

AELFGAR SURGERY

NHS FRIENDS & FAMILY TEST

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

SEPTEMBER 2024 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
339	46	11	7	2	0

Patients Comments Included (Positive):

- Nurse was good at her job
- It's smooth from the start, didn't wait long, very friendly and professional.
- Felt listened to and was received in a professional and friendly way. Answered all my questions and diagnosed my problem after examination, giving corrective treatment for my condition.
- I was given an appointment within three hours as I found a little blood in vomit. Dr. Payne gave me a thorough examination, thank you, the best practice I have ever known.
- Happy with how it runs smoothly
- The staff are very helpful
- Seen on time. Nurse was quick, efficient, professional and very pleasant.
- I needed reassurance I did not have a wound infection
Thank you
- Dr listened and was very sympathetic although unable to help me ! Made suggestions.
- Dr Abdul Amin was very attentive and filled me full of confidence. I would not hesitate to see him again.
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- I rang for a same day appointment and was given one with Dr Sharma. Dr Sharma listened to my concerns and made me feel he understood them and treated me

accordingly and with respect.
<ul style="list-style-type: none"> • The doctors explained everything I need to know in detail thanks
<ul style="list-style-type: none"> • Seen on time and treated professionally and sensitively
<ul style="list-style-type: none"> • Appointment on time Doctor very professional Explained about my medication.
<ul style="list-style-type: none"> • Dr phoned on time
<ul style="list-style-type: none"> • Sue very good
<ul style="list-style-type: none"> • Very good visit, friendly and knowledgeable doctor.
<ul style="list-style-type: none"> • Practice Nurse explained my results and treatment options with positive and negative effects. I was able to come to an informed decision.
<ul style="list-style-type: none"> • Fantastic team at the practice
<ul style="list-style-type: none"> • Only a short wait to see GP Dr Amin, as a nervous patient he made me feel very relaxed in no time. Thorough research of previous problem relating to my visit. Overall an excellent service. Well done everyone not forgetting the very pleasant receptionists.
<ul style="list-style-type: none"> • Speedy and professional
<ul style="list-style-type: none"> • On time, good conversation regarding medical condition
<ul style="list-style-type: none"> • Not a Problem all fine.
<ul style="list-style-type: none"> • Staff friendly, my appointment was on time, the nurse helpful.
<ul style="list-style-type: none"> • Friendly staff brilliant nurse
<ul style="list-style-type: none"> • The doctor was excellent
<ul style="list-style-type: none"> • Doctor was very helpful and friendly.
<ul style="list-style-type: none"> • Prompt professional and friendly service, thank you.
<ul style="list-style-type: none"> • As always great service, no hesitation in recommending.
<ul style="list-style-type: none"> • Managed to see Dr Evan's whom I have a lot of faith in. She gave me a good check and her advise was most helpful, which will be followed up in the near future.
<ul style="list-style-type: none"> • The GP was very good and helpful
<ul style="list-style-type: none"> • Dr Payne explained things and arranged an x-ray for my knee and hip...the appointment for that came to day 26.9.24.
<ul style="list-style-type: none"> • Went in on time sue very pleasant nurse and patient

<ul style="list-style-type: none"> • Treated professionally and further appt suggested to alleviate shoulder pain
<ul style="list-style-type: none"> • Great attention as usual 👍
<ul style="list-style-type: none"> • Very caring, professional and good listeners
<ul style="list-style-type: none"> • Because my problem was solved satisfactorily .
<ul style="list-style-type: none"> • Nice experience and doctor and nurse are all great there very helpful
<ul style="list-style-type: none"> • My appointment was on time and the Doctor listened to me, then give good advice.
<ul style="list-style-type: none"> • Seen nearly on time Doctor very good and helpful
<ul style="list-style-type: none"> • Friendly and helpful
<ul style="list-style-type: none"> • Excellent service very pleased
<ul style="list-style-type: none"> • Always good when you don't have to wait long after your appointment time and Aelfgar cannot be faulted for that very efficient and friendly
<ul style="list-style-type: none"> • Friendly and helpful
<ul style="list-style-type: none"> • Appointment was on time. And the nurse was very friendly and professional.
<ul style="list-style-type: none"> • My health care professional listened to me patiently and I feel has helped move me forward with my conditions
<ul style="list-style-type: none"> • The nurse told me all my results, answered all the questions I asked and was very helpful and pleasant.
<ul style="list-style-type: none"> • The doctor was very thorough and explained everything clearly.
<ul style="list-style-type: none"> • Because it was flawless.
<ul style="list-style-type: none"> • Heather was friendly clear and informative about the vaccines we needed to travel overseas
<ul style="list-style-type: none"> • Claire was friendly, caring and polite.
<ul style="list-style-type: none"> • Punctual appointment and everything explained
<ul style="list-style-type: none"> • Very caring and professional
<ul style="list-style-type: none"> • Lyn was very helpful and an expert at modifying finger dressing !
<ul style="list-style-type: none"> • The care and attention that you give is the best I've ever known or received
<ul style="list-style-type: none"> • Was thoroughly examined, and treated really well.
<ul style="list-style-type: none"> • Doctors very knowledgeable listened

to what I said
<ul style="list-style-type: none"> • Dr. Was running late which wasn't in any way a problem for me. No apologies were necessary but Dr. was apologetic and still gave me time. No rushing at all
<ul style="list-style-type: none"> • Very attentive and helpful. Friendly and clear when informing of issue
<ul style="list-style-type: none"> • Appt wasn't too late and blood sample was taken easily
<ul style="list-style-type: none"> • Premises clean and well organised. Doctor very attentive and thorough. There was no sense of being rushed.
<ul style="list-style-type: none"> • The nurse was very professional and friendly
<ul style="list-style-type: none"> • Very helpful very pleasant she listened to what I needed
<ul style="list-style-type: none"> • Only waited 5 minutes to my appointment. Dr very nice explained properly. Prescription sent to preferred chemist
<ul style="list-style-type: none"> • Doctor was good
<ul style="list-style-type: none"> • Seen pretty much on time doctor and reception friendly too. Sometimes it's hard to explain how you feel when it's personal stuff
<ul style="list-style-type: none"> • Friendly helpful pharmacist who took his time
<ul style="list-style-type: none"> • Appointment was on time and the nurse easily took my blood sample
<ul style="list-style-type: none"> • Very attentive and professional.
<ul style="list-style-type: none"> • The Pharmacist was very knowledgeable and took lots of time to listen to me.
<ul style="list-style-type: none"> • Punctual and relaxed consultation with caring and attentive clinician.
<ul style="list-style-type: none"> • A very thorough assessment. I was listened to and shown great care and respect. A great practice and fabulous staff throughout.
<ul style="list-style-type: none"> • Quick and efficient service, on time.
<ul style="list-style-type: none"> • Very friendly doctor all ways thorough
<ul style="list-style-type: none"> • I always go on time, and normally never have to wait long .
<ul style="list-style-type: none"> • I have always been so well treated with Doctors, Nurses , and all the staff.
<ul style="list-style-type: none"> • Very pleasant easy
<ul style="list-style-type: none"> • Dr Payne, as always very informative, helpful, put my husband at ease and explaining. Just keep doing what your doing
<ul style="list-style-type: none"> • As I keep saying it's the best surgery

<ul style="list-style-type: none"> • Appointment on time . • Friendly staff . • GP seemed efficient but rushed.
<ul style="list-style-type: none"> • Appointment on time. Health worker knew what I was there for. All done efficiently.
<ul style="list-style-type: none"> • Wonderful doctor, kind caring and just listens !
<ul style="list-style-type: none"> • I was happy with both of them the doctor and the nurse but the nurse said I would have flu like symptoms but didn't think it would be Quite as bad but that's okay
<ul style="list-style-type: none"> • On time pleasant staff
<ul style="list-style-type: none"> • Doctor was approachable and listened.
<ul style="list-style-type: none"> • I went in on my allocated time appointment
<ul style="list-style-type: none"> • Appointment made easily, seen very quickly and on time
<ul style="list-style-type: none"> • Had a student who was very diligent, however I still feel there's something more going on.
<ul style="list-style-type: none"> • Lots of useful info, peace of mind !
<ul style="list-style-type: none"> • lots of useful info, respectful of patient!
<ul style="list-style-type: none"> • No long wait, friendly staff.
<ul style="list-style-type: none"> • Usual efficient, professional and helpful service I've come to expect. So much better than other people's experiences at other practices..
<ul style="list-style-type: none"> • Lynn friendly and professional, explains things well. Thanks • On time appointment
<ul style="list-style-type: none"> • Doctor was understanding and helpful, efficient and professional. Many thanks.
<ul style="list-style-type: none"> • Always friendly and helpful at this surgery
<ul style="list-style-type: none"> • Doctor was very good explained everything from my results in detail .
<ul style="list-style-type: none"> • Very professional in their ways
<ul style="list-style-type: none"> • Very efficient and friendly
<ul style="list-style-type: none"> • Satisfied with the service
<ul style="list-style-type: none"> • Dr Payne was very helpful <p>and thorough.</p>

<ul style="list-style-type: none"> Professional, friendly & efficient
<ul style="list-style-type: none"> Doctor was bang on time so no waiting. She was courteous, smiled and I felt very comfortable in her presence.
<ul style="list-style-type: none"> Great service despite the wait
<ul style="list-style-type: none"> They don't make you feel that you're wasting their time
<ul style="list-style-type: none"> Promptly returned call with thorough explanation
<ul style="list-style-type: none"> Dr Payne has always been so thorough and I felt really listened to.
<ul style="list-style-type: none"> Waiting for blood test results and nothing been reported yet. Been waiting 7 days as of today and still no report
<ul style="list-style-type: none"> Didn't have to wait
<ul style="list-style-type: none"> On time and a thorough and helpful appointment.
<ul style="list-style-type: none"> The doctor was very nice and helpful. He offered me help and advice.
<ul style="list-style-type: none"> All questions answered
<ul style="list-style-type: none"> Was on time and helpful
<ul style="list-style-type: none"> Check in easy was seen on time and friendly staff .
<ul style="list-style-type: none"> I felt listened to, which has not always been the case at the Rugeley health centre.
<ul style="list-style-type: none"> The quickness and treatment I received was very good.
<ul style="list-style-type: none"> Great service and care.
<ul style="list-style-type: none"> Welcoming and efficient
<ul style="list-style-type: none"> The Dr was very good and helpful
<ul style="list-style-type: none"> The receptionist was very patient and friendly and helpful. The physio understood my problem and gave clear advice and advised on a follow up appointment.
<ul style="list-style-type: none"> Dr very friendly, professional and helpful
<ul style="list-style-type: none"> Lisa Alman made my medication review easy for me to complete. Very accommodating
<ul style="list-style-type: none"> Put my mind at rest!
<ul style="list-style-type: none"> The doctor that I saw was excellent and I left the surgery feeling very happy with

my appointment
<ul style="list-style-type: none"> I always get five star treatments at Aelfgar. Thank you all for everything you do.
<ul style="list-style-type: none"> Very good
<ul style="list-style-type: none"> Very good
<ul style="list-style-type: none"> My appointment went very well
<ul style="list-style-type: none"> The best surgery around they really care about patients not just a number really looks after us
<ul style="list-style-type: none"> Did the job, very polite young lady. Made me a referral to have an injection.. Good service as usual thank you.
<ul style="list-style-type: none"> Dr was considerate and explained issues clearly
<ul style="list-style-type: none"> Aelfgar surgery is the best very caring staff and doctors
<ul style="list-style-type: none"> No waiting time. Pharmacist was nice, polite and thorough.
<ul style="list-style-type: none"> I answered this because the nurse or doctor was very pleasant, she listened to what I had to say with no rush.
<ul style="list-style-type: none"> Because we feel that this surgery is the best for careing x
<ul style="list-style-type: none"> I always feel listened too and everything explained well. Thank you I'
<ul style="list-style-type: none"> This was a telephone call and questions and results were given professionally
<ul style="list-style-type: none"> Dr Sharma was very helpful and listened to me with compassion. No signs of 'rushing'. Happy with outlined treatment process
<ul style="list-style-type: none"> Sue Stevenson is always lovely & a friendly face, very polite, always happy & cheerful 😊
<ul style="list-style-type: none"> Always pleased with how I am treated
<ul style="list-style-type: none"> On time nurse very pleasant
<ul style="list-style-type: none"> Dr. Alex conferred with Dr. Stokes to try to help me. I trust their advice re new medication. I feel that I'm really cared for and lucky to be with Aelfgar Surgery. Thank you. All the staff are really pleasant and helpful and the surgery is kept very clean.
<ul style="list-style-type: none"> Very efficient service as usual
<ul style="list-style-type: none"> Professional services from front office onwards

<ul style="list-style-type: none"> • Appointment ran in time and when I had a non related query I was given a really good explanation and my fears allayed.
<ul style="list-style-type: none"> • Excellent service
<ul style="list-style-type: none"> • Because the young nurse that I saw was Very helpful and very good at what she did
<ul style="list-style-type: none"> • Nurse Heather was informative and caring.thank you.
<ul style="list-style-type: none"> • On time for my appointment Nurse Heather very friendly & efficient
<ul style="list-style-type: none"> • I attended for a blood test, the nurse was friendly and wore a mask, and got the blood first time. Called in on time.
<ul style="list-style-type: none"> • Friendly knowledgeable, helpful
<ul style="list-style-type: none"> • Appointment on time. Very pleasant doctor. Explained everything clearly.
<ul style="list-style-type: none"> • I was seen quickly and treated with kindness and respect
<ul style="list-style-type: none"> • Appointment was on time and the nurse easily took my blood
<ul style="list-style-type: none"> • On time thoroughly explained results
<ul style="list-style-type: none"> • Excellent service as usual
<ul style="list-style-type: none"> • This is the best practice I have ever been to I have been to a few I have several long term health conditions and the staff always do their best to help get me in thank you 😊
<ul style="list-style-type: none"> • Efficient and friendly
<ul style="list-style-type: none"> • Excellent service as usual
<ul style="list-style-type: none"> • As always a very good experience with knowledgeable staff able and willing to help.
<ul style="list-style-type: none"> • The receptionist was very friendly and helpful and so was the doctor that I seen.
<ul style="list-style-type: none"> • My questions were answered and a plan of action made.
<ul style="list-style-type: none"> • Haven't seen Dr Stokes for a while, greeted with a welcoming smile, listened to everything I said and was extremely professional and diagnosed my problem. She is a breath of fresh air and hope next time I need an appointment that Dr Stokes will be available.
<ul style="list-style-type: none"> • Easy to sign in, Dr very attentive and listened to my concerns and receptionist very helpful.

<ul style="list-style-type: none"> • I found the practice very efficient and the care very good.
<ul style="list-style-type: none"> • The staff and practice are fantastic all the staff nurses doctors are very professional and thorough
<ul style="list-style-type: none"> • My husband was seen by Dr David Payne, who was very professional and friendly, made my husband feel at ease,
<ul style="list-style-type: none"> • Very efficient and friendly
<ul style="list-style-type: none"> • I was seen promptly and received excellent care from Tegwen. It was very much appreciated
<ul style="list-style-type: none"> • That's what I believe.
<ul style="list-style-type: none"> • Was helpful and explained every thing
<ul style="list-style-type: none"> • Kerry the receptionist went the extra mile to help me with a problem. Dr Emmanuel was thorough and determined to identify and treat my health problems
<ul style="list-style-type: none"> • The receptionist was very kind when she booked my appointment with the doctor. The doctor was very thorough and not rushed when explaining my diagnosis.
<ul style="list-style-type: none"> • I saw Dr Amin & had a very good appointment. As I did the last time I saw him too. I have found that Dr Amin is one of the most approachable & persuasive doctors that I have come across in all my 65 years. He is very informative, shares the results of any tests & uses these to explain why he wants to do what is necessary; and listens well too. So a very POSITIVE feedback from me. Thank you
<ul style="list-style-type: none"> • I would not go anywhere else, they go above and beyond
<ul style="list-style-type: none"> • Smooth easy
<ul style="list-style-type: none"> • Pleasant and professional service.
<ul style="list-style-type: none"> • Thoughtful and pleasant staff
<ul style="list-style-type: none"> • Very helpful nurse
<ul style="list-style-type: none"> • Quick service and very helpful and friendly aelfgar surgery is the best in rugeley..
<ul style="list-style-type: none"> • Appointment was cancelled by the Nurse and I was advised that the period between vaccinations was now six months not three as previously suggested. I need to reschedule my appointment for November

<ul style="list-style-type: none"> On time and informative
<ul style="list-style-type: none"> Quick and straightforward.
<ul style="list-style-type: none"> Appointment was easy to make , spoke to a doctor that I requested. Triaged over the phone saved a face to face appointment.
<ul style="list-style-type: none"> Friendly and professional at all times.
<ul style="list-style-type: none"> The doctor listened to me and understood my symptoms. It was a good experience and put my mind at rest.
<ul style="list-style-type: none"> Professional, caring and explaining
<ul style="list-style-type: none"> The Nurse was lovey. Was for a B12 injection, she also fitted in doing my blood tests and checked my blood pressure. Nothing was too much trouble, we chatted and she gave me advise. I couldn't have asked for more.
<ul style="list-style-type: none"> Attended two appointments recently. Was seen straight away and on time too.
<ul style="list-style-type: none"> It was what I was expecting and was not disappointed
<ul style="list-style-type: none"> Everything went smoothly.
<ul style="list-style-type: none"> Because you asked.
<ul style="list-style-type: none"> Blood test done very efficiently.
<ul style="list-style-type: none"> Rang at 8.30 and got an appt same morning with a doctor. Dr was kind, caring and knowledgeable. Organised tests, prescription and follow up appt.
<ul style="list-style-type: none"> Check in is straightforward. Dr. approachable, listened, gave helpful advice. I didn't feel hurried.
<ul style="list-style-type: none"> Because you asked.
<ul style="list-style-type: none"> Excellent service
<ul style="list-style-type: none"> Very quick appointment. Saw Dr Evans who is an excellent doctor
<ul style="list-style-type: none"> Always a great experience dealing with any of the staff at Aelfgar
<ul style="list-style-type: none"> I was seen on time which was good. However as I had been asked on a previous appointment to loose 5% of my body weight and I had lost 7.5% I felt the nurse lacked encouragement and support for me to encourage my weight loss journey. I was there for a cholesterol test and even before the results are back next I was asked if I'd like to consider statin.(These may not even be necessary with my weight loss journey). Are staff on a incentive to get people on these medications).

If I find it necessary I will of course consider this. When I know results not before
<ul style="list-style-type: none"> • Didn't have to wait Dr gave me full attention
<ul style="list-style-type: none"> • Friendly doctor. Only slightly late on appointment time
<ul style="list-style-type: none"> • It was phone call my question where answered
<ul style="list-style-type: none"> • Nurse Sue was helpful and caring...thank you
<ul style="list-style-type: none"> • I was on time being called for my blood test. The Nurse (Clare) was very efficient getting the blood first time which is most unusual for me. I will always ask for her when my next test is due.
<ul style="list-style-type: none"> • It was so nice to go and visit a doctor who didn't say what can I do to help you, already knew why I was going. He was very pleasant and most helpful and understood my needs.
<ul style="list-style-type: none"> • All was professional and friendly and on time.
<ul style="list-style-type: none"> • Got appointment quickly and nurse Jessica was very understanding
<ul style="list-style-type: none"> • Hopefully when your pharmacist calls me later, the situation will be resolved.
<ul style="list-style-type: none"> • Satisfied with service
<ul style="list-style-type: none"> • staff were friendly and helpful
<ul style="list-style-type: none"> • Dr was really helpful and informative .
<ul style="list-style-type: none"> • Thé doctors very patient and compassionate to my needs
<ul style="list-style-type: none"> • Dr Evans is very good
<ul style="list-style-type: none"> • Helpful, friendly & approachable personnel. Seen fairly promptly and all questions answered. Usual efficient service.....
<ul style="list-style-type: none"> • Excellent care given by nurse
<ul style="list-style-type: none"> • I would have given very good because the doctor was first class, his manner and attitude was a breath of fresh air. I marked down purely because I was 15min over my 16.30 appointed time. So nothing major.
<ul style="list-style-type: none"> • Professional and pleasant no complaints very friendly. Thank you.
<ul style="list-style-type: none"> • I was called in on time and the nurse I saw was very good, didn't rush me and took time to talk to me which I really appreciated , she was first class.

<ul style="list-style-type: none"> • Appointment on time
<ul style="list-style-type: none"> • Because it was very good as always
<ul style="list-style-type: none"> • Excellent polite and professional staff.
<ul style="list-style-type: none"> • Because all was good and everyone was very helpful.
<ul style="list-style-type: none"> • Dr Stokes is always understanding and genuinely cares for her patients
<ul style="list-style-type: none"> • Had quite a long wait for the doctor but understand this and when I signed in I was advised that he was running 29 minutes late.
<ul style="list-style-type: none"> • I checked in , sat down and within 5 mins.i was with the dr.
<ul style="list-style-type: none"> • Very understanding and supportive
<ul style="list-style-type: none"> • My GP explained the MRI results and the next steps. I appreciated her cheerful manner and positivity.
<ul style="list-style-type: none"> • In time appointment and friendly staff
<ul style="list-style-type: none"> • I felt that it was!
<ul style="list-style-type: none"> • Jessica was amazing, very considerate and really listened to how I was feeling. She came up with a plan for me to access the help I need as soon as possible. I am very grateful to her.
<ul style="list-style-type: none"> • Always good staff, its the wait for hospital treatment is the problem,
<ul style="list-style-type: none"> • Excellent appointment with Jessica really helpful and helped me out a lot
<ul style="list-style-type: none"> • I am lucky to be so well looked after and cared about. My appointment went well, everything explained to me and as I say, thankful.
<ul style="list-style-type: none"> • Clair was absolutely brilliant
<ul style="list-style-type: none"> • I had great service thank you very much the doctor was brilliant and very helpful
<ul style="list-style-type: none"> • Happy with treatment and experience of visit to surgery.
<ul style="list-style-type: none"> • Appointment was on time and good service.
<ul style="list-style-type: none"> • Sue is always lovely and offers the best advice she can
<ul style="list-style-type: none"> • Able to see the physio within 5 days of making an appointment
<ul style="list-style-type: none"> • On time very very pleasant nurse Very helpful took time to listen
<ul style="list-style-type: none"> • Really professional.very upstanding

<ul style="list-style-type: none"> • Appointment on time and nurse very friendly and helpful.
<ul style="list-style-type: none"> • Didn't wait long. Dr very helpful.
<ul style="list-style-type: none"> • Apart from a problem with the checking in machine I felt well looked after.
<ul style="list-style-type: none"> • Very polite, professional and caring, helpful puts you at ease
<ul style="list-style-type: none"> • I got answers to all the questions I asked explained very good
<ul style="list-style-type: none"> • Satisfied
<ul style="list-style-type: none"> • No waiting Dr was very helpful
<ul style="list-style-type: none"> • Dr was very explanatory, helpful, and most of all showed humanity
<p><u>Patients Comments Included (Negative):</u></p>
<ul style="list-style-type: none"> • Doctors surgery do not know what they're doing and the doctor do not help one of the bad doctor surgery I have been to in my life
<ul style="list-style-type: none"> • Not a good doctor surgery and doctors do not know what there doing
<ul style="list-style-type: none"> • Have not helped me
<ul style="list-style-type: none"> • 30 minutes wait and could not understand the doctor
<ul style="list-style-type: none"> • I explained the issues and that recent tests had come back no issues leading me to believe it was neurological. The doctor repeatedly told me the test results which I'd stated I already knew and then asked why I was calling. He didn't listen at all.
<ul style="list-style-type: none"> • I went for some tests at Cannock hospital on the first of August last week I went to see the doctor and asked about my results he said he would message someone and find out for me?

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE