

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”

MARCH 2023 RESULTS

Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	Don't Know
170	14	1	2	3	1

Patients Comments included (Positive):

- The nurse was very informative and the service was quick and efficient.
- The doctors were very professional and friendly at the same time. They put me at my ease and explained the process clearly and concisely.
- It's the best surgery in Staffordshire. Staff are friendly, and the GPS so caring. We are lucky?
- The nurse was kind and polite and put my new bandage on lovely. No, waiting about in and out in, 10 minutes.
- My first time at surgery and the nurse made me feel Comfortable.
- It was easy to get an appointment, I didn't have to wait long to be seen by the doctor and she was very helpful. Thank you
- Best nurse in Rugeley, always helpful, always remembers me and my kids, always feel well cared for.
- The doctor listened to me, I felt valued as a human being and not just a number.
- Everything explained to me about my gall stones and what will happen now. Very nice doctor
- Seen promptly, all members of staff were helpful and courteous. I felt I was dealt with with care and thought
- My appointment with Jessica was very friendly and informative. Thank you.
- The nurses were phenomenal and really supportive! They had a brilliant energy.
- Asked if I could have more intensive blood test to check liver, kidney function and also readings for potassium and magnesium, zinc levels. I was told only for cholesterol and blood sugar. Also requested infection test /protein in urine. This wasn't
- Dr Stokes is always helpful, and easy to talk to. Never makes you feel like a time waster. Always sympathetic and understanding.

- Always friendly and always courteous. A nice calming atmosphere.
- Very good on time pleasant staff. The practice is well run by all the staff and I think we are lucky as a family to have this service. Thank you
- Very polite and thorough with the appointment did not have to wait too long
- On time, friendly and professional care. Very thorough and detailed explanation of diagnosis plus further treatment
- I'm a new patient to the practice, it was my first visit and the associate was very thorough.. I felt listened to and not rushed
- I did not have to wait long for my appointment and the nurse was very pleasant and friendly
- On time no waiting very pleasant nurse explained everything and very helpful
- It was like old times When you used to go and see your Dr The Dr that I saw today had time for me She sat and explained everything And she was actually looking at me not the computer First class Dr Stokes
- The nurse was very friendly, put me at ease and was very chatty.
- Nurse did a good job taking blood but was late for appointment as most appointments are
- My appointment was on time & Dr.Emanuel was very helpful and professional.
- Great service...Good receptionist... good doctors .always pleasant
- Clair the nurse was professional and very friendly made you feel at ease very pleased to be a patient at Alfgar surgery
- Checked Layla over very well, and made me feel reassured she was okay
- Friendly doctor, listened and answered my questions
- Warm and friendly welcome by nurse Sue, who provided a thorough and professional service. Most impressive, but typical of the treatment we have received since joining the Aelfgar practice a year ago.
- On time and told everything what my treatment does
- Doctor Evens was excellent and listened to me and took the time to help me as best as she could and to go see her in 4 week's time 10 out of 10.
- Lynn the nurse is lovely and always makes us feel relaxed and happy.
- Appointment was on time. Friendly staff who provided full explanation of tests.
- Nurse was very friendly and professional and follow up call from dr was excellent
- Dr listened to my concerns and made sure she addressed all the problems
- It was very pleasant to come and happy with the service i got as always every one is very helpful
- I didn't have to wait very long for my appointment. Sue was efficient and friendly.
- Doctor was good however could have done things differently I feel.
- It was lovely to have the health check as not been to doctors before covid...nurse was excellent and explained everything
- I failed to attend my appointment on 20th Feb. This I very much regret due to not being 100 per cent.
- I always seem to enjoy meeting Dr Emmanuel,; we have a similar background and he although highly professional at all times manages this in a personal way
- I was seen on time, all my questions were answered. I was reassured with advice and relevant information.
- Not a lot came from the appointment, however was nice to find out what the GP has done from previous appointment (even though I have now been left a little confused)
- Very short wait in clean waiting room listening to Radio 2. Pleasant and patient informative nurse . Happy smiling receptionist.
- Nurse Harvey answered my queries, made you feel at ease, and was very efficient at her job. I saw her at my appointment time.
- Sue Stevenson is always a delight to have an appointment with, she's lovely

- I went for a health check the nurse was lovely, explained everything she was doing and why. Cannot fault this service, keep it up xx
- The doctor had read my notes, we had a discussion of my options and a plan put in place all done in a friendly, understanding, informed way.
- Turned out I've got a few more problems than I thought. But on reflection I think they will be sorted!
- I was given an appointment same-day and the nurse who examined me firstly put me at ease and was very thorough in her examination and arranging further appointments to assist with a successful diagnosis
- I was able to book in and wait less than a week and Lynne the nurse is just the best. She makes you feel at ease and answers any questions you have
- Really efficient, friendly and professional clinical staff. I feel lucky when I hear about surgeries being under such pressure that despite the same pressures this practice is brilliant !!
- Everything was explained what was happening, and I was given a time and date for a phone appointment to discuss results.
- Doctor explained everything in detail and explained what was going to happen next.
- Staff were very pleasant and helpful I was seen straight away and the blood test was carried out efficiently
- Nurse very polite and helpful, assisted me with support in receiving prescriptions which had been unobtainable due to supply, very professional.
- Doctor listened to me and was informative on my situation. Seemed to be sensitive to my problem and helpful in my ongoing problems
- Lynn the practice nurse is awesome!! She is so lovely and knowledgeable and it is great to see the same person and build a rapport with them rather than seeing someone different every time.
- Very polite, helpful staff, always go that little bit extra to look after their patients
- I was listened to, understood, and the best outcome for me personally was considered and actioned. Couldn't ask for anything better.
- The service from all of the staff at Aelfgar surgery was and always is second to none, thank you.

Patients Comments included (Negative):

- I was booked in for the wrong people for my tests so a waste of my time
- It took over an hour to get to speak to a receptionist just to be told the dr i requested to see was fully pre booked up and i need to phone following day to try again with no guarantee i'll get an appointment then

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE