

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”

FEBRUARY 2024 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
258	20	5	2	0	0

Patients Comments Included (Positive):

- From the receptionist to seeing the doctor who explained everything to me was brilliant fantastic service first class
- Fast no hassle
- My appt was on time and taking blood was painless and professional.
- On time, experienced nurse, made me comfortable.
- The GP explained everything thoroughly
- On time, friendly, efficient.
- I didn't have to wait long, the nurse was friendly, pleasant, nice and understanding.
- The doctor was very thorough and explained everything clearly.
- Extremely professional.
- The doctor was very easy to talk to and listened to my symptoms and concerns. I felt the course of action she recommended to be sensible and reassuring.
- Quick and efficient. Very helpful
- As always I was confident that Dr listened to my concerns, gave advice and treatment as necessary.
- I feel cared for
- Everybody were polite and efficient
- Brilliant GP appt explained my scan results so I know what to expect with future treatments and medication to take
- Great staff, very professional and easy to relate to
- Staff always friendly and helpful
- I understand the rule that at my age you couldn't do a smear. I wish my age had been noticed when I made the appointment so I could have been informed and not waited 3 weeks for the appointment

I will book a further GP appointment
<ul style="list-style-type: none"> Seen on time. Blood pressure taken. Concerns dealt with. Blood test appointment arranged.
<ul style="list-style-type: none"> Staff friendly and doctor Emmanuel excellent he is informative ,brilliant.
<ul style="list-style-type: none"> The doctor was very good listened to what I said and clear with instructions
<ul style="list-style-type: none"> The gentleman I saw was very good in his explanation of my meds answered any questions I asked clearly.
<ul style="list-style-type: none"> I was dreading my appointment but found it to be very quick and with staff who were friendly, empathetic and understanding. I asked at reception, for extra information regarding a measles vaccination and the lady I spoke to was welcoming and helpful
<ul style="list-style-type: none"> I would like to thank you so much, for all your help and care from reception to the DR who made me feel much better. My daughter was wishing you were her Doctor's. Thankyou again .
<ul style="list-style-type: none"> Lovely doctor
<ul style="list-style-type: none"> Lovely and friendly nurse/phlebotomist, checked what my blood test was for, on this occasion for diabetes and possible anaemia.
<ul style="list-style-type: none"> He understood my concerns with my daughter and has started a referral for her.
<ul style="list-style-type: none"> Dr Payne actually listened to what I was saying .
<ul style="list-style-type: none"> I was Seen on time and was in and out for my blood test and the nurse was kind :)
<ul style="list-style-type: none"> Great doctor Great surgery
<ul style="list-style-type: none"> The nurse (Lynn) is always so lovely when I see her. I always feel well looked after regarding my long term illness at Aelfgar, and if I lapse in booking my regular blood test they always send a text reminder so I don't feel forgotten or ignored.
<ul style="list-style-type: none"> Staff professional with on time appointment
<ul style="list-style-type: none"> Fantastic service staff are friendly and helpful
<ul style="list-style-type: none"> In very quickly dr was brilliant
<ul style="list-style-type: none"> Very friendly, caring , professional and efficient
<ul style="list-style-type: none"> Always greeted with a friendly member of staff who put you at ease when visiting the surgery.
<ul style="list-style-type: none"> Not too late and efficient
<ul style="list-style-type: none"> I was seen on time. Dr clearly explained next steps and has advised what to expect
<ul style="list-style-type: none"> Dr was very helpful and took time to listen .
<ul style="list-style-type: none"> Dr Gray was very thorough and told us straight what was happening next, so very happy with the way he came across
<ul style="list-style-type: none"> Appointment was on time and the nurse was very polite and professional.
<ul style="list-style-type: none"> Always an excellent service
<ul style="list-style-type: none"> Seen on time and very friendly
<ul style="list-style-type: none"> Felt comfortable an reassuring of everything she said and did
<ul style="list-style-type: none"> I had heather yesterday to remove my staples explained what she was going to do nice and quick lovely nurse

<ul style="list-style-type: none"> Explained well but not what I wanted to hear
<ul style="list-style-type: none"> Very helpful staff
<ul style="list-style-type: none"> Very competent service
<ul style="list-style-type: none"> I was actually seen early, Dr was friendly and very helpful and we had a plan to move forward.
<ul style="list-style-type: none"> Put me at ease and went through everything really well. Thank you
<ul style="list-style-type: none"> Well informed of my medical condition
<ul style="list-style-type: none"> The Doctor was very helpful and gave me a follow up Appointment.
<ul style="list-style-type: none"> Caring & understanding. Informative & helpful ?
<ul style="list-style-type: none"> Seen on time health professional was very informative
<ul style="list-style-type: none"> Dr Gray very helpful and informative
<ul style="list-style-type: none"> Reception staff and Dr Payne were first class
<ul style="list-style-type: none"> Efficient and friendly
<ul style="list-style-type: none"> What I would expect service wise from a health care professional
<ul style="list-style-type: none"> On time pleasant efficient
<ul style="list-style-type: none"> Squeezed me in same day! Good solid reassurance from Alex.
<ul style="list-style-type: none"> quickly seen too when i phoned asking for appointment i was in the same day
<ul style="list-style-type: none"> I didn't wait long to be seen and the GP I saw was lovely approachable and sorted my queries out for me
<ul style="list-style-type: none"> The doctor diagnosed me and booked me for follow up treatment.
<ul style="list-style-type: none"> Appointment time kept to. Dr helpful, listened to my points and took action.
<ul style="list-style-type: none"> I had been given a double appointment, which turned out to be incorrect. The treatment I had been booked in for was not ready as it had not been signed off by a GP. The nurse gave me the impression that she thought this was somehow my fault!
<ul style="list-style-type: none"> Nurse taking my bloods was very good
<ul style="list-style-type: none"> Pharmacist was very polite and helpful
<ul style="list-style-type: none"> Dealt with efficiently and politely. Put me completely at ease
<ul style="list-style-type: none"> Appointment was with Sue, Mental Health practitioner. Went in promptly on time and had a very good session. Sue is extremely competent and easy to talk with. I feel that I have benefitted positively from the sessions I have attended with her.
<ul style="list-style-type: none"> I love Dr Raymond stokes she's is an angel and so is Dr Evans.
<ul style="list-style-type: none"> Always good service & lovely staff
<ul style="list-style-type: none"> Booked an appointment online which was easy. Doctor was very helpful and listened to me. Didn't feel rushed and the doctor has sent a referral which is the outcome I hoped for.
<ul style="list-style-type: none"> The lady was very thorough, friendly, and taking blood sample wasn't scary at all.
<ul style="list-style-type: none"> Appointment on time and procedure done quickly and efficiently by paramedic.
<ul style="list-style-type: none"> Very friendly nurse, very helpful. Thank you.

<ul style="list-style-type: none"> Always a nice environment and pleasant staff.
<ul style="list-style-type: none"> helpful and very understanding
<ul style="list-style-type: none"> Dr listen to me check me over organized for me to have bloods taken same day
<ul style="list-style-type: none"> Online booking worked well. Appointment time was slightly delayed but I was notified of this when I checked in. Dr. Amin was understanding of my symptoms and explained the treatment clearly.
<ul style="list-style-type: none"> Satisfied with information I was given.
<ul style="list-style-type: none"> Just a blood test
<ul style="list-style-type: none"> Nurse very good.
<ul style="list-style-type: none"> Because the doctor understands me and listen to me normally.
<ul style="list-style-type: none"> Friendly and professional service.
<ul style="list-style-type: none"> Polite, helpful, professional.
<ul style="list-style-type: none"> Calling for the appointment I was pleasantly surprised-Doctor Payne was efficient, however we arrived at 4.50 for a 5.00 o'clock appointment only to find the service was running over by 18minutes, so we had to wait for over 25 minutes.
<ul style="list-style-type: none"> Fast appointment, got all the information i needed- thank you!
<ul style="list-style-type: none"> Doctor phoned as arranged by appointment and explained things clearly. <p>Thank you</p>
<ul style="list-style-type: none"> Doctor emmanuel was very thorough and went through everything with me
<ul style="list-style-type: none"> Very prompt, very polite, very helpful, informative Overall excellent service
<ul style="list-style-type: none"> Dr Payne was very clear and extremely helpful.
<ul style="list-style-type: none"> Because it was quick & helpful.
<ul style="list-style-type: none"> On time and GP was very good
<ul style="list-style-type: none"> On time, blood test efficiently carried out Excellent
<ul style="list-style-type: none"> The nurse was very informative and kind
<ul style="list-style-type: none"> On time and very good treatment
<ul style="list-style-type: none"> Very pleasant Doctor not having to wait long in waiting room
<ul style="list-style-type: none"> Doctor looked at my problem and said he will refer me to a skin specialist.
<ul style="list-style-type: none"> The Dr I saw was very excellent
<ul style="list-style-type: none"> The doctor was very thorough with his examination and explained everything
<ul style="list-style-type: none"> My appointment with Alex was very informative he took his time and explained everything to me he then took my blood (painless) I'm very happy with the service provided by Aelfgar surgery thank you :)
<ul style="list-style-type: none"> Appointment was right on time and the nurse practitioner was brilliant. I told her a problem i had and i got a appointment later on in the afternoon

<ul style="list-style-type: none"> Understood my problem, gave a course of action, made a referral, very straightforward.
<ul style="list-style-type: none"> The doctor was very caring Asked a lot of questions and was very thorough. Thank you
<ul style="list-style-type: none"> Doctors and receptionists are very understanding caring and very helpful
<ul style="list-style-type: none"> 1. On Time 2. Professional Service 3. Relaxed Atmosphere
<ul style="list-style-type: none"> The Dr I saw I was very pleased with he was very caring offering me help answering the question I asked ,so yes very pleased .
<ul style="list-style-type: none"> The nurse was very helpful
<ul style="list-style-type: none"> All questions answered
<ul style="list-style-type: none"> First time to this surgery; receptionist was very friendly and incredibly helpful, then the nurse I saw was equally so and very kind.
<ul style="list-style-type: none"> Appointment was on time and nurse informative and efficient - any friendly!
<ul style="list-style-type: none"> Had bloods taken, no waiting time and the nurse was very polite and cheerful and made me feel at ease.
<ul style="list-style-type: none"> Doctor explained everything to me and suggested things to help
<ul style="list-style-type: none"> Very prompt and friendly service
<ul style="list-style-type: none"> It was good.
<ul style="list-style-type: none"> I thought this was an appointment to see a gp not a nurse.
<ul style="list-style-type: none"> Claire was excellent in all regards. Including cheerful and personable.
<ul style="list-style-type: none"> Informative, gave me good advice, she is seeing if I qualify for speech therapy
<ul style="list-style-type: none"> Doctor was very kind and helpful and care about the patient she's great
<ul style="list-style-type: none"> I was seen promptly and not rushed. He explained everything was able to diagnose and give me advice about my condition. I would definitely recommend this service and would not hesitate to use it again.
<ul style="list-style-type: none"> Because it was a very good experience so thank you. D Plummer
<ul style="list-style-type: none"> Sue was very thorough and efficient.
<ul style="list-style-type: none"> On time. No fuss. Pleasant nurse.
<ul style="list-style-type: none"> The quality of a very good doctor!
<ul style="list-style-type: none"> Didn't have to wait long Nurse was very helpful and efficient. All very good
<ul style="list-style-type: none"> Since joining the Surgery I have been overwhelmed by the helpful and efficient staff. The service and response for myself have been second to none. Thank you so much.
<ul style="list-style-type: none"> Doctor Grey was on time. Very efficient, calm and friendly with my 4 year old and very informative.
<ul style="list-style-type: none"> On time appointment. Kind and pain free from nurse. Lovley receptionist.
<ul style="list-style-type: none"> Because the doctor was very professional and informative.
<ul style="list-style-type: none"> Because there is no excellent to mark !!

<ul style="list-style-type: none"> • I got a appointment straight away and was seen on time
<ul style="list-style-type: none"> • First class.
<ul style="list-style-type: none"> • I had 2 appointments and for both I only waited a few minutes.
<ul style="list-style-type: none"> • In and out, no long waiting time, Lynn the nurse was very welcoming and friendly didn't feel rushed.
<ul style="list-style-type: none"> • She was very nice and on time , wasn't to long ,
<ul style="list-style-type: none"> • Sound advise of the doctor reassured me.
<ul style="list-style-type: none"> • Seen within 10 mins of appointment time. Friendly, efficient staff. I hadn't been issued with a dressing from the hospital so the nurse had to find one from her own limited stock.
<ul style="list-style-type: none"> • Was given an appointment promptly and Dr Evans was very helpful and thorough as always the case at Aelfgar
<ul style="list-style-type: none"> • Efficient and prompt appointment
<ul style="list-style-type: none"> • My response will always be (VERY GOOD) because I have always had excellent service from Aelfgar Surgery over the many years I have been a patient their.
<ul style="list-style-type: none"> • I didn't have to wait too long. The nurse was very efficient and pleasant.
<ul style="list-style-type: none"> • Only had to wait a couple of minutes before I was called for my appointment ,my appointment was with the nurse for taking blood test, she was so lovely and kind, superb service
<ul style="list-style-type: none"> • All staff helpful and kind
<ul style="list-style-type: none"> • Very concerned and caring
<ul style="list-style-type: none"> • Very excellent, and welcoming, explain so you understand what they were doing ?
<ul style="list-style-type: none"> • On time and very positive appointment in that everything was discussed that I wanted to mention and didn't feel rushed.
<ul style="list-style-type: none"> • Very good because I felt I was being treated very well. Nice staff and caring. I feel the on going investigation will find what is the problem.
<ul style="list-style-type: none"> • Attended for blood test. Appointment on time and nurse professional
<ul style="list-style-type: none"> • Staff helpful and friendly. Surgery clean and welcoming.
<ul style="list-style-type: none"> • Amazing care from Dr Stokes, she was so kind and supportive, she made us feel very confident in how our baby is developing. We weren't rushed at all and she spent time talking to us which we really appreciate. Exceptional care from start to finish.
<ul style="list-style-type: none"> • Sie listened to me and was Extremely though
<ul style="list-style-type: none"> • Very lovely lady, explained things well.
<ul style="list-style-type: none"> • Dr Paine was great. Informative and thorough.
<ul style="list-style-type: none"> • The reason being is that, I was treated with care and politeness also I was seen to quickly and professionally top marks.
<ul style="list-style-type: none"> • He gave me good information and exercises to strengthen my legs while I'm waiting to be seen by micats
<ul style="list-style-type: none"> • Quick appointment friendly staff
<ul style="list-style-type: none"> • Quick and easy blood test, didn't hurt at all.

<ul style="list-style-type: none"> I was listened to, understand and referred
<ul style="list-style-type: none"> Took time to listen to all my concerns . Did not state you can only discuss one health issue at a time. Responded with understanding and clarity.
<ul style="list-style-type: none"> Dr Amin is lovely. He's really empathetic and listened to my concerns and was reassuring when I visited with my 7 week old baby.
<ul style="list-style-type: none"> Very pleasant, polite, explained everything
<ul style="list-style-type: none"> Gave me all the information I needed to reassuring advice
<ul style="list-style-type: none"> A very pleasant experience being able to talk and discuss my problems with a person who is interested in what I have to say.
<ul style="list-style-type: none"> Appointment was on time the doctor was very helpful and pleasant
<ul style="list-style-type: none"> On time and everything went smoothly. Thanks.
<ul style="list-style-type: none"> All round great experience
<ul style="list-style-type: none"> From checking in to leaving the surgery, experienced the usual courtesy and efficiency as always? thank you!
<ul style="list-style-type: none"> Always friendly and efficient
<ul style="list-style-type: none"> First time I had been for a Prescription Review. Pharmacist went through my current medication and drew my attention to why I was taking one particular prescription tablet was being taken in morning instead of evening. I'm checking out why.
<ul style="list-style-type: none"> Fine exemplary service. Helpful and efficient. Good job.
<ul style="list-style-type: none"> I was seen at my appointment time and it went very well
<ul style="list-style-type: none"> I saw Heather who was lovely and very professional. The room was clean and tidy, as was the main waiting area and reception.
<ul style="list-style-type: none"> Because it was very good!
<ul style="list-style-type: none"> Dr Stokes very thorough dealing with my issue thank you
<ul style="list-style-type: none"> The nurse was friendly, caring and efficient.
<ul style="list-style-type: none"> Dr was efficient, polite, full of praise.
<ul style="list-style-type: none"> I was listened to and was given some medication to help me.
<ul style="list-style-type: none"> On time, polite and helpful
<ul style="list-style-type: none"> I had a timely appointment and was treated in a friendly and professional manner
<ul style="list-style-type: none"> Nurse very helpful and thorough
<ul style="list-style-type: none"> The physio was very attentive funny new what he was doing and took the time to thoroughly diagnose
<ul style="list-style-type: none"> All very good as usual, on time. Thank you
<ul style="list-style-type: none"> Good service and god knowledge only had to wait 5 mins to see the doctor
<ul style="list-style-type: none"> As always friendly and prompt service
<ul style="list-style-type: none"> Excellent by the staff and the Doctor I saw
<ul style="list-style-type: none"> On time , very nice guy
<ul style="list-style-type: none"> My appointment was on time, the nurse was warm, friendly and very professional - a great balance.

<p>Helped where needed.</p> <p>Thanks</p>
<ul style="list-style-type: none"> Because my doctor didn't give me much information about my scan , apart from eat a healthy diet and drink less alcohol . Which I already knew that , he could of said that over the phone .
<ul style="list-style-type: none"> The appointment was via the telephone. I felt like the doctor listened to what I had to say. He has arranged for me to hopefully get things sorted out
<ul style="list-style-type: none"> Very thorough examination. Helpful and reassuring.
<ul style="list-style-type: none"> Lovely super friendly nurse Lynne and running on time
<ul style="list-style-type: none"> Phoned up for an emergency appointment got me in later that day saw doctor referring me for a 2week appointment
<ul style="list-style-type: none"> Quick appointment, helpful and pleasant Doctor and reception staff, cannot fault
<ul style="list-style-type: none"> Prompt appointment very helpful nurse she listen to what I answered and said to her
<ul style="list-style-type: none"> I came for mine and baby's 8 week check and my immunisations. The system of having the three appointments in one was really convenient. <p>Dr Stokes is always lovely, she is understanding and listens to concerns and is really thoughtful.</p>
<ul style="list-style-type: none"> Very kind and helpful nurse
<ul style="list-style-type: none"> Excellent assessment skills and was able to get toddler to engage with the consultation
<ul style="list-style-type: none"> Receptionist helpfull. Short waiting time to go into GP's room. GP helped with my reason for visit.
<ul style="list-style-type: none"> Very pleased with the service
<ul style="list-style-type: none"> Good surgery nice people
<ul style="list-style-type: none"> My doctor is so helpful and not in a hurry for me to go. She listens and very helpful.
<ul style="list-style-type: none"> Clean, efficient, prompt, making good use of available technology to keep me informed and increase efficiency. Thank you!
<ul style="list-style-type: none"> The GP was extremely polite and explained everything very well
<ul style="list-style-type: none"> Didn't wait too long to be seen and the doctor and staff were all exceptionally friendly and most helpful
<ul style="list-style-type: none"> The nurse was very good at explaining things and I wasn't rushed, very good service
<ul style="list-style-type: none"> Easy to check I was called in to see nurse within 10 minutes of arrival very well informed of procedure completed and out in 5 minutes thank you
<ul style="list-style-type: none"> On time appointment Treatment was carried out very quickly and with care
<ul style="list-style-type: none"> I was seen on time. Treatment was explained along with possible side effects.
<ul style="list-style-type: none"> Response back from my GP. Very fast and efficient. Thank you.
<ul style="list-style-type: none"> Receptionists are always so friendly and helpful. I have no issues with anyone at the surgery, they are all brilliant.
<ul style="list-style-type: none"> Very efficient care from practice nurse

<ul style="list-style-type: none"> On time, friendly but efficient good that blood pressure was checked
<ul style="list-style-type: none"> The dr seemed very on the ball with everything I was saying
<ul style="list-style-type: none"> The doctor and staff were very helpful. However, I filled out some paperwork and handed it in but don?t know if I will hear back.
<ul style="list-style-type: none"> receptionist and doctors are really so helpful and understanding. nothing is too much ! Very well run surgery
<ul style="list-style-type: none"> Very quick appointment saw mr Thompson I think practice nurse very thorough and easy to talk to
<ul style="list-style-type: none"> The appointment was on time and the doctor was helpful.
<ul style="list-style-type: none"> Appointment was quick and efficient
<ul style="list-style-type: none"> Always polite, pleasant and professional.
<ul style="list-style-type: none"> Doctor was very informative and friendly He was great with children
<ul style="list-style-type: none"> On time, polite staff and clean and pleasant environment
<ul style="list-style-type: none"> Appointment on time my medical issue dealt with and explained to me excellently thanks.....
<ul style="list-style-type: none"> Very efficient and pleasant staff willing to listen to worries.
<ul style="list-style-type: none"> My appointment was on time and my doctor was great
<ul style="list-style-type: none"> Dr Payne is a fantastic Dr always listens
<ul style="list-style-type: none"> Easy to talk to and reassuring
<ul style="list-style-type: none"> Was seen on time and prescribed relevant medication.
<ul style="list-style-type: none"> The Dr was understanding & listened to what I had to say, which is a rare thing lately.
<ul style="list-style-type: none"> Appointment was on time. Nurse carried out health check with no issues
<ul style="list-style-type: none"> Thoroughly examined and quickly seen
<ul style="list-style-type: none"> Everyone was really friendly
<ul style="list-style-type: none"> Both dr and physio were really helpful and very detailed with what they were doing . I cannot praise our surgery enough they are very helpful and will always do their best.
<ul style="list-style-type: none"> Seen on time. Nurse was very good easy to talk to and answered all my questions satisfactorily. Taking of blood was done very professionally no discomfort and no marking on skin.
<ul style="list-style-type: none"> Very friendly caring gp had time to listen & explaining everything
<ul style="list-style-type: none"> Appointment was more or less on time. Dr Gray gave me great advice in a sensible and caring way. Reassured and happy with the plan suggested for my future care. My thanks to Dr Gray
<ul style="list-style-type: none"> Seen on time. Very helpful and pleasant staff.
<ul style="list-style-type: none"> Because the help and advice I was given was very helpful
<ul style="list-style-type: none"> I did not have to wait long to see the doctor very efficient
<ul style="list-style-type: none"> Doctor was extremely thorough, asked questions about my concerns and what had lead up to my symptoms.
<ul style="list-style-type: none"> Caring and good listener.

<ul style="list-style-type: none"> Nice to see a happy person
<ul style="list-style-type: none"> Appointment on time and nurse very friendly and efficient
<ul style="list-style-type: none"> Very happy with the advice given.
<ul style="list-style-type: none"> Reiss said the doctor was very helpful and prescribed him some tablets to try for 1 month. He said to re-book to see him in 1 month.
<ul style="list-style-type: none"> Dr Payne seemed interested and concerned for my situation, and wished to provide the best medication for my pain relief.
<ul style="list-style-type: none"> Actually saw the doctor on time which was good didn't after wait beyond the appointment time.
<ul style="list-style-type: none"> Excellent service, speedy appointment.
<ul style="list-style-type: none"> It was
<ul style="list-style-type: none"> Practice followed up regarding a result requesting that I make a routine appointment. I then was offered a next day appointment. The Doctor was very approachable, I was not rushed at all. He explained treatment options.
<ul style="list-style-type: none"> Very professional staff.
<ul style="list-style-type: none"> The reception staff were very helpful and the doctor I saw was lovely too
<ul style="list-style-type: none"> I was in before my 10 o'clock appointment
<ul style="list-style-type: none"> Friendly, efficient and informative.
<u>Patients Comments Included (Negative):</u>
<ul style="list-style-type: none"> Dr informed me he didn't know why he was even making the phone call to me. Didn't appear to be familiar with my medical records at all.
<ul style="list-style-type: none"> Bloods taken, first time that it was uncomfortable normally don't feel anything.
<ul style="list-style-type: none"> When I attended my appointment I was told that I had booked too early for my smear and I don't need this appointment. I had booked this appointment following from a colposcopy I had in August and the letter I received to book in last week.

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE