

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”

APRIL 2023 RESULTS

Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	Don't Know
212	20	3	0	4	3

Patients Comments included (Positive):

- Seen by Tegwin superbly detailed and excellent clinician.. I was greatly reassured and clear on the course of treatment after the consultation.
- In and out. Doctor is going to ring in a week to hear how Marley is doing with the cream they have prescribed. Very helpful.
- Wanted to discuss 2 problems but was told couldn't do that I now have to phone again to make another appointment for another problem on different day I'm told so in long run it will take up more time for surgery as have to ring again
- The doctor listened to what I and my granddaughter had to say about my experiences at Christmas, which was not good.as a result he is doing something about it.
- Dr very caring attitude! Listened to me fully before tapping on the computer screen!
- Very good service kind very knowledgeable nurse as my blood test can be tricky but it was done efficiently no pain / discomfort. Many Thanks.
- Thorough polite and informative.
- Very efficient staff and very helpful answer your questions. Brilliant
- Appointment happened as scheduled and was conducted in a professional but friendly manner.
- We felt listened to and not at all rushed. A very positive experience

- Prompt attention, good service
- Never waiting to long
- Pleasant, polite and on time. What more could I ask ?
- I always see Sue for blood tests and B12 injections; I enjoy these sessions and bore her with my Swahili benediction (Kwa Heri Sasa Lubisa na Armani Mbaka pamoja tena).
- Dr smith was excellent did a full check up very thorough very polite and very understanding an excellent GP
- Despite the fact that the waiting room was very full, I did not have to wait as my name was called right after I checked in. The nurse who took my blood is lovely and efficient as well so was in and out very quickly.
- Covered everything so happy with the outcome.
- My appointment was on time bloods done weight ,all I?m waiting for a results
- Did not wait long. Nurse was very nice and cheerful and she listened to what I had to say.
- Dr Stokes was compassionate and very understanding as always.
- I am happy with how my health concerns were listened to and talked about during my appt.
- Short waiting time. Lovely nurse
- Dr Smith gave me time and space to speak and I felt she was genuinely trying to problem to address my issues. Thank you
- Both doctors very good .
- Struggling with allergies to my meds,this gave me opportunity to clarify my issues and plan course of action.
Listened and asked questions in detail.
Thankyou came out reassured.
Brilliant service
- Excellent & efficient service as usual
- Very pleased with my visit today. Everyone was very polite and professional.
- Excellent response from the doctor and good explanation of the problem so I could understand whats going on in my aging body!
- I went for blood test, but as usual the nurses struggle to get my bloods because I have small veins?!!!
But nurse was so thoughtful and caring and booked me in for another date and later time , oh and I went straight through..

I have been coming to this practice for nearly 20 years . Everyone is always so supportive and kind .

Prompt appointment time pleasant and good service

I had a good meeting with my doctor and all my questions were answered

Friendly and professional service as always

The nurse was very pleasant and did a thorough job explaining everything to me a step at a time.

Because I'm always on time and always pleasant, nothing is to much trouble

A very friendly nurse and very helpful. Thank you

Very professional giving every detail of my visit in detail

The doctor sat and listened to me also was very polite

The nurse was brilliant nice to talk to and helpful

Quick and efficient staff. Welcoming surgery environment.

The practitioner I saw was very approachable and thorough. The best Gp practice I have ever been a patient at. Well done all your hard work is greatly appreciated.

- Doctor Evans listened and offered to help by looking through my notes and seeing what services could help me. I have a sleep problem that has been unresolved and which affects every aspect of my life. I appreciate the kind service.
- Very nice nurse, put me at ease and felt very comfortable. Everything explained clearly, and follow up appointment arranged.
- Alfgar surgery and all staff are very helpful nothing is to much trouble I'm very pleased
- The nurse practitioner explained everything so that i could understand
- On time. Nurse explained everything I needed to know
- Appointment was on time (5-10 minutes within appointed time).
The GP listened to what I told them and I felt that they genuinely did there best to assist me
- On time, Sue was very professional as always, got bloods first time so very impressed overall.
- Nurse was lovely put me at ease so kind.also lady on reception was very helpful.Thank you to all staff.
- Nurse very professional
- Good time keeping and more thorough checks done this saving appointment in the future.
Very friendly, relaxing and informative nurse.
- Everyone is helpful and doctor on time
- No hanging around in and out within minutes
- Professional and friendly.
- Lynn is a lovely nurse n she explains everything credit to your surgery

- They make you very comfortable and talk to you about what they are doing
- Sue made me feel at ease and informative with questions I raised. Sympathetic to my concerns relating to my knee pain and forthcoming replacement

Patients Comments included (Negative):

- Telephone message said surgery lines open at 2pm and they were not id waited 20 minutes to call at 2 There is no nhs net email address listed for professionals to use
- Surgery phone line message on at 12.35 that lines were closed at 1pm yet call repeatedly cut off
- Training for front of house to provide them with adequate human interaction skills/empathy.
- Because the nurse was not qualified to investigate my issues. So the appointment was a complete waste of time.
- Your not given the time 10mins isn't long enough.when it's very hard to get appointment for people who work and can't take their phones with them
- I found the Dr to be abrupt and condescending, however he did elaborate on my issue and arrange for a further scan.
- Booked appointment for covid vaccine injection having told Practice nurse we prescribed antibiotics

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE