

# AELFGAR SURGERY

## NHS FRIENDS & FAMILY TEST

“Overall, how was your experience of our service?”

### JUNE 2024 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
318	32	5	2	5	0

#### Patients Comments Included (Positive):

- Excellent and friendly service
- The doctor was lovely and listened to everything we were saying, however the examination technique was of concern. Only half clinical obs were completed and he reassured us chest was clear listening through his stethoscope through clothing that was also covered in clingfilm.
- The staff were all very helpful and friendly. It was punctual and efficient. I felt very at ease considering what I went in for haha
- It was good.
- Efficient consultation with helpful staff
- Efficient, friendly and professional service.
- It was a telephone appointment. The Doctor who rang was professional and patient.
- On time and friendly
- My gp has been very patient with me, and helping me try and get the best meds to help me with my pain.  
He had made me feel listened too, and not been dismissive like I have experienced in the past with other professionals.
- It helped me and I know what I have to do now
- Nurse took bloods today and was very efficient throughout. I also had a question which she answered and arranged there and then for a telephone conversation with a doctor. She also arranged the day and time for the nurse to phone me with

my blood test results.
<ul style="list-style-type: none"> <li>Managed to get an appointment on the same day</li> </ul>
<ul style="list-style-type: none"> <li>Doctor was helpful sorted out new medication then explained all what I had to do</li> </ul>
<ul style="list-style-type: none"> <li>A good all round impression</li> </ul>
<ul style="list-style-type: none"> <li>Courteous and sympathetic treatment. Efficiently and timely dealt with. Thank you</li> </ul>
<ul style="list-style-type: none"> <li>Doctor sorted out all my problems.</li> </ul>
<ul style="list-style-type: none"> <li>Always excellent treatment received from Sue Stevenson.</li> </ul>
<ul style="list-style-type: none"> <li>Service was as it should be.</li> </ul>
<ul style="list-style-type: none"> <li>Amazing staff</li> </ul>
<ul style="list-style-type: none"> <li>I was looked after very well by nurse, regarding my leg and blood test. Thank you.</li> </ul>
<ul style="list-style-type: none"> <li>On time and very friendly receptionist and nurse</li> </ul>
<ul style="list-style-type: none"> <li>Because the Dr listened to what I needed and was very understanding. Excellent service thank you.</li> </ul>
<ul style="list-style-type: none"> <li>First class service</li> </ul>
<ul style="list-style-type: none"> <li>Was informed on my blood test and Dr Sharma told me what action needed doing</li> </ul>
<ul style="list-style-type: none"> <li>It was blood test and it was very good</li> </ul>
<ul style="list-style-type: none"> <li>I had top quality service from reception to Dr. Thank you Aelfgar</li> </ul>
<ul style="list-style-type: none"> <li>Very informative and reassuring. No pressure to take suggested medication. Any medication was explained in its effect on the medical problem.</li> </ul>
<ul style="list-style-type: none"> <li>I was satisfied with the service I received</li> </ul>
<ul style="list-style-type: none"> <li>On time. Efficient</li> </ul>
<ul style="list-style-type: none"> <li>Friendly efficient and helpful</li> </ul>
<ul style="list-style-type: none"> <li>The nurse clare was very good</li> </ul>
<ul style="list-style-type: none"> <li>Never have any issues when i attend my gp for appointments.</li> </ul>
<ul style="list-style-type: none"> <li>Dr was very professional, kind &amp; very understanding</li> </ul>
<ul style="list-style-type: none"> <li>Appointment took place on time and the person I spoke to was professional and</li> </ul>

easy to understand.
<ul style="list-style-type: none"> <li>I booked a telephone consultation but unfortunately missed 3 calls due to my phone signal. Dr Payne still ensured he got in touch with me later that day for my medication review.</li> </ul>
<ul style="list-style-type: none"> <li>Went over and above to access the situation and review the necessary treatment required</li> </ul>
<ul style="list-style-type: none"> <li>Dr Emmanuel was brilliant got things sorted and had a referral within two hours he was outstanding</li> </ul>
<ul style="list-style-type: none"> <li>Treated with care and respect and seen on time, thank you.</li> </ul>
<ul style="list-style-type: none"> <li>Treated with care and respect and on time of appoint allocated</li> </ul>
<ul style="list-style-type: none"> <li>Very prompt appointment booking easy got through straight away. Nurse excellent explained everything very good experience</li> </ul>
<ul style="list-style-type: none"> <li>Doctor very thorough seem on time</li> </ul>
<ul style="list-style-type: none"> <li>Fast and efficient friendly</li> </ul>
<ul style="list-style-type: none"> <li>Person i spoke to was very helpful.</li> </ul>
<ul style="list-style-type: none"> <li>Always good service from receptionist to drs and nurses always helpful</li> </ul>
<ul style="list-style-type: none"> <li>The doctor listened to me and helped me</li> </ul>
<ul style="list-style-type: none"> <li>Very good service</li> </ul>
<ul style="list-style-type: none"> <li>Was very helpful and listen too me about how I was feeling and did not rush me.</li> </ul>
<ul style="list-style-type: none"> <li>Got seen straight away</li> </ul>
<ul style="list-style-type: none"> <li>The girl I saw was pleasant and efficient. I was told to bring water sample and she didn't do anything with it</li> </ul>
<ul style="list-style-type: none"> <li>Sorted out very quickly</li> </ul>
<ul style="list-style-type: none"> <li>Excellent service as always x</li> </ul>
<ul style="list-style-type: none"> <li>Aelfgar Surgery is the best. Appointments arranged without a fuss, pleasant staff, immaculate premises. My nurse, Mrs. L. Fletcher, is an amazing nurse. Knowledgeable, yet approachable and professional. Not afraid to say things how they are, inspiring you to do better. le weight gain. The smear test was done in a few minutes without any embarrassment. I know our family is in good hands.</li> </ul>
<ul style="list-style-type: none"> <li>Everything was very satisfactory.</li> </ul>
<ul style="list-style-type: none"> <li>Efficient, friendly and professional service</li> </ul>

<ul style="list-style-type: none"> <li>• Because lynn went above and beyond</li> </ul>
<ul style="list-style-type: none"> <li>• Everything dealt with effectively</li> </ul>
<ul style="list-style-type: none"> <li>• Everyone was friendly and very efficient, as always.</li> </ul>
<ul style="list-style-type: none"> <li>• My appointment was on time, and I found Kerry very friendly and informative.</li> </ul>
<ul style="list-style-type: none"> <li>• Staff are always very polite, professional and frindly</li> </ul>
<ul style="list-style-type: none"> <li>• Staff are very friendly and professional from reception to Doctors and practitioners. I always leave the surgery feeling that I have been given the best advice and care.</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment on time, doctor sorted out my problem, explained why he was changing.one of my medications</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment on same day I phoned and dr was really good listened and was really nice to talk to</li> </ul>
<ul style="list-style-type: none"> <li>• Polite professional</li> </ul>
<ul style="list-style-type: none"> <li>• I requested an appointment with the doctor and didn't get to speak to one and was advised to speak with the doctor I now have to wait a week for an appointment</li> </ul>
<ul style="list-style-type: none"> <li>• I called for an appointment at short notice ,receptionist was very helpful.</li> </ul>
<ul style="list-style-type: none"> <li>• Friendly and efficient service</li> </ul>
<ul style="list-style-type: none"> <li>• Jessica has been very thorough and kept me updated on tests results and next steps</li> </ul>
<ul style="list-style-type: none"> <li>• I was understood about the pain I am in constantly.</li> </ul>
<ul style="list-style-type: none"> <li>• Nurse was help lovely lady felt comfortable with her</li> </ul>
<ul style="list-style-type: none"> <li>• Taken on time, lots of information and advice!</li> </ul>
<ul style="list-style-type: none"> <li>• Helped me with my problem very cheerful</li> </ul>
<ul style="list-style-type: none"> <li>• I attended the surgery for a routine blood test. There was a short (~ 10 mins) wait and the health professional answered my questions constructively and in a friendly manner.</li> </ul>
<ul style="list-style-type: none"> <li>• On time friendly</li> </ul>
<ul style="list-style-type: none"> <li>• The doctor like all your staff was caring and explained everything</li> </ul>
<ul style="list-style-type: none"> <li>• Because I was seen by nurse and doctor and was treated good</li> </ul>

<ul style="list-style-type: none"> <li>• Easy to make appointment and prompt attention with the doctor</li> </ul>
<ul style="list-style-type: none"> <li>• Very friendly staff, I am glad I pick this surgery for my doctors.</li> </ul>
<ul style="list-style-type: none"> <li>• I speak as I find and it was that ways all credit to the whole team</li> </ul>
<ul style="list-style-type: none"> <li>• The advice was good but the 20 mins delay, was not</li> </ul>
<ul style="list-style-type: none"> <li>• I suffer huge anxiety, and although my health news is really concerning I'm holding it together, the Dr was amazing</li> </ul>
<ul style="list-style-type: none"> <li>• Couldn't be any better</li> </ul>
<ul style="list-style-type: none"> <li>• I got an appointment the same day and the Doctor that saw me was lovely, professional and very understanding</li> </ul>
<ul style="list-style-type: none"> <li>• Called at the given time.</li> </ul>
<ul style="list-style-type: none"> <li>• Easy check in. Slight delay to scheduled appointment, but relaxed environment and competent treatment.</li> </ul>
<ul style="list-style-type: none"> <li>• Got through on the phone line, appointment given and phone call back Prescription given and great service received.</li> </ul>
<ul style="list-style-type: none"> <li>• It had been a long time since my last appointment to see a Doctor. The Doctor I saw was very friendly easy to talk to and explain the problem I have. Hopefully will get things sorted . Thank you.</li> </ul>
<ul style="list-style-type: none"> <li>• Very easy to get same day appointment and doctor was very good when seen.</li> </ul>
<ul style="list-style-type: none"> <li>• No problems on time all went well</li> </ul>
<ul style="list-style-type: none"> <li>• Got an appointment quickly same day . Dr Emanuel was very good and arranged an appointment for me very quickly with a dermatologist ..</li> </ul>
<ul style="list-style-type: none"> <li>• Quick getting appointment, friendly and efficient service.</li> </ul>
<ul style="list-style-type: none"> <li>• All in all great...seen within 5 mins of appointment time and bloods taken ...worked first time</li> </ul>
<ul style="list-style-type: none"> <li>• Answered all my questions . Results were all good .</li> </ul>
<ul style="list-style-type: none"> <li>• Nurse was friendly, put me at my ease. Blood test was totally painless.</li> </ul>
<ul style="list-style-type: none"> <li>• Aelfgar Surgery staff are amazing. Appointment was made without any delay, premises is very clean and calm, my Nurse, L. Fletcher is very experienced, yet fully approachable and professional. I have confidence in her advice and feel she</li> </ul>

understands her patients.
<ul style="list-style-type: none"> <li>• Seen on time, efficient service, very pleasant &amp; helpful staff.</li> </ul>
<ul style="list-style-type: none"> <li>• Our surgery is always good.</li> </ul>
<ul style="list-style-type: none"> <li>• Lovely staff. The radio was on quietly, hurrah! The fault with the announcements has not been fixed. The announcement cuts out before the room number is said Useless for partially sighted people who cannot read the board.</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment on time and consultation was very good</li> </ul>
<ul style="list-style-type: none"> <li>• Answered most of my questions but not all</li> </ul>
<ul style="list-style-type: none"> <li>• Very quick and helpful sue was very good I never felt a thing and was totally relaxed</li> </ul>
<ul style="list-style-type: none"> <li>• The Dr was very nice, and provided me with answers to my questions</li> </ul>
<ul style="list-style-type: none"> <li>• Prompt appointment</li> </ul>
<ul style="list-style-type: none"> <li>• All staff are friendly professional and helpful. Not long been in Rugeley so we're new to the surgery but the service both me and my wife have received is first class. Thank you.</li> </ul>
<ul style="list-style-type: none"> <li>• I was seen nearly on time and the blood test was done promptly</li> </ul>
<ul style="list-style-type: none"> <li>• No problem booking a suitable time. Appointment carried out efficiently and on time .</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent, as always.</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse was very good</li> </ul>
<ul style="list-style-type: none"> <li>• Got a same day appointment with a doctor.</li> </ul>
<ul style="list-style-type: none"> <li>• Staff are very good</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Payne listened to me about my health problem .</li> </ul>
<ul style="list-style-type: none"> <li>• Very warm, caring and professional. Took time to listen.</li> </ul>
<ul style="list-style-type: none"> <li>• Really good</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Sharma was lovely &amp; friendly. Fabulous bedside manner, felt very at ease. Explained my results from my longterm conditions blood tests in a very easy to understand manner &amp; answered my questions, again, in a way that a non medical person understands. Came away a happy patient.</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Payne was great as usual!</li> </ul>

<ul style="list-style-type: none"> <li>• Very well organised.</li> </ul>
<ul style="list-style-type: none"> <li>• All in order.</li> </ul>
<ul style="list-style-type: none"> <li>• On time phone call and very friendly</li> </ul>
<ul style="list-style-type: none"> <li>• No waiting, very well explained &amp; clear consultation and examination, left very satisfied.</li> </ul>
<ul style="list-style-type: none"> <li>• The Doctor did everything I asked and listened</li> </ul>
<ul style="list-style-type: none"> <li>• I was made welcome</li> </ul>
<ul style="list-style-type: none"> <li>• Friendly Fast Efficient</li> </ul>
<ul style="list-style-type: none"> <li>• Friendly &amp; informative telephone consult regarding blood test results. Checked &amp; confirmed my medication &amp; also arranged an appointment for the following day with a GP. Excellent service</li> </ul>
<ul style="list-style-type: none"> <li>• Seen on time quick efficient service very pleasant staff</li> </ul>
<ul style="list-style-type: none"> <li>• I was given the care and support I needed. All checks where completed at the surgery</li> </ul>
<ul style="list-style-type: none"> <li>• I didn't feel rushed the doctor answered all my questions and gave me confidence that my scan was ok</li> </ul>
<ul style="list-style-type: none"> <li>• Always have an excellent service from all at the practise</li> </ul>
<ul style="list-style-type: none"> <li>• Because the service was excellent 🙌👍</li> </ul>
<ul style="list-style-type: none"> <li>• The doctor was nice and listened to me</li> </ul>
<ul style="list-style-type: none"> <li>• Very well organized service, very helpful receptionist, doctor explained everything so we understood ,we really appreciate staff and doctors at Aelfgar surgery.</li> </ul>
<ul style="list-style-type: none"> <li>• Because I had excellent service. I feel like I have been taken really good care of. 😊</li> </ul>
<ul style="list-style-type: none"> <li>• Attentive, professional and friendly 😊</li> </ul>
<ul style="list-style-type: none"> <li>• On time appointment</li> </ul>
<ul style="list-style-type: none"> <li>• Most helpful with the on going blood pressure issue</li> </ul>
<ul style="list-style-type: none"> <li>• Brilliant as always</li> </ul>
<ul style="list-style-type: none"> <li>• Since being with the surgery I have had no issues</li> </ul>

<ul style="list-style-type: none"> <li>• Was seen on time and treatment very good</li> </ul>
<ul style="list-style-type: none"> <li>• Great appointment with Heather. I was a little confused with the advice from the follow up call from the doctor though. Luckily Heather also called after and cleared everything up.</li> </ul>
<ul style="list-style-type: none"> <li>• Very helpful explained what treatment is needed clearly.</li> </ul>
<ul style="list-style-type: none"> <li>• The lady rang back same afternoon and answered a query</li> </ul>
<ul style="list-style-type: none"> <li>• Efficient, spoke to in a friendly way. Was confident and happy.</li> </ul>
<ul style="list-style-type: none"> <li>• As always very professional attentive staff</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse was very friendly and helpful as this was first time, she sort my HRT prescription out.</li> </ul>
<ul style="list-style-type: none"> <li>• Efficient and quick service.</li> </ul>
<ul style="list-style-type: none"> <li>• Very friendly and explained everything I needed to know</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment booked with ease, it went ahead on time, Nurse was pleasant and professional. Took blood tests and to be fair I never felt the needle go in. Very happy with the service I received Thank you.</li> </ul>
<ul style="list-style-type: none"> <li>• I was afforded all the time I needed. Sue was attentive, caring and she gave me sound advice. It was so therapeutic to talk with her, she's a wonderful listener. I certainly felt better after our session.</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent service no complaints would recommend</li> </ul>
<ul style="list-style-type: none"> <li>• The doctor was very friendly and helpful</li> </ul>
<ul style="list-style-type: none"> <li>• Quick and easy</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment the same day. Staff efficient. Waited only a couple of minutes for appointment. Happy with diagnose &amp; nurse was professional &amp; good with daughter</li> </ul>
<ul style="list-style-type: none"> <li>• Tegwen was a good listener and had empathy towards me and my condition</li> </ul>
<ul style="list-style-type: none"> <li>• Doctor was thorough on checking my health problems which is why I attended as requested.</li> </ul>
<ul style="list-style-type: none"> <li>• Always receive a great friendly service 🙌</li> </ul>
<ul style="list-style-type: none"> <li>• I was Happy with the service I received</li> </ul>
<ul style="list-style-type: none"> <li>• As normal the care I received was great</li> </ul>



<ul style="list-style-type: none"> <li>• Came in for blood test. Went into appt on time. Nurse was very good. Explained why I was there. Took bloods and I was out of the surgery within a few minutes.</li> </ul>
<ul style="list-style-type: none"> <li>• Because the surgery is trying so hard to get to the root cause of my problems and is persevering with my many complications.</li> </ul>
<ul style="list-style-type: none"> <li>• I love this surgery and how they take care of me.....all the doctors nurses and all members of staff are incredibly helpful and friendly...can't fault the practice in anyway.</li> </ul>
<ul style="list-style-type: none"> <li>• Very helpful and informative plus very friendly xx</li> </ul>
<ul style="list-style-type: none"> <li>• Seen on time and blood taken efficiently.</li> </ul>
<ul style="list-style-type: none"> <li>• Friendly nurse</li> </ul>
<ul style="list-style-type: none"> <li>• Doctor answered all I asked about!.</li> </ul>
<ul style="list-style-type: none"> <li>• Because I didn't have long to wait. Was told on screen it would be a few minutes late. Blood test . No problems.</li> </ul>
<ul style="list-style-type: none"> <li>• I phoned on Monday 17th for a blood test app. Very surprised to get an appointment on Tuesday 18th</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Payne took the time to listen to my worries , he was very understanding, helpful and unhurried. Great service .</li> </ul>
<ul style="list-style-type: none"> <li>• First class service</li> </ul>
<ul style="list-style-type: none"> <li>• Nurse was on time for appointment and was very friendly</li> </ul>
<ul style="list-style-type: none"> <li>• Routine appointment made within 2 weeks. Appointment on time on the day. Physician Associate friendly &amp; discussion enabled informed choice. Further appointment made with ease. All staff at Aelfgar are friendly &amp; helpful.</li> </ul>
<ul style="list-style-type: none"> <li>• This was my first visit and was pleased with the reception that I had, the doctor listened to me, which was good.</li> </ul>
<ul style="list-style-type: none"> <li>• I thought the service was very good</li> </ul>
<ul style="list-style-type: none"> <li>• Always been helpful and pleasant every one you see</li> </ul>
<ul style="list-style-type: none"> <li>• I felt Dr Payne really listened to me and I didn't feel rushed</li> </ul>
<ul style="list-style-type: none"> <li>• I was seen at the agreed appointment time. Healthcare professional I saw put me at ease and explained everything that was going to happen, and was competent and knowledgeable.</li> </ul>

<ul style="list-style-type: none"> <li>• The nurse was very friendly and efficient</li> </ul>
<ul style="list-style-type: none"> <li>• I was seen promptly, Dr was really caring and listened to everything I had to say. I was really pleased with the outcome.</li> </ul>
<ul style="list-style-type: none"> <li>• I had a really overall positive experience. I visited the practice concerning an injury. The receptionist was efficient and kind. She told me I could see a practitioner that afternoon. My practitioner was clear concise and informative. I was put at ease and taken step by step through my ailment and treatment. I was given handouts and shown visuals of exactly how exercises should be done. This was really helpful. Patience and clarity are essential to helping people help themselves and achieve better outcomes. This was exactly what I received. Thank you very much.</li> </ul>
<ul style="list-style-type: none"> <li>• Always had very good service. All GP's nurses and receptionist give the best.</li> </ul>
<ul style="list-style-type: none"> <li>• Very efficient and seen on time.</li> </ul>
<ul style="list-style-type: none"> <li>• There are never any problems with the service from the staff or the doctors</li> </ul>
<ul style="list-style-type: none"> <li>• We were very happy with everything very professionally excellent all the staff from the office to the medical. We are very pleased to be part of the Aelfgar community</li> </ul>
<ul style="list-style-type: none"> <li>• Dr stokes is always very helpful and does her very best to help.</li> </ul>
<ul style="list-style-type: none"> <li>• Appt was on time and Sue was, as usual, friendly and polite and got my bloods easily</li> </ul>
<ul style="list-style-type: none"> <li>• Lovely friendly doctor very efficient took the time to listen and examine me properly and explained everything clearly to me....very happy</li> </ul>
<ul style="list-style-type: none"> <li>• Got the information and support we needed for our son</li> </ul>
<ul style="list-style-type: none"> <li>• The Dr listened carefully, clearly feedback the result of recent tests and gave me helpful dietary information which will hopefully help me.</li> </ul>
<ul style="list-style-type: none"> <li>• Such a lovely doctor he took the time to chat listen and advise me on my shoulder issue.....very happy with how he was with me</li> </ul>
<ul style="list-style-type: none"> <li>• Service was prompt on time. Nurse very knowledgeable</li> </ul>
<ul style="list-style-type: none"> <li>• I was called in straight away and the doctor gave me my results and answered all my questions</li> </ul>
<ul style="list-style-type: none"> <li>• On time and very helpful and informative</li> </ul>
<ul style="list-style-type: none"> <li>• Fast, efficient and on time</li> </ul>
<ul style="list-style-type: none"> <li>• Prompt and friendly service</li> </ul>

<ul style="list-style-type: none"> <li>• Called as arranged. The usual professional, helpful and friendly service Always feel reassured once I've spoken to this doctor.</li> </ul>
<ul style="list-style-type: none"> <li>• All sorted</li> </ul>
<ul style="list-style-type: none"> <li>• I was seen quickly and everyone was caring and helpful.</li> </ul>
<ul style="list-style-type: none"> <li>• Very professional service. Friendly and helpful</li> </ul>
<ul style="list-style-type: none"> <li>• You get doctor was text book but not afraid to ask a second opinion from a colleague who also was very attentive both had a good bedside manner and took time to explain my situation, and engaged my daughter that was with me during the appointment. Thanks</li> </ul>
<ul style="list-style-type: none"> <li>• Professional relaxed interview</li> </ul>
<ul style="list-style-type: none"> <li>• Really lovely physio. Listened to me and advised on how to help myself. Booked a return appointment in a fortnight.</li> </ul>
<ul style="list-style-type: none"> <li>• The doctor was lovely. Referred me on for MRI and physio straight away. Fabulous service! Can't fault this surgery at all.</li> </ul>
<ul style="list-style-type: none"> <li>• Good professional, efficient and friendly service.</li> </ul>
<ul style="list-style-type: none"> <li>• Because I was in on time blood test done then out</li> </ul>
<ul style="list-style-type: none"> <li>• Because it was very helpful</li> </ul>
<ul style="list-style-type: none"> <li>• Staff were polite and friendly. Waiting time was not too bad. Overall I am happy with service provided.</li> </ul>
<ul style="list-style-type: none"> <li>• Attended twice this week. Saw Lisa for medication review, very pleasant and thorough as usual. Then had bloods taken with Ms Stevenson next morning and experience was the same. Thank you to both.</li> </ul>
<ul style="list-style-type: none"> <li>• It was what I expected.</li> </ul>
<ul style="list-style-type: none"> <li>• Great welcome and atmosphere</li> </ul>
<ul style="list-style-type: none"> <li>• Easy self check in and friendly nurse .</li> </ul>
<ul style="list-style-type: none"> <li>• Was what I expected. Nurse was great</li> </ul>
<ul style="list-style-type: none"> <li>• I got an appointment very quickly, waiting room time was only a few minutes. Very professional staff.</li> </ul>
<ul style="list-style-type: none"> <li>• Being greeted with a smile and not kept waiting</li> </ul>
<ul style="list-style-type: none"> <li>• Polite reception, efficient, and only a short wait</li> </ul>

<ul style="list-style-type: none"> <li>• Efficient and friendly</li> </ul>
<ul style="list-style-type: none"> <li>• We seen the paramedic doctor and he was so helpful and kind! He really took care and gave great advice for my little girl</li> </ul>
<ul style="list-style-type: none"> <li>• It was a very good experience indeed.</li> </ul>
<ul style="list-style-type: none"> <li>• Because all was as one would expect.</li> </ul>
<ul style="list-style-type: none"> <li>• Friendly and efficient only a 25 minute wait</li> </ul>
<ul style="list-style-type: none"> <li>• Doctor called when they said they would , listened and sorted my issue</li> </ul>
<ul style="list-style-type: none"> <li>• My appointment was 25 minutes late</li> </ul>
<ul style="list-style-type: none"> <li>• It was a very quick and simple appointment</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse was very friendly and put me at ease. She was very efficient doing her job thoroughly and my blood test was painless ! Also I was called in time , no waiting</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent doctor and info given and on time</li> </ul>
<ul style="list-style-type: none"> <li>• Quick, efficient, informative and helpful, thank you Lisa</li> </ul>
<ul style="list-style-type: none"> <li>• All staff, medical or otherwise are always excellent</li> </ul>
<ul style="list-style-type: none"> <li>• The Doctor was very professional, thorough and listened to me carefully. He made a clear plan of action for my progress whilst taking my views into account. A very swift referral for further tests.</li> </ul>
<ul style="list-style-type: none"> <li>• Made me feel very relaxed explaining my problems and helping me to use a better method</li> </ul>
<ul style="list-style-type: none"> <li>• Great communication, understanding and outcome</li> </ul>
<ul style="list-style-type: none"> <li>• Brilliant doctor always listens and helps best she can Thankyou</li> </ul>
<ul style="list-style-type: none"> <li>• No problems</li> </ul>
<ul style="list-style-type: none"> <li>• Very helpful, polite and listened to</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Evans is very kind and professional. She was very helpful and easy to talk to.</li> </ul>
<ul style="list-style-type: none"> <li>• Friendly, informative, caring</li> </ul>
<ul style="list-style-type: none"> <li>• The service was excellent. Thank you</li> </ul>
<ul style="list-style-type: none"> <li>• Nurse excellent and on time.</li> </ul>
<ul style="list-style-type: none"> <li>• The doctor was friendly and Easy to talk to explained in detail results of my blood tests</li> </ul>

<ul style="list-style-type: none"> <li>• I felt listened to. Also made to feel comfortable. Even had a follow up appointment made. Just to make sure everything is ok</li> </ul>
<ul style="list-style-type: none"> <li>• Aelfgar Surgery and all it's Staff always provide a friendly and efficient service</li> </ul>
<ul style="list-style-type: none"> <li>• My appointment was on time and Kerry was lovely I have recently moved surgery and I cannot believe how attentive and helpful all the staff I have come across so far Best thing I did I feel really looked after</li> </ul>
<ul style="list-style-type: none"> <li>• Good understanding doctor</li> </ul>
<ul style="list-style-type: none"> <li>• Because everything from making the appointment and checking in to waiting times and then the service that is provided is second to none.</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Paine, always Fab with great advice and is easy to talk to</li> </ul>
<ul style="list-style-type: none"> <li>• Dr was very thorough</li> </ul>
<ul style="list-style-type: none"> <li>• I answered with that answer because I was listened to with empathy. The doctor understood what I was going through</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent service</li> </ul>
<ul style="list-style-type: none"> <li>• Friendly and professional service thanks</li> </ul>
<ul style="list-style-type: none"> <li>• Seen on time and was very informative</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse was friendly , informative , listened and was very helpful.</li> </ul>
<ul style="list-style-type: none"> <li>• I am always have great care and the people in the surgery are so caring and helpful</li> </ul>
<ul style="list-style-type: none"> <li>• Care and understanding of sensitive issue shown.</li> </ul>
<ul style="list-style-type: none"> <li>• Caring and understanding shown by the nurse.</li> </ul>
<ul style="list-style-type: none"> <li>• Very friendly and professional service</li> </ul>
<ul style="list-style-type: none"> <li>• Good service</li> </ul>
<ul style="list-style-type: none"> <li>• In on time and no fussing about .</li> </ul>
<ul style="list-style-type: none"> <li>• Friendly and reassuring while taking what I was talking about seriously.</li> </ul>
<ul style="list-style-type: none"> <li>• No issues discussed all I wanted to and plan going forward</li> </ul>
<ul style="list-style-type: none"> <li>• Nurse rang just as she said she would and has been Very helpful. thank you</li> </ul>
<ul style="list-style-type: none"> <li>• Seen very quickly by GP.</li> </ul>

GP was very professional and informative.
<ul style="list-style-type: none"> <li>Felt like i was listened to very well, all my questions were answered, all options discussed for future care on issue</li> </ul>
<ul style="list-style-type: none"> <li>Out before my appointment time nurse very good</li> </ul>
<ul style="list-style-type: none"> <li>Superb service - efficient and accurate.</li> </ul>
<ul style="list-style-type: none"> <li>Everything was spot on</li> </ul>
<ul style="list-style-type: none"> <li>Appointment was on time. Dr Emanuel listened to me answered all my questions. He gave me all the information I needed to know in terms I could fully understand. He is a very caring Doctor I feel he is very thorough and have full confidence in him which is very reassuring.</li> </ul>
<ul style="list-style-type: none"> <li>Simply because it was, on time nurse was 1st class so on this occasion it was excellent</li> </ul>
<ul style="list-style-type: none"> <li>Asked a couple of questions and got answers thank you</li> </ul>
<ul style="list-style-type: none"> <li>Listened to me and gave me a answer been a few times about this problem and he has done something about it.</li> </ul>
<ul style="list-style-type: none"> <li>Hardly waiting for appointment and nurse was very good</li> </ul>
<ul style="list-style-type: none"> <li>On time and very professional.</li> </ul>
<ul style="list-style-type: none"> <li>Bit of a delay for appointment otherwise excellent</li> </ul>
<ul style="list-style-type: none"> <li>Appointment was quick and when I mentioned I couldn't do exercise because of a painful heal I was seen same day by a physiotherapist and advised treatment and exercise</li> </ul>
<ul style="list-style-type: none"> <li>Appointment was available same day . Appointment was on time . The examination was extensive and the person doing the examination explained it thoroughly. In general excellent service</li> </ul>
<ul style="list-style-type: none"> <li>Quick, easy and friendly service. Thank you</li> </ul>
<ul style="list-style-type: none"> <li>Got appointment no fuss seen quickly</li> </ul>
<ul style="list-style-type: none"> <li>It's a very good surgery</li> </ul>
<ul style="list-style-type: none"> <li>I suffer with bad anxiety and it was a very smooth helpful process for me</li> </ul>
<ul style="list-style-type: none"> <li>Very excellent</li> </ul>
<ul style="list-style-type: none"> <li>Very helpful with sorting out health conditions or concerns. The only problem is can only discuss one issue at a time &amp; have to make separate appointments for other concerns.</li> </ul>

<ul style="list-style-type: none"> <li>• Doctor was thorough.</li> </ul>
<ul style="list-style-type: none"> <li>• Service is excellent</li> </ul>
<ul style="list-style-type: none"> <li>• She was very helpful.</li> </ul>
<ul style="list-style-type: none"> <li>• Efficiency.</li> </ul>
<ul style="list-style-type: none"> <li>• Great service</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Evan's was very thorough</li> </ul>
<ul style="list-style-type: none"> <li>• On time pleasant and informative</li> </ul>
<ul style="list-style-type: none"> <li>• I found the Doctor easy to talk too and I was in and out in No time at all.</li> </ul>
<ul style="list-style-type: none"> <li>• The pharmacist really listened to me and was very helpful</li> </ul>
<ul style="list-style-type: none"> <li>• Very friendly staff who were very efficient</li> </ul>
<ul style="list-style-type: none"> <li>• Because it was efficient, prompt. I was able to see the doctor the same day .</li> </ul>
<ul style="list-style-type: none"> <li>• Because the phone was answered promptly, I was given an appointment when I needed it, I was seen promptly and the Doctor asked questions to help with a diagnosis.</li> </ul>
<ul style="list-style-type: none"> <li>• Dr sharma was very pleasant and treated me with respect and was helpful with my questions.</li> </ul>
<ul style="list-style-type: none"> <li>• The doctor was brilliant, really listened to my concerns and made me feel comforted.</li> </ul>
<ul style="list-style-type: none"> <li>• Because I was well treated and the Doctor listened to what I had to say and asked appropriate questions</li> </ul>
<ul style="list-style-type: none"> <li>• Because I felt the experience was good</li> </ul>
<ul style="list-style-type: none"> <li>• Superb service</li> </ul>
<ul style="list-style-type: none"> <li>• The staff were very helpful and friendly</li> </ul>
<ul style="list-style-type: none"> <li>• Because it was as I expected it to be.</li> </ul>
<ul style="list-style-type: none"> <li>• Prompt and efficient</li> </ul>
<ul style="list-style-type: none"> <li>• Felt comfortable with the physician that treated me, and explained may treatment she was friendly.</li> </ul>
<ul style="list-style-type: none"> <li>• Because it was very good</li> </ul>
<ul style="list-style-type: none"> <li>• Very good service happy with not having to wait long the to see doctor</li> </ul>

<ul style="list-style-type: none"> <li>• Because I was a little late for my appointment but they still managed to see me.</li> </ul>
<ul style="list-style-type: none"> <li>• Didn't have to wait long practitioners examination of problem very thorough and practitioner very pleasant</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent service. My 2 year old son was seen within the hour of calling the surgery.</li> </ul>
<ul style="list-style-type: none"> <li>• I was seen on time and blood taken efficiently</li> </ul>
<ul style="list-style-type: none"> <li>• On time and out come with seeing dr was very good</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent service the receptionist was very helpful and obliging thank you</li> </ul>
<ul style="list-style-type: none"> <li>• Because the Dr and I reached an acceptable compromise</li> </ul>
<ul style="list-style-type: none"> <li>• The staff are great</li> </ul>
<ul style="list-style-type: none"> <li>• Received call from aelfgar surgery , explained my situation very well, thank you ,</li> </ul>
<ul style="list-style-type: none"> <li>• Very happy no problems thanks</li> </ul>
<ul style="list-style-type: none"> <li>• In early for appointment, jab for bloods done out early, and out again!</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment on time, all staff are friendly &amp; efficient</li> </ul>
<ul style="list-style-type: none"> <li>• Quick service, very polite and helpful</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Evan's is always understanding never makes you feel rushed and is sympathetic, professional and very approachable, I appreciate Aelfgar Surgery is run by great doctors and is my surgery.</li> </ul>
<ul style="list-style-type: none"> <li>• Felt I was listened to and a plan of action was put together.</li> </ul>
<ul style="list-style-type: none"> <li>• Doctor was very efficient and explained a lot</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Evans always listens carefully and helps in any way she can.</li> </ul>
<ul style="list-style-type: none"> <li>• Great service prompt and freindly</li> </ul>
<ul style="list-style-type: none"> <li>• Very good service as always</li> </ul>
<ul style="list-style-type: none"> <li>• Receptionist very friendly. Appointment was on time, nurse very friendly and helpful.</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse was very good and answered all my questions</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment easy to make and seen on time. Friendly service as well</li> </ul>
<ul style="list-style-type: none"> <li>• Always efficient, friendly and thorough</li> </ul>
<ul style="list-style-type: none"> <li>• It was good</li> </ul>



<ul style="list-style-type: none"> <li>• Very informative conversation</li> </ul>
<ul style="list-style-type: none"> <li>• Heather was so lovely with my daughter. She talked me through my worries and made us both feel very comfortable</li> </ul>
<ul style="list-style-type: none"> <li>• Not kept waiting</li> </ul>
<ul style="list-style-type: none"> <li>• Fantastic surgery I always feel welcomed as some one who suffers with there health I thank you all</li> </ul>
<ul style="list-style-type: none"> <li>• Professional Courteous</li> </ul>
<ul style="list-style-type: none"> <li>• Check in was easy and the nurse that saw me was very nice and made me feel comfortable and at ease.</li> </ul>
<ul style="list-style-type: none"> <li>• On time and efficient.</li> </ul>
<ul style="list-style-type: none"> <li>• Always find Dr Payne very professional &amp; caring</li> </ul>
<ul style="list-style-type: none"> <li>• Couldn't fault my treatment</li> </ul>
<ul style="list-style-type: none"> <li>• No issues and no wait time. Gp very good and listened and advised.</li> </ul>
<ul style="list-style-type: none"> <li>• always provide a good service</li> </ul>
<ul style="list-style-type: none"> <li>• I was listened to by the nurse who was very thorough looking right back on my records. I am going back to see her instead of a doctor. I felt comfortable talking to her 😊</li> </ul>
<ul style="list-style-type: none"> <li>• I was in straight away the nurse was pleasant didn't feel a thing thanks</li> </ul>
<ul style="list-style-type: none"> <li>• New to this surgery first time for six months I have had satisfaction on my illness diagnosis well done staff are very friendly and helpful</li> </ul>
<ul style="list-style-type: none"> <li>• The receptionist was very pleasant and realised I needed to see someone so got me in as soon as they could. The Nurse practitioner was lovely and very caring. It certainly makes a change from the practice I was at previously. Thank you</li> </ul>
<ul style="list-style-type: none"> <li>• Appt was on time, nurse was polite and friendly and did a good job getting my bloods</li> </ul>
<ul style="list-style-type: none"> <li>• As always the service and care is excellent. I was surprised to be given an app with a Paramedic but she was lovely and very good. Without these people many patients would not be here today. It is good experience for them too. I'm from the NHS so understand the pressure all staff are under. Thank you.</li> </ul>
<ul style="list-style-type: none"> <li>• Always helpful always got time to listen</li> </ul>

- Quick, efficient and caring.

- Because the appointment was the next day and what I needed

- Good service on time friendly staff

#### Patients Comments Included (Negative):

- The self check in did not recognise my information and therefore I couldn't check in for my appointment. Lauren, on reception was busy, helping another patient and couldn't be interrupted, consequently it was late when I finally got checked in. I then had to wait to be called in - even though no-one had gone in since my arrival at the surgery.

When I went in I was told that staff knew there were problems with the self-check-in - surely some contingency needs to be in place.

The nurse was easy to talk to and efficient, so once in things went well.

- I wasn't listened to and found the Dr almost sarcastic and blasé about the stroke I had

- I was very disappointed with the Drs comments when I asked about my husband having a test for prostate cancer now he's 50. He doesn't have any symptoms but he's eligible for the test now he's 50 and they're encouraging men at 50 to have these test with or without symptoms. My dad didn't have any symptoms at all he saw an advert on TV and he is in recovery now from prostate cancer. Prevention is surely better than cure. I found the response from the Dr very blasé.

- The doctor didn't feel very knowledgeable about the menopause and was unable to help

- The doctor was rude. No compassion . Did not even try to understand my situation

- I didn't feel the doctor wanted to talk to me and certainly didn't want to explain anything.

- I told the receptionist booking the appointment it would be for the removal of a splinter for my 4 year old. I was booked an appointment. I arrived at the appointment later that morning to be told that the surgery did not have any tweezers and apparently some on order. I was then sent to Samuel Johnson where we waited 2 hours. The doctor told me during the appointment that the receptionist was at fault as they should have told me that they are not able to do that being that they do not have the equipment. I would be almost certain that it is not the receptionist job to check that doctors have the equipment they need.

- We went for blood test check for kidney function.

You then send a text message 24hrs later asking for a urine sample and a blood pressure check for the kidneys . Why were these not combined at the same time as the taking of the blood which is to monitor her kidneys .  
This is messing patient making unnecessary appts when these tasks could have been done at one appt .

- Appalling service no txts about phone call appointment so missed it ,two sets of blood results lost or certainly not received ,surgery has gone down hill in last year ,can't get appointments with the right Drs ,Drs never working long days ,diabetes side isn't up to scratch,
- The pneumonia vaccine injection I took on Monday 10 caused a blown vein. The out of hours gp thought it might be a blood clot. I spent 11 hours in A&E from 10.30pm on Monday until 9.30am.on Tuesday11th. I now have a very swollen and sore arms. It was a horrific experience. I think the cause is how the nurse injected the vaccine.

**HAVE YOUR SAY TODAY...**

**COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE**