

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”

JANUARY 2024 RESULTS

Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	Don't Know
238	18	4	1	7	0

Patients Comments included (Positive):

- Dr was very attentive and professional. He talked me through how he arrived at his decision for me to continue my new medication asking me to supply another set of blood pressure readings in a month.
- Archie was seen quickly, the Dr went and got the prescription signed straight away so I was able to get it immediately from the pharmacy to start treatment.
- Came down for 8 this morning was promptly given an appointment that morning
- I saw Heather for my diabetic review she was on time and listened to me and great
- I felt the doctor asked more questions than I've been asked at my previous surgery. He listened, didn't rush me and had a discussion with me.
- Dr Payne went above and beyond to discuss my conditions and guide me in the right steps. I felt he showed empathy towards how I was feeling, listened carefully and understood my restrictions. Thank you
- Everything went smoothly. No delays and a very helpful session with Sue.
- All staff very pleasant and helpful blood test done efficiently and without discomfort
- Great service was not waiting long really nice lady that seen me Happy New Year
- Fantastic consultation from a dedicated paramedic..he took time to explain my plan.
- Very attentive medic heard why I asked for appointment prior to blood test and after examination agreed to have further blood tests
- I didn't have to wait long, was seen at my appt time and the doctor was very helpful and pleasant
- I didn't have to wait to be seen and Heather was very confident and gentle removing my stitches.
- The receptionist was very friendly and helpful when I phoned for an appointment. I saw Mr Thompson who took his time and listened, he was thorough, very kind and friendly.
- Very helpful and efficient, dealt with issues efficiently, many thanks.

- The appointment was on time, the diagnosis was excellent and I felt very well treated. I now know much more about my condition and hopefully how to treat it.
- Tegwen was very thorough and professional over the phone and Claire was very friendly and I didn't feel a thing when she did my bloods
- I give this answer as I got an appointment straight away and when I saw the doctor he was really nice and easy to talk to.
- Professional people, keen to help, so much better than the awful previous doctors in Tamworth
- The Dr was very friendly, put me at ease, listened to my thoughts about treatment going forward and made me feel positive about next steps in resolving my issue
- Problem explained and dealt with quickly and efficiently
- Exceptional advice and professionalism. Will certainly follow the advice and treatment from now on. Many thanks indeed.
- I found Dr Emanuel very pleasant, responsive to my needs and situation. He explained the details of my situation, and proposed a satisfactory way forward and suitable medication to achieve the required outcome. Also wanted to know the results.
- Dr very informative about my steroid injection that I had
- Appointment was on time and the nurse easily took my blood sample
- The consultation was informative, quick and on time. I feel that I have been given sound advice on the condition and have the knowledge that the physiotherapist is there if I need any further help.
- Both the receptionist, and the nurse were very kind, friendly and understanding. I felt at the nurse listened, and together we made a plan going forward to deal with my issues.
- I have always had excellent service from Aelfgar surgery from the day I moved there from Horsefair Practice many years ago. I would recommend your practice to anyone who asked for my opinion.
- I feel so privileged to have a Dr Evans, Dr Grey, Dr Stokes and all the amazing Drs at Aelfgar surgery always make me feel that they are a light when I need one..thank goodness for them, appreciate and love to them x
- The doctor listened to me and came up with a plan to go forward with
- Seen by junior doctor and prescribed medication needed. Good communication and friendly
- Lovely staff. Made me feel comfortable during my visit
- Doctor was attentive, interested and concerned with my wellbeing
- Phoned at 08 37 for a same day appointment and they fitted me in at 10.00 am
- Medically very good but Waiting Area was not warm enough.
- Rang surgery last Wednesday afternoon after speaking to the doctor who said I need a blood test. I was offered one for a week's time. I had that blood test today and the appointment was on time and the nurse was very welcoming and polite
- Very straight forward and helpful, and no problem with the bill
- I found the doctor was very welcoming and he explained everything he told me clearly what I needed to know
- It was a good appointment. I felt I was listened to and I hope we are finally getting something done instead of going around in circles. Dr Stokes is always helpful and listens.
- Doctor Evans, was very friendly and efficient, and answered all my questions for me.
- Jo wait on the phone, got an appointment very quickly. Appointment within limit of time, Dr helpful
- On time appointment and dealt with my request
- Appointment on time, very nice nurse who was professional and caring.

- The Psychologist who I met was very helpful and confirmed the actions which she would follow and which she recommended would be appropriate in my circumstances.
- Good service, slightly late but apologised for delay, professional empathetic approach
- Dr Grey is so thorough and explains everything in detail medication sorted
- I'm really satisfied of what you do. Thank you ever so much for your wonderful service you really well done to yourselves
- I asked the nurse all about shingles vaccine. She put my mind at rest.
- Very positive experience. Took care and time to inform and answer all questions in a kind and professional manner. Thank you.
- The GP was very kind & considerate. He was able to help me which I appreciated
- Nurse Lynn was lovely to me, made sure I was comfortable and that I was okay with everything.
- I found the doctor very understanding and really feel my visit worth while as I been worried. He was very approachable and I came away feeling much better about my issue.
- Professional service and felt listened too
- Very prompt and on time appointment. Experienced nurse who took the blood test

Patients Comments included (Negative):

- The length of time it takes to get through to the surgery, and then further delay when the appointment is booked. I was in hospital 12/13 December as was told a report had been sent to
- Did not make any check on my health other than filling in a questionnaire on the computer
- The nurse was knowledgeable, friendly and efficient but most importantly she listened and acted on all my requests.
- I rang and booked an appointment explaining it was for a second wart freezing appt as Flynn had already received one at the surgery. We were given an appt with a dr who couldn't do this I'm waiting for a call regarding this but still not received one
- Appointment 12, didn't get seen till 12.30. My lump possibly a cyst but felt that I'd wasted doctors time by his manner.
- Wasted a day off work to be told something over the phone. I'm in excruciating pain and couldn't even get prescribed pain relief. Absolute joke. I'm changing doctors

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE