

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”

SEPTEMBER 2023 RESULTS

Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	Don't Know
224	12	3	1	2	1

Patients Comments included (Positive):

- Great listening skills from the doctor. Understanding of the problem and swift resolution also receptionist was great when I made the appointment.
- The appointment was on time and the doctor was clear and precise.
- Signing in was easy, waiting room was comfortable, waiting time was reasonable, the doctor was professional, efficient and pleasant and the next steps was clearly laid out.
- Only 5 minutes wait doctor very good and very polite and very helpful
- The doctor is doing a good job of getting my issues investigated in order to rule out any serious cause.
- Dealt with my problem and explained everything to me in detail and put my mind at ease.
- Excellent explanation of produces being done informative
- Helpful receptionist, no long wait & very friendly nurse, who has a very gentle touch ?
- Spoke with Dr Payne and got all the answers to my queries, so totally satisfied with my appointment this morning. Thank you.
- Nurse was understanding and caring and considered me as a patient very impressed
- Dr Payne was very friendly and kind. He listened to me, then examined me and has organised for me to have a Ultrasound scan.
- Appointment was on time and doctor was very efficient and made to feel at ease talking to her.
- Dr Raymond-Stokes was very understanding and gave me great advice regarding my condition
- Staff are very helpful always try to get you in many thanks to all at aelfgar.
- My GPS surgery has always been amazing dealing with any and all of my issues....its a lovely helpful practice

- My appointment was on time and the nurse was very good
- Wasn't rushed by the doctor and he listened to my concerns
- Everything was explained to me I was reassured and given an app to follow on my phone. Felt relative checks were done
- First class response from dr gray always makes you feel comfortable and very professional and all staff very helpful
- My doctor Mr Gray always has time for me . He is also very knowledgeable and caring
- My recent appointment with Dr Payne was very good compared with one that I have with Dr Sharma.
- Your receptionist on the day was not very helpful to my query but the 2 nurses who I had my blood test done with were absolutely brilliant, very caring and professional as always,
- Nurse Sue is always so lovely when I go always answers any questions if I ask
- It was easy to book myself in on arrival I was called for my appointment on time where I was greeted by a very pleasant doctor who had time to listen to me so all in all I would like to say thank you Aelfgar Surgery
- I felt that Dr Evans listened to me and took on board everything I said and acted upon it.
- At my annual review, we discussed matters of interest including ongoing and recent health issues, and developed a plan to address them.
- On time doctor really nice pleasant and caring best doctor I've had . Almost a pleasure to be ill thank you
- Because the staff were brilliant. And everything in the surgery was spotless. Thank you for looking after me.
- Was able to get appointment straight away. No delay in the surgery, was seen promptly and the practitioner was excellent. Good manner, knowledgeable and explained everything clearly. Very happy with the service.
- The nurse was efficient, gentle, empathetic, friendly, supportive and very helpful.
- Requested dr triage and received call promptly. Discussed problem and dealt with quickly and satisfactory.
- Excellent consultation and explanation of my condition and future action required
- The nurse was very good , didn't leave a bruise like I usually get
- Always helpful and pleasant get you in as near to your time great surgery
- Doctor stokes listen to me and gave me information I needed
- During a blood test I passed out, the nurse was very helpful, checked I was ok and made me feel really comfortable when I woke up
- Nurse very friendly(as always). And very helpful with answering questions
- The Dr was professional, knowledgeable and friendly. I didn't have to wait very long past my appointment time.
- Excellent treatment. Dr made me feel at ease, answered all my questions and was very thorough.
- I was in @ out within 10 minutes, a fairly new nurse & she was very nice
- Very friendly staff member who made me feel comfortable when giving blood
- My appointment was on time, and Lyn Fletcher the nurse I was seen by, she made me feel so calm, I was having my smear test done, she was so lovely and kind, she made me feel so relaxed and at ease excellent service

- On arrival to my appointment everything explained, reasonings for the test. Any support offered. Asked if I had any concerns. Follow up conversation with results. The service I received was very good, no issues. Thank you
- Very pleasant and helpful nurse service at the appointment was excellent.
- Went straight sorted and back out .the doctor listened to me and was very professional
- My appt was on time,and the nurse Kerry,in room ten was pleasant and polite, and very helpful.
- The Dr was very thorough and understanding, I was not rushed and the Dr explained things well. I was very happy with my appointment.
- Friendly and very professional in all respects. Come away from appointment feeling positive and confident. Many thanks.
- I arrived on time for my appointment and immediately saw the Nurse. She was very friendly.
- Didn't have to wait long. Information given during appointment very helpful. Nurse practitioner was polite and respectful during procedure. Excellent experience.
- Always get first class service from Aelfgar ?.efficient pleasant and extremely helpful in all departments
- Appointment on time and the nurse was lovely on the few occasions I have visited this surgery I have always had a first class experience thank you.
- I was seen promptly and the nurse who did my blood test was curtious and efficient.
- I was seen on time and the nurse was lovely. Didn't even feel my injection
- Cannot fault Alefgar Surgery in any way. The service I have received there over the many years I have been a patient has always been excellent.
- The appointment was such that no superlative I know would describe my experience!
- I was just treated so well. The young man was so polite and understanding he put me at my ease of
- Very professional, examined & referred for presenting problem
- Appointment with the nurse was on time and the she listened to me when I asked for small needle.
- She was fantastic very polite and very helpful and good at her job hope to get her again if i have to come again for anything
- First time having a specific mental health appointment, felt supported and reassured (in contrast to previous interactions about mental health issues, when I have felt dismissed). Support was offered and quickly followed up on.
- The practice was busy with lots of children waiting to be vaccinated. Despite this, the nurse was very friendly, put my son at ease and answered any questions. She was efficient but the process was not rushed and my son had a positive experience.
- the nurse that gave me my flue jab is always really friendly and professional
- Because I was in and out in five minutes and I felt at ease with the nurse. All good
- Dr Payne was very pleasant and helpful. Most of all he had time to listen to me. Many thanks.
- As always first class service from all staff, Dr Stokes took her time to listen to me, very relaxed atmosphere and unhurried consultation I received ,first class treatment as always .
- Appointment was on time. Nurse friendly and put me at ease before having blood test
- The blood test and flu jab were done quickly and efficiently.
- Heather was very pleasant explained about tablets and inhaler generally caring even though she was busy

- Easy to book appointment and the kind lady who took my bloods was very attentive

Patients Comments included (Negative):

- I have been told by my employer I need a note to return to work to state that I am fit for work. I have never been on long term sick before so this was new to me. I called Aelfgar about this and was told that the surgery will not supply a fit note to return to work. I accepted that was the case, without issue - I did not ask for an appointment, or an explanation. However, having received conflicting information from both my midwife and workplace, I asked whether there was any guidance that I could share with my employer as they were telling me I could not return without it. Very abruptly, I was told. "Well just tell them we don't do that." Wow. What an incredibly unhelpful response. I could've wasted a GP appointment. I didn't. What is the replacement for not wasting an appointment? No help. Rude service. And response of "Well just..." I understand you are incredibly busy and clearly "returning to work" is on the bottom of your list, but to then call a different GP surgery that wasn't mine and receive direction to the guidance I needed, I am appalled.
- Not able to speak with a GP and no alternative painkiller prescribed which would have been helpful.

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE