

Patient Comments
pt stated that the physio made her laugh, was very engaging, listened to all of her symptoms and was extremely thorough Pt used the term "awe-inspiring" to describe physio Was very eager to put in positive feedback and grateful for great service
pt wanted to express how happy she was with the physio line call she received. The clinician was incredibly understanding and very knowledgeable about the subject. She feels less anxious now than she did before the call and the clinician has gone a long way to reassure her and make her feel heard.
Patient requested that we pass on their gratitude and personal thanks to Katie following the way the appointment was conducted which was when they were at a really low point and also that the compliments and praise provided by them were recorded for the above and beyond level of service that was offered and received during the appointment.
Excellent help.and thorough examination and he listened to what I was saying
My daughter had a podiatry appointment. The health worker we saw was not only friendly, approachable but put my daughter at ease.Very happy with the service we received. Thank you
The staff member was Very polite and very helpful,
Good clear phone call
Hello. Can I say it was a pleasure and very reassuring to meet a member of your staff today. I'm sorry I didn't get a name but I wanted to commend the gentleman on the fact that FINALLY somebody made an effort. Very impressed.
No rush, Very thorough questions, Hopeful for effective assistance.
The physio was very helpful and gave me good advice
Very friendly and helpful
Prompt service; clear explanations of the problem and of the treatment.
Very friendly and helpful
Very friendly but professional attitude.
Really pleased
Easy access for my self.
I felt the dr listened to me and hopefully will get me some answers.
Once again exemplary service. Care and attention VERY refreshing to get this level of service from the NHS these days.
Exemplary service and care and attention. Impressive
The doctor after examining me told me two things that could be causing my pain in my legs, she said I needed an MRA scan on my spine as soon as possible. I was to contact my GP straight away. He sent me to A&E at the John Radcliffe that day 6 December. I was kept in and had a spinal operation on the 9 December. If I had not had the scan and the operation my spinal cord would have been severed within days. Please thank your lady doctor for me, I will be grateful to her for the the rest of my life.
The physiotherapist was very kind and helpful and asked me lots of questions about my pain and symptoms and covered the two main conditions that I was very worried about and I felt that she understood well my problems . I am very grateful for her help and the outcome of the appointment.
Very efficient and thorough.
The physio Madeleine was very helpful in explaining things
Poppy was very helpful and gave clear instructions and the exercises were doable She had a good sense of humour I was quite nervous but she calmed me down