

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”

AUGUST 2023 RESULTS

Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	Don't Know
148	22	3	3	3	0

Patients Comments included (Positive):

- Dr Smith was very thorough and explained every aspect of managing my condition
- Dr was very thorough and helpful.
- I gave this answer because the nurse was absolutely brill she listened to what I had to say all so sorted out my medication. I can't thank the nurse enough.
- The staff were excellent in all their approaches. They welcome us and made us feel at home. Excellent. I was called in straight away - I didn't have to wait long. The nurse was lovely, efficient, professional and complimentary. An absolute pleasure. First class treatment. Thank you
- Nurse was lovely took her time and found my vein first time which is amazing my veins are not good for taking blood
- Dealt with promptly, professionally and pleasantly. Thank you.
- Very helpful and empathic approach. Didn't feel scared to talk and to open up about mental health issue
- Had 2 different appointments in 1 day, both on time booked, both doctor and nurse very good and very helpful, 10/10 very good service
- Always given fabulous customer service and time to discuss health issues
- The care attention and friendliness given "attentive. Professional"
- Seen on time nurse very helpful and friendly
- Heather was Caring and considerate, treated me with patience and respect.
- Fabulous service with friendly and professional staff
- He listened carefully, took his time made sure I understood. Very good
- Very prompt, I felt like the doctor new who I was and about my health instead of just being a number.

- Very professional and listened to what I shared and sorted it out straight away
- The physiotherapy gave me good advice to strengthen my legs
- when asking the nurse in my appointment a question she was very helpful
- Prompt for appointment, friendly and approachable as always.
- The Dr was very thorough with investigation & checked on patient history , made referrals too
- Well communicated and booked. Appointment on time. Clean, clear, low stress environment. Self check-in screen a big help for both me and the receptionist.
- Appointment on time. Jessica is brilliant your not rushed. Answered all my questions. Makes you feel able to discuss problem in your own time.
- Excellent friendly service
- Nurse very good made you feel relaxed
- Everyone is very polite, very helpful
- Dr Payne is always professional and always listens to you

Patients Comments included (Negative):

- Did not give me time to answer phone before hanging up
- 2 weeks to get a triage, ridiculous
- I have no medication for my long term illness and Doctor who seen me doesn't know me or read my back ground didn't help one bit.
- I was told my ulcer was healed when it very clearly has not. When I pointed out that it had not changed for nearly 3 months the response was "I can't tell the future" (non sequitur) and other nonsense I can't recount in 250 characters.

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE