

## **Public Patients Comment From Friends and Family Test**

As always very good and my dentist and the staff were very friendly i would recommend the practice to anybody that asked me.

They do look after their patients well.

Always get a friendly warm welcome and it is always a pleasure to go

This was my first visit to the dentist in years and I was very nervous.  
I was made to feel so relaxed even though I had to have quite a bit of work done on my teeth.

Very pleasant and helpful thank you very much

Very friendly and clean dental surgery. My experience was made comfortable and relaxed due to being slightly apprehensive of having one of my wisdom teeth removed.

I am very happy with your service I recommend you to my friends who need dental care

Even though I had a tooth out the dentist and assistant were pleasant and understanding

Fantastic dentist who helped to keep me calm as I had not visited a dentist for far too many years due to past bad experiences.  
I am recommend nervous patients.

Happy with recent appointment especially as I was seen 10 minutes ahead of schedule.

I have not had any problems. The staff are extremely friendly and helpful and my dentist will answer my questions if I have any.

I had a pleasant experience and would definitely recommend to friends and family

Very friendly and helpful dentist...thank you.

Staff are polite and helpful. Didn't wait too long to be seen. Dentist was professional and informative.  
My son was calm and happy with his appt.

Good, fast, friendly,expert sevice, as usual.

very nice thanks...

Charlotte the dental hygenist has a very easy manner and excellent at explaining her work.

Very professional service

The dentist and dentist nurse my children and myself see are the nicest and the most patient I've ever come across. I know a lot of people that are really nervous of the dentist and I'm telling them all to go to your practice.

I have not had an extraction in a dentist for over 22 years. After taking my children to Keats House and then both seeing a very lovely dentist man called Dr Raize (or something similar) and his nurse, they took my children's phobia away so I then plucked

Always received a polite on time service .

Really liked the surgery. Very friendly staff from the minute you walk in, really pleased with the service. Thank you.

The receptionist was helpful. The dentist and dental nurse was very good, they worked well together and like I said to them they seemed like a well oiled team. Im ahappy customer and would recommend to anyone, thank you all

I am a very nervous patient and i am embarrassed by this. So, to meet the dentist and dental nurse and come away feeling confident, and to hear the words "don,t worry, we will look after you" was so re-assuring. Thank you. I have already recommend

I like Jim. Very straight forward. No bullshit. Tells you what needs to be done. Also the girls are very friendly and helpful. I turned up 24 hours early they managed to fit me in and I didn't cry. I'm 23 by the way.

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| I was happy with yesterday's visit.  |
| The staff are friendly and helpful. The surgery is always clean and tidy.  |
| Very friendly, very helpful and knowledgeable doctor Akeel.  |
| The dentist was very friendly when i was nervous and I will recommend this practice to others. :)  |
| I quite enjoy visiting my dentist :) lovely people, very friendly.   |
| As I have not had any work done yet it is not possible to answer this question. I am however pleased that I met with friendly staff and dealt with in a professional manor                               |
| I have no hesitation in recommending Jim to any friend or relative he is always courteous and efficient and provides excellent customer service  |
| The dentist I saw was very patient even though I'm very nervous, and the treatment was quick and painless.   |
| As a very nervous patient I was treated with a great deal of empathy and kindness which made my visits so much easier to bear.   |
| I was very happy with the service.   |
| They are very friendly   |
| Really happy with the dentist and nurse. They are efficient and friendly   |
| Excellent Dentist....Jim, and as for the receptionist's. very professional and friendly , helpful.   |
| very kind dentist . felt at ease and knew she wanted to help me. gave me some good information   |
| Friendly dentist, gave good explanation of treatment to be carried out.  |
| I am extremely confident with my dentist and always gives me firm advice about my teeth  |
| I am extremely happy with the service provided to me.<br>Despite me being late - the practice was very helpful and re-scheduled me to a later time on the same day.                                      |
| Found the Dentist extremely helpfull very capable and very professional. The reception and nurses were very helpfull and pleasant to talk to.  |
| I was impressed that my filling or crown was offered an also offered to be done then an not a re appointment as used to be, i thought the dentist an assistant were very nice an the dentist very good , |
| Dentist very good  |
| We would recommend our dentist as he makes us all 3 as a family feel welcome especially the mother who has a fear going to the dentist.  |
| Polite, very professional, definitely use this surgery again.  |
| Very friendly staff and extremely helpful and polite   |
| Have been with this surgery for over 30yrs and have always had good, kind and understanding dentists and top notch treatment.  |
| Very good advice and service.  |
| Considering I have a fear of dentist, they are very patient and caring with me.  |

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| <p>My children enjoy coming to see Dr Rezaie as it is always a pleasant environment and fun experience for them.</p>   |
| <p>Exelent dental and service. We are very happy!!!</p>  |
| <p>Very friendly and professional staff, all the family have the same dentist who makes the visits more bearable as she is good with all of us. Also easy to get booked in even if it for an ad-hoc appointment.</p>   |
| <p>I am very happy with all aspects of my visits, but it would be good if telephone was answered instead of answerphone</p>  |
| <p>Great service and cannot fault them</p>   |
| <p>Staff are efficient and friendly, surgery is always nice and clean and the dentists themselves are brilliant</p>  |
| <p>Everyone is very friendly and helpful, my only issue is when I have an appoint at a particular time I find it quite frustrating at having to wait approx. 15 mins for my appoint, I know sometimes this cant be helped but if you are running late a courtesy</p> |
| <p>Staff all extreanly pleasant.Dentist - the best!</p>  |
| <p>Staff are friendly, and I like the dentist who treats me, he seems a nice chap.</p>   |
| <p>Very happy with everything</p>  |
| <p>Very helpful and attentive</p>  |
| <p>Had a very lovely girl helping me with my bookings and updating my details</p>  |
| <p>My dentist was late arriving due to traffic. I was slotted in to see another dentist. Very helpful staff.</p>   |
| <p>Very happy with treatment</p>   |
| <p>My dentist is the only to have identified that I do react to the anaesthetic containing adrenalin and it is the first time that I was able to drive straight after my appointment and not feeling drawsy!</p>   |
| <p>Very satisfied with my treatment, always pleasant and friendly.</p>   |
| <p>As a person who has very sensitive teeth ,the lady dentist i saw was so nice and gentle and was a pleasure to have my check up with .</p>   |
| <p>They are extremely friendly and caring, they made me feel at ease.</p>  |
| <p>You are always welcomed on arrival and dealt with in a friendly and efficient way.</p>  |
| <p>brilliant especially with all my teeth problems</p>   |
| <p>very friendly and helpfull.Make you feel welcome and at ease when having treatment.</p>   |
| <p>Our dentist was brilliant with my girls. Patient and understanding. My girls have no fear of attending the dentist X</p>  |
| <p>I have a very nice dentist at the surgery.</p>  |
| <p>Staff friendly and helpful and couldn't wish for a better dentist. i used to be very nervous but since i have been seeing my Dentist I am a lot more relaxed and confident that I receive the best treatment that I need.</p>                                     |
| <p>Desk staff, dental nurse and dentist all very friendly, professional and skilled. My 3 year old and myself had check ups, I was extremely pleased with the staff interactions with my son, the dentist and dental nurse were very smiley and helped answer my</p> |
| <p>Efficient kind and caring.100% happy with all aspects of Carr.</p>  |

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| Excellent dentist and utterly charming.  |
| A nice freindly polite yet profesional service   |
| Very friendly and helpful. Made me feel very at ease.  |
| the staff are brill, on reception. friendly, polite, and magic, and I cant recommend her enough.   |
| Being a very nervous patient - Jim makes my appointments very easy.  |
| Staff are really friendly and made me feel very relaxed  |
| Always seen on time. Staff are polite and welcoming. Very impressed with treatment received each visit. Would highly recommend.  |
| the staff are brilliant, my dentist and reception, they are both brilliant I cant recommend them enough, the other staff there are always polite and friendly they are great.10 out of 10 is an under statement. |
| Friendly Dentist   |
| The staff are extremely helpful and professional   |
| Everyone was polite, was seen very prompt so much better than previous dentists.   |
| Supportive in managing my fears of the dentist and treatments .  |
| Was made to feel really comfortable.   |
| I have recommended people! Good service after a ruff start.  |
| The surgery reception is inviting and child friendly.<br>It is always good to be greeted with a happy/smiley receptionist.   |
| always confident of the best care & treatment  |
| Everybody very courteous as always   |
| Couldn't get in the first day with a broken tooth, able to get in on the Friday on emergency. Only had to wait about 20 minutes.   |
| Fantastic dentist , very patient and gentle .  |
| friendly service from the moment i walk in the door to leaving. :)   |
| Very informative appointment, with no pressure to pursue the advise given.   |
| As always friendly service and efficient treatment   |
| Made me feel relaxed as I am a nervous patient.  |
| I have attended the Keats House Dental Surgery since the 1960's & always been satisfied with the dental results  |
| I'm not the easiest of patients & Jim and his dental nurse were great with me when I had my tooth out. Thank you ðŸ˜Š  |
| Unfortunately I didn't have the treatment I needed, but am being referred to someone else  |

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| Very pleased with the attention I received.  |
| Quick and painless I'm a nervous patient and found the visit an easy one, I would and will recommend this practice.  |
| The staff are extremely friendly and helpful!  |
| Very pleased with the care I received and my treatment, excellent dentist  |
| Best dentist I've ever had. Also, receptionists are very friendly but clearly over worked. My appointments are always late, i.e. booked for 11:30 but do not get seen until 11:45 - I have waited for half an hour previously.                               |
| As a new client I was very pleased with the service and the people are very nice   |
| I suffer with great nervousness with going to a dentist, the lady I see is very comforting and reassuring. I'm totally at ease going through my treatment.x  |
| I had a tooth extraction, and am very happy with the treatment I received, everything was explained to me.   |
| EXCELLENT SERVICE  |
| I have avoided visiting a dentist for a number of years as like many I have a fear of going to the dentist. I had a check up and some treatment from Jim Ousi this week and he and his dental nurse were great. They both put me at ease, were professional, |
| Friendly and understanding service which has enabled my children to attend dental appointments without feeling anxious.  |
| I love my dentist Akeel Mosea  |
| Very good service, friendly and clean, would recommend this practice to all my family and friends  |
| Dr Rezaie is a great dentist and I trust his advice.   |
| Excellent service and warm friendly greeting   |
| I had a tooth extraction and had no pain :-). Talking to others they said that their dentists gave them antibiotics, but I didn't get any.   |
| very pleasant staff and a great dentist  |
| My Dentist is excellent. Every part of my treatment was explained in advance with and she put me at ease as she obviously understood how nervous I was in anticipation of the Molar extraction. Gave the impression that she really cared. Thank you.        |
| Hygienist is very thorough and professional. Great service.  |
| Always friendly  |
| My daughter wouldn't show the dentist her teeth as she was a little scared but the dentist was very nice and explained what I could do to keep her teeth nice. Drinking water after fruit etc.   |
| Dentist was very nice and my daughter was happy.   |
| The service my wife and I get is second to none. We are greeted as if we were friends. Our dentist always finds time to talk to you and put you at ease. We would not go anywhere else. I would also like to mention the nurses who are very kind and gentle |
| Lovely dentists  |
| Really welcoming   |
| Went on emergency appointment and did not wait long.<br>Great customer service.  |

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| Mr Rezaei and his staff are always very warm and friendly and put me at ease.   |
| Very thorough and puts me at ease when I visit.   |
| I had an extremely unpleasant experience with a previous dentist which led me to lose faith in NHS dentistry. Since this time I have been very pleased with the service I have received. My present dentist Jim has been excellent and I am very happy with his |
| Everyone Very friendly and helpful.   |
| MR REZAE'S TREATMENT WAS EXCELLENT AS ALWAYS.   |
| Amazing and professional , been to another dentist and they messed my teeth up , couldn't be more grateful to this dentist ,thank you and will be recommending you to everyone!!!!!!  |
| Always friendly staff,putting one at ease.  |
| Have always been happy with all staff   |
| Excellent work many thanks Jim  |
| My dentist is lovely verykind.  |
| Was made to feel at ease and welcome by the dentist and happy with the treatment from the hygienist. Only thing was kept waiting 15mins for both appointments which is not satisfactory as dentists don't like it if the patient is late and, as a nervous      |
| Very efficient, informative and helpful.  |
| Need to have an nhs dentist for the weekends  |
| I find the reception and treatment very friendly. Mr Rezaie is very approachable and invariably has a smile on his face.  |
| My dentist & his dental nurse were fantastic,were understanding,patient, kind,considerate & very helpful.   |
| As a nervous patient I'm always treated with gentleness and care and it's never a problem!  |
| Staff very friendly and<br>D dentist (Jim) very efficient and helpful, excellent service  |
| Extremely friendly and calm, happy to stop and explain everything and anything you misunderstand, 100% better than lister house where they was rude and arrogant to me  |
| Fantastic with my 8 year old son who needed a tooth out   |
| I was so very grateful I managed to get an emergency appointment yesterday from an extremely lovely lady dentist - thankyou.  |
| I always love coming to see the dentist   |
| Ask for an emergency appointment after a crown came off during eating a soft role. Although there was only one dentist the Surgery went the extra mile to get me in which I really appreciated as I would have been in pain over the weekend without            |
| The service was excellent.  |
| Friendly and approachable   |
| I asked for some dental advice regarding a family member who is under palliative care, I was given help and advice in a caring and professional way. I am a very nervous patient and knew that had also been taken on board, they was thoughtful and gave       |
| Not a bad experience  |

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| always very helpful.   |
| I have attended this dental practice since I was a young child and will continue to visit every six months. I would feel confident in recommending it to any friends or family.  |
| Friendly staff   |
| The dentist was very professional and caring, my son is 14 year old and very nervous before attending the clinic. However the dentist-Jim made him feel very comfortable. Thank you :)   |
| I will definitely recommend your service. I had an appointment with Hina who was very professional, reassuring and kind. My dentist is a lovely lady whom I have great faith in and who puts her patients at ease immediately. |
| Put at ease and reassured . Thank you !  |
| Receptionists are very polite and helpful  |
| Friendly, personable dentist. She makes the experience a little easier. She must be doing something right as my Daughter wants to be a dentist now.  |
| was seen on time .treated with courtesy  |
| Mr Rezaie made me feel very comfortable and helped me regain trust in dentists after having previous problems at another practice.   |
| Thanks for identifying a major problem :)  |
| The dentist was lovely   |
| Wonderful dentist, she really makes you feel at ease.  |
| Appointment was on time, treatment was very good (no pain!). All round very good experience  |
| made to feel at ease   |
| Amazing service for my son and myself! Will be recommending to friends and family!   |
| Excellent courteous work by Jim, on a recent visit for root canal treatment.   |
| Whenever I visit the dentist, it is always a pleasant experience. The Dentist and his assistants always make you feel comfortable and at ease and also explain everything very clearly.  |
| Very helpful and polite dentist always makes me feel relaxed.  |
| I could not fault this surgery in any way. Kind caring and efficient.  |
| Jim really puts you at ease  |
| I would like to mention my dentist greeted with such a sunny smile and makes you feel at ease, long may she stay.  |
| I believe we are fortunate in this country to have access to such high quality health care.  |
| nice clean surgery ,seen on time, very pleased with service provided.  |
| Appointment on time. friendly and pleasant and showed concern for my general welfare.  |
| On time, quick, friendly   |

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| <p>I felt all staff were very professional throughout my visit to the surgery.<br/>I was greeted on arrival, there was no delay with the start of my appointment &amp; the treatment &amp; advice was as excellent as</p>                 |
| <p>Very friendly and informative</p>  |
| <p>Excellent dental surgery. So patient, kind and informative.</p>  |
| <p>The treatment and service are very very good I have been coming here for many years and will continue to do so</p>   |
| <p>I had a tooth extraction yesterday. I am a very nervous patient. However, I was amazed at how quick the dentist removed my tooth. The injections actually took longer than the time he took to remove my tooth. Very professional.</p> |
| <p>Very nice dentist. Informative and helpful. Very friendly staff. Would highly recommend.</p>   |
| <p>Having not been to the dentist for 6 years, yes 6 years.. I was made to feel at home whilst having a wisdom tooth out</p>  |
| <p>Fantastic as usual</p>   |
| <p>The practice is small and cosier than others, making the experience far less worrying or clinical feeling. Friendly staff.</p>   |
| <p>My dentist Rezaie Dastjerdi is very kind and reassured me when I 1st joined Keats house, that dentists weren't a scary place after all. He has always been very pleasant and welcoming, I no longer fear dentists.</p>                 |
| <p>My dentist always reassures me which is great as I hate going to the dentist!!</p>   |
| <p>great dental practice with even greater dentist, ten out of ten.</p>   |
| <p>Seen very quick for an emergency appointment</p>   |
| <p>My dentist is amazing. He tells me what he doing all the time . Makes sure I am comfortable</p>  |
| <p>As a new client I thought it was a very friendly practice...</p>   |
| <p>Jim was very good at explaining everything as he proceeded with my treatment. Thank you</p>  |
| <p>very happy with my treatment,</p>  |
| <p>my experience with my dentist was very good i was put at ease from the start and she told me everything she was going to do step by step which i liked</p>   |
| <p>Excellent job in repairing an awkward 'chip' at the face of a frontal tooth. 'Well done' - and sincere thanks for a very professional job!</p>   |
| <p>All team are wery kindly,wery professional thanks to all see u soon!!!</p>   |
| <p>The service was friendly and efficient.</p>  |
| <p>Lovely service you provide</p>   |
| <p>Efficient and very friendly.</p>   |
| <p>My dentist Jim is caring and not pushy.</p>  |
| <p>I LIKE THE WAY MY DENTIST USES DENTAL TOOLS VERY GENTLY.<br/>STAFF ARE ALL VERY FRIENDLY.</p>  |
| <p>I have always had very efficient service which fills me with the confidence that I haven't always had with other practices in the past.</p>  |

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| Staff are very helpful and care by dentists is always very good.   |
| Very professional and extremely friendly staff   |
| The whole experience is warm, comforting and very professional.  |
| On the basis that all are as good  |
| Always good  |
| The dentist and staff were extremely pleasant and answered all my queries and concerns in depth.<br>I would respectfully suggest that it would be helpful if first time clients were able to download the initial form for completion on                               |
| Good surgery.  |
| I always find your staff to be very polite and friendly this nice as a visit to the dentist is not at the top of my fun list.  |
| No problems at all.  |
| I have a fear of dentistry and this visit was especially stressful. Jim has always put me at ease and on this occasion both he and his assistant gave me the time I needed .   |
| Very good service.   |
| I was happy with the treatment I received and the reasons why it was needed  |
| The lady whom I see is excellent and make a very nervous patient at ease   |
| I have been a patient since we came to Harlow in 1990 and have always been happy with the service. Mr Rezaie has been my dentist since he joined the practice and he's lovely.   |
| The receptionists and dental assistants are always welcoming and polite, as well as the Dentists.  |
| Dr Rezaie is an amazing dentist, He puts me so at ease and is very professional but also kind  |
| My dentist was great even though I'm a very nervous patient. The treatment I received was very good.   |
| At my last appointment I was due to have repair work carried out on one tooth but the day before my appointment I broke another tooth and requested that it be repaired at the same time with no notice given and this was done even though this put                   |
| I am very happy with service   |
| My treatment was very good with minimal pain and I am really pleased with the end result   |
| My dentist was so friendly, I've had massive fear for years she put me at ease and fixed my tooth up so nicely. Very happy<br>Wyeth derive will definitely be back for my 6 month check up   |
| Mr Mosea has treated me for more than 10 years and is always professional and respectful.  |
| Thanks for seeing me so quickly Mr Rezaie.   |
| Jim is excellent an very professional, I didn't mind waiting a long time for a appointment as I need late ones because of work, his work is perfect just a pity dental work is so expensive if you are a worker , I guess we have to fund those who do not pay, but no |
| Jim is always very helpful, friendly and gives me advice as to what's best for my teeth  |
| A good visit, dentist helped me relax. Happy to return.  |

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| great people very friendly   |
| Always friendly and polite   |
| my wife and I have never had to wait long to be seen. we have always received a very professional service.   |
| I'm a very nervous patient and I was made to feel very calm as can be  |
| fantastic.   |
| Seen on time very positive experience  |
| i have complete confidence in the care &attention provided   |
| My son was the first to see Jim now all my family have signed up with him  |
| Always quick and efficient service   |
| I am a chicken of the dentist but they always Put me at ease.  |
| very pleased with the level of service,friendly staff,not to long a wait from appointment time.  |
| You're always treated with respect at the practice by all the staff.<br>The treatment is always very good.   |
| Staff always friendly and helpful and my Dentist is lovely actually makes my visit pleasant rather than stressful considering I was terrified of the Dentists before I came to this practice.  |
| even though couldnt see his usual dentist the one he did see was very nice   |
| Staff are friendly and our dentist is lovely and brilliant with children   |
| have recommended the surgery to friends and family and they are happy with the service you gave them.  |
| Dentist very good put me at ease straight away and was very good as in telling me what he was going to do before we done it.<br>thank you for a stress free visit  |
| Excellent service from start to finish.  |
| We come 42 miles to see Jim Ousi because no dentist in our local area can compare.<br>Also the nurse and the reception staff are excellent too. Thanks to you all for 1st class care.  |
| I was very impressed with the service I received from Mr. Mosea. He was very kind and understanding when I spoke to him and above all he inspired great confidence in me and I will be proceeding with the implant treatment he proposed |
| Friendly and great service with good advice as always. thank you.  |
| Dentist was lovely and my daughter was happy on her first visit. Dentist was very nice and very welcoming  |
| very happy with the service and advice given.  |
| Already completed this survey so don't want to skew data by duplicating my reply.  |
| As always, both welcoming and charming.  |
| Your plants need watering in the waiting room  |

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| Always good service and very friendly people  |
| I am a very nervous patient at the Dentists but I was very happy with the sensitive way that I was treated.   |
| Lovely friendly approachable staff.. Would recommend anyone here...   |
| Great service - highly recommend  |
| Thank you for a polite and efficient treatment session  |
| Service good once with Dentist but waiting over 50 minutes for a pre booked appointment was unacceptable.   |
| very helpful  |
| I am currently having chemo therapy the dentist gave me some good advice and reassured me that my mouth looked healthy.   |
| For someone who is very nervous, my dental experience with Jim was excellent. I can't believe I allowed him to extract my tooth whilst I was awake! That proves how much confidence I had in him and how relaxed I was. Thank you Kim             |
| The dentist I had greeted me very warmly and made me feel at ease straight away. He made a natural effort to keep checking that I was okay. I respect how he explained what he was going to do and asked if I was comfortable before starting any |
| I was at the dentists for 2 hours as my dentist got behind and then forgot me, not good.  |
| Excellent work and info, by Jim.  |
| Fantastic always excellent care given.  |
| Good service and advice. Thanks   |
| Always feel very comfortable at this practice.Dentist I see is always very nice and puts oneAt ease.  |
| Nice warm welcome by reception after having revived a couple of reminders to my phone. Dentist was great. Even had a bit of a giggle. Made me feel completely at ease. Nice.  |
| I have found my treatment excellent   |
| Having gone through School Dentist & other dentists some 50-60 years ago you can only imagine the horrific experiences an unlucky persons realised and have left me petrified. I had found dentists who would (only!) treat me under sedation.    |
| Best dentist ever   |
| an absolute friendly professional service.  |
| first class as always   |
| thankyou for your help and advice and ongoing treatment   |
| Since I moved to you I had pleasant, professional experience for which I am extremely thank ful.  |
| Very efficient  |
| Happy with my treatment albeit a six monthly checkup.   |
| I changed my dentist a few years ago and I have to say it was totally the correct thing to do. Everyone is so lovely when you arrive and Jim and his dental nurse are great. Thank you :)   |

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| Superb service  |
| Very satisfied with my root canal procedure which was carried out in a kind and caring way and really was painless. The dentist referred me to their specialist who gave excellent treatment. It's reassuring to know that Dr Rezaie considered the best course |
| I was very happy how my visit went well. Thank you  |
| Very pleased with the dentist Jim did an excellent job building up a broken tooth   |
| Always an efficient and friendly service.   |
| Excellent Service.  |
| I am a very nervous patient and was made to feel silly!   |
| Staff are very helpful and knows what they are doing  |
| Always friendly polite and informative.....   |
| they are a very polite and pleasant bunch that work there.  |
| Caring professional advice given. Thank you.  |
| Fantastic service as always, many thanks for seeing my daughter do promptly   |
| I find the dental treatment is delivered very efficiently and in a professional and friendly manner.  |
| Prompt attention and the dentist welcomes you personally into his surgery. A very friendly, professional service and a good experience.   |
| brilliant I have been dental phobic for many years and embarrassed about my teeth.Was understanding and did not push me at all. Thank you   |
| Visiting the dentist can be a difficult experience but I've always found (Jim) and the staff to be welcoming professional and caring.   |
| Always happy with the treatment i receive there   |
| Only because of the good dentists there. Not enough staff on reception and they don't answer the phone. It look me an hour and a half to get through.   |
| I never have any problems with the staff, all nice and polite, and the dentist is as caring as can possibly be.   |
| Excellent surgeon for wisdom extraction   |
| Wonderful surgery. Great dentists. Excellent advice from all the professionals I have been treated by.  |
| Professional service  |
| The gentleman doctor who I had an appointment with was extremely rude and made me feel very unwelcome. I will be changing my dental surgery as soon as I can.   |
| Always pleasant, I almost enjoy coming.   |
| The dentist was very polite and profetional   |
| First time I have had a filling @ 55 of age no problem.   |

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| would first try to find one nearer as i have a 25 mile drive to make my appointment  |
| lovely dentist and went above and beyond to help me and give me my smile back!   |
| Very friendly staff at reception, my 4 years old first visit at the dentist,he made us feel very comfortable and talked to my daughter throughout explaining what he was doing and gave my daughter a sticker when he was done, he took all his time and     |
| My dentist and her assistant are so helpful and welcoming it is almost a pleasure to go to the dentist. Also reception staff are great too.  |
| appointment time was kept, dentist is friendly, efficient and very professional.   |
| We are patients of Jim Ousi and he is the best. A very good dentist and very helpful, understanding, friendly and obliging. My wife had soreness in the roof of her mouth which she wanted Jim to look at. She phoned at 8.40 am and was in the surgery at 2 |
| Excellent service, a very warm and friendly practice.  |
| Always a good and friendly service.  |
| The reception staff are on the whole professional & helpful (although on occasion not all of them have come across as overly friendly)   |
| I am a very nervous patient and my dentist is very kind, caring and patient with me she makes me feel comfortable  |
| Appointment was on time and all staff were courteous and friendly. I felt the examination and advice given could have been more thorough/  |
| already have recommended you , my sister came for her first appointment last week and was very happy with her dentist  |
| Was fitted in as a emergency patient and one of the three teeth that was hurting was fixed - have now been offered another emergency appointment to hopefully sort out one of the other teeth causing me problems  |
| This is a friendly Dental Surgery offering an efficient service.   |
| Dentist always tries to make me feel relaxed before check-up or treatment.   |
| Very impressed with their reminder text service  |
| Jim Ousi is my hero  |
| Best dental practice I've ever been to. Great care and good advice from friendly, helpful staff.<br>Thanks   |
| Great work by Akeel, kept me informed of every stage of the procedure - and a minimum of discomfort too  |
| reception are fantastic! Jim the dentist is really helpful with advice.<br>Thank you.  |
| Jim ousi is really friendly and totally professional he understands your needs and fears and sets you in a more relaxed frame of mind than any dentist I've had before all the staff are friendly and knowledgeable absolutely fantastic dental practice     |
| On time.<br>Friendly helpful service.  |
| Having visited your practice for a number of years ,every 6 months and not being the most keen person for the dentist all the dental staff have been friendly ,excellent and thorough at there profession .  |
| I like the Surgery but I'm not sure of recommending the dentist.   |
| Was nice to have a dentist that took there time with my mum who is difficult to be able to help .thanks again x  |
| I always get good treatment and service  |

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| Very good health promotion .  |
| Nice service but very difficult to get hold of via the phone  |
| Best dentist I have taken my children to  |
| Very polite kind thorough , very happy with all the staff   |
| Great dentist, everyone is so polite and friendly, great service  |
| THE STAFF ARE FRIENDLY AND HELPFUL AND THE DENTAL SEERVICE IS VERY GOOD>  |
| Keats House is clean, friendly and has very good dentists.  |
| A very difficult extraction is never pleasant but did best to minimise my discomfort.   |
| Efficient, professional service with a very patient but thorough approach to dental care.   |
| The treatment he wasn't very good   |
| Friendliest reception team in the world   |
| Everyone was extremely friendly and efficient and made my little boy feel at ease when attending his first time at the dentist.   |
| Waiting time was half an hour after my appointment time. Otherwise everything great   |
| My dentist is always polite and I always leave in a better frame of mind than when I arrives  |
| Fast, friendly and honest service, no complaints what so ever.  |
| have recommended you to people already  |
| Polite cosy. Clean Get to know the dentist very well wonderful with young children Good advice  |
| Excellent service, knowledge, treatment and very informative.   |
| VERY good service and treatment but new receptionist is necessary or she needs training.  |
| I received the best treatment and care I have ever received with any dentist. I am particularly happy that I joined this surgery. Thank you so much and God bless you as you do your job diligently   |
| Dissapointed that my original appointment was cancelled but when I re booked, the appointment I got was a day earlier and I was completely satisfied with the care I received.  |
| I am very nervous of going to the dentist but the dentist that is treating me made me feel at ease.   |
| Staff were fine with me rearranging my appointment due to work and my dentist Jim is excellent  |
| As always such a good service, no problems.   |
| Staff always friendly and I trust my Dentist who is very good.  |
| I have recommended Jim Ousi & the Practice to friends and as I am someone who had been afraid of the dentist for many years, I can genuinely recommend this dentist as he puts you at ease from the minute you sit in the chair. Take it from someone who |

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| Very professional and friendly.  |
| Very happy with this dental surgery, thank you.  |
| I did refer somebody yesterday as they were not happy with who they were with  |
| Friendly staff, polite and courteous. Never too long waiting for appointment time.   |
| My appointment was on time ,and very good service .  |
| Friendly efficient service and always confident in the treatment provided.   |
| Jim is always friendly and my girls are totally at ease with him   |
| Efficient and friendly appointment though somewhat later than the booked time. It would be courteous if patients were informed of the reason for the delay.  |
| very pleased with Jim for extending the life of my rotten teeth .due to the misdiagnoses of my breathing problems.given steroid inhaler .twice a day for 3 years ,before it was withdrawn as useless -----damage DONE                                    |
| i found the dentist jim ousi made you feel at ease and very reassuring   |
| I don't feel comfortable anymore to bring my children to this dentist. My husband had a bad experience just last year and now my daughter's. I'm terrified myself to come to dentist and now i'm not going to come anymore or bring any of my family     |
| Very pleasant dentist gave me a few tips but overall nice experience.  |
| Absolutely perfect. Everything you could ask from a excellent team of professional Dentists, Hygienists and extremely nice support team.   |
| Always a excellent service and value for money   |
| Very lovely staff and great dentist! Made me feel comfortable and left happy.  |
| Very pleasant surgery<br>And friendly  |
| My wife and I have attended Mr Rezaie surgery for all the time he has been in Harlow, we find him and his staff very efficient and friendly, and have looked after our teeth and us with care and consideration. We would not want to lose him, and when |
| Always a good experience seeing Mr. Rezaie, kids are put at ease. Quick, thorough and cheerful.  |
| I'v been attending the practice for many years and have always had excellent service.  |
| Very friendly dentist very knowledgable listened to me and my concerns. I went away feeling happy I had seen him!  |
| Great service<br>Thank you   |
| Staff are friendly, professional and efficient   |
| Friendly staff   |
| Jim is wonderful.  |
| it's just great. Mr mosea is my family favour dentist.   |
| For someone who really doesn't like dentists ðŸ™! (after a very traumatic experience) everyone is really helpful and always put me at ease.  |

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| Very lovely practice.   |
| I feel in safe hands when I see Mr Rezaie and know he will advise me on the best course of treatment when necessary.  |
| Always professional and very helpful with any treatment I have had. would recommend....   |
| My dentist has a complete lack of bedside manor and never wants to spend time discussing further treatments or what is on offer going forward.  |
| I have always had very efficient and effective treatment from Mr Mosea since I started coming to Keats House and this compares very favourably with poor treatment I received at another dental practice in Harlow. |
| The treatment and the service provided are efficient and friendly and any procedures fully explained. I would have no hesitation in recommending your   |
| Very pleased with my dentist  |
| I am very nervous but was made at ease.   |
| Shivani was a pleasant lady and was easy to talk to and explained well the treatment I need.  |
| Staff are always efficient and polite   |
| Friendly and understanding, nice team.  |
| Very satisfied.   |
| Excellent service and treatment from Jim our dentist, he removes any anxieties we may have in visiting for dental treatment, especially for my 14 year old son.   |
| Excellent professional service.   |
| Dentist was very good, however, it is very difficult to get hold of anyone via telephone. It asks the caller to leave a message but no one ever gets back to you.   |
| Shimano was really pleasant and very thorough.  |
| AS a nervous patient Dentist was very friendly and made me feel confident with my treatment.  |
| The dentist and ten at the surgery are very friendly, fantastic with my children and this makes attending appointments a pleasure. Thank you all very much  |
| Friendly reception staff.<br>My dentist is a lovely man. He takes time to sit down to ask questions. He is polite, courteous and reassures nervous clients  |
| Dr jimmi is Very professional and offer friendly service. I am very pleased with his work and level of care he offers in every visit to your surgery.   |
| Jim ousl is a very good dentist in wouldn't hesitate recommending him to friends and family and it's a great service all round at keats house dental practice thank you ðŸ™‚  |
| Very good service and a very good dentist .   |
| Very happy with the solution for my son's tooth problem, he felt very relaxed while having it.  |
| Very good and friendly.   |
| Best dental practice anyone could wish for, excellent treatment and the staff are awesome.  |
| very professionally treated, am a nervous patient but I felt very well looked after and would ask for Trisha again  |

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| Very good dentist. Explains in simple terms if you have any problems. Would recommend to friends.   |
| Very efficient & professional.  |
| I recommend my friend went to see him as she's very nervous he make her feel very at ease   |
| I do recommend him to others especially those that have children, however it can bite back as when you really need an appointment you can't always get one.   |
| No problems, usually seen in reasonable time.<br>The staff are all pleasant.  |
| Very professional and excellent dentistry   |
| The receptionist was very helpful and polite.<br>The dentist was friendly and explained the procedure to my child before he began and made sure he was comfortable.   |
| Fantastic service thanks  |
| Efficient. Gentle. Considerate.   |
| All went well, got called in on time  |
| Have been going to Keats House Dental Surgery for about 50years now so that must tell you I am satisfied with reception staff and Dentists  |
| Relaxed approach, informative.  |
| I can't thank the dentist enough for the care and treatment i received. He made my treatment as quick and painless as possible which i am very grateful for.  |
| Excellent service   |
| Very lovely dentist. Make the kids feel at ease and very thorough and professional. Receptionist is a fabulous lady. Very friendly and courteous and works well under pressure.                                 |
| I am more than happy with care and treatment I receive  |
| I didn't have to wait long before I got seen too and my filling was fitted within 15 mins with no pain. Not until a few hours later. It's killing me at the minute though. But still think they did a great job |
| I have always been seen quickly and had all the follow up treatment necessary to get my teeth back to their best.   |
| excellent 1st impression of dentist, good advice was recommended by family to use this dentist  |
| Amazing service ...professional ..don't like going to the dentist but trust these completely  |
| I was welcomed by the receptionist, seen on time .<br>altogether a good experience  |
| Friendly  |
| The dentist i had the appointment with didnt listen what i meantvand what my problem was.   |
| I was treated by a different dentist to my usual one - and had a very good experience   |
| The dentist jim and the dental nurse were brilliant with my kids who were nervous. Highly recommended   |
| The dentist was amazing completely put me at ease even though i am a nervous dental patient and extracted my wisdom tooth so swiftly! Really impressed! Thank you.  |

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| Fantastic practice, they make you feel comfortable and make sure you understand everything before proceeding with the treatment  |
| If friends and family needed similar treatment based on my last visit I would recommend this practice.   |
| No delay in being seen by delightful and so gentle Dr Patel  |
| Unusual degree of expertise . Very caring & friendly   |
| No problems what soever  |
| Jim Ousi is the best dentist I have ever had.  |
| Always a friendly welcome and a quick and easy forward booking system.   |
| Our dentist Mr osej was friendly helpful and informative. Thank you.   |
| My Dentist was amazing with me as I am very nervous about going for treatment. Only dissapointment was my appointment was at 9.30 and I went in at 9.50.   |
| very good dentist  |
| I am very nervous person when it comes to dentists but found this practice were so reassuring through all the stages, Two teeth were removed on this occasion Jim was great.   |
| I came without an appointment on Saturday morning, as my tooth broke the day before. The doctor found time to see me, which I was very grateful for.   |
| Fast service, friendly helpful staff   |
| Kind friendly . Made me feel at ease . Excellent dentistry knowledge   |
| one time first class treatment.<br>thank you   |
| Davood is an excellent dentist and have recommended to a number of friends and family.   |
| the treatment i received was top quality, the dentist had time for me and listened to me. she done a good job, i was also happy with the receptionist one was extremly helpful and tried her hardest to get me an appointment that fitted in with me, she went |
| STAFF ARE ALWAYS FRIENDLY AND PRACTICE IS ALWAYS CLEAN   |
| Always get seen on time . Treatment always effective.  |
| Very pleased   |
| Excellent staff. New dentist to me, but so welcoming and helpful. Thank you  |
| I had a filling and clean. No pain and great quality of care from both the dentist and the nurse.  |
| The reception staff was particularly helpful.<br>I feel confdent and at ease attending the surgery.  |
| Excellent service as usual. Always feel at ease. Dentist & staff always polite friendly & very informative. Would recommend without question.  |
| The actual treatment I had was excellent as it always is.  |
| As a nervous patient I find it hard to go to dentists but Jim made me feel that it was not a problem and he was very patient ...thank you .  |

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| I am regular user and will be back at least every 6 months.<br>Thank you   |
| well pleased with my treatment   |
| Excellent service as always  |
| i already recommended as my sister now comes to the practice   |
| Great work regards   |
| Very good examination and discussion thank you   |
| A friendly and professional dental practice.   |
| Excellent care & treatment for an extraction followed by a curtesy call the following day to enquire how I am recovering . Highly recommended! Thank you |
| I have been using Keats House Dental surgery for approximately 50 years and have received very good treatment in all the time I have been going there.   |
| Called on a Thursday and was quick to get an appointment to see a dentist. Staff are very friendly, good all round service.                              |
| I always ring in advance to check my appointment, but my dentist Jim is excellent..  |