

# 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 2022 RESULTS

<b>Extremely likely</b>	<b>Likely</b>	<b>Neither Likely or Unlikely</b>	<b>Unlikely</b>	<b>Extremely Unlikely</b>	<b>Don't Know</b>
195	19	4	0	1	2

#### Patients Comments included (Positive):

- On time with appointment very quick
- I didn't have to wait long in the surgery, and my doctor was fine.
- Staff very helpful and friendly and efficient.
- No waiting nurse good
- No issues, no delays, job done efficiently and professionally. Nice friendly nurse made you feel at ease.
- Was seen close to appointment time, nurse was helpful efficient and professional.
- The nurse was very pleasant and helpful, and did her job thoroughly
- Problem dealt with efficiently
- Staff always polite and caring. Always seen on time.
- It was a quick appointment; the nurse was very pleasant.
- Lovely nurse Clare that took bloods for me today.
- On time. Blood test so I was out in ten minutes.
- On time pleasant staff very happy with service
- Doctor listened to me and hopefully is going to try to help
- I didn't have to wait long once in the waiting room and Lynne is always kind and supportive during the appointment.
- Very friendly and professional, completed in a good time!
- First time visiting my new doctors surgery. I was able to book an appointment for the following day with the very helpful receptionist. My appointment was with the nurse who was very thorough. Really pleased I chose this as my new doctors. Thank you.
- On Time and very professional
- Got into my appointment on time. Nurse very friendly and professional

- I have known Sue all the time she has worked at Aelfgar. She is efficient, professional and always pleasant. A credit to the Surgery.
- I was seen by the doctor who fully understood what I needed
- Didn't wait long and a very nice Doctor
- I saw the Wellbeing lady, Sue, and she was very nice and helpful.
- Doctor very nice and reception staff lovely as usual I do miss not having a regular doctor though
- my appointment was with Sue for bloods, she is very professional and very warm and friendly lady
- The nurse who saw me was lovely, very professional, made me feel at ease and answered all my questions. Everyone at Aelfgar, in my experience, are friendly and helpful.
- Staff were polite and it was easy to make an appointment
- Very good service helpful in and out very efficient
- Lisa who dealt with me is always efficient, but friendly and helpful
- I did not have to wait long to see my GP. I always feel listened to by Dr Stokes, taken seriously & dealt with understanding and compassion. I also feel like she advises well & involves me in a plan of action/solution.
- I was seen on time and the nurse Sue who saw me was very friendly.
- Seen on time and we'll looked after by doctor
- Dr was very thorough and explained things to me
- The nurse in attendance was extremely efficient, pleasant, and informative.
- My bum hadn't hit the chair and I was called in the nurse was very good I didn't feel the needle for my bloods going in 10/10
- Explained everything clearly & answered my questions
- Very pleasant experience everything explained clearly and made to feel comfortable
- This is a first-class surgery...didn't wait long on the phone and got same day appointment due to a cancellation. Cannot praise them enough. I have just retired from nhs I understand how difficult it is for the staff
- Friendly member of staff and swift treatment.
- Both nurses were very personable and airing, while being completely professional. Answered all my questions and told me to wait in the waiting room until I felt up to the walk home.
- Very helpful and approachable.
- Very helpful and friendly staff
- Dr Emmanuel Idowa listened carefully and with empathy. Evan feels like he can trust him and as such is able to communicate his problems to him.
- The receptionist sorted out a query I had. The doctor took time to listen to me. I felt valued as a person not just a name or number.
- It was a great visit. Nurse did my blood test n was so friendly n caring. Always a pleasant visit to Alfegar Surgery. Thank you.
- Dr Emmanuel Idowa was extremely patient and caring with Izzie who struggles to trust people and communicate clearly. He was very supportive and thorough
- Very polite, efficient and made you feel at ease.
- Dr efficient and listened to me
- Treatment has always been more than satisfactory
- Lovely nurse best ever great
- Aelfgar staff are friendly, professional and approachable. They're brilliant.
- Thorough yearly check-up done in friendly manner by Heather
- Attentive & extremely helpful

- Friendly and Professional. Excellent as we expect of the Staff at Aelfgar Surgery.
- I arrived 4 minutes early for my appointment and booked in hardly had time to sit down and I was called straight in 5 minutes later I was on my home excellent service as always 10/10 Aelfgar surgery
- The lady was very good and efficient at her job, happy and friendly. I am terrified of needles she made me feel very relaxed she had a difficult job as my bloods are always hard to do.
- Appointment made to suit me and kept to time.
- Appointment on time. In and out in 5 mins for a blood test cannot get better than that!
- I got an appointment on the day i needed saw a doctor who was most helpful
- Didn't have to wait too long and I was greeted with smiles very happy
- A very good appointment with Doctor Payne, explanation very clear, overall ideal.
- Managed to get an appointment easily by phoning first thing in the morning
- The staff are always helpful and friendly
- Waiting area was cool and quiet. Nurse was very pleasant.
- I love all the staff and the way your treated when you arrive...very helpful friendly and a pleasure
- Very helpful and friendly didn't keep me waiting too long
- As always friendly staff and I was seen on time, can't fault my appointment today.
- Brilliant doctor brilliant service on time.
- Heather the nurse was very kind and helpful to me. Also, the girl/lady on reception who booked it was helpful too. Aelfgar Surgery is first class, thank you.
- Felt listened too and definite outcomes from visit.
- Excellent service as always, no issues at all
- Because the doctor looked at 2 things instead of 1 & made an appointment for me to address other things
- I found the receptionist really helpful. Also seen by the nurse on time. All the staff were cheerful and professional.
- Wasn't kept waiting, routine appointment which went smoothly. Friendly nurse Sue who always has time to ask how you are
- Dr Gray was extremely helpful listened to my concerns and proactively adjusted my prescription following my review
- Dr Gray is a compassionate, thoughtful GP. I really felt listened to.
- Straightforward process, exactly on time
- Everyone at this surgery is approachable & very helpful, almost always manage a same day appointment
- Appt was for a blood test at 8.30 am. Seen by nurse exactly on time. Very efficient service.
- Lovely Nurse always very caring and professional.
- Very professional nurse. Couldn't have been more helpful
- Only a short time waiting, in a safe, friendly spacious waiting room with very professional nurse attending to my vaccination
- The nurse was waiting for me the injection was quick and painless and I felt comfortable
- Appointment on time and efficiently conducted
- Appointment was to time, doctor listened carefully, understood my desire to help myself, was kind and professional.
- Friendly helpful staff. Efficiently run, flexible hours and quick to get me in.
- Very pleasant district nurse. Such a pleasant change given how it's so difficult working in a caring profession and the constant restraints of time with patients

- Dr listened and seemed to understand my problem/concerns
- Dr was informative and very helpful about my condition and a plan was put in place
- Went for an injection. Done on time by a very pleasant nurse.
- I have never had any problems at Aelfgar, reception Staff listen and find the most appropriate appointment. Doctors and nurses give you the information you ask for and together you plan the way forward. I think this practice is excellent.
- The receptionists have always tried to help me out I can't thank them enough x
- More than happy with the surgery always seen by Dr if needed
- Staff are extremely helpful and do their best to help you.
- Speedy essential to see someone who was pleasant and efficient, and my problem was sorted.
- I was dealt with in a manner which I found appropriate to my needs.
- As a family we have always received the very best of care from Aelfgar Surgery and for that reason would not hesitate to recommend them to others.
- All reception staff are pleasant and helpful we have always been able to access available services .I am contacted when necessary by text and overall feel very satisfied with their services .
- You are a professional, friendly, and helpful practice.

#### **Patients Comments included (Negative):**

- Receptionist put phone down on me while I was trying to make an appointment for my 2-year-old and then when I rang back, I was on hold for half an hour
- Always running late on appointments - my appointment was 10am - how can they already be running late by more than half an hour!? Also, what's the point of a booking in machine if it doesn't work and register you as being there
- Because I feel rushed out doctor's office felt like only my concerns were brushed off
- Although I got to see a doctor for which I'm Grateful, it took over 35 minutes to get through on the phone I had to dial 5 times and listen to all the stuff about covid before I got the message all lines are busy. Wastes time and money
- I find it very difficult to access a GP.
- I've visited the surgery telephoned etc and have found the standard response to be ring at 8-30 in the morning.

**HAVE YOUR SAY TODAY...**

## **COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE**