

AELFGAR SURGERY

NHS FRIENDS & FAMILY TEST

“How likely are you to recommend our service to Friends and Family if they needed similar care or treatment”

NOVEMBER 2022 RESULTS

Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	Don't Know
151	11	3	1	4	1

Patients Comments included (Positive):

- It was a good experience from receptionist to the nurse. Could not fault the visit. Xx
- Seen on time, very friendly and professional nurse (she managed to get blood first time out of my very awkward veins, so bonus!!)
- Nurse was very helpful as was the receptionist I spoke to who made other appointments for me
- The doctor finally listened to me
- On time
- Ease of the process for me in a wheelchair
- Nurse was very helpful
- The doctor was very understanding
- Seen very quickly nurse very nice
- Appointment on time.
Dr Payne was very helpful, had time to answer my questions and advise me on my condition.
He also took time to advise me on another matter which had been ignored on a previous appointment.
- The procedure was carried out very professionally.
- Very polite and friendly staff
Always welcoming and advise which is the best service for you.
- Excellent, helpful consultation with a truly wonderful GP.

- New Doctor very nice to meet, best surgery in this town.
- appointment on time nurse was very gentle and made me feel relaxed!
- Was fast and efficient with friendly staff.
- Nurse was nice.
On time pretty much.
Explained my instructions clearly for urine sample and blood pressure monitoring
- Very professional and informative
- Went straight in, no waiting. Blood taken efficiently and painlessly. Nurse friendly and helpful.
- On time and first class.
- Always get a top service
- Very thorough consultation. GP was very helpful and professional
- Clean waiting area
Saw Dr Face to face
- No problems usual high standards
- Seen on time Dr very helpful and very thorough.
- Didn't have to wait. Nurses were very good and efficient.
- Appointment was on time and as always Nurse Fletcher was fantastic.
- Dr Grey is a very good doctor ...he actually listens and not judges which is very different to other doctors I've seen ...
- I always have a good experience at aelfgare practice ? I just can't spell it
- Excellent service love my doctors wouldn't change a thing
- Very nice nurse, professional and kind.
- The appointment was on time and the nurse was very efficient.
- Appointment s on time and staff very pleasant and helpful
- Always punctual always pleasant lots of people are eager to complain but don't bother to appreciate
- Easy to get appointment. Ran late due to stuck in traffic. Still seen within 10 mins.
Sue was lovely. Gets the job done every time
- My appointment with the nurse was on time, he was very professional, he explained very clearly what he thought my problem was. Unfortunately I was clearly told to go Xray at Stafford hospital on Monday/Tuesday to be told they have no record of my ap
- Dr Emmanuel is very good and thorough
- What I went for and received
- Polite, friendly and efficient.
- Excellent visit(my first one)I was very impressed as I was attended to very quickly and professionally. I am so pleased that I joined this practice, it is first class.
- The nurse was very understanding & helpful.
- Fast prompt attention. Highly efficient
- Although a person walked in and was seen before me who did not have an appointment I did, service was still good.
- Did not have to wait long, polite, informative & professional treatment .
- It was first visit to this surgery. Waiting room spacious extremely clean and efficient. All staff were friendly and attentive.

- Friendly ,explained everything and was on my way in no time
- Good people and good service
- On time. Doctor listened to what I was saying and explained things well
- The appointment booking was straight forward and only had to wait two days. It was on time and nurse made me feel at ease. Haven't been at Aelfgar surgery that long but very happy to be there. Very good.
- I love my Dr that I spoke to she was nice and very helpful.
- I couldn't wish for better doctors in Dr Gray and Dr Stokes. I feel that the surgery is helping me to get better.

Thank you, Pamela Grant

- Appointments running on time and staff were friendly and helpful
- No waiting time. Friendly staff
- Everyone helpful Dr very good excellent service all round
- Receptionist and doctor both good. Doctor recommended another service the surgery offers.
- It was so.
- Once at the surgery service was well organised. However, a scheduled appointment with a GP was rearranged to a phone appointment. I wasn't informed about this until I arrived at the surgery. Apart from this organisation has been swift and good.
- On time, Straight in, Straight out,
- Doc Grey is knowledgeable and to the point. No messing about.
- On time. Very professional.
- Didn't have to wait long and good doctor s and staff
- Very friendly and efficient nurse as she always is
- The staff were pleasant and great at the jobs. Everywhere was clean and tidy and my appointment time was kept! Great job everyone

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- The whole visit was relaxed and efficient
 - Pleasant nurse very friendly & efficient
 - Very good
 - Prompt and caring attention
- Thank you
- Professional & pleasant service
 - Because the nurse was very friendly and made you feel at ease
 - Didn't have to wait long , good friendly staff, and phlebotomist Sue, very helpful as I struggle with my mobility .
 - Very efficient, polite and excellent service.
 - Everyone was polite and approachable. Dr Evans listened to me and we came up with a plan of investigations together. Could not have been treated any better. Excellent service.
 - Always very friendly, very efficient and professional.
 - Efficient Polite caring , only few minutes waiting ,warm clean comfortable waiting area
 - Being able to have a pre booked, face to face appointment

- Nurse Lynn was very polite and listened to what I had to say, she was very informative and told me what I need to do to improve my health.
- The nurse was very good taking my blood and very pleasant
- I saw Lynn today and she was excellent. Very efficient and also friendly.
I transferred to Aelfgar a few months ago and the service I've received is second to none.
I wish I'd done it years ago. Nothing is too much trouble.
- Dr was attentive and listened to me
- Excellent did not wait long pleasant surroundings & next App sorted before I left the surgery
- I did not have any problems with my visit to the surgery ,so I am very happy.
- Appointment was running 10 mins late but otherwise all was OK.
- Nurse made suggestions re seeing GP as I had admitted to feeling very stressed and struggling to cope.
- Appointment was on time and nurse was extremely efficient and friendly
- I am always treated well and listened too whenever I go to the surgery. Everyone is polite and helpful
- The receptionist was welcoming and efficient. The Nurse explained everything to me and made sure I understood how to use my new inhaler. My appointment was on time.
- I was treated very well. I had to have a blood test which I do not like. The nurse was very good and I did not feel her doing it. Excellent,
- Appointment time kept information on treatment given pleasant staff
- The person I saw was very friendly and efficient.
- On time and the nurse was polite and very efficient.
- Appointment was on time ,friendly staff I had text straight away to ring for my referral Appointment, always pleased with the service at the surgery .
- Very organised. Professional. Polite and amazing
- I saw a Physiotherapist and she was excellent
- Was not kept waiting, test results were explained and treatment was arranged.
- I found appointment same week, it wasn't urgent, all my concerns were addressed, tests ordered, and I felt comfortable and listened to, very happy patient.
- Overall satisfaction.
- Appointment went on time, very pleasant nurse and thorough with examination, thank you
- Everyone is friendly
- Efficient service and no waiting.
- Super service as always
- I was seen on time and the doctor was very thorough.
- told what the trouble was and good advise
- I had my bloods taken , the nurse was excellent,
- Great nurse
- I was treated nicely by the doctor and nurse that attended to me and baby. My baby immunisation was done perfectly and my perinatal check up went well as well. Thank you.

- Was treated very good and felt very relaxed did not feel injection
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- Prompt appointment on time. Professional service by nurse. Diagnosis and forthcoming treatment made
- Polite, friendly and professional people
- Ran on time, Jessica very helpful and efficient
- The pharmacist rang my daughter to review my medication she was very thorough
- Very good service and on time
- Prompt and efficient service, thank you
- Dr. Payne was very thorough as usual answering all my questions and I came out feeling better than when I went in. Thank you Dr. Payne.
- I cannot fault the service that I received.
- Excellent service and friendly staff as always.
- Because I appreciate the care your staff have plus a lot of patience
- Lynn is always, professional, kind and never makes you feel rushed. She always makes time to listen, yet appointments always run on time and that's very rare!
- Checked in and seen on time
- Good doctor
- I was very nervous about having my smear test. The nurse was very understanding about my anxiety, gave lots of reassurance and made clear that she would stop at any time if needed. I was able to manage my anxiety and feel better about future smears.
- Dr Payne is one of the best doctors I have come across in my life. So polite, so helpful, everything explained so you can understand. I would never change my doctor again.
- Always efficient, caring and friendly.
- Because I am always treated courteously and efficiently and today was no exception
- Doctor was helpful and listened to health concerns.
- Nurse Fletcher was very kind and helpful. I would like to thank her very much.
- The nurse was very polite, and reassured me when I was nervous
- Dr Payne was very patient and understanding and we were able to sort out my problem
- On time and Lyn the nurse was lovely as usual.
- GP was very informative. Put me at ease and listened to everything I said....very very pleasant
- I had a very good consultation with the doctor
- Had to wait to be seen but Nurse was very informative and friendly.
- I was made comfortable told why my reason to be there was given a check up and some good advice to help me all in all very good meeting
- Yes very professional level of service. The gp was excellent.
- I spoke with my doctor and I wasn't rushed throughout my appointment. We discussed my treatment and everything was explained as to what was going to happen next. It was good to have face to face appointments again.

Patients Comments included (Negative):

- Coughing up blood for 2 days & blood pressure of 172/102, sent for Xray to only find out @ Hospital Dr had requested as (routine) and not urgent! Please advise what constitutes (Urgent) with above symptoms?
- Appointment cancelled due to nurse ringing in sick
- In Rugeley it's another day, another face? I end up seeing someone I have often never seen before, who has neither the time or (it often feels) the inclination to practise empathy. I was made to feel like I was borderline hypochondriac.
- As problem is still not sorted and feel very let down and not understood how and what is happening.

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE