

AELFGAR SURGERY

NHS FRIENDS & FAMILY TEST

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

JULY 2024 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
388	46	6	2	4	2

Patients Comments Included (Positive):

- Nurse Stevenson always treats me with compassion, professionalism and empathy.
- As usual for Aelfgar Surgery appointment was dealt with efficiently, professionally and in a friendly manner.
- Found that the staff very professional and caring.
- I had a few issues dealt with and all were sorted and efficiently to my satisfaction.
- Was seen on time and nurse very friendly and helpful
- Nurse was very nice and gave good advice .
- Attentive clinician
- On time, friendly, knowledgeable.
- Treated with care and respect
- Excellent. Prompt and efficient service received
- Top class service as usual
- Good communication & explanation from Dr Payne
- On time, listened to my concerns, offered advice, couldn't ask for more.
- I feel Dr Payne listens & discusses issues/treatment options
- On time and was very pleasant
- As always since I've joined this practice the care is the best I've ever received.

- Always polite & smiley faces.
- Physio was very good and did me a good examination
- The nurse was lovely and didn't have to wait
- Because it was good
- Almost on time.
- Such a personable doctor. Listened, offered advice and has organised for me to have an X-ray on my knee.
- Very good information treated my husband with respect
- Booking appointment was easy, with plenty of options. I was seen on time and my consultation with the GP was satisfactory.
- So helpful
- Excellent gp and service
- She listened to what we asked her and she was very informative to
- Completely reassured by Dr Amins consultation at my first visit. Peace of mind and confidence for me and my wife. Many thanks from both of us.
- New to the Surgery everyone was helpful
- The doctor was very good and he actually listened to my problems and it's a nice atmosphere dr Payne is very good
- Very good thorough visit
Excellent service felt happy relieved and quick
Response to treatment 5 star
- Delay in appointment time going in but easy to book online and appointment availability good.
GP friendly and listened well and gave good explanation regarding management of concerns.
- Dr Payne
Listened to my concerns and provided support much appreciated
- Getting a very quick appointment and with the Paramedic Alex and Dr Evans seeing me and showing concern to getting me to go back to New Cross Hospital helped me to get quick treatment before my symptoms got worse.
- Dr Payne always has lots of time and patience for my son who has ASC and other health conditions. He talks to him , not just me.

- I have been to quite a few medical appointments lately and have been looked after by Helen, the physiotherapist, Dr. Amin and the nurses and have only got praise for them all. They really care about their patients. Dr. Payne has also given me a telephone appointment. I am fully confident that they all cared about me and that's comforting. The receptionists are polite and efficient and the surgery is clean and comfortable.
- Reception staff very helpful and professional. Great survive and support from Dr and team.
- Brilliant service can't fault it, thank you,
- Very good from making the appointment to seeing the doctor I all in one day. Well done team and thank you .
- On time nurse was excellent 👍
- Treated with care and respect
- On time, good service as always
- My wife needed help with her depression and pain. She needed this help because in a very vulnerable state health wise.
- Punctual, Efficient
- Didn't have to wait long !
- A good service with polite and respectful staff, helpful and professional.
- De always listens to what you have to say
- I've had recent appointments with Doctor and physio Helen, both of them were great, everything was explained to me and I was taken excellent care of.. I'm very grateful. Receptionist was very good, surgery spotless, thank you all for the care you take of your patients.
- Dr Amin was very helpful but also very human and kind
- Dr Sharma is kind, considerate and very knowledgeable. If I have a problem then I'm always glad to see him
- Always friendly, helps to alleviate anxiety when visiting for a medical!
- The nurse I saw Heather.. I think her name was, she was so lovely and really put me at ease.
- Very quick to get appointment
- Me and my son have both been treated in the last week and on each occasion

the Dr was understanding and made you feel at ease

- I didn't have to wait long to be called by the gp. He was really good, he listened to me and went through the results he had. He went through the options open to me and discussed the way forward.

I felt that for the first time in a long I had really been listened to and Dr Sharma had delved into finding what is wrong with me and come up with a solution to helping me get better.

- I was having results for my yearly medication review she explained everything about my blood test etc and checked I was doing everything right. She was really good.

- Overall very positive experience. I was dealt with in a very professional and polite manner and felt at ease. No complaints.

- Very simple and efficient

- My appointment was on time and the nurse was extremely efficient, friendly and professional

- Caring and very efficient

- On time. Quick and efficient. Pleasant nurse took bloods.

- Excellent service

- Always help as much as they can.

- Always first class at this practice.

Booked appointment via Internet without problem and booked blood tests without obstacles.

Fabulous

- I was dealt with fairly promptly and was seen by an understanding person

- The doctor, Dr. Amin I think, looked at my records in depth and explained my kidney function was now within normal range. He then advised me to do BP readings so I have an appointment to pick up a machine.

I also saw Helen today and she took care of me very well and referred me to xray as I think it is possible I've fractured my foot in a recent fall and am most uncomfortable walking.

I explained to the doctor I have stopped taking the additional BP medication due to it working through the kidneys.

- The nurse was very helpful, made me feel relaxed and answered all of my questions to my satisfaction.

- The doctor listened and helped me with my problems
- Very efficient service.
- Because everyone I spoke to was friendly and helpful. The appointment process was simple and easy with clear expectations set out on the phone and via text on when I should expect my telephone appointment.
My appointment happened within the timeframe set out and the clinician I spoke to was very helpful.
- No issues
- Always first class treatment in every way
- Always feel relaxed and all issues are clearly explained, great staff, nurses and Dr's.
- efficient
- Any staff , nurses, receptionist and doctors are all kind and helpful.
- Very professional
- Lynn is always lovely and friendly and puts you at ease
- The practice nurse was great
- Excellent appointment, as always. Thank you
- I was given help there and then and not having to worry
- I feel the doctors itself is excellent call back is great and really helpful as don't have to wait on the phone. I found that the doctor we went to see though never wants to give medication even though it's needed as my little girl has a very bad chest and told she's ok.
- Very nice doctor explained everything to me about new medication put me at ease straight away.
- It was very good 😊 didn't have to wait long friendly nurse made me feel at ease she was brilliant
- Quick appointment and very helpful with my treatment
- Attended to with care and respect
- Appt was on time, Kerry got my blood sample easily and was, as usual, polite and friendly
- Appointments for review and diabetic booked no problems

- Excellent service by friendly professional staff.
- We had a long discussion about my Gout and medication and I explained how I'd changed my diet slightly to avoid certain foods that seemed to trigger it off .
- Very Good at sorting issues out & getting referrals done.
- Very professional, took time to listen.
- No issues
- The visit with the doctor was very good , but the appointments were running late. I was having trouble with my back so I was standing for the wait time.
- Patience understanding, helpful
- Good friendly service
- My dr was reassuring and met our needs and requests.
- The dr I saw was very kind and very helpful she was attentive clear to my needs and didn't just sit on the computer like most drs I've seen in the past
- My appointment was on time ,and efficient.
Thank you.
- Quick , professional
- Saw Dr emnanuell, very nice felt at ease
Everything explained well to me
Examined my ears
Given prescription
- As always very caring service
- Excellent follow up appointment from Helen the physio
- I had a phone call and problem was sorted
- Always polite and helpful
- No problems
- Wonderful as always, very friendly and efficient.
- Everything went well.
- As always ,was treated with care and efficiency.
Left feeling my new symptoms were understood, and received advice on remedies to help my condition.
Thankyou

- Appointment on time

- Found Dr Grey listened to my problem and made sure I understood what he said. .very helpful.

- After I rang in was given an app for 3pm - I arrived and booked in electronically and didn't have chance to sit down Dr Sharma called me though straight away- He was very thorough and asked if I was suffering with anything else as well as the issue I went in with - a top service

- Friendly service

- No problems at all

- Because it's always a clean environment with plenty of seating. The check in board works well and the screen to display room is clear. Waiting times are very short.

The staff and practitioners are always welcoming and knowledgeable but they listen and give you chance to be a part of your own health care

- The doctor actually listened to me

- Saw Dr Sharma very nice doctor gave me all relevant information to my problems and way forward to improve well being

- Professional and friendly service throughout.

- On time and very pleasant

- Doctor was excellent as was the receptionist.

- Good service

- On time and efficient

- I felt at ease with this person didn't make me feel I was wasting her time.

- Professional service by telephone

- very friendly staff

- Prompt reply and overall very pleased with this surgery and my family members agree too

- I was seen very promptly by Clare who was very efficient and kind.

- Always an excellent service

- I was very impressed everything was explained and discussed very professionally

- On time very attentive and felt comfortable with the nurse

- Apt on time and despite difficulties with world wide internet problems doctor still listened to me and helped me with my problem.
- Appointment on time . Dr & patient agreement . Dr very pleasant and understanding
- Went in straight away and saw the nurse who did my blood test. It was all over and done with in a few minutes.
- Was seen promptly and on time
Was pleased with outcome .
Drs and the practitioners all have the time to listen and diagnose and help
- Because Sister Waldron was efficient, knowledgeable and friendly with a positive attitude, which helped me in my decision making.
Working to time, caring and made a plan for follow up. Thank you.
- Cause it was good overall
- My first visit to this surgery, saw nurse at the allocated appointment time no waiting. The nurse was friendly and informative. Overall a positive experience
- Appt was on time, bloods were taken easily and Sue made me a follow up appt for my annual review
- Very helpful
- Appointment on time lovely physio who said I was welcome to go back!
- Jessica was kind and dealt with my issue easily.
- The paramedic I saw was extremely knowledgeable & patient with me. He explained everything diligently which helped me immensely.
Thank you Alex.
- Very fast and sure
- Excellent patient care and attention given Sue
- Professional as always. Dr's don't clock watch whilst talking.
Friendly and don't make you feel your time waster.
- My appointment was on time and the nurse was very efficient and friendly.
- Because you are brilliant.
Keep it up. Thank you..
- No waiting went straight in
- Seen on time, very pleasant doctor, the doctor listened to what I had to say.

- The nurse was very helpful .
- Everything on time, explained everything I needed to know.
- As always, friendly and efficient, plus answered questions thoroughly.
- My appointment with Claire was lovely answered my questions and explained everything she was doing . She made my appointment very good
- No waiting seen very quickly and Heather was very pleasant as usual .
- Aelfgar Surgery always do their best to ensure patients needs are met and really care about us. Everyone is professional yet approachable and caring. My nurse was very quick and got the blood drawn quickly, sometimes it's difficult but we were quick and painless. Aelfgar Surgery is always evolving to ensure smooth running, for example the new system for calling the patient to the right room. Premises is spotless. Thank you
- Great service
- Service is always excellent
- Prompt service, helpful receptionists. I feel very satisfied with my treatment when I have been. Medical staff polite and receptive. Never feel rushed. Keep the good work up!!! I feel very lucky to have such a great practice
- I was seen on time, I was given good advice and i was treated very politely. I was allowed time to ask questions and I didn't feel rushed.
- Nurse was very kind and did a blood test quickly with no discomfort whatsoever . Very efficient and answered all my questions
- Very compassionate, took the time to listen and talk and understood. I didn't feel rushed at all, felt at ease and gave me hope and positivity. Great experience throughout.
- As usual I didn't have to wait very long to be called through to see the doctor who was very patient, listened to what I had to say and then came up with a plan and hopefully a solution to my problem. He even arranged for me to have blood tests taken in surgery, an X-ray at Stafford hospital and booked a follow up appointment to see him in 2 weeks time
- Everything explained in a relaxed delivery by the Doctor.
- Quick, efficient and respectful
- Dr Stokes is very reassuring.
- Friendly staff appointment on time

- Satisfied

- I was able to see an associate on the same day

- As always excellent visit to Surgery

- Always listen to what is wrong with you and they are very attentive

- Received all necessary info in a focused review.

- We are relatively new to this area and we are so pleased we chose Aelfgar surgery. They are so efficient and making an appointment is so easy.

- Friendly, efficient and very professional.

- Seen promptly and the practitioner was extremely good. The whole experience was positive and I felt properly supported.

- No issues....

- Dr Evans is always friendly and compassionate.

- Because it is true

- They were good

- Did not have to wait too long, felt very comfortable when I was seen by the nurse

- The doctor I saw was very professional, kind and thorough.
He put me very much at ease and reassured me.
I came away feeling completely supported.

- My appointment was on time and the nurse was very efficient and friendly

- Appointment on time, Nurse was friendly

- The advice Alex Thompson gave me was clear & informative. He was professional, helpful & friendly.

- I was early for my appointment but was able to sign in didn't have to wait long was called in lady was lovely very polite. She did what she had to do very professionally.

- Got quick app.
Good chat.
Dealt with problems.

- Everything went perfectly.

- Only a little wait after appointment time.

<ul style="list-style-type: none"> • Jessica was very nice listened to what we had to say and was very helpful
<ul style="list-style-type: none"> • Nurse listened, explained things and advised come back if antibiotics does not solve the problem
<ul style="list-style-type: none"> • Appt was on time and the nurse was polite and friendly and gave me my review results easily
<ul style="list-style-type: none"> • Appointment on time, nurse was friendly and efficient
<ul style="list-style-type: none"> • Very friendly and competent at blood taking
<ul style="list-style-type: none"> • Heather was very professional caring and friendly, and a pleasant lady
<ul style="list-style-type: none"> • Very efficient service. Relaxing waiting area.
<ul style="list-style-type: none"> • Professional and friendly service throughout
<ul style="list-style-type: none"> • My appointment was on time .and the nurse was very helpful and cheerful .
<ul style="list-style-type: none"> • Nurse listened, explained things and advised come back if antibiotics does not solve the problem
<ul style="list-style-type: none"> • Today i had a telephone appointment and an appointment with the nurse for bloods. I had to make another appointment and i also had a query. All were done efficiently and in a timely manner. 100% satisfied patient
<ul style="list-style-type: none"> • on time and very informative everything was explained doctor was very reassuring
<ul style="list-style-type: none"> • My appointment was on time and I was treated attentively and with courtesy.
<ul style="list-style-type: none"> • On time and a thorough appointment experience
<ul style="list-style-type: none"> • Miss Stevenson was lovely and made me feel at ease.
<ul style="list-style-type: none"> • My appointment was on time . And Sue was as always very nice.
<ul style="list-style-type: none"> • I had a blood taken and it was absolutely painless and you can't even see a mark.
<ul style="list-style-type: none"> • Appointment was on time and the HCA was very informative and helpful
<ul style="list-style-type: none"> • Tegwen was very helpful and friendly. She listened to our concerns and gave excellent advice.
<ul style="list-style-type: none"> • I felt comfortable with the person I had to see , no complaints.
<ul style="list-style-type: none"> • Very polite and pleasant doctor Very helpfu
<ul style="list-style-type: none"> • An appt with a dr who listened and helped .

<ul style="list-style-type: none">• Calm and professional
<ul style="list-style-type: none">• On time very efficient and covered all my issues
<ul style="list-style-type: none">• Punctual and the nurse was very efficient
<ul style="list-style-type: none">• My problem was dealt with efficiently.
<ul style="list-style-type: none">• Appointment on time. Efficient. Friendly. Informative
<ul style="list-style-type: none">• As always everything explained very well
<ul style="list-style-type: none">• I thought that the Dr was very good and explained things to me. I think the surgery runs well. Thankyou for your all your help
<ul style="list-style-type: none">• Doctor was very good and I didn't feel rushed
<ul style="list-style-type: none">• Invited for Shingles vaccination. Same day appointment. Called through on time. Friendly, efficient staff.
<ul style="list-style-type: none">• Was able to see me straight away
<ul style="list-style-type: none">• I always have a good experience when attending the surgery
<ul style="list-style-type: none">• Excellent service very polite and well looked after.
<ul style="list-style-type: none">• On time professional & friendly
<ul style="list-style-type: none">• Dr Payne, awesome as usual. Great advise
<ul style="list-style-type: none">• Nurse looked after me well.
<ul style="list-style-type: none">• Rang in morning and got appointment for afternoon was seen and dealt with promptly very good
<ul style="list-style-type: none">• Easy to book appointment which I got for the same day. Matter diagnosed, prescription issued which I collected today and treatment of my issue begun.
<ul style="list-style-type: none">• I was contacted by doctor soon after making my appointment and he was very assuring and sorted out my problem.
<ul style="list-style-type: none">• Very professional well looked after
<ul style="list-style-type: none">• Always great service friendly and helpful and very professional
<ul style="list-style-type: none">• The doctor I saw was very thorough and didn't rush me when I was struggling to answer some questions.
<ul style="list-style-type: none">• Good prompt and friendly service
<ul style="list-style-type: none">• I'm always listened too and my thoughts are considered

- Really informative.
- Firstly I was seen bang on time, next I thought the lady who saw me was very efficient but most of all she made me feel if she genuinely cared about my well being
- Very professional nurse.
- Never had a bad experience at the practice
- Quick, efficient, informative, friendly
- Polite and attentive service
- As the service I received by both reception when I rang to book an appointment and also when I arrived for my appointment was efficient polite and friendly I was given an appointment for the next day to see Helen the physio who was lovely, helpful and explained everything so well to me
So Many Thanks to you all
- Friendly, streamlined procedure
- Got to surgery and only waited a few minutes then was called to an appointment.
- Didn't have to wait long, very nice young friendly doctor 😊
- Informative and prompt
- The Doctor was very understanding and caring. Would highly recommend him.
- I went to see the nurse practitioner and I was pleased with my appointment.
- Prompt service very friendly & sorted next app out no problems
- Pleasant staff and nice waiting area. Seen within a reasonable time.
- As ever professional friendly service
- The Doctor was very helpful and addressed my issues.
- Very approachable Pharmacist. Very helpful.
- It was very good.
- The nurse was friendly
I was there to have bloods taken as I have to have them taken out of my hand she did it first time I said well done as its her first time doing it out of the hand.
- Got called for my blood test straight away.

- I as seen fairly soon and I received very good service from friendly staff.
- Efficient system and well dealt with
- Excellent service as usual
- Good communication and polite
- Because it was.
- It was very professional but at the same time a caring and compassionate appointment. I felt supported.
- Staff always helpful, caring. Polite
Excellent surgery all staff are brilliant
- Sue was very efficient and pleasant.
- The nurse was very good
- The person concerned never followed through in a timely manner with medications. i had to ring surgery a further twice to get it sorted.
- Because my results of my blood test were explained very well, and my diabetic review was conducted by an excellent nurse.
- Initial appointment was made with wrong person, so had to return later that day. Doctor was very good.
- On time & cheerful professional staff
- Doctor very helpful & understanding.
- The Dr made me feel very welcome a d listened to all I had to say and explained things to me ... I get very nervous in new situations and I felt at ease with the Dr
- staff very good
- Dr Ramond Stokes is fantastic. Always listens
- No problems blood test only
- Nurse tegwen is always very thorough
- The doctor I saw was excellent and understanding
Personally I wished the gentleman was available at the surgery two years ago and I would not be interested he position I am now and all in a ten minutes of talking listening and understanding
We need more doctors like him
- I only had to wait about 3 days for an appointment with the doctor of my choice.

I only waited in the waiting room for a short period after my appointment was due.

Dr Ramond Stokes is excellent. Empathetic but to the point, dealing with me efficiently and with care.

- Because the staff and doctors are always helpful in

- It was on time and very professional

- Friendly and professional staff.

- Appointment made by receptionist to save me coming twice, seen on time, staff very helpful and professional
Always polite and go beyond expectations.

- Explained everything clearly
Polite and Very good manners

- The 1st call to my number was 40mins early & I was not available. The second call was made to my number but I am sorry, for some reason my phone did not ring & a voicemail was left. I did phone the surgery to apologise & advised I would re-schedule.

- Prompt , efficient and friendly appointment.

- Very helpful and friendly staff.

- I had a medication review which reassured me i was taking all the correct medication and the correct dose. My appointment was on time.

- Always friendly and helpful

- No waiting time and appointment went well no hiccups. 👍

- The doctor was so genuine and concerned for my welfare
I was greeted with a warm smile and felt relaxed as soon as I sat down
If only all doctors adapted this attitude
She was so kind and considerate
More doctors like her needed
Although the surgery staff are very good

- Courteous and professional. Thank you

- Always treated with care

- Doctor was very friendly, pushed for me to say more about my situation that I wouldn't think would be relevant or that they would care about. Seemed to take a lot of care in trying to help me.

- It was GOOD.
- I have been a patient at Aelfgar Surgery for several years and I and the rest of my family have always received a first class service from all members of staff both medical and administrative.
- A friendly, professional and courteous service from start to finish.
- Very good
- Doctor called me with times told, and was very professional explaining my blood results.
He listened to my concerns about my current health and suggested a review in couple of months.
Felt reassured.
- I got a appointment within 10 minutes great service and was pleased with my treatment
- Felt comfortable talking about my awkward symptoms.
- No waiting for appointment
Seen quickly
Very thorough
- All was as it should be, thank you.
- Easy straight forward booking,
appointment on time,
good clear communication for physiotherapist who saw me.
- Professional and positive appointment
- It was excellent, information given was clearly explained and in a friendly manner.
- Friendly and informative staff
- Friendly and on time
- Friendly, professional, competent, kind, efficient, dedicated staff.
- Can't fault the staff at all 100 per cent, thank you ,
- Always offer a good service.
- Attentive, supportive approach to my questions with a positive outcome.
- My appointment was spot on time.
Dr Gray was wonderful.
He listened and acted upon what I talked about.
Perfect appointment.

Many thanks

- Service was excellent spoken to with respect
- Not kept waiting and blood was taken at first attempt. (I do not give blood without a struggle)
- No problems , went in to see nurse promptly, very efficient.
- I required an appointment quickly and received one
- Appointments for bloods and pharmacy, was seen on time for both appointments, both nurse and Pharmacist were professional and knowledgeable, good communicators. Thank you
- Overall it wasn't too bad. I now have to complete a week of BPtests and then decide where we go from there.
- I'm being referred to ENT I was advice to rule out dental which I'm doing on Tuesday looking forward to seeing someone about my pain and headache s
- I saw the Practice Nurse at the surgery very quickly after ringing for an appointment to discuss a persistent cough following a flue like illness some weeks ago.
I was given good advice and put onto specific antibiotics which I am hoping will clear the problems. Otherwise to let her know and she would arrange an X-ray. Hopefully this will be at a local, easy to reach location.
- Staff and doctor very helpful and put me at ease.
- Can usually get an appointment reasonably easily and excellent help
- DR GRAY WAS BRILLIANT AND VERY CLEAR WITH HIS EXPLANATIONS OF MYPROBLEMS'
- Same day appointment with a GP who was brilliant
- No complaints nurse and doctor very kind answered all questions.
- Always polite and happy to help in any way all round
- Straight in no waiting.
- Didn't have to wait to long and nurse very good
- no problems , no waiting, hassle free
- Doctor listened to what I had to say and she was really helpful.
- The pharmacist was very helpful.

- I was very happy with my appointment ,thankyou
- On time and efficient and very professional
- Friendly Doctor, didn't have to wait too long, pleasant surroundings, satisfactory result
- I don't have any problems with the staff or the doctors
- Doctor was easy to talk to
- Didn't have to wait long. Got the answers I needed.
- Appt on time. Nurse very pleasant and efficient.
- Quick pleasant and straightforward
- Didn't have to wait long to be seen.
- Excellent, quick and friendly
- It was very good
- All the staff from Reception to Nurses and Doctors are very supportive and informative. I always get an appointment without any issues. The overall service is excellent
- All questions answered and was pleased with way i was looked after
- No issues with the service provided but a fit note shouldn't take so long to be provided.
- Most helpful and informative consultation, very grateful for all the help I am receiving.
Thank you very much.
- New to surgery, very happy with how my appointment went and Dr was lovely and understanding
- The nurse made me feel very comfortable and chatted whilst I had my blood taken. She was incredibly helpful with another query I had too and helped me book an appointment. What a lovely human being she is! :)
- Foundation Dr was very professional and informative and put me at ease
- On time and polite
- Treated with care and respect.
- Dr Evans, listened carefully and is very skilled in assessment, all appropriate tests and actions taken, she is a very experienced doctor.

<ul style="list-style-type: none"> • Seen reasonably close to my appointment time, pleasant & helpful Doctor.....
<ul style="list-style-type: none"> • Appointment was on time and the HCA was very pleasant and informative
<ul style="list-style-type: none"> • Seen very quick and staff very efficient
<ul style="list-style-type: none"> • Excellent service from you
<ul style="list-style-type: none"> • Was seen fairly quick. And was given antibiotics after being poorly for a month.
<ul style="list-style-type: none"> • Good service
<ul style="list-style-type: none"> • Dr we saw was brilliant. Just amazing. So lovely with my little boy and myself. Best doctor I've seen in years!
<ul style="list-style-type: none"> • I'm always satisfied with the service I receive from everyone at the surgery.
<ul style="list-style-type: none"> • New innovations to make booking appointments easier. The clinicians are always good.
<ul style="list-style-type: none"> • I missed the call and the doctor left a message and was good enough to call back
<ul style="list-style-type: none"> • Top quality care.
<ul style="list-style-type: none"> • very professional and thorough
<ul style="list-style-type: none"> • Telephone appointment on time
<ul style="list-style-type: none"> • Everyone very friendly and helpful
<ul style="list-style-type: none"> • Appointment was on time and the practitioner that I saw was very polite and helpful as far as she could be.
<ul style="list-style-type: none"> • Friendly staff on time
<ul style="list-style-type: none"> • Excellent service
<ul style="list-style-type: none"> • Helpful
<ul style="list-style-type: none"> • Didn't have to wait to long to be seen
<ul style="list-style-type: none"> • Very good service as always
<ul style="list-style-type: none"> • Always an excellent service
<ul style="list-style-type: none"> • Always treated with respect, listened to, and diagnosis is always thoroughly explained Left feeling confident my health is in good hands
<ul style="list-style-type: none"> • Professional and prompt service
<ul style="list-style-type: none"> • Very pleasant and helpful

- I've recently changed doctors and my from booking my first appointment to gong for my NHS health check has been amazing! The nurse I see advised me to talk to a doctor about something I was concerned about to which I talked to the receptionist on my way out they had an appointment within 10 minutes and the doctor was amazing and so helpful!
So happy I changed to Aelfgar Surgery!

- Didn't wait to long to be seen

- Getting an appointment for Nurse or Doctor was effortless. Speed of test results and follow up action excellent.
Attitude of reception staff is brilliant and they are extremely helpful.
Thank you 😊

- Visited twice in one day both visits were efficient and informative

- Aelfgar Surgery really take care of their patients, from the booking in stage to seeing your doctor or nurse and follow up care. Everything is done in a friendly manner with understanding and professionalism. The surgery itself is very clean and comfortable.

- On time.

- Couldn't wish for a better GP's practice. All staff are amazing.

- Dr Payne very helpful

- Excellent discussion.

- Very good

- Doctor great explain everything

- My service was very good Aelfgar is very good practice

- My concerns were listened too, by a very patient and understanding nurse.
Then she came up with solutions, after explaining thoroughly.

- Had 20 mins discussion..
Very illuminating..
Thankyou..

- Professional, knowledgeable and caring throughout.

- Got an appointment on the same day as calling, didn't have to wait long to go in to see the doctor

- Phone appointment, before time so no waiting around Dr. aware of your needs and always suggests the best options .

- Dr Soanes is an exceptionally caring doctor with wonderful patient care. She takes the time to listen and is very understanding. I really appreciated her reassurance that we are doing the right thing for our baby. I actively try to book appointments with her now as I know I will always receive outstanding care and support. I really appreciate it!!!
- All staff and doctors are polite and happy to help. Appointments ran on time and surgery clean and tidy.
- Very caring and thorough appointment with GP made to feel like my concerns are understood
- The Doctor was very attentive and made me feel at ease Thank you
- I think it is a well-run and welcoming practice with caring and reassuring clinicians and capable and conscientious support staff.
- On time and was very helpful
- Routine check up. Was seen fairly promptly and was discussed in detail. Answered many queries which I was unsure of and reassured with treatments.
- No issues, straightforward and no waiting time.
- Because the lady doctor listened to me and was very helpful
- On time and very thorough consultation
- Friendly, professional and courteous service from start to finish.
- Lovely friendly lady on reception (Emily) gave me a great help. The doctor was very good and explained everything to me in a clear way so that I could understand easily
- Prompt appointment and friendly receptionist. Efficient and effective investigation of issues.
- Always patient friendly staff.
- Very thorough, interactive, genuinely felt like I was being cared for
- From signing in to seeing the Pharmacist treated with respect all through.
- friendly, listened, understood and made me feel comfortable.

Patients Comments Included (Negative):

- Never had the phone call appointment rang twice and was told she was going to call me but never did

- I needed a pregablin increase and although the doctor told me she would sort it she never so I'm on a very low dose to cover three areas of pain
- The nurse was very abrupt and rude, I think if I'd have spoken like that to her she would have asked me to leave. As it was I sat there and tried to make the best of it.
I went home and was very upset with the whole experience!
- Did not receive planned call from practice nurse, presumably because of the system error last Friday
- My appointment was made for 0920 on Tuesday 16th July. You cancelled the appointment but didn't notify me by text until 0944.
I have rebooked for Monday 22 July at 1700. I still haven't received a text message to confirm this.
- Because I didn't attend the appointment following the receipt of a message from yourselves cancelling because the Doctor was himself was unwell and not in. Appt was re-booked.
- appointment was made yesterday for a phone call for between 9 and 10am its now 16 25 and still waiting
- Came with blood oozing from skin graft procedure, unable to get any attention finished in staffs county A and E for attention. Asked for nurse ,no satisfaction.
- Because I checked in at reception and the receptionist failed to record my arrival hence several people going in before me after arriving after me and I waited almost an hour

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE