

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”

JANUARY 2023 RESULTS

Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	Don't Know
213	15	5	3	0	0

Patients Comments included (Positive):

- Receptionist was very helpful and polite my call was answered quickly.
- Surgery phoned me booked appointment straight in straight out everything sorted very polite nurse as well.
- Receptionist was very helpful and polite my call was answered quickly.
- Dr Payne was exceptional in dealing with the last year of my father's life.
- The nurse was very friendly but professional. Made the appointment much better than I was expecting.
- Appointment was on time. Vaccinator was pleasant and professional.
- The treatment I had could not be better doth nurse and doctor were wonderful
- Excellent and really helpful, gave good guidance on the medication I was been given. Gave good advice when I spoke about my symptoms
- Quick and efficient service. Clean building and helpful staff.
- Doctor very caring and eager to get problems sorted.
- Dr stokes listened to what I was saying, gave her advice but also showed understanding, I came out feeling that I was more in control of my options. Wasn't swayed into something I wasn't sure of. I felt the appointment was worthwhile, thank you.
- Dr Stoke very good and gives you the time and trouble to solve your health issues
- Quick and personal response from reception. Consultation with doctor Grey very precise and good explanation about the problem/cure.
- Seen on time for a review and tests. These were done thoroughly (and painlessly!) All of the Aelfgar team are 5 star!
- My experience with Alfgar surgery and the excellent Doctors since I first signed with this practice have given me the best possible health care. A J D

- Dr Evans very easy to talk to and as this was a follow up appointment she was checking how I was getting on with the medication she prescribed past month
- The doctor listened to my health issues and arranged for further tests in order to advise if any future treatment needed.
- The nurses were very good with me and put me at ease and answered all my questions.
- Perfecton time, very thorough, an all round pleasant experience. Well Done!!
- Everyone was very nice and polite. Appointment was on time and surgery was in very good order
- I am very happy with Dr Gray we seem to be on the same wavelength that makes me comfortable when talking to him however I do like to see the same Dr as much as possible so I hope he is planning on staying
- Injection professionally given with no discomfort felt. Questions answered too.
- All Questions was answered very well and responsive . No problems
- Dr gray is an amazing doctor... really willing to listen to your problems and comes up with a solutions... unlike other doctors who seem to want you out of their office as soon as possible... couldn't rate him highly enough...
- Received a text, called got an appointment quickly and was seen on time, can't fault the service.
- Was very quick phone talking, I got the same day an appointment, receptionist very polite and very helpful.
- As always you can rely on excellent service at Aelfgar from both Doctors and Reception Staff.
- Always feel comfortable with my telephone appointments and my practitioner is so lovely, kind and reassuring.
- Always first class service from this practice...always polite and helpful
- I hate needles the young lady was very gentle with me and very kind
- I found it interesting how your daily routine s affected your level of health. Eating, drinking and exercise are the main elements and should be taken seriously as you grow older , as in my case.
- The treatment was efficient, with a relaxing atmosphere, which helps a lot.
- Doctor was very helpful and made me feel at ease and genuinely concerned
- Appointment was on time nurse was polite caring and friendly. Explained everything I needed to know
- The nurse was friendly, efficient and informative. My appointment was on time.
- I was made to feel very comfortable and was given clear and full answers to my questions.
- The doctor was very helpful and I have an appointment booked to help my condition. The nurse who did my blood test was very friendly and chatty
- Appointment was promptly on time, Dr Sara Ramond-Stokes was truly kind, helpful, gave me plenty of understanding and definitely helped me to relax about something extremely anxiety-inducing. I could not be more pleased with how the appointment went.
- Was going for injection and the nurse realised I needed a blood test as well so had both
- Appointment was on time and though it was a struggle at first, Sue eventually got my bloods out.
- The person I saw was friendly, listened to me, was efficient and compassionate.
- Because it's true,the time of the appointment was spot on and the doctor was excellent as usual.

- Very understanding and sensitive towards how Flynn is feeling also good advice regarding treatments to help and time scale of waiting times for further appointments.
- Quick helpful and friendly staff, nurse was very professional and put me at ease with taking my blood test
- The nurse was professional, knowledgeable and extremely approachable.
- I phoned in the morning for a same day appointment and was seen at my designated time. Very efficient service
- Very nice lady but not felt good with the way I am every day is just a struggle but she was very understanding the way I am thankyou
- I was seen within minutes of arrival, and the lady that gave me was very friendly, made me feel at ease.
- I always get the best of care at the surgery from seeing the nurse or the doctor
- I was listened to and subsequently dealt with professionally . Thank you .
- On time answered all my questions politely in away I could understand and did so with a big smile on her face ?? nothing was to much trouble
- Really friendly and very pleasant it's always a pleasure to see sue
- I was well informed about the appointment and the tests they were doing. I was also told they were general procedures and nothing to cause concern.
- Both Doctor and nurse were very prompt and explained all I needed to know very well
- Didn't have to wait too long and the nurse was very pleasant and efficient .
- Very professional, caring person, made me feel very comfortable having my treatment
- Doctor listened to my needs. Diagnosed my problem and prescribed treatment.

Patients Comments included (Negative):

- Hard to get to see doctor. And when you get through they try getting you to see a nurse it has happened 3 times when i was wanting the doctor ive been poorly for 8 weeks ive ask nurse and trainee doctor for blood test nurse never did it
- Had to wait for 30 mins after my appointment time.
- 20 minutes wait for scheduled appointment time and a not particularly reassuring consultation.
- The front lad on the phone is so nice and she helps me out but the docs don't like me I don't think it's sad I know but that's haw I feel
- I think the questions could include general health questions and patients given the chance to talk about their general health ie sleep, tiredness, apathy, coughs etc. Any problems with these might be explained away with results from the blood result

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE