

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”

DECEMBER 2022 RESULTS

Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	Don't Know
151	9	1	1	9	0

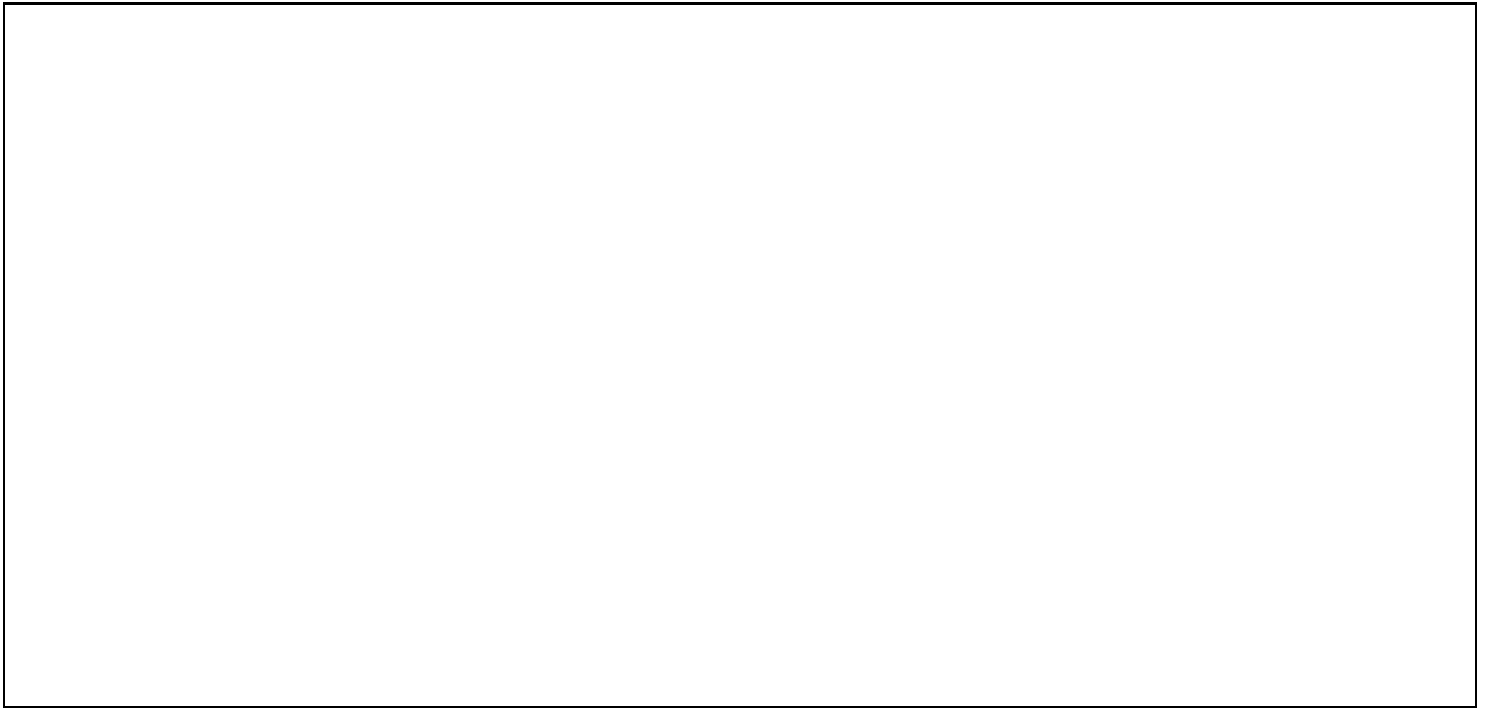
Patients Comments included (Positive):

- Appointment on time. No waiting about nurse very friendly and efficient.
- The surgery has been light and day in comparison to my previous practice. Appointments are reasonable in terms of booking, GPs and fantastic and attentive, staff are friendly and the service is top standard.
- I was listened to and given time to explain my symptoms. Also, I was given a plan for how I would be treated.
- Dr Gray could not have been more caring, sending me for further test to the County Hospital. He could not have done more, many thanks.
- Appointment on time and Dr Evans completed an examination and is arranging further tests explaining what they would be.
- The nurse was very pleasant and she got on with the job
- I went in booked in, sat down and in less than 5 minutes I was called in had bloods taken in seconds and left
- We have always had excellent attention from the Doctors at Alfgar and now our wonderful Dr has returned need I say more.
- Jessica was very helpful and respectful of my health issues.
- I called the surgery and they managed to get me an appointment that day. The doctor I saw was absolutely lovely, very understanding and willing to help. I have had a referral and a blood test already which I really appreciate
- Although the doctor was running later I never felt rushed and everything was explained very well
- Very thorough examination and listened to everything I said .
- Lynn is just the loveliest nurse, very genuine and caring, also thorough and helpful!

- The phlebotomy was very caring and proficient. In her job, she made me feel at ease.
- A good experience carried out by a very professional nurse.
- Taken on time, nurse was professional, and arm feels fine after bloods. Thank you.
- The nurse was open, friendly and directly engaged my young daughter in a reassuring manner making it an easy, happy visit.
- I was called in earlier than my appointment time. Dr Gray was very thorough and I was able to book an appointment for a follow up blood test whilst at the Surgery.
- The appointment was easy to make and at a convenient time. The staff were friendly and helpful and the doctor was very knowledgeable and understanding.
- It was explained to me what treatment I needed and how the surgery would look after me. I felt happy that I was being looked after.
- The nurse listened very carefully as I was very upset in the appointment. She offered me support but explained she couldn't help me directly but instead could offer me an appointment with the doctor for the following day who would be able to help.
- Heather was very good, explained things clearly, managed to get blood! which isn't easy with me! Well done.
- Very professional and the nurse took the time to explain the vaccine. I was having and any mild side effects.
- Very well organised reception, very short waiting time and good service by the doctor. Fast follow up and subsequent appointments.
- On time, maybe a bit early. Nurse explained everything to me very professionally so I understood why and what my injection was for so it was a 10 out of 10 from me.
- Always able to get an appointment, staff go out of their way to help and I always feel listened to and receive the appropriate care or advice.
- I was listened to explaining my symptoms and surprised I had an infection. Nice to know there's a reason for your body being out of synch.
- Dr Ramond-Stokes always takes time to listen to the problems and I never feel fobbed off. She has always been supportive to me and my family.
- I came to see Lisa for review with my repeat prescription & she went through all my medications & although I didn't go to see Lisa with my bad cough, Lisa checked my chest & oxygen levels & then did prescription for some antibiotics which I was truly grateful for.
- The nurse was so good explaining about the pneumonia jab. She was also very polite and has a lovely nature.

Patients Comments included (Negative):

- My appointment was cancelled within an hour of the original appointment time, the appointment now will not happen for a further 3 weeks.
- Booked in for follow up smear after treatment. Attended as required only to be told that it was too early (5.5 months rather than 6 months) so they refused to do it, no apology and I was blamed by the nurse for booking too early. No compassion.
- You message me saying records showed I had high blood pressure and to book an appt. Went there you told me I was wrong! I need to have bloods taken. Wasted appt. You contacted me. No explanation as to why I need the blood test!!
- Because I was called for a vaccination I had already had 4 years ago. An admin error I was told, but I have MS and am a wheelchair user and the effort of getting there was enormous as I suffer from dreadful fatigue.



HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE