

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”

MARCH 2024 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
220	14	3	2	3	0

Patients Comments Included (Positive):

- Dr Evans was professional and informative as always. Very helpful and kind
- Very happy with the consultation!
- I felt listened too, and valued.
- On time, very friendly, good service.
- Doctor was very thorough and informative
- Very quick and efficient as always. Proud of this Surgery, Gp's, Nurses, and Staff. Thank You. 10/10.
- Because it was very good !!!
- Told to have time off work but would give sick note
- Friendly and professional
- Aelfgar is the best
- Nurse was really lovely explained everything clearly to me! Very gentle after expressing anxiety over needles
- App on time
staff very polite
Still professional
- Claire was very professional kind and very caring. An overall good experience
- To let other people know about the service
- Excellent service from the receptionist and from Dr Amin
- Excellent care
- Did not wait long to see the doctor. Had time to listen to me.
- Seen on time and pharmacist very thorough and pleasant.
- The doctor was very helpful

<ul style="list-style-type: none"> Doctors were both friendly, and thorough. Answered my questions which gave me confidence when I left that they understand my aging health issues. Big thankyou to both my 9am and 9.30 am appointed doctor.
<ul style="list-style-type: none"> Did not have to wait long to be seen and it was very helpful
<ul style="list-style-type: none"> Appointment on time and the nurse is so friendly and helpful.
<ul style="list-style-type: none"> Fast & efficient, couldn't fault it
<ul style="list-style-type: none"> Easy to make the appointment on line, a reminder about the appointment the day before and easy check in on arrival.
<ul style="list-style-type: none"> The person I Seen was very helpful and hope I'm going to get to the bottom of this
<ul style="list-style-type: none"> The service was good i didn't wait long
<ul style="list-style-type: none"> On time and efficient
<ul style="list-style-type: none"> Was taken on time, lovely doctor, given lots of useful information and answered any questions i had putting my mind at ease.
<ul style="list-style-type: none"> Good professional approach and advice, thorough research of the situation and positive action taken.
<ul style="list-style-type: none"> Dr Stokes was absolutely amazing, she explained everything in detail and put me completely at ease, she was brilliant from the start of the appointment till the end. We need more doctors like this.
<ul style="list-style-type: none"> Very understanding and professional
<ul style="list-style-type: none"> Because he was very good and helpful
<ul style="list-style-type: none"> The service provider (pharmacist) listened and explained very clearly about the medication I'm taking
<ul style="list-style-type: none"> Has part of the Annual Health Check it would be good if this can take place in one session instead of several visits to the surgery. I understand that blood tests if necessary would require a visit beforehand making that a maximum of two visits.
<ul style="list-style-type: none"> Very patient , and doing everything to solve health problem
<ul style="list-style-type: none"> Satisfied with waiting time
<ul style="list-style-type: none"> Appointment was on time. I was treated with respect and kindness.
<ul style="list-style-type: none"> Speedy, professional service
<ul style="list-style-type: none"> Very approachable nurses
<ul style="list-style-type: none"> Appointment on time, very pleasant and efficient nurse. Made to feel relaxed.
<ul style="list-style-type: none"> Seen exactly on time
<ul style="list-style-type: none"> Because it was good
<ul style="list-style-type: none"> My appointment was at 12.10pm. I got to the surgery 15 minutes early and was seen straight away
<ul style="list-style-type: none"> Appointment on time and caring service as usual.
<ul style="list-style-type: none"> Listened to my problem and explained procedure with antibiotics.
<ul style="list-style-type: none"> The nurse made me feel at ease ! And explained well about The injection
<ul style="list-style-type: none"> Clear and open discussion and questions.
<ul style="list-style-type: none"> Jessica listened.

<ul style="list-style-type: none"> Dealt with my problem professionally and with clear understandable instructions to deal with my concern.
<ul style="list-style-type: none"> The nurse was very efficient and reassuring.
<ul style="list-style-type: none"> Professional good Patience good Understanding good Calming influence very good.
<ul style="list-style-type: none"> Lovely nurse and very Efficient.
<ul style="list-style-type: none"> I was so pleased and I am always pleased with the treatment I receive from Aelfgar surgery , first class treatment
<ul style="list-style-type: none"> Very friendly and efficient
<ul style="list-style-type: none"> Sue was friendly and confident with taking a blood test
<ul style="list-style-type: none"> Job done efficiently with no hiccups in and out with in 10 mins. Thank you.
<ul style="list-style-type: none"> Things were explained to me.
<ul style="list-style-type: none"> Nice and polite staff.
<ul style="list-style-type: none"> The information The doctor gave me was all needed he explained everything to me thanks
<ul style="list-style-type: none"> As always a very good experience.
<ul style="list-style-type: none"> Dr Gray Was very caring and understanding.
<ul style="list-style-type: none"> Appt was very good, the nurse practitioner was very nice, helpful, polite and caring, which made her easy to chat to, gave me very good advice. Only downside, app was 20+ mins late, meaning I had to sit for nearly 30 mins since I arrived a tad early
<ul style="list-style-type: none"> The doctor was very courteous and seemed to care.
<ul style="list-style-type: none"> I thought my appointment today was a health check where I would be able to talk about my concerns but I was just told that she couldn't respond to my questions.
<ul style="list-style-type: none"> Appointment was on time and I was well cared for.
<ul style="list-style-type: none"> Receptionist was busy. Acknowledged my presence but then booked myself in at check in machine. Sat in waiting room. Called in 10 minutes after my booked appointment. Once there service was prompt, efficient and very professional.
<ul style="list-style-type: none"> Very good and informative and efficient
<ul style="list-style-type: none"> That was my experience
<ul style="list-style-type: none"> The surgery is clean and tidy and the doctors I have seen a polite and listen to you, and don't appear to rush you through the appointment.
<ul style="list-style-type: none"> I didn't have to wait long, the nurse was very friendly and efficient.
<ul style="list-style-type: none"> I feel well advised the doctor told me what I needed to know
<ul style="list-style-type: none"> Excellent nurse
<ul style="list-style-type: none"> He was very nice and knew what was wrong
<ul style="list-style-type: none"> I have been a patient for many years and consider Aelfgar to be one of the best and consider myself fortunate to be with them .

<ul style="list-style-type: none"> Great timing, answered my questions and reassured me
<ul style="list-style-type: none"> Always helpful and professional. Also very proficient and friendly.
<ul style="list-style-type: none"> I was seen on time by Dr Evans and she was able to diagnose my problem quickly and efficiently. She explained everything to me very clearly and answered my questions. I came away feeling cared for.
<ul style="list-style-type: none"> Sue was lovely very easy to talk to and I felt she was very understanding and helpful
<ul style="list-style-type: none"> Jessica explained and listened in the appointment, and has a warm natural way to make you feel comfortable in what could be a anxious time
<ul style="list-style-type: none"> Dr Payne explained what was wrong with me clearly, and in detail.
<ul style="list-style-type: none"> Nurse was very nice didn't have to wait very long
<ul style="list-style-type: none"> In and out
<ul style="list-style-type: none"> Everything was very professional as usual
<ul style="list-style-type: none"> No other to give, I couldn't fault it.Dr Gray was excellent as usual.
<ul style="list-style-type: none"> Very helpful with problem
<ul style="list-style-type: none"> Dr Stokes was very informative, helpful and kind. She didn't rush me and reassured me that everything would be alright.
<ul style="list-style-type: none"> Very professional and informative
<ul style="list-style-type: none"> More information from the Doctor.
<ul style="list-style-type: none"> My appointment on time and a very pleasant nurse Kerry...took my blood sample.
<ul style="list-style-type: none"> Friendly, efficient professional as ever.
<ul style="list-style-type: none"> On time quick and easy
<ul style="list-style-type: none"> Short waiting time, very good Dr, very helpful
<ul style="list-style-type: none"> Appointment was on time and easy book in
<ul style="list-style-type: none"> Staff always polite and friendly. Best Drs surgery
<ul style="list-style-type: none"> Receptionist very polite and helpful and DR grey as understanding and caring as usual
<ul style="list-style-type: none"> Appointment was on time. Friendly and efficient
<ul style="list-style-type: none"> Not kept waiting too long . Pleasant helpful staff both for consultation & receptionist discussing a furthest appointment.
<ul style="list-style-type: none"> I arrived and was seen pretty much immediately. The doctor was thorough and the appointment went smoothly.
<ul style="list-style-type: none"> I managed to get an appt on the day despite ringing in the afternoon which was great. Receptionist was lovely. I'm not convinced at the outcome of my appt but that isn't due to lack of politeness.
<ul style="list-style-type: none"> Sue (the Vampire) Stevenson listens, cares and acts, and she can take my blood anytime ? xx
<ul style="list-style-type: none"> After arriving at the surgery I was seen within a couple of minutes well ahead of my appointment time. Very efficient!
<ul style="list-style-type: none"> Lovely nurse and professional
<ul style="list-style-type: none"> Dr Payne. Listens and don't rush you back out the door

<ul style="list-style-type: none"> Brilliant doctor, always makes you feel comfortable and calm
<ul style="list-style-type: none"> From the reception staff to nurses and Doctors you always get a warm polite welcome. I find the practice to be highly professional and always find my consultations with Dr Payne to have a positive outcome.
<ul style="list-style-type: none"> Appointment was on time. And very friendly staff. Got bloods first time .
<ul style="list-style-type: none"> Seen on time and great nurse
<ul style="list-style-type: none"> Prompt appointment, informative and honest doctor
<ul style="list-style-type: none"> The individual who I saw (apologies forgotten his name) very professional. Answered all my questions and provided the necessary time to do so. Very informative. Asset to the practice
<ul style="list-style-type: none"> Very well organised from start to finish. Well done
<ul style="list-style-type: none"> Was seen on time both Drs very pleasant and answered my questions
<ul style="list-style-type: none"> Brilliant reception team, fantastic support and help from my GP - fab surgery
<ul style="list-style-type: none"> Friendly , professional, on time .
<ul style="list-style-type: none"> My appointment was for a blood test. Went in on time. Saw a paramedic, she was very pleasant and professional. No problem with the blood test at all.
<ul style="list-style-type: none"> The nurse practitioner was very patient and helpful
<ul style="list-style-type: none"> Very helpful and kind
<ul style="list-style-type: none"> Professional, quick and informative
<ul style="list-style-type: none"> The Gentleman was very polite I explained I was at work at the charity shop where I help out I will ring you tomorrow and explain where my electric bill as not been paid
<ul style="list-style-type: none"> I was seen the same afternoon I requested an appointment.
<ul style="list-style-type: none"> My appointment was on time, the nurse was very efficient and friendly. In and out in a few minutes
<ul style="list-style-type: none"> I got an appointment quickly. Staff are always friendly and caring
<ul style="list-style-type: none"> My appointment was exactly on time and was very efficient.
<ul style="list-style-type: none"> Could not get better service and treatment than I had today
<ul style="list-style-type: none"> On time, straight in for bloods taken. Friendly, efficient nurse
<ul style="list-style-type: none"> Appointment on time and the nurse and doctor was most helpful
<ul style="list-style-type: none"> Because the doctor listened to me
<ul style="list-style-type: none"> Lorna the paramedic was brilliant a new addition well worth it every surgery should have one
<ul style="list-style-type: none"> I was seen straight away, and the nurse was very welcoming and professional.
<ul style="list-style-type: none"> Very helpful about meditations
<ul style="list-style-type: none"> 1st time visiting the practice and everyone was very helpful and nice and polite... also practice was very clean and inviting.
<ul style="list-style-type: none"> He was a genuine help, and any Questions he answered unfazed
<ul style="list-style-type: none"> The nurse I saw made sure I was comfortable the whole time.
<ul style="list-style-type: none"> Helpful, informative and reassuring support was given.
<ul style="list-style-type: none"> Didn't have to wait long for my appointment Dr listened

To me and enquired if medication given on my last visit was helping
<ul style="list-style-type: none"> Absolutely Fine on time and was pleased with the service
<ul style="list-style-type: none"> Appointments were on time and my issues were dealt with.
<ul style="list-style-type: none"> Straight in and out, bloods took quickly and efficiently
<ul style="list-style-type: none"> I managed to get one item on repeat but not both of them. Not sure why, as it's a long-standing condition. I have to ring surgery whenever I need a repeat, surely this wastes time for everyone?
<ul style="list-style-type: none"> Prompt caring very informative put my mind at rest
<ul style="list-style-type: none"> Appointment on time very friendly kept you at ease
<ul style="list-style-type: none"> As always prompt and efficient service
<ul style="list-style-type: none"> My appointment was with the Pharmacist. He was really good. He didn't rush and went through everything thoroughly. I worried I was taking up too much of his time but he assured me it was ok.
<ul style="list-style-type: none"> It was very helpful about my symbicort inhaler & explained to me very well
<ul style="list-style-type: none"> Doctor was very good
<ul style="list-style-type: none"> Sue was very efficient and helpful. Also arranged for future appointments. Thank you
<ul style="list-style-type: none"> The updated information was really helpful
<ul style="list-style-type: none"> Appointment on time and pleasant nurse
<ul style="list-style-type: none"> Nice friendly nurse who took my blood. Didn't even feel the needle going in ?
<ul style="list-style-type: none"> Helpful and very competent
<ul style="list-style-type: none"> Had an appointment with the nurse today. As usual she was very helpful and thorough. I was treated with respect during my procedures.
<ul style="list-style-type: none"> Friendly professional caring staff and appointment on time. Thank you
<ul style="list-style-type: none"> The physiotherapist was extremely knowledgeable and explained very well all I needed to do
<ul style="list-style-type: none"> Sat for 30 minutes after signing in and wasn't seen. Left and cancelled my appointment
<ul style="list-style-type: none"> Appointment ran on time. Always friendly and caring and explained what the tests were for and when to get results.
<ul style="list-style-type: none"> I was seen on time and i was treated with respect and politely. I was given clear advice and my prescription was changed and all my questions were answered and I didn't feel rushed.
<ul style="list-style-type: none"> Very helpful with my question put my mind at rest
<ul style="list-style-type: none"> Not sitting there for a long time in and out once been seen
<ul style="list-style-type: none"> Problems dealt with
<ul style="list-style-type: none"> On time. Helpful receptionist when speaking about pharmacies in the area. Dr Payne already had information prepared for me re condition and treatment!
<ul style="list-style-type: none"> The practitioner gave time and care during the consultation
<ul style="list-style-type: none"> Only waited 5 minutes to go into my appointment
<ul style="list-style-type: none"> It was good due to ensuring they found what was wrong with my daughter and ensuring she was ok

<ul style="list-style-type: none"> The doctor listened to me and my wife, explain my symptoms that I experience. He then went through a questionnaire, and then on the answers we gave he made the appropriate decision. He was very thoughtful and made us feel relaxed.
<ul style="list-style-type: none"> Dr Stokes is always pleasant and I feel you can have a conversation with her and she listens. Which to me is very important, she will always give her opinion and give you all details you ask. I feel I trust her judgement and thankful for her help.
<ul style="list-style-type: none"> Always is
<ul style="list-style-type: none"> Seen on time.
<ul style="list-style-type: none"> Didn't have to wait long and Dr very pleasant and helpful
<ul style="list-style-type: none"> Excellent patient service. Very thorough. Listening to all concerns and actioning investigations. Dr Huda
<ul style="list-style-type: none"> Never had an issue with Aelfgar
<ul style="list-style-type: none"> My appointment was on time and dealt with in a very courteous manner.
<ul style="list-style-type: none"> Even though it was a late appointment, it was on time. The nurse was polite, friendly and efficient. NHS at its best.
<ul style="list-style-type: none"> No issues listened too plan agreed
<ul style="list-style-type: none"> Lynn was so friendly and calming and made the experience an easy one.
<ul style="list-style-type: none"> I found the nurse perlitte and reassuring when dealing with me.
<ul style="list-style-type: none"> Got seen fast and treated. Good surgery.
<ul style="list-style-type: none"> The Doctor is really caring and friendly person. He has asked me very detailed my medical history and gave me the solution at the same time he wanted me to get cured soon and NHS is really good place and thank you very much
<ul style="list-style-type: none"> Perfect in depth discussion about my problems
<ul style="list-style-type: none"> Polite, efficient and on time
<ul style="list-style-type: none"> Everyone was very helpful
<ul style="list-style-type: none"> No waiting , excellent discussion with Dr Grey regarding improvement of my health with medication.
<ul style="list-style-type: none"> Booked appointment on line. Great communication with GP during consultation. Really felt I was listened to & treatment on going.
<ul style="list-style-type: none"> Efficient friendly
<ul style="list-style-type: none"> very helpful and thorough
<ul style="list-style-type: none"> Isabel was very thorough patient and kind a lovely lady
<ul style="list-style-type: none"> Excellent arrived 10 early 8.40 appointment seen Dr Thompson at 8.45.
<ul style="list-style-type: none"> Efficient, friendly and informative
<ul style="list-style-type: none"> Easy to book appointment. Appointment time really quick. The practitioner saw me on time
<ul style="list-style-type: none"> I saw the physio practitioner and it saved the doctor having to refer me and I got the diagnosis quicker and required exercises
<ul style="list-style-type: none"> First visit as new patient very impressed and pleased

• I found them very pleasant and helpful
• Doctor always listens to what you have to say and doesn't rush you
• No waiting time, nurse very nice and friendly
• No waiting nurse very helpful doctor was very thorough Thanks
• Friendly and efficient as always
• On time, excellent manner... everything explained well
• Nurse was really nice and to the point
• Excellent service you telephoned as promised and sorted out my problem
• The nurse was running on time and made me feel with ease. The nurse explained everything very clearly and explained how I would get my results.
• Very helpful thank you
• Short wait time and positive outcome from appointment
• Doctor was very friendly and precise. Very pleased with his response to my issue raised
• Lovely practitioner. Answered all my questions and was very reassuring. Making the appointment was easy and the receptionist was very helpful xx
• Was seen very quickly, and the doctor was very helpful and explained things to me
• Dr Evans is a very good doctor
• Jessica was very helpful, very courteous to my problem
• Easy and prompt check in. Pleasant and helpful staff. No waiting.
• I was dealt with with a caring attitude and understanding made to feel at ease.
• Because the pharmacist and I had a really good chat and we discussed things sensibly .
<u>Patients Comments Included (Negative):</u>
• I never got a call
• I think that something like this should have been done face to face, not via the phone as I found it very distressing to hear over the phone. Very impersonal.. no real chance of asking questions either.
• Doctor refused to refer my daughter to paediatrician saying her issue will go away and I will just waste my time. He also mentioned that he doesn't cure her issue as it is not his expertise. Very poor and disgusting service.
• Saw a paramedic I have a bad chest infection coughing up lots of green mucus and was refused antibiotics and told it would run its course which could take weeks not what I expected from this surgery

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE