



GENERAL PRACTICE AWARDS 2018

— People's Choice Award —

Patient Feedback for

Porter Brook Medical Centre



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“Great surgery – fantastic Drs and nurses. Helpful receptionists. Easy access to appointments with the booking system.”

“I have two severely disabled children and the surgery is brilliant with getting me appointments when needed and on time prescriptions. Doctors and staff are all caring, kind, considerate and polite. They are the best.”

“Helpful staff, brilliant doctors, counsellors and nurses – unparalleled care for the whole family for the nearly two decades we’ve been registered. A credit to the NHS and a real asset to the community.”

“Lovely GPs – very forward thinking practice.”



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“Every member of staff whether actual GPs, practice nurses, blood collection staff, reception staff or administration staff are always approachable, helpful, reliable, pleasant, patient and never appear rushed. There is a good team spirit amongst the staff. I always sense an air of calmness within the practice. Equality and diversity issues have been taken on board. Excellent quality referral letters with detailed case histories are provided for patients. I have no hesitation in voting for this practice in support of the General Practice Awards 2018.”

“Couldn’t ask for a better practice. The doctors are fantastic and go above and beyond.”

“They are like family.”

“Always pleasant and caring.”



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“Very accommodating practice, fabulous team. I’ve been at other practices but this one definitely puts patients first.”

“Going to the doctors used to make me so nervous that I would avoid going all together. Every single member of staff at Porter Brook from the receptionist to the nurses and doctors are extremely friendly, welcoming and calming and they actually listen to you! Porter Brook is the best doctors I’ve ever been to and I never want to move, thank you.”

“This practice goes above and beyond the call of duty always. Standards are very high and staff commitment and clinical care is second to none!”

“Excellent all round, every time.”