

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 2022 RESULTS

Extremely likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
193	31	7	3	1	1

Patients Comments included (Positive):

- Even through pandemic i had great service and help always do
- Brilliant doctors never had a problem not even with reception always got me in or had a phone call back
- I'm satisfied with the service I receive, the staff are always helpful and friendly
- Our family have always received the best of care from Aelfgar Surgery, and I would not hesitate to recommend them.
- I can always get through to the surgery.. very rare there are any delays... reception staff are always polite... pleasant... and helpful... and it's quick and easy to put my repeat prescription in.
- Because you can usually get an appointment on the day of your call (which us also answered quite promptly) whether it be a triage or actual visit, and you are dealt with efficiently and satisfactory without too much delay!
- Been with your practice since it opened, I have never had a bad experience, I always find all the staff friendly, my husband 2 sons and 1 daughter are also registered at your surgery and they are also happy with their experience there
- Doctors and nurses are very happy to listen to our medical concern and happy to give advice.
- We have never had a problem with the practice, receptionists are always polite and efficient, so far doctors and nurses are the same.
- Phoned up at 8.30am and was 4th in the queue. Explained why I needed to see a doctor, a trainee doctor phoned me back by 9.15am who made an appointment for me to come into the surgery that morning. After a very thorough consultation I was seen by another doctor who referred me for tests at Stafford. Very pleased with the service.
- I would recommend Aelfgar surgery because I have always found staff are pleasant and I have had no trouble getting appointments to see a GP when I have needed to.

- Always been satisfied with surgery since joining not seen the Doctor I saw today before she was extremely pleasant and informative didn't feel rushed
 - The nurse was very pleasant and nice she is very good.
 - Appointment fairly on time, treated well and professionally.
 - Ease of signing in and pleasant staff and nurse
 - Practitioners were kind, friendly. Seen on time. Everything clearly explained.
 - Staff are always friendly and make me feel at ease.
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- Always on time and so helpful
 - polite staff and app almost on time.
 - Had no problems making appointments
 - Appointment on time, blood was taken painlessly, pleasant Nurse.
 - Easy very friendly staff
 - Because I had my appointment as soon as I booked in with no waiting.
 - I felt listened to and felt my issues were understood and dealt with sensitively.
 - Nice , polite nurse, quick and comfortable.
 - Quick no waiting and health professional was pleasant and efficient
 - The doctor who looked after me was amazing. Put me at ease, very friendly yet very professional. Full of information. I was dreading my appointment but went really smoothly.
 - I was given an appointment within a few hours and received Very Satisfactory treatment by a Lovely Lady Doctor. Very pleased. Thankyou.
 - The doctor I saw was very helpful and I got seen very quick
 - Was seen by an amazing Nurse, I'm a very nervous patient & she put me at ease, and amazing experience.
 - No waiting and dealt with appointment in excellent manner.
 - I was seen promptly, and the nurse was polite and friendly.
 - Efficient, friendly & punctual
 - Staff polite and helpful, I have received the medical help straight away.
 - Staff were very helpful, friendly and reassuring
 - Sue had a lovely manner and very professional.
 - Very good service all round.
 - Didn't wait too long
 - Dr Grey is brilliant.
 - Both injections absolutely no probs and nurse was friendly chatty and took away any nerves thanks ?
 - Well organised very efficient nice clean waiting room
 - Went in on time, blood taken not painful and no bruising. Very pleasant nurse as well
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 - Polite reception staff, nurse Deakin was lovely and I was seen quickly
 - Appointment was on time, a very pleasant nurse who put me at ease straight away.
 - Very professional, caring and friendly. Thank you
 - ease of appointment from pleasant reception to efficient treatment

Patients Comments included (Negative):

- In extreme pain I attempted to speak to a doctor after 8.30am. A remark I made to the receptionist was entirely misinterpreted by a doctor who proceeded to berate and ridicule me. The outcome was I was made to wait 3 days to see a doctor by which time I was heavily reliant on self-administered pain killers. Ultimately, I went to a private physiotherapist who discovered I had ruptured tendons in the gastrocnemius head.
- Second year i was contacted to book and come in for a pneumococcal vaccination. Last year i was told i could not have the vaccination due to time lapse since my previous jab. This year I was again told i could not be vaccinated. I was not pleased!!

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE