

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”

JUNE 2023 RESULTS

Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	Don't Know
189	6	4	2	2	1

Patients Comments included (Positive):

- Would have been very good except that I had to wait for 25+ minutes after booking in Doctor Emmanuel was very good, asked what was wrong, listened to my answer, asked about symptoms and the explained what he was going to do and why. Put me at ease
- Appointment was nearly on time, Lynn is extremely helpful & thorough
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- Was made to feel at ease by the nurse who explained all the necessary details regarding my shingles vaccination.
- Slight delay in appointment time, when I went in to my appointment, very professional nurse who was excellent at doing what was needed, all in all 10 out of 10.
- Got an appointment the same day, very efficient at surgery, paramedic who saw me was very thorough
- Careful explanation and discussion to ensure I could understand the diagnosis and medication. Exceedingly helpful all round. As well as being professional the doctor was friendly gave a caring impression.
- Dr Emmanuel was very informative about the results of my tests, thus giving me peace of mind and confidence.
- Great service helped me alot over my problems with health tank you.
- Doctor Evens is very thorough and all Staff are very polite and helpful .
- The lady who took my blood was friendly and personable. It was the best blood test I've had! I'm not keen on needles and she talked me through using a smaller needle because I have small veins. I didn't feel it even go in! Thank you
- My appointment was on time. The doctor was courteous and respectful. She listened carefully and asked my opinion.
- Dr on time. He spent time with me, very caring, understanding and informative

- Treated with respect and had everything explained to me thank you....
- Alex was very easy to understand and explained everything to me .he had and time and I did not feel rushed.
- On time, informative, good communication and friendly knowledgeable staff
- Telephone call have a satisfactory reply to my concerns,
- Because the nurse was so kind to me and always is and asks if need to ask any questions lovely to see a smile and puts you at ease so thank you
- I was a little early for my appointment but was called very quickly.p
- Telephone consultation as planned. Dr polite, listened to my query & mutually agreed plan of action
- Both Dr?s were so welcoming and lovely, interacted well with me and my baby. Most caring experience I?ve had with the NHS!
- Very informative doctor explained everything, excellent manner thankyou left feeling upbeat
- Staff very pleasant and physiotherapist was very helpful and thorough
- Lisa was very nice to talk to and very informative , felt at ease with her.
- Helpful and clear doctor consultation, was able to pre book further follow on appointment
- The care service rendered by the health professional was standard and very good.
- Nurse's and Doctors always listen to you and they try and do their best and receptionist are always helpful and friendly.
- Appt was on time, blood test done quickly, nurse also made me a follow up appt
- The surgery was welcoming and the nurse I saw was very friendly and put me at ease.
- Health check was good checking things I expected. Very pleasant nurse/ sister.
- A very clear answer to my questions.Very happy with consultation.
- Got the appointment I wanted. Doctor took the time to listen, felt like she understood. Explained my options clearly. Very happy.
- Because the nurse was very listening, appropriate and professional.
- Excellent service, seen within 15 minutes of appointment time. Very helpful Doctor.
- The doctor understood my concerns he carried out two examinations to reassure me, and gave me advice to help me in future.
- Dr Gray was knowledgeable and suggested a pathway to achieve the desired outcome with an alternative if the primary was not achievable.
- The doctor was brilliant with Florence. Made her feel comfortable and was very thorough. Excellent!
- Doctor was very funny and welcoming, not intimidating at all. Yet still professional at the same time.
- Nurse L Fletcher gave me a Shingles jab I hardly felt it. Nurse Fletcher was informative about the symptoms +gave a pamphlet.
- On time, clear with procedure, pleasant, polite & very helpful. Thank you Lynne.
- I saw Tegwen today and she always treats me with respect, takes time to listen, understands my concerns and makes me feel more like an individual rather than just another client.
- I didn't have to wait long to see the nurse. She was efficient and kind and caring.
- I went to get a tetanus injection as we are going on holiday.the nurse I had was very nice easy to talk to and very gentle with the needle.
- I've been with this surgery since it first opened I love the staff and the attention to Detail they give there patience
- Always have a good experience seeing Lisa Harman. Lovely person and very good at her job.

- Walked in registered on the screen seen Dr Gray on time. He was very thorough and have a new follow up appointment in 2 weeks. Absolutely perfect appointment. Full marks!
- Very good, helpful easy to understand everything was explained to me and I would be very happy to see the nurse practitioner again.
- Because Dr Gray is the best doctor I have had. He's attentive and always on time. He knows my medical history and supports me very well.
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Patients Comments included (Negative):

- My son, 15 was referred by a GP to your in house physio service. We waited 2 weeks for the appointment (during this time his back injury has got worse) only to be told on the day of the appointment (and after waiting over 30 minutes) that he could not be seen because he was too young.
- It was cancelled due to allergic reaction from previous prescription
- Sat near the phone from 08.30 until 5.00 pm a long day having said that Dr Payne sorted me out , I shall probably have a personal surgery appointment next time so thank you for your help.

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE