

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”

MAY 2023 RESULTS

Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	Don't Know
149	14	3	1	1	0

Patients Comments included (Positive):

- Very friendly & polite and explained about the B12
- Lovely doctor, always helpful and gave care and information that was needed! Thank you!
- I was in on time and was give good advice about my condition
- Appointment on time, nurse polite and helpful.
- On time and friendly, also painless vaccination
- Staff were welcoming & answered my questions with kindness.
- Lynne lovely as always and makes us feel welcome and at ease.
- The nurse was helpful and friendly and went above and beyond for me and my wife.
- I got my appointment for when I needed it and on receiving it the nurse was very helpful with the medication I was getting treated with respect.
- The nurse was amazing that give the injections on Wednesday such a lovely lady.
- Doctor grey very good doctor very professional very professional
- Always receive good service and friendly staff
- I'd phoned ahead due to a huge diversion on the roads meaning I wouldn't be on time. But was 10mins late and doctor was happy to see me, we discussed my concerns
- Very happy with advice given and my view was listened to
- Sue is very friendly and runs on time and it?s hardly painful
- I was able to get an appointment not with a doctor but with a paramedic which is great when no doctors are available.
- Lynn was very thorough in explaining things and asking lots of questions. I didn?t feel rushed to get in and out
- The nurse was extremely helpful, and knowledgeable.
- Came in for my COVID jab. Very efficient and nurse was very helpful and friendly.
- Doctor completely understood my symptoms and gave me the medication that I required.

- Doctor very competent and friendly and explained everything regarding my treatment and any questions I asked him. Thank you.
- Appointment was on time, the nurse was friendly, the procedure was completed without a hitch.
- Apart from being called in a little late the doctor was very good in explaining all I needed to know
- Dr Emmanuel explained why he needed extra BP done plus bloods hoping next round helps him decide what to do
- Lynn always makes me feel at ease when attending appointments despite how personal the condition is. She is always very friendly and polite
- Pleasant waiting room, except for the awful radio. Please, get it tuned in properly, and preferably, sounds of nature, instead of the drivel currently on offer. Consultation was friendly, professional and reassuring. Aelfgar is a brilliant surgery.
- Dr Gray was extremely helpful, professional and informative. We always feel in safe hands when we see him. The service level provided by Aelfgar Surgery from receptionists through nurses, pharmacists to doctors is second to none.
- Very good dr, he listened to me, took care in examination and asked lots of questions. He also explained all the next steps.
- When I got there I checked in and waited no more than 5 minutes until I was called, went in bloods done and out within 5 minutes
- The doctor was understanding and very informative the appointment was on time hopefully the follow up will be the same

Patients Comments included (Negative):

- I was disappointed really as I went with a bad vein in my leg had it for years and slowly getting more painful, to be told that I can't get it done on the NHS, so I'm going to have to pay private, doesn't have much wrong with but this vein
- I am on holiday now in SE Asia until July. You are inviting me for a Covid Booster before end of June. There are no facilities to email the surgery or to send you a message that I can locate..?

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE