

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”

NOVEMBER 2023 RESULTS

Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	Don't Know
208	18	5	4	2	2

Patients Comments included (Positive):

- Nurse was respectful and aware of my needs
- First appointment for HRT review, Heather was really lovely, listened to me and genuinely for the first time since starting hrt I didn't leave thinking I was going mad.
- Had appointment with nurse, my appointment was on time, and the nurse was nice and friendly
- Really professional and explained everything. Very nice doctor. Thank you
- Nurse Whaldron was fabulous, extremely patient and went above and beyond.
- Dr Payne spoke to Dylan as well as myself and listened to what we had to say.
- The nurse was lovely and very professional for my smear. She made me feel at ease
- Appointment was on time. Nurse was clear in what was happening. Good care overall.
- Excellent doctor patient communication. He was clear, concise and helpful. And the appointment was prompt.
- The nurse was very caring, gave me a lot of attention and made me feel at ease
- All of the reception staff are excellent very helpful, it's not often I can't see a GP or nurse or receive triage advice .
- The doctor was helpful and listened to concerns and chasing results
- No issues, booked in OK via the screen and the screen advised of a slight delay. Practice nurse asked how I was, checked what I was in for and put me at ease (I'm not good with needles). I booked a follow up appointment in my way out. Thank you
- Apt on time sue as always very quick and painless blood tests. I love Aelfgar surgery
- Everyone was helpful and caring. I was treated with respect .
- I didn't have to wait long, the staff were polite, pleasant and explained if there was anything that i needed to know.
- My appointment was with Dr Evans, she was very understanding and listened carefully to my concerns and gave me very good advice.

- The staff were courteous and friendly. Whenever I come to the surgery I feel that I am being listened to and respected and I hope that I to give the same respect and friendliness to the staff.
- Very impressed, got seen on time & already have a referral, you cannot get a better service than that so thank you very much
- Receptionist was extremely kind and helpful when I called to book my appointment. Nurse was very helpful and appointment was on time
- Doctor was very polite and helpful, she did good checks. She made me feel comfortable and relaxed. Helping get the results
- 1st time meeting Dr Stokes. Normally very frightened of doctors & hospitals. She put me at ease whereas before I've steered clear of GPs, anything medical I walk away. Put down to poor experience. That's not to say I will make a nuisance of myself. .
- Easy to book online, Dr as always was on time, listened to me and was very helpful, I have never received bad service from Aelfgar.
- Stress free, easy to park, excellent timing very pleasant GP, consultation thorough and informative.
- There was a non blue badge displaying car parked on one of the two blue badge spaces. I feel these should have better marking.
- Doctor ,was very informative about my results, and the next course of action
- I spoke with a very good doctor, who helped my wife many times, , who I lost in August to Cancer, she was really helpful and put me in the right direction . Dr Evans always a pleasure, it was worth waiting 14 days for appointment t. Aelfgar Surgery
- Appointment running late but she was apologetic and it was fine. Lovely lady. Jovial but professional and made me feel at ease. Always super pleasant demeanour.
- Appointment was on time practitioner was polite and efficient
- Appointment on time for flu injection carried out well No problems
- Appointment exactly on time had everything explained to me during consultation.....
- Had a small wait and when I saw the nurse she was very polite and efficient and answered all my questions. Didn't feel rushed at all.
- No waiting made me feel at ease when seeing the nurse , all good
- Top team top adviser no problems when you have questions
- The nurse gave me a blood test and never felt a thing . She was very polite .
- The nurse in room 1 was very helpful and professional explaining the facts on stats that I needed to know.
- Pleasant nurse who add difficulty getting blood out of me
- Appointment on time very professional all round
- I didn't have to wait long for my appointment, nurse very nice and gentle.
- Managed to get an appt easily for my 5 week old daughter? dr Emanuel has been very thorough with helping and prescribing medication to help with her reflux and referring her to t&o for her talapese
- Very helpful arranged prescription thank you
- Lynn is lovely and very understanding, she was gentle when doing my dressing, she answered questions and advised empathetically and understood my concerns
- Was my first visit with new doctor since moving to new area, i suffer severe anxiety and acute depression since a stroke and the doctor was absolutely fantastic made me feel at ease and very patient with my trying to explain issues in my mumbled way

Patients Comments included (Negative):

- I arrived at 9:10 for a 9:15 appointment, by 9:30 I was still waiting, I asked the receptionist if it was likely to be much longer as I had another appointment to attend and was advised there was one person still to be seen so I had to leave.
- Not happy with the doctor when he thinks he doesn't agree with all the other doctors in the last 14 years
- The surgery made the telephone appointment then when he called me he didn't know why the every time I spoke he spoke over me I didn't get any of my requests resolved and had to get my wife to call back
- Doctor was quite rude in his tone. He said he would send an email link for me to progress the required blood tests. This link was never sent, the surgery receptionist has kindly let me know what I now need to do to get the care my daughter needs.
- Well I told doctor my symptoms checked oxygen levels they were OK blood pressure OK my chest as I said couldn't get rid of phlem and had head cold aswell got some antibiotics and steroids and that was it.
- Didn't know what he was on about and it's not what he said it was thought I was seeing a doctor I'm in agony having trouble walking and he who I seen said nothing can be done

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE