

# 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”**

### **DECEMBER 2023 RESULTS**

Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	Don't Know
147	11	1	0	1	0

#### **Patients Comments included (Positive):**

- Very helpful and informative and advised me on next steps and tablets to take
- Nurse is always fantastic with me. My veins are never good for giving blood she takes her time and she is amazing she needs a pay rise!!
- No issues very professional and friendly all results explained very well
- Appointment was on time, and in and out very quick for my blood test. Always a friendly nurse
- I was seen by Lynn on time and consultation was very quick .
- As I have my bloods taken regularly I feel confident with the nurse after seeing her for some time. Always punctual and very pleasant.
- Heather was very polite and friendly. She was extremely efficient taking the blood and was pain free. Would readily be treated by her again.
- A true genuine mental health practitioner - after years of trying to find the correct care, was able to find help that I need
- Only thing to say was that I had to wait a while , but I know that can't be helped
- Dr Payne listened to my issues, answered my questions and was genuinely empathetic and helpful.
- Nurse was fabulous, professional, knowledgeable, kind and friendly
- Quick appointment, doctor explains what he could and more importantly what he couldn't do for me without professional support for the help I was seeking
- Dr Stokes was excellent had time to listen and is pointing me in the right direction for my treatment
- Appointment on time & excellent service from Doctor Raymond - Stokes, just how a practice should be run.
- I came to see Dr Tuesday and already I've had an x ray appointment and physio . I am very pleased with the service and support I received. Thank you

- When I arrived the nurse was running late so another nurse stepped in to avoid me and others waiting to long
- Excellent service from a very pleasant young lady ( nurse) very informative.
- More or less ontime and a sensible and helpful response from Dr Grey.
- The paramedic gave me a thorough examination and questions and sorted an xray and antibiotics quickly.
- It was a phone call but everything was covered, very satisfied
- Felt really happy and satisfied coming out of the doctors room and explained in great detail what was going on.
- Nurse was patient with Dylan and spoke to him not just his dad.
- The doctor listened and was interested in what I had to say. He gave his time and there was no rush to exit the surgery
- I love this surgery and all the staff they've been incredibly helpful to me in my hours of need they even know me by name that's amazing
- I had a medication review, no discussion took place in respect of dispensing intervals. However I see from the NHS app that all my meds have been put onto 28 day dispensing quantities from the 56 days previously. Please change back.
- Appointment on time and the nurse was very professional and pleasant
- Really good Surgery, really good help thank you
- Wasnt waiting too long today. Only about 5-10mins late , which always amazes me as I have early appointments - how can you run behind when you have been open an hour ?
- A simple problem, readily seen to and efficiently carried out.
- Got an appointment straight away as I was feeling poorly, didn't wait long to see Dr Payne , he listened to what I had to say and gave me appropriate medication. Very Happy
- Practitioner was friendly, explained what the appointment was for. A review of my long term condition could have been about 1 of 3 chronic conditions! Practitioner was compassionate and empathic!
- Dr listened to me and hopefully resolved the problem
- Both doctor and nurse seen to day for 8 week check and baby injections felt so at ease and informed of services available for New mums
- He spoke slowly and clearly about my problems and the new meds that I needed to start taking. I would need to book a blood test later in the new year. I would need to book in to see a new appointment
- Jessica Hadley was friendly, she listened, understood and cared about me. She took time to talk to me and I was treated with respect.
- Nurse Lynn is really empathetic and always gives time to pts, appointments never feel rushed with her
- Doctor listened to me and is very knowledgeable and professional. Dr. Licata
- As always, professional, courteous and kind. Great surgery. Keep it up. Blessed Yule and Happy New Year to you all
- Appointment was on time, staff were very polite and professional. Listened to my concerns and made the referral I needed
- I managed to get an appointment for the next day. I saw a very helpful junior doctor who asked for a second opinion from a more experienced doctor. Both doctors were very pleasant and clear. The junior doctor looked up some information online.
- Appointment on time everything explained clearly
- After seeing both ladies and doctor, I can't remember names!, my problem was diagnosed and treatment was prescribed. the whole time was very reassuring by very professional staff. Thank you.

- Great nurse. Good manner and made me feel easy. Professional and friendly.
- Curtious efficient and made to feel as though staff cared
- I was very interested in what Jessica wasdoing. I t really made me think to say the the months of the year backwards.
- Got an appt same day. Very short waiting time. Doctor was very good.
- Friendly, professional service. My health concerns were listened to and my examination appropriate for my health issue. G.P very personable.

**Patients Comments included (Negative):**

- The doctor was not professional

**HAVE YOUR SAY TODAY...**

**COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE**