

AELFGAR SURGERY

NHS FRIENDS & FAMILY TEST

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

OCTOBER 2024 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
738	69	8	2	3	2

Patients Comments Included (Positive):

- All my questions were answered I didn't feel rushed in anyway, very friendly service. Also ladies on reception booking are always very friendly and go out of their way to help get the appt or time I need, the whole surgery service is excellent
- Although I had to wait for the appointment it was a fair time frame from when I rang to book to the appointment. Doctor Amin was patient, he listened and he had a genuine conversation that made me feel supported and left with a comfort that we had a plan forward and this was in the face of a very lady focused issue to so I commend his skills very much.
- very quick in and out nurse was lovely professional at her job
- On time and friendly
- Punctual, friendly and very reassuring.
- I had a short wait, but when I saw the doctor, she listened sympathetically to my concerns and examined me thoroughly. Two follow up tests were organised. I Came out feeling that everything possible had been done to help me.
- Lovely friendly service for my covid inj
- Felt comfortable, everything was explained and treated well .
- Prompt, courteous and as always very professional. No issues whatsoever.
- Very professional and informative
- Did not wait long very prompt had a very good

visit to surgery
<ul style="list-style-type: none"> Friendly and professional.
<ul style="list-style-type: none"> Efficient service Lovely staff who administered the vaccine
<ul style="list-style-type: none"> No problems at all
<ul style="list-style-type: none"> Appointment on time, professional and caring service
<ul style="list-style-type: none"> Very friendly and efficient
<ul style="list-style-type: none"> Doctor stokes takes her time with you and makes sure you have left her surgery very satisfied
<ul style="list-style-type: none"> It was a last minute appointment to deal with my surgery wound. Dealt with care and kindness.
<ul style="list-style-type: none"> Was treated fine thank you. As always
<ul style="list-style-type: none"> Friendly nurse
<ul style="list-style-type: none"> On Time very professional and friendly
<ul style="list-style-type: none"> Got a prebookable appointment within the requested time frame and with requested gp. Perfect thank you all
<ul style="list-style-type: none"> Appointment was on time. Nurse was polite and friendly. Procedure was quick
<ul style="list-style-type: none"> My appointment with the pharmacist was very good she answered my questions and helped me a lot
<ul style="list-style-type: none"> Dr Emanuel I think his name is, was so friendly and helpful. Made my son feel more comfortable and helped involve him with his appointment:)
<ul style="list-style-type: none"> Doctor was very good explained everything to me so I could understand and was very helpful
<ul style="list-style-type: none"> the doctor was patient and listened to my problems.
<ul style="list-style-type: none"> Got an appointment ok and all ok with the nurse
<ul style="list-style-type: none"> Staff very helpful and polite
<ul style="list-style-type: none"> Quick and efficient
<ul style="list-style-type: none"> Timely, friendly and comprehensive
<ul style="list-style-type: none"> Very friendly and reassuring

<ul style="list-style-type: none"> • Tthe service was very good.
<ul style="list-style-type: none"> • Very fast service
<ul style="list-style-type: none"> • Service was as always excellent
<ul style="list-style-type: none"> • Friendly professional
<ul style="list-style-type: none"> • Extremely helpful thank you.
<ul style="list-style-type: none"> • Had no problems and received flu jab
<ul style="list-style-type: none"> • Always very good at our surgery staff are brilliant couldn't wish for anything better
<ul style="list-style-type: none"> • Receptionist was polite got me to see best person for my injury. The physio was very good and explained everything
<ul style="list-style-type: none"> • Always friendly and efficient, I rate AELFGAR ,the best in RUGELEY
<ul style="list-style-type: none"> • Quick , easy, straightforward
<ul style="list-style-type: none"> • We have always had such great service from your surgery from receptionist nurses to Doctors nothing is to much trouble if they can help they will
<ul style="list-style-type: none"> • Was told what was happening next with my treatment
<ul style="list-style-type: none"> • Appointment on time staff very efficient
<ul style="list-style-type: none"> • Was called on time. The nurse was ok.
<ul style="list-style-type: none"> • Clear instructions to what comes next with my treatment
<ul style="list-style-type: none"> • Everyone listen to me and didn't fob me off said to comeback if symptoms persistent
<ul style="list-style-type: none"> • Actual time with nurseshort-and sweet
<ul style="list-style-type: none"> • Very good experience ,professional nurse and helped me see a doctor for another problem I had.
<ul style="list-style-type: none"> • Professional and polite and efficient
<ul style="list-style-type: none"> • Everything good on time Sue was good
<ul style="list-style-type: none"> • On time so I didn't wait long.
<ul style="list-style-type: none"> • It all went very well
<ul style="list-style-type: none"> • Quick and easy vaccination appointment. I got in early !! Which was good. <p>The nurse was v helpful and it was painless very well organised.</p>

<ul style="list-style-type: none"> • No waiting i as in on time and had both injections at the same and I never felt anything
<ul style="list-style-type: none"> • Dr Evans was very good she explained everything in detail was very impressed with her
<ul style="list-style-type: none"> • Seen promptly & able to discuss problem and treatments
<ul style="list-style-type: none"> • Lovely nurse very down to earth made me feel comfortable! 😊
<ul style="list-style-type: none"> • Very pleasant experience at ease and nice approach
<ul style="list-style-type: none"> • Lynne fletcher is always conscientious, polite and listens attentively, she swiftly responds to any medical issues
<ul style="list-style-type: none"> • The pharmacy technician was polite and engaging, the appt was on time as well.
<ul style="list-style-type: none"> • Problems talked through and fully explained.
<ul style="list-style-type: none"> • Quick straightforward
<ul style="list-style-type: none"> • Arrived at designated time, went straight in and out within 5 mins
<ul style="list-style-type: none"> • Welfare respond quickly and efficiently every time I enquire about a prescription and book an appointment. Jess Hadfield is amazing and her Learning Disability Skills make appointments so much easier and a lot less stressful for me. I've only been with Surgery for 8 weeks and have been pleasantly surprised. Everyone is friendly, kind and helpful which I haven't always found at previous GPs. Unfortunately I have a few health problems so feeling helped and heard is really important for me. Thank you to everyone I have health with to date.
<ul style="list-style-type: none"> • As always very efficient. Good consultation and informative feedback. Very positive experience. Thank you .
<ul style="list-style-type: none"> • Doctor was very thorough re my ailments
<ul style="list-style-type: none"> • Excellent service quickly seen, thoroughly checked out and re- assured. Well done.
<ul style="list-style-type: none"> • Its so convenient being able to schedule a telephone appointment with the GP, it makes seeing the doctor a pleasurable experience when you can do it from home.
<ul style="list-style-type: none"> • Always efficient and punctual
<ul style="list-style-type: none"> • In on time and nurse very informative with me
<ul style="list-style-type: none"> • Professional from making the appointment to being seen on time. Care and time taken to do a thorough assessment.

<ul style="list-style-type: none"> • The nurses were very friendly and efficient when giving my vaccinations.
<ul style="list-style-type: none"> • All very professional
<ul style="list-style-type: none"> • Punctual and most welcoming.
<ul style="list-style-type: none"> • The nurse was helpful and polite
<ul style="list-style-type: none"> • Patient and comprehensive consultation and I did not feel rushed.
<ul style="list-style-type: none"> • Very quick appointment, diagnosis and remedy. Thank you
<ul style="list-style-type: none"> • Seen quickly and excellent communication
<ul style="list-style-type: none"> • Quick and efficient service
<ul style="list-style-type: none"> • On time appointments Appointment easily booked for next week Staff pleasant knowledgeable & efficient
<ul style="list-style-type: none"> • The diabetic nurse is a credit to your surgery lovely lady, very helpful
<ul style="list-style-type: none"> • I was seen on time by a friendly professional practice nurse who answered all of my questions.
<ul style="list-style-type: none"> • Since joining the practice the service I have received has been amazing. Always treated with care and respect so thank you.
<ul style="list-style-type: none"> • On time friendly staff Great doctor consultation
<ul style="list-style-type: none"> • Great nurse on time
<ul style="list-style-type: none"> • On time and explained things so I understood.
<ul style="list-style-type: none"> • The nurse made me feel at ease.
<ul style="list-style-type: none"> • Because you have always been very kind and helpful . Thankyou for looking after us so well.
<ul style="list-style-type: none"> • Dr stokes was fantastic First time I have met her and she was very nice and polite, very friendly and she really took her time to fully explain the procedure I was enquiring about.
<ul style="list-style-type: none"> • Seen on time all my questions were answered.
<ul style="list-style-type: none"> • Polite, informative, prompt.
<ul style="list-style-type: none"> • My telephone consultation came within the time frame. The Gp dealt with my problem efficiently and I was left satisfied and reassured.

<ul style="list-style-type: none"> • Physio was helpful in diagnosis and treatment.
<ul style="list-style-type: none"> • Very thorough check and great sharing of information
<ul style="list-style-type: none"> • Dr Amin, Was very patient and had time to listen, Always very friendly. The best Dr Aelfgar has had for a long time.
<ul style="list-style-type: none"> • After some concerns I had after coughing up a little blood, Dr Payne arranged an X Ray at Cannock Hospital. He then sent me a text to arrange to discuss the outcome. Very thorough and positive, thank you for your support.
<ul style="list-style-type: none"> • Dr Payne is a very thorough doctor who listened to me
<ul style="list-style-type: none"> • Helpfully kind and understanding
<ul style="list-style-type: none"> • I found that he listened to my concerns and gave advice that suited me
<ul style="list-style-type: none"> • I am truly grateful for your help and concern. I have been going through a very difficult time of late and apologise if I have come across sharply. I went to A&E, they have done some tests but awaiting on the next step. Thankyou so much, :-)
<ul style="list-style-type: none"> • A busy Flu/COVID vaccination yet appointments ran smoothly, on time. Very efficient & friendly staff
<ul style="list-style-type: none"> • On time lovely staff explained the vaccines
<ul style="list-style-type: none"> • The staff were all very friendly and helpful the doctor was very helpful and explained everything
<ul style="list-style-type: none"> • Nice hospitality with the staff
<ul style="list-style-type: none"> • Nurse was very prompt and dealt with me efficiently.
<ul style="list-style-type: none"> • The staff are very patient and supportive of vulnerable elderly.
<ul style="list-style-type: none"> • Very quick and efficient
<ul style="list-style-type: none"> • Seen and treated immediately Great service
<ul style="list-style-type: none"> • The staff are always friendly
<ul style="list-style-type: none"> • Straight in straight out didn't feel a thing
<ul style="list-style-type: none"> • Delt with quickly and efficiently with pleasant staff.
<ul style="list-style-type: none"> • No problems with service
<ul style="list-style-type: none"> • Excellent experience

<ul style="list-style-type: none"> You got me an appointment quickly when I needed one
<ul style="list-style-type: none"> On time in and out job done, excellent.
<ul style="list-style-type: none"> The usual care and expertise of our nursing team
<ul style="list-style-type: none"> very quick and efficient service
<ul style="list-style-type: none"> Very pleased with the service and lovely staff.
<ul style="list-style-type: none"> Very quick, in and out no problem at all.
<ul style="list-style-type: none"> I received the info and service I required, promptly and politely
<ul style="list-style-type: none"> Fast and efficient
<ul style="list-style-type: none"> My appointment was on time and bloods were taken quickly and painlessly.
<ul style="list-style-type: none"> Prompt and friendly service
<ul style="list-style-type: none"> Seen promptly and treated with care
<ul style="list-style-type: none"> Seen by doctor at the time of the appointment. Course of treatment recommended and agreed.
<ul style="list-style-type: none"> The service I get at aelfgar is always good
<ul style="list-style-type: none"> Prompt and efficient
<ul style="list-style-type: none"> It was quick and easy, the staff were friendly and made you feel at ease.
<ul style="list-style-type: none"> Friendly fast and great interactions
<ul style="list-style-type: none"> We were met with a very efficient and speedy service with the usual Aelfgar friendly manner during our flu/covid booster vaccinations. And on a Sunday was even more convenient. A big thank you to the team!
<ul style="list-style-type: none"> First assessment for physio.. very thorough, and well explained
<ul style="list-style-type: none"> On time and I even got in before my time. Very efficient service
<ul style="list-style-type: none"> A first class operation at Aelfgar Surgery Excellent
<ul style="list-style-type: none"> The staff are always pleasant, helpful and professional. Appointments are booked easily online.
<ul style="list-style-type: none"> I arrived 5 mins before my appointment and was seen very quickly, the nurse was very pleasant.
<ul style="list-style-type: none"> Staff are always very helpful and pleasant 0
<ul style="list-style-type: none"> Very efficient and professional nurse administering my vaccination also very

quickly sorted thank you.
<ul style="list-style-type: none"> As always pleasant and always willing to help in any way very pleased me and my mum and dad were looked after very pleasant appointment fast and efficient in and out thank you for all your help
<ul style="list-style-type: none"> My flu and Covid jab Sunday 20th October Very well organised done and completed and out before my appointment time As usual everyone was very friendly and efficient
<ul style="list-style-type: none"> Appointment on time & in / out very quickly.
<ul style="list-style-type: none"> Staff are always friendly and efficient. Cannot praise you enough, especially compared with Hednesford medical practice.
<ul style="list-style-type: none"> Extremely well organised
<ul style="list-style-type: none"> Fast and efficient friendly service.
<ul style="list-style-type: none"> I was in and out very quickly.
<ul style="list-style-type: none"> On time, most efficient, very pleasant staff
<ul style="list-style-type: none"> Quick and efficient. No bruising after injections
<ul style="list-style-type: none"> Flu & covid jabs given in a friendly, cheerful & professional manner
<ul style="list-style-type: none"> It was as I find every time I can find nothing to complain about. Ideal.'
<ul style="list-style-type: none"> The doctor reassured me that my condition was not serious, and prescribed suitable medication.
<ul style="list-style-type: none"> Excellent service
<ul style="list-style-type: none"> Quick and easy and friendly x
<ul style="list-style-type: none"> No waiting staff very pleasant
<ul style="list-style-type: none"> Very good
<ul style="list-style-type: none"> Efficient and polite
<ul style="list-style-type: none"> Very quick
<ul style="list-style-type: none"> Seen promptly and efficiently dealt with
<ul style="list-style-type: none"> Wonderful service and staff
<ul style="list-style-type: none"> Friendly and helpful staff with professional attitude So please it's our surgery
<ul style="list-style-type: none"> The staff were very friendly, polite and helpful. Thank you

<ul style="list-style-type: none"> • Appointment right on time, easy to sign in, all information regarding flu/covid jabs given in easy to understand laymen's terms, pleasant staff. What more can you wish for?.
<ul style="list-style-type: none"> • Very efficient.⁷
<ul style="list-style-type: none"> • In before our time date no waiting it was brilliant
<ul style="list-style-type: none"> • Good time keeping, professional, friendly and efficient approach as always.
<ul style="list-style-type: none"> • Very efficient and good service, in and out quickly
<ul style="list-style-type: none"> • We were in and out very quickly, the nurses were very efficient and friendly.
<ul style="list-style-type: none"> • Very quick & professional
<ul style="list-style-type: none"> • Quick in & out & very good staff
<ul style="list-style-type: none"> • All services from checking in to having the covid and flu jabs were very efficient could not have been organised better - well done.
<ul style="list-style-type: none"> • Every body from receptionist to seeing doctor was exceptional
<ul style="list-style-type: none"> • Appointment booking was good. Carried out on time and in a friendly manner.
<ul style="list-style-type: none"> • Very efficient and on time
<ul style="list-style-type: none"> • Quick and informative
<ul style="list-style-type: none"> • Couldn't be improved on.
<ul style="list-style-type: none"> • Service was excellent
<ul style="list-style-type: none"> • Appointment on time
<ul style="list-style-type: none"> • Efficient & on time
<ul style="list-style-type: none"> • Excellent service as always
<ul style="list-style-type: none"> • Punctual and helpful service
<ul style="list-style-type: none"> • Very well organised excellent service
<ul style="list-style-type: none"> • Appointment on time. Injections explained and given quickly and painlessly
<ul style="list-style-type: none"> • The surgery was very well organised. All the staff I meet were very friendly and courteous.
<ul style="list-style-type: none"> • Professional, efficient team of staff. Appointment on time .

<ul style="list-style-type: none"> On time friendly efficient knowledgeable staff
<ul style="list-style-type: none"> Good communication beforehand and during the appointment. Quick and efficient service.
<ul style="list-style-type: none"> I always find all the staff friendly and helpful
<ul style="list-style-type: none"> Efficient and well organised service
<ul style="list-style-type: none"> Friendly professional GP as always, excellent service felt very looked after
<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 understanding and kind
<ul style="list-style-type: none"> Excellent service, very helpful, understanding staff
<ul style="list-style-type: none"> Very pleased with the speed of getting tests and results. At an anxious time waiting for results is very stressful. Thank you
<ul style="list-style-type: none"> Dr was very helpful and took time to understand and prescribe accordingly.
<ul style="list-style-type: none"> As always friendly and help me
<ul style="list-style-type: none"> I had a lovely doctor to sort me out. But I've not had any results from my scan on my chest areas and I think I need to have my sinuses operation
<ul style="list-style-type: none"> Very informative and friendly
<ul style="list-style-type: none"> Should be higher than very good. Receptionists are always polite and professional
<p><u>Patients Comments Included (Negative):</u></p>
<ul style="list-style-type: none"> It was supposed to be a phone appointment that I booked two weeks prior. Waited until 40 minutes after when the phone call should've had been to be told that it was a face to face. Something seems to have happened with the surgery just recently possibly due to change of management! If this is the case please go back to how it was before as it worked
<ul style="list-style-type: none"> Refused blood test as not received email request!
<ul style="list-style-type: none"> Appointment in which prescription was recommended but not issued so left without required medication all weekend, despite calling to chase medication twice on Friday afternoon.
<ul style="list-style-type: none"> Didn't do what they said they would each time I called I was told more lies ended up not getting my prescription when I needed it!

- I was asked to attend a Blood Pressure Review. A few days before I had seen a Health Care Assistant with whom I left the BP readings I had taken at home. I then saw a nurse who said I needed to see a GP to have BP medication issued-so far so good.
The doctors appointment was very upsetting and confusing.
The doctor had very little knowledge of anything.
She simply Googled on the computer for information.
She suggested one type of medication; when I asked if it would interact with any of my other drugs she this time checked on my records and discovered that I am a type 2 diabetic.
She said that I was not suitable for the medication she had suggested and said to try a different type!
She did not consider any of my other medications.
This all took a great deal of time and left me upset and confused.

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE