

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”

JULY 2023 RESULTS

Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	Don't Know
166	11	2	1	5	0

Patients Comments included (Positive):

- Saw Dr gray who picked up a heart problem
- Very friendly and helpful. We love alfgar :)
- I was listened to and given help with my problem.
- Excellent, friendly and caring staff
- Brilliant service as always
- Not long to wait. Nurse was friendly and did a very good job
- Efficient, kind, knowledgeable, professionalism .
- Was all very good on time , nurse very polite & was not in a rush to talk in general about health life ??
- The questions I had were answered to my satisfaction
- Short wait to be seen by nurse who was considerate and efficient
- Appointment was on time and nurse was very pleasant. Thank you.
- Didn't have to wait long. The nurse I saw was very nice and professional and I didn't feel rushed she also answered any questions I had and made me feel at ease
- It was on time , also nurse was very though, iwas very pleased , thank you
- Seen on time,always feel that my best interests are at the centre of things.
- The nurse was very friendly and nothing was too much trouble
- "Lynn fletcher is kind undetstanding and takes time to listern. She makes me smile when i feel down. Advisrs me on best way forward.
- Nurse doing blood test verh good explained as she went along what i was being ttested for. Service at alfgar 10/10"
- The doctor was lovely, really put me at ease
- Dr Gray was very helpful and reassuring.

- Seen on time, and given nice clear information, and help re medication.
- On time, pleasant nurse, we know each other. What more can I say.
- As always, Doctor Gray was very helpful.
- I was seen on time, Dr Gray gave me all the information about my injection and carried out the procedure gently.
- Nurse very good ten. Out of ten
- On time excellent nurse very friendly had time to spend with me very professional
- Doctor answered all of my questions
- Doctor listened to my concerns and I didn't feel rushed. He talked me through the referrals he was going to make so I fully understand the next steps.
- The nurses and doctors are polite. They listen to you and don't just right a prescription or judge you. I was made to feel comfortable. I'm glad I moved from Sandy Lane
- Dr was clear and helpful with the matter
- Was very happy with Dr Grey & staff at the surgery.
- Always good service at Aelfgar
- The doctor was very helpful and thorough
- Although I had to wait two weeks for appointment. I was seen promptly and Dr was kind and helpful.
- Been finally referred
- Felt at ease, everything explained thoroughly and wasn't rushed.
- Doctor brilliant always put you at ease and answered the questions
- Minimal waiting time, the screen on entry told me exactly how many minutes she was running late, had my MOT, friendly efficient nurse
- On Time. Friendly and explained all what was being done etc
- Always very pleasant and prompt.
- Nurse tegwyn was very thorough and explained to me how to cope and deal with my condition.. gave me advice which I have followed up on..
- Excellent service all the time
- Nurse very thorough, informative, and professional.
- Dr stokes is a very caring and professional doctor
- Booked in 8.22, blood test done and out 8.26.
- I was seen promptly and my review was carried out thoroughly
- I was seen on time, took my blood quickly and efficiently, told me I would have the results by ?phone at a given time next Monday.
- GP was very professional and answered any questions I had.
- GP was very professional and answered any questions I had. I felt listened to and would happily see her again.
- sue is very professional and kind
- Always a brilliant service from receptionist to doctors always very helpful and knowledgeable
- Very helpful, friendly doctor. Provided me with the information I needed .
- GP is modern empathetic efficient and as if it could ever be a pleasure to go to the doctor on this occasion it is. The receptionist is great to and so are the nurses.
- Dr was very good with explaining things and referring me on
- On time. Informative and interesting, positive action taken by physio to my problem.
- The doctor i saw was very thorough and she told me everything she was going to do. Doctor listened

- My appointment was more or less on time nurse very nice as always
- The doctor I saw listened to what I had to say , looked at the problem I had then gave me the best product that was best for me. Also he gave me instructions on other products that would help my condition, which I was very grateful for.
- Always friendly staff clean premises and got answers to my questions. Easy to book further appt.
- Bloods got 1st time, appointment on time, very pleasant nurse as always.
- Great service as always. Nurse was friendly and explained everything. Was also seen within a few minutes of my appointment time. Thank you for a great service, feel lucky to be part of an excellent, well managed practice with friendly staff throughou
- The Dr was very thorough, and explain things ver well.
- Dr Stokes is always very understanding and compassionate.
- The doctor was so lovely and welcoming to Theo made him feel comfortable before having a look at the problem
- The doctor was very thorough with all tablets
- Fantastic service
- Everyone I had contact with was excellent.
- Very friendly, caring and helpful
- Seen early. got every thing done quickly with good explanations by a very pleasant lady.
- Appointment on time and nurse explained why the blood test was needed.
- Appointment on time doctor gave me advice I needed
- Always feel like I matter and the personal touch goes a long way x
- The gentleman I saw listened to what my problem was
- Very friendly whilst in surgery and explained process that will happen after thyroid test was taken (blood test)
- Very polite and clear and explained everything and talked me through different treatments and why this treatment is best for me
- I was treated very professionally, and with great care.Made very comfortable and everything explained in detail. A nice experience
- Very caring and capable nurse
- Excellent communication, polite staff and everyone seems switched on and wanting to help
- The doctor rang me at the time I was given and was very helpful. Also the receptionist was very helpful when I rang her.
- I didn't have to wait long for my blood test, which was completed in a couple of minutes.
- Friendly and professional staff, who made me feel listened to. This is how things are at Aelfgar surgery, I have nothing but praise for them.
- Because Sue is always considerate and helpful.
- My conversation with the Doctor was not rushed. He gave instructions and answered my questions clearly.
- Efficient on time procedure done & out in 15mins
- Excellent, on time, did exactly what I expected.
- Appointment was early. Explained why pneumonia jab was necessary and next steps (NFA)
- Was seen on time and satisfied with my treatments
- Lynn the nurse practitioner was very approachable and knowledgeable. She is the first nurse in a long time to make me feel so at ease
- Seen on time nurse very pleasant

- Receptionist brilliant and nurse was on time and my appointment yesterday for my ultrasound was first class
- Appointment on time and the nurse who took my blood was lovely
- Didn't have to wait too long and was over quickly
- Easy to talk to, understood the problem and made a difficult decision on how to best proceed.
- The doctor I saw was very friendly and reassuring.
- Got all my questions answered. Now just waiting for X- RAY appointment.
- Seen on time, seen by Physio Helen who had a referred me for a pelvis xray, explained results, provided exercises and advice and reassured I can refer back to her if required in the future.
- I didn't feel rushed, she was kind and considerate. Addressed all my medical question with clear answers. Very happy.
- Didn't have to long a wait to be seen , and the doctor I saw was attentive and understanding and put me at ease
- Feedback on recent tests. Appointment was within a reasonable time. Dr discussed the findings and next steps
- Amazing service from the mental health nurse.
- The doctor was helpful, understanding and listened carefully to my concerns. He put in place a reassuring pathway and left me feeling that I was getting the right treatment. Just what you want from a GP appointment.
- Seen on time and the nurse explained what she was doing
- I always find when attending the surgery the staff are very friendly and helpful
- As always the dr I saw was very thorough in examination and examination
- Very efficient booking in service and patient doctor listening to my concerns.
- A short waiting time and given an instructive answer to all questions.Good overall. No
- Physio did a thorough and in depth examination of my problem .
- Seen prompted on time next appointment ready for me very good
- I didn't feel rushed and felt like I was actually being listened too which made me feel at ease when discussing my issues with the Doctor.
- Dr Payne was courteous and professional and kind.
- My appointment was on time and I was treated respectfully in a very courteous and professional manner.
- Very helpful and made me feel at ease as I don't visit medical centres often
- Lynn was very kind and listened to me, understood how I was feeling

Patients Comments included (Negative):

- Waited 40 minutes to see the gp who really needs to work on her bed side manner nearly 50 years old I know when I have a sore throat to be told its viral is just maddening
- Nurse just not particularly polite, whole appointment was just difficult.
- I've waited months for an appointment and I had a short list including breathing problems and needing a diabetes check. I was in there around 5 minutes and I was rushed out of the door into an empty waiting room not knowing what I did next I was tol
- Waited an hour , felt rushed once in
- personally my mother told them about my mental health situation and i think that a phone call is not going to help one bit but a face to face appointment would of been fine and i did not answer becuase i dont agree with it.
- Came in with a problem, left without a proper treatment.

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE