

# April 2024 Friends and Family Feedback

Very professional treatment.
All good whether by phone or face to face
All the staff are always very helpful and keen to give a great service, which they do.
All went as I expected. I'm never really sure if I'm on a waiting list for procedures.
Always a very high level of professionalism and a friendly atmosphere
Always good and helpful as is Cohens the chemist.
Always helpful and friendly.
Always very helpful x
Communication very good, efficient and professional. Got an appointment to see a Dr easily. Thank you.
Doctors are very professional and caring. Receptionists are very helpful. Andrew is an excellent pharmacist and all Cohen's staff are friendly and efficient.
Doctors, Nurses and reception staff are all kind and helpful.
Dr Charlotte Arden- Thomas made me feel at ease and felt safe sharing with her what I am going through. Thank you. Definitely would like her to my regular GP.
Dr Charlotte was professional, efficient and helpful. She showed care and took time to listen.
Dr Maud was excellent
Dr. Maud was very good
Easily made appointment. Doctor very thorough with a pleasant manner.
Everyone very pleasant. Always get an appointment if I desperately need one.
Excellent service, always a friendly voice from reception and doctors who really care. Thank you Pendeen for being there for us.
Excellent surgery can't always get an appointment but it is getting better. We used to book on line I miss that
Extremely professional service
Fast and efficient service every time I have been.
Fast appointments
Fast efficient service
Good concern and consideration from Bryony. Thank you
Had an appointment with Dr Bryony today. She treated me with respect and understanding.
I have had much more contact with the surgery in the past few years and have always been very satisfied with the service from medical, nursing and support staff. I have been able to access appointments without difficulty. Indeed, I am really impressed that the surgery is able to provide so well given the current demands on the NHS. Thank you.
I received exemplary treatment, thank you to all staff and Doctors
I liked the phone system whereby the surgery called me back rather than me having to hold on. I was very pleased to get an appointment the same day and the outcome meant I could stop worrying. Thank you receptionist and registrar.
I'm always treated professionally right throughout - reception, nursing staff, doctors
No problems, came with a problem was examined, offered choice of options and agreed on follow up.

Not having experienced other surgeries in Herefordshire, I can't compare or recommend either way.
Once you can get an appointment i've always found the Doctors very helpful and professional.
Problems sometimes with appointments, but overall good service.
Prompt and efficient service and lovely staff
Referred by the doctors after diagnosing a new and serious problem with my leg that has always been different since polio in 1955. I will be having tests at Hereford hospital tomorrow thanks to their diligence.
Seen within hours by a kind and caring professional, who devoted sufficient time to meet all my needs. Many thanks
Staff are friendly, helpful and welcoming. You can get on the day appointments which is brilliant.
Such friendly staff and helpful nurses and doctors. Thank you very much.
The care and service I was given yesterday was excellent.
The doctor we saw at Emily's recent appointment was fantastic, very thorough and explained things to Emily well. Would highly recommend.
Very busy. Rely heavily on the nurses. Doctoring from a distance.
Very kind and pleasant doctor. They are always very helpful.
Very nice Dr. Listened and replied to my questions clearly