

AELFGAR SURGERY

NHS FRIENDS & FAMILY TEST

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

AUGUST 2024 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
259	26	3	1	1	1

Patients Comments Included (Positive):

- The person we seen was very efficient and knowledgeable, and explained the symptoms that we could understand.
- Great service and the nurse was very attentive and helpful.
- Discussion and recommendations clear.
Physio Therapist very pleasant
- didn't have to wait long. nurse was very friendly and efficient
- The doctor I had an appointment with was fantastic! So helpful and made me feel so comfortable.
- I was seen promptly. No waiting
- Doctor was very helpful and phone call. Was within the stated time. Thank you
- Great consultation. Was listened to. Everything explained and discussed. Doctor respectful and addresses my concerns. I left feeling confident and a plan of care was in place.
- I saw a medical practitioner I knew and who knows my history
- On time and friendly as always
- Friendly and efficient
- Prompt service
- Very thorough and very professional
- On time

Answered questions.
<ul style="list-style-type: none"> • Quick and easy friendly dr
<ul style="list-style-type: none"> • Easy to make appointment, seen on time. Nurse changed my appointments around for next week to make things easier. Excellent service, I was listened to as well.
<ul style="list-style-type: none"> • Got an appointment and referral to specialist service the same day.
<ul style="list-style-type: none"> • Reception always good
<ul style="list-style-type: none"> • Answers all questions without any problems
<ul style="list-style-type: none"> • The consistent level of high quality information, advice and treatment are the most reassuring factors of the entire team at aelfgar surgery
<ul style="list-style-type: none"> • Very friendly
<ul style="list-style-type: none"> • Nice caring doctor
<ul style="list-style-type: none"> • Good effective service
<ul style="list-style-type: none"> • Seen by a very helpful Paramedic practitioner, she was very professional and efficient.
<ul style="list-style-type: none"> • On time appointment stress free All good
<ul style="list-style-type: none"> • Even though I wasn't able to have the procedure I attended for I was given explanation why. The reason was valid and the issue I could have should I have had the treatment made the clear to me. Also attended for a blood test. The nurse sue explained what the test was for, and thankfully bloods were taken on first attempt, which for me isn't always the case.
<ul style="list-style-type: none"> • Staff are compassionate and caring . Helped me twice in one day with my symptoms .
<ul style="list-style-type: none"> • Punctual and made to feel welcome and at ease during appointment
<ul style="list-style-type: none"> • It was good and on time
<ul style="list-style-type: none"> • Saw the gp I wanted having booked on line. My 1st time seeing him. He listened in detail and discussed options. Made me feel we did the right thing in leaving sandy lane
<ul style="list-style-type: none"> • The doctor made a home visit as I was unable to travel to the surgery

<ul style="list-style-type: none"> • First class attention from all the receptionist and clinicians also Dr Amin
<ul style="list-style-type: none"> • Appointment was on time & nurse was lovely
<ul style="list-style-type: none"> • On time, efficient, friendly
<ul style="list-style-type: none"> • Because I didn't have any problems with my appointment
<ul style="list-style-type: none"> • always friendly and helpful
<ul style="list-style-type: none"> • Quick an efficient service when attending for blood test
<ul style="list-style-type: none"> • Planned appointment only a short wait in the surgery and Dr was very helpful and plan put in place. Reception staff always helpful and polite
<ul style="list-style-type: none"> • Good efficient and professional help always reliable
<ul style="list-style-type: none"> • Dr gave me good and clear explanation about my test results.
<ul style="list-style-type: none"> • Went above and beyond for me, I didn't want to take up an appointment for a minor complaint so they checked first if a pharmacy could deal with it. Unfortunately not and i needed an appointment Called me back with an appointment with a paramedic. Lovely lady proper check up and prescription wrote
<ul style="list-style-type: none"> • Excellent service as always
<ul style="list-style-type: none"> • Excellent service can't believe the difference when changing Dr. Practice. Puts faith back in NHS
<ul style="list-style-type: none"> • Excellent service and staff
<ul style="list-style-type: none"> • Very efficient
<ul style="list-style-type: none"> • Good services
<ul style="list-style-type: none"> • Very good
<ul style="list-style-type: none"> • App on time. No pain.
<ul style="list-style-type: none"> • Seen at time of appointment and very promptly given feedback on my blood test results.
<ul style="list-style-type: none"> • Anyone in there are kind and helpful
<ul style="list-style-type: none"> • All the staff are friendly and professional.
<ul style="list-style-type: none"> • It was very good
<ul style="list-style-type: none"> • Anyone in there are kind and helpful

<ul style="list-style-type: none"> • Good communication from the team. Doctor was helpful and explained things thoroughly.
<ul style="list-style-type: none"> • Appointment on time and completed quickly
<ul style="list-style-type: none"> • Very nice nurse and very quick
<ul style="list-style-type: none"> • Everything was explained so I could understand.
<ul style="list-style-type: none"> • On time for 3 appointments excellent care provided
<ul style="list-style-type: none"> • The doctor was very attentive and explained everything very well
<ul style="list-style-type: none"> • I had two appointments, and the nurse and pharmacist where both very helpful and friendly i
<ul style="list-style-type: none"> • Very professional and efficient
<ul style="list-style-type: none"> • I was seen promptly and the consultant was very thorough and efficient I have always found the staff to be friendly and helpful.
<ul style="list-style-type: none"> • Pharmacist Lisa was very easy to talk to, lovely lady who listened to me and helped with my medications.
<ul style="list-style-type: none"> • Super friendly and helpful, very speedy service too.
<ul style="list-style-type: none"> • Appointment was made quickly . On arrival wait time was very short . Practitioner kind and efficient
<ul style="list-style-type: none"> • My appointment was on time, Bit of a mix up with what my bloods were been taken for by the nurse. But it was all sorted professionally
<ul style="list-style-type: none"> • Prompt telephone call and clear advice from the doctor.
<ul style="list-style-type: none"> • On time. Empathetic with my concerns.
<ul style="list-style-type: none"> • Was very friendly, and answer your questions. Found a way to make you feeling better and in the right Direction.
<ul style="list-style-type: none"> • Prompt service. Was shown compassion and respect throughout appointment. Didn't feel rushed
<ul style="list-style-type: none"> • Excellent service as usual
<ul style="list-style-type: none"> • Spent time listening
<ul style="list-style-type: none"> • Service was excellent was well looked after every one the staff were very friendly and helpful
<ul style="list-style-type: none"> • I suffer with very bad anxiety and the Dr was very thorough and explained

everything
<ul style="list-style-type: none"> • Excellent service and staff.
<ul style="list-style-type: none"> • Dr amin listened and was very understanding
<ul style="list-style-type: none"> • It was very good
<ul style="list-style-type: none"> • Appointment was on time, phlebotomist was friendly and professional. Thank you.
<ul style="list-style-type: none"> • Both appointments were on time and were in a friendly and efficient manner
<ul style="list-style-type: none"> • Took time to listen me and explain things and what treatment i needed. Very good.
<ul style="list-style-type: none"> • Friendly and well organised.
<ul style="list-style-type: none"> • Very kind and thoughtful
<ul style="list-style-type: none"> • Teqwen was amazing
<ul style="list-style-type: none"> • Excellent service
<ul style="list-style-type: none"> • On time appointment and friendly staff
<ul style="list-style-type: none"> • I was given time to discuss my problem. The doctor was kind and courteous, listened and was helpful.
<ul style="list-style-type: none"> • Service from reception Lauren excellent and the doctor was very thorough with his investigation of my issue.
<ul style="list-style-type: none"> • On time
<ul style="list-style-type: none"> • Went for a blood test, nurse was so efficient ,I never felt a thing.
<ul style="list-style-type: none"> • Service easy to use. appointment on time. No problems
<ul style="list-style-type: none"> • I was given time to discuss my problem. The doctor was kind and courteous, listened and was helpful.
<ul style="list-style-type: none"> • No waiting and everything went well.
<ul style="list-style-type: none"> • Efficiency & friendly, professional service Thank you
<ul style="list-style-type: none"> • Excellent service. Phoned for an appointment. Got one the same day with physiotherapist. Was prescribed some exercises and referred back to doctor for pain relief meds. Not even left the car park after my appointment and they rang and said my prescription had been sent.

Reception team are brilliant there. Really patient focused and caring! Nothing is to much trouble for the ladies. I'm really happy I moved here. Thank you!!!
<ul style="list-style-type: none"> • Because the doctor listened to my reason for the visit and acted very quickly.
<ul style="list-style-type: none"> • Very good
<ul style="list-style-type: none"> • It was very good
<ul style="list-style-type: none"> • Friendly prompt
<ul style="list-style-type: none"> • Had a problem while away from home and Tegwen managed to send me a prescription which helped a lot and saved my holiday.
<ul style="list-style-type: none"> • The staff at Aelfgar can't do enough for you
<ul style="list-style-type: none"> • Dr was very helpful and explained what was wrong and gave advice on treatment
<ul style="list-style-type: none"> • Easy to get an appointment for my son when needed. Staff are caring and informative.
<ul style="list-style-type: none"> • Seen on time. Very friendly nurse.
<ul style="list-style-type: none"> • Happy with the appointment
<ul style="list-style-type: none"> • Friendly professional helpful and on time
<ul style="list-style-type: none"> • Friendly professional and helpful
<ul style="list-style-type: none"> • Very understanding.
<ul style="list-style-type: none"> • The physio was very helpful about my knee injury.
<ul style="list-style-type: none"> • Excellent service . Very professional. Never felt a thing while having blood taken by Sue. Well Done
<ul style="list-style-type: none"> • Doctor examined me and gave me advice and a prescription to hopefully sort me out
<ul style="list-style-type: none"> • Friendly and professional service as always.
<ul style="list-style-type: none"> • I was impressed with the service
<ul style="list-style-type: none"> • No issues
<ul style="list-style-type: none"> • Not a very long waiting period
<ul style="list-style-type: none"> • Because your all very good at what you do
<ul style="list-style-type: none"> • Appointment arranged within 2hours
<ul style="list-style-type: none"> • As always I was seen quickly and very efficiently

<ul style="list-style-type: none"> • Very thorough consultation as always
<ul style="list-style-type: none"> • I did not have to wait to be seen
<ul style="list-style-type: none"> • Listened too
<ul style="list-style-type: none"> • I was dealt with in an efficient manner. All questions I asked were answered to my satisfaction. An overall good outcome.
<ul style="list-style-type: none"> • Timely appointment, friendly staff
<ul style="list-style-type: none"> • I was given the knowledge I needed to know
<ul style="list-style-type: none"> • Fantastic doctor, amazing experience
<ul style="list-style-type: none"> • Very helpful
<ul style="list-style-type: none"> • Always happy with services supplied by Aelfgar Surgery
<ul style="list-style-type: none"> • Always good service
<ul style="list-style-type: none"> • Very pleasant nurse and very helpful
<ul style="list-style-type: none"> • Doctor listened to my concerns and look at my symptoms as a whole.
<ul style="list-style-type: none"> • In and out before appointment
<ul style="list-style-type: none"> • Service always good seen on time wasn't rushed able to explain everything.
<ul style="list-style-type: none"> • No problems
<ul style="list-style-type: none"> • Always a great service friendly and professional
<ul style="list-style-type: none"> • Happy with the treatment from the surgery
<ul style="list-style-type: none"> • Prompt referral.
<ul style="list-style-type: none"> • Treated with kindness and understanding
<ul style="list-style-type: none"> • Quick efficient and reassuring
<ul style="list-style-type: none"> • Overall ok Got an appointment although not with a doctor problem sorted
<ul style="list-style-type: none"> • Quick to get appointment staff very friendly and approachable
<ul style="list-style-type: none"> • Very good and polite from reception and doctor thank you
<ul style="list-style-type: none"> • Efficient punctual and friendly as always for my regular blood test thank you!!
<ul style="list-style-type: none"> • Treated with care and respect.
<ul style="list-style-type: none"> • The speed things had been , we are surprised . From the moment we transferred to having the appointments , we are greatly satisfied . I hope it will remain like

this on Aelfgar . Thank you !
<ul style="list-style-type: none"> • The GP was friendly, I had the appointment the same day and the physiotherapy has been booked as well. Very much appreciated. Thank you.
<ul style="list-style-type: none"> • Much improved service.
<ul style="list-style-type: none"> • Always excellent service from surgery staff and Dr's
<ul style="list-style-type: none"> • Political, friendly, well spoken, professional and extremely thorough
<ul style="list-style-type: none"> • Because the nurse was helpfull and cheerful
<ul style="list-style-type: none"> • Everything went to plan. Doctor seemed to fully understand my needs.
<ul style="list-style-type: none"> • Called through on time ECG done called through to see doctor to go through results excellent service .
<ul style="list-style-type: none"> • Dr Evans always so lovely, compassionate, understanding and patient.
<ul style="list-style-type: none"> • Appointment on time and very clean throughout
<ul style="list-style-type: none"> • Person dealing with me was very friendly, pleasant, polite, clear & compassionate.
<ul style="list-style-type: none"> • Phoned for an emergency appointment and was seen the same day, had to rebook for bloods to be taken and was given a full pm window, very helpful staff
<ul style="list-style-type: none"> • Treated perfectly, questions answered and information processed
<ul style="list-style-type: none"> • On time nice staff
<ul style="list-style-type: none"> • The appointment was cancelled and I wasn't informed. But never mind
<ul style="list-style-type: none"> • Polite and efficient as always!
<ul style="list-style-type: none"> • I had a new nurse today to do my B12 injection her name was Kerry and I have to say she was amazing she was polite and friendly she made me feel at ease and spoke to me throughout the appointment she's the only nurse up to yet that didn't hurt me whist administrating the injection in the past I've found it quite painful as some of the nurses tend to push a little too hard I hope I get her next time my injection is due she's a credit to the practice.
<ul style="list-style-type: none"> • Questions answered clearly. Appointment on time by phone.
<ul style="list-style-type: none"> • Lovely Doctor, didn't have to wait long
<ul style="list-style-type: none"> • Everything went smoothly and on time
<ul style="list-style-type: none"> • Very clear understanding what the doctor had said.
<ul style="list-style-type: none"> • Got straight through to the receptionist. I was 1st in the queue, had an

<p>appointment at 10.30 with a female doctor. Was very good and treated me well.</p>
<ul style="list-style-type: none"> • The doctor is lovely and seems to understand you he listens and try's to understand the situation great doctor
<ul style="list-style-type: none"> • Friendly and efficient as always.
<ul style="list-style-type: none"> • Always a great service friendly and professional
<ul style="list-style-type: none"> • The whole surgery team are amazing they go beyond their duties to help and look after you Sadly Izzy Soames had left for pastures new but we wish her all the best
<ul style="list-style-type: none"> • Prompt on time phone call
<ul style="list-style-type: none"> • Dr Stokes is very helpful and always listens to what you have to say
<ul style="list-style-type: none"> • The doctor gave me all the information that I needed and explained everything to me thoroughly
<ul style="list-style-type: none"> • Straight forward appointment with nurse
<ul style="list-style-type: none"> • Very pleasant and professional
<ul style="list-style-type: none"> • Only a short wait. Friendly and professional nurse.
<ul style="list-style-type: none"> • The nurse was lovely and welcoming. Never felt the needle for my blood test. Thank you
<ul style="list-style-type: none"> • She listened to me. Had time for me.
<ul style="list-style-type: none"> • The nurse that took my blood tests was very kind to me as don't like needles so made me feel comfortable
<ul style="list-style-type: none"> • Always willing to help
<ul style="list-style-type: none"> • Very understanding GP
<ul style="list-style-type: none"> • Prompt appointment time. Nurse was very knowledgeable.
<ul style="list-style-type: none"> • Very pleasant physio. Listened and explained why he thought I was in constant discomfort. Suggested exercises and made sure that I did them properly. Gave me next appointment for two weeks time
<ul style="list-style-type: none"> • Very efficient polite
<ul style="list-style-type: none"> • My appointment was on time. (Nurse) Plenty of seats in reception, with back ground music. So your not sitting in complete silent.

<ul style="list-style-type: none"> • Very understanding
<ul style="list-style-type: none"> • Doctor was thorough about some symptoms that I thought were just part of my age and part of my neuropathy. He explained that they should be investigated just in case. Plus, gave me medication to help alleviate my stomach pain. Excellent Doctor . Thankyou
<ul style="list-style-type: none"> • Kind people
<ul style="list-style-type: none"> • Prompt, efficient
<ul style="list-style-type: none"> • Always very good service from Aelfgar Surgery. Thank you.
<ul style="list-style-type: none"> • Went for annual review ,seen on time advised to see a doctor, got me in same day
<ul style="list-style-type: none"> • The Doctor was excellent she has a bright future ahead
<ul style="list-style-type: none"> • Easy to talk to .
<ul style="list-style-type: none"> • I was satisfied with the service received, the doctor explained why he was ordering more tests and sending me for physio.
<ul style="list-style-type: none"> • Able to see someone straight away
<ul style="list-style-type: none"> • Marvellous no trouble for her to take bloods and no bruising even a day after being taken
<ul style="list-style-type: none"> • Izzy Soames is the most caring and compassionate doctor I have ever met She listens and helps you in every way So sad she is leaving
<ul style="list-style-type: none"> • Appt was on time and all was efficient and as expected.
<ul style="list-style-type: none"> • I've only been registered with the surgery a few weeks and I'm finding the service very quick, easy to access and super friendly staff. Couldn't be more grateful for the support.
<ul style="list-style-type: none"> • Signed on as a temporary patient and saw a doctor within 24 hours. Fantastic service, lovely helpful people.
<ul style="list-style-type: none"> • The appointment was just about on time and the doctor seemed to know what he was talking about.
<ul style="list-style-type: none"> • Very knowledgeable and professional physio helped me to understand the mechanics of my neck and head discomfort. Gave me exercises, making sure that I was doing them right, not just giving me the papers!

<p>Seeing me again in two weeks. Thank you</p>
<ul style="list-style-type: none"> • Tegwen was fantastic
<ul style="list-style-type: none"> • On time, quick efficient . A pleasant experience.
<ul style="list-style-type: none"> • Dr messaged me to see him got a very quick appt(good part) Gave me bad news(bad part)
<ul style="list-style-type: none"> • The doctor was friendly and knowledgeable. He put me at my ease and dealt with all my issues and included me in all the decisions made.
<ul style="list-style-type: none"> • Friendly and helpful appointment
<ul style="list-style-type: none"> • Hassle free
<ul style="list-style-type: none"> • Nurse Lynn is always friendly and puts you at ease. Thank you
<ul style="list-style-type: none"> • Very good
<ul style="list-style-type: none"> • The doctor I saw was first class and very professional indeed
<ul style="list-style-type: none"> • It's always good we have no complaints at all. All the staff are helpful and pleasant.
<ul style="list-style-type: none"> • All good 10 from 10
<ul style="list-style-type: none"> • Find very friendly and helpful was quick to be seen
<ul style="list-style-type: none"> • Every appointment I have I'm treated with care and respect. Thank you
<ul style="list-style-type: none"> • I did not attend the surgery my home visit nurse sorted It with DR Grey. Thank you.
<ul style="list-style-type: none"> • Same day appointment yet again . Think the surgery has got a lot better. Everyone is very helpful and polite .
<ul style="list-style-type: none"> • I have a say in my care, I feel listened to and feel at ease to be able to say what I am thinking.
<ul style="list-style-type: none"> • doctor was very friendly and quick appointment, not long to wait
<ul style="list-style-type: none"> • On time & Doctor Payne his normal helpful caring self
<ul style="list-style-type: none"> • Problem sorted all in good time
<ul style="list-style-type: none"> • An appointment arrived for me today for an X-ray on my hands at Cannock hospital on 20th August fantastic service thankyou to the physio who saw me can't remember his name but great and thorough service,
<ul style="list-style-type: none"> • I was seen promptly by a nurse who took my blood in an efficiently and painless

manner
<ul style="list-style-type: none"> I had an annual check with a nurse. I said that I seemed to have had one thing on top of another lately and have been coughing for quite a while, she made me an apt for later that day with a Dr. To be seen that quick was very good. I felt listened to and not rushed.
<ul style="list-style-type: none"> It's very good, Very good examination, excellent explanation and I'm very pleased overall
<ul style="list-style-type: none"> Reception staff are always helpful and I have never had a problem getting an appointment. Appointment ran on time and the doctor was lovely
<ul style="list-style-type: none"> This surgery since I joined it has always been incredibly helpful courteous and friendly and that's every member of staff from Receptionists to Doctors, Nurses Nurse Practitioners and every single person I've ever meet when I've attended, I love coming for any appointments as I suffer with my mental health and struggle to be around ppl sometimes but they make it so much easier on me to attend as they are warm friendly and very helpful.
<ul style="list-style-type: none"> It was good felt listened to and yeah a positive experience
<ul style="list-style-type: none"> It's very reassuring to be treated by highly competent medical care
<ul style="list-style-type: none"> I think was good
<ul style="list-style-type: none"> GP was courteous, listened to my concerns and directed me to book a physio.
<ul style="list-style-type: none"> My appointment was on time and I saw my Dr.
<ul style="list-style-type: none"> I was fitted in at short notice and was seen on time and given a prescription that I was able to collect from the pharmacy within 3 hours.
<ul style="list-style-type: none"> Treatment as expected
<ul style="list-style-type: none"> Prompt response
<ul style="list-style-type: none"> I was seen on time and Helen the Physiotherapist was very helpful and informative. She explained everything in detail and an ongoing care plan put in place.
<ul style="list-style-type: none"> I received fantastic treatment from Helen. Answered all my questions and reassured me.
<ul style="list-style-type: none"> Really put me at ease and extremely helpful. Thank you
<ul style="list-style-type: none"> Punctual and helpful superb service as usual
<ul style="list-style-type: none"> Sympathetic and professional Doctor

<ul style="list-style-type: none"> • Very efficient .Also reception very friendly
<ul style="list-style-type: none"> • An appointment was easy to arrange. Seen on time.
<ul style="list-style-type: none"> • Very nice doctor. Explained & listened. Only a few minutes delay. Why does the notification on TV say Patient go to Room 10 in Room 10. Where else would Room 10 be? Same comment for Room 3. Plus the green notice waiting room side above door has slowly been lifting away from the wall. May be fix as it is an important notice. Glue or tape. Thank you Great surgery !!!
<ul style="list-style-type: none"> • In time slot, and very helpful.
<ul style="list-style-type: none"> • Dr Evans was very efficient and friendly. Thank you.
<ul style="list-style-type: none"> • Very good factor's, helpful receptionists.
<ul style="list-style-type: none"> • I got in for my appointment at the correct time. The nurse who carried out the required test, was very helpful, professional, and friendly.
<ul style="list-style-type: none"> • Couldn't be better
<ul style="list-style-type: none"> • Dr Soanes very helpful and pleasant, quick to organise
<ul style="list-style-type: none"> • No problem, little wait but nothing that you don't expect
<ul style="list-style-type: none"> • Treated with care and respect
<ul style="list-style-type: none"> • The login computer terminal worked as it should. Minimal wait. Good Doctor very kind and helpful.. Booked follow up appointment without fuss.
<ul style="list-style-type: none"> • Good conversation with doctor was worried about new medication now I understand how to take it.
<ul style="list-style-type: none"> • Cheerful and knew her business
<ul style="list-style-type: none"> • Dr was very helpful with information regarding my diagnosis answered all the questioned we asked
<ul style="list-style-type: none"> • Prompt and considerate service
<ul style="list-style-type: none"> • The professional was very supportive and caring. Thank you.
<ul style="list-style-type: none"> • Very friendly, non judgemental
<ul style="list-style-type: none"> • Dr Payne is always helpful and very attentive
<ul style="list-style-type: none"> • Dr Evans is an excellent doctor, actually making me feel that she really cares about her patients.

<ul style="list-style-type: none"> No complaints about the service. Very professional.
<ul style="list-style-type: none"> The doctor who seen me was very kind and thorough and caring and was so grateful she could see me at Short notice so thank you
<ul style="list-style-type: none"> Everyone was super pleasant and the Dr was really lovely, and helpful.
<ul style="list-style-type: none"> Sue is such a lovely lady, compassionate, understanding and caring. She puts you at ease immediately.
<ul style="list-style-type: none"> Very good service
<ul style="list-style-type: none"> Given appt same day. Waiting time was only a few minutes. Pharmacy Technician was very friendly and helpful.
<ul style="list-style-type: none"> Efficient service as usual
<ul style="list-style-type: none"> Tegwen always very friendly and helpful
<ul style="list-style-type: none"> The appointment was great. But I was advised that the prescription would be sent to Morrisons and would be available after 12. This was not done and was only done after I chased and followed up twice which was very disappointing and wasted my time.
<ul style="list-style-type: none"> First class as usual
<ul style="list-style-type: none"> I was seen on time.
<p><u>Patients Comments Included (Negative):</u></p>
<ul style="list-style-type: none"> Didn't even get to speak to dr
<ul style="list-style-type: none"> Dr read wrong person results out 1st. then once he got correct ones issued medication but didn't examine my feet or neck - dismissive of my pain / need for pain relief and told me to ring for appointment with physio and or pharmacist - I walked out of the consultation as it was clear I wasn't being listened to

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE