**Friend and Family Test**

**December 2018**

Some Comments from Our Patients

* I am particularly impressed with Mandy the new Nurse Practitioner.
* I spoke to a lady called Evette on the phone and she was very helpful with lots of information to help me with my problem. Friendly, kind and did not rush the call.
* The Nurses are brilliant and with the problems that many General Practices face Manor Way seem to manage very well.
* The care and attention I receive from Dr Rider is excellent.
* The reception staff must be the friendliest and most helpful I have experienced at any doctors.

You Said We Did

Running late – we apologise for any clinics running late, however the GP’s and nurses sometimes have to spend longer with patients than the allocated 10 minute appointment. It is often easier if you have more than one problem to book further appointments for the less urgent problem so that the doctor or nurse does not over run too much.