, quick appoint

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

Very Pleasant Welcoming environment.
Reception extremley professional and friendly.

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 4.00 |

Source: offline

Always getting appointed very soon / cant fault this Surgery
Treatment always good.
And Doctor Avello is always so helpful. who is my Doctor.

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

Short waiting times
Polite, helpful Doctors + Staff.

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

I was happy with the care
I was given.

4

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 4.00 |

Source: offline

Good advice and considerations
from the doctor.

Pleasant receptionists.

Uncomfortable benches in
waiting area

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

NO COMPLAINTS,
FIRST CLASS CARE &
ATTENTION

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 4.00 |

Source: offline

Everyone has always been very helpful
and understanding

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 4.00 |
| Appointment | 4.00 |

Source: offline

THOROUGH TESTS AND
SCANS DONE ALL
RESULTS DISCUSSED.
WHEN NECESSARY
FURTHER CARE VIA
CONSULTANTS WERE
ARRANGED

POLITE HAPPY
ATMOSPHERE

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

Excellent care of this surgery
- no improvement required.

5

| | |
|-------------|------|
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

UNDERSTANDING US WAS GOOD
NOTHING NEEDS IMPROVING

5

| | |
|-------------|------|
| Involvement | 4.00 |
| Cleanliness | 4.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

The Doctor looks at you when he is talking and also listens to what you say

4

| | |
|-------------|------|
| Involvement | 4.00 |
| Cleanliness | 4.00 |
| Staff | 3.00 |
| Appointment | 3.00 |

Source: offline

Ann cafe good

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 3.00 |

Source: offline

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 4.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

1. G.P. LISTENED TO ME &
EXPLAINED THINGS IN SIMPLE
TERMS.

2. DID NOT IMMEDIATELY REACH
FOR PRESCRIPTION

3. DID NOT RUSH.

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

CARE HAS ALWAYS BEEN
VERY GOOD NO PROBLEMS
AS FAR AS I'M CONCERNED

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 4.00 |

Source: offline

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

at present
100% in all depts

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

My Care With Dr Nicolson, and
Doctor Auckloo has been great

I have a Australian Cousin who
Visits England, and 16 times
She has needed to be seen by
a Doctor, has been great (she is
English citizen)

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

Can always get to either see
Someone or talk to a Doctor or
nurse on the phone when
needed .

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 4.00 |

Source: offline

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 3.00 |

Source: offline

The treatment and advice I have received at this surgery over the last 17 years has been first class. The doctors and other medical staff are always sympathetic, and entirely reliable in any advice they give. My only reservation concerns the change in the arrangements for making appointments which took place c. 6 years ago. Generally, as well as at this surgery. The previous system was fine, and there was no bottle-neck at 8.30 am every morning on the telephone system.

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

Was satisfied with my treatment and the courteous manner of reception

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: offline

5

| | |
|-------------|------|
| Involvement | 5.00 |
| Cleanliness | 5.00 |
| Staff | 5.00 |
| Appointment | 5.00 |

Source: online

Wanted to see female doctor as had female problem. Was able to make appointment with Dr Hunt who gently examined me and then she rang and spoke to Gynaecologist at Darenth Valley Hospital. Dr Hunt gave me letter for Gynaecologist which I took to Darenth Valley A&E. Saw Triage Nurse and then waited to see Gynaecologist. As Dr Hunt had taken the trouble to ring the hospital and wrote note for me to hand in I didn't have to see A&E doctors just had to wait to see specialist, for which I was very grateful. Received excellent care from Dr Hunt at surgery and also from staff on Mulberry Ward at Darenth Valley Hospital. My usual doctor is Dr Aukloo and I am very pleased with the care he provides but on this occasion I felt more comfortable seeing lady doctor. I am really happy with the care I receive from Devon Road Surgery.