

# AELFGAR SURGERY

## NHS FRIENDS & FAMILY TEST

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

### NOVEMBER 2024 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
407	32	10	3	3	0

#### Patients Comments Included (Positive):

- Wait time was short.  
Went in for one thing and Dr. Discovered something completely unrelated.  
Explained everything and sent off referral.
- Service as ever very professional
- Pleasant and professional clinician
- Excellent, warm friendly greeting. Blood test carried out very well.
- The nurse was on time very friendly and efficient
- My chronic health conditions review with Heather was excellent. Patient and health care practitioner working together. Also good to be seen as a whole person rather than a series of conditions!
- I felt dr. Evans was very professional in tackling every issue I brought to her.. I'm so pleased we've established a solid and hopefully lasting relationship patient/doctor.
- As always brilliant service
- Very good communication, got in on time with appointment
- Very helpful, lots of useful information
- Always good service and friendly staff.
- The GP phoned at specified time. Thoroughly explained the reason for call and why I needed additional medication. Was left reassured.

<ul style="list-style-type: none"> <li>On time in &amp; out for my blood test tank you</li> </ul>
<ul style="list-style-type: none"> <li>Because Dr Shama always listens to you and explains what's to be done!</li> </ul>
<ul style="list-style-type: none"> <li>I was very nervous the nurse was brilliant with me put me at ease she was amazing</li> </ul>
<ul style="list-style-type: none"> <li>My appointment was on time. Staff were thorough, professional and friendly.</li> </ul>
<ul style="list-style-type: none"> <li>Prompt call which was very informative and pleasant</li> </ul>
<ul style="list-style-type: none"> <li>On time, friendly, knowledgeable, extremely helpful</li> </ul>
<ul style="list-style-type: none"> <li>I felt my condition was trivial but I was still treated with utmost care and attention.</li> </ul>
<ul style="list-style-type: none"> <li>Excellent communication and very professional made me feel very at ease.</li> </ul>
<ul style="list-style-type: none"> <li>Very welcoming. It was the first time I've attended the surgery. The nurse, Lynne didn't rush me and sat down and explained about the assets of having my shingles injection. Very pleased with the whole experience.</li> </ul>
<ul style="list-style-type: none"> <li>As always an expertly delivered service by dedicated staff is so reassuring to patients many thanks for my peace of mind</li> </ul>
<ul style="list-style-type: none"> <li>Telephone appointment with nurse regarding statins. Phoned on time and answered all my questions.</li> </ul>
<ul style="list-style-type: none"> <li>Very good appointment practitioner friendly and knowledgeable. Thank you.</li> </ul>
<ul style="list-style-type: none"> <li>Sorted out really quickly</li> </ul>
<ul style="list-style-type: none"> <li>The nurse was very professional and made me feel at ease.</li> </ul>
<ul style="list-style-type: none"> <li>Phone call appointment on time Medication review sorted satisfactorily Very polite and friendly advisor No problem</li> </ul>
<ul style="list-style-type: none"> <li>Punctual, Precise, Friendly, Informative</li> </ul>
<ul style="list-style-type: none"> <li>Prompt appointment availability and called in on time</li> </ul>
<ul style="list-style-type: none"> <li>quick app with mental health nurse scheduled</li> </ul>
<ul style="list-style-type: none"> <li>Very thorough in dealing with potential problem. Very kind reassuring.</li> </ul>
<ul style="list-style-type: none"> <li>Quick, thorough and professional. Couldn't have been any better</li> </ul>

<ul style="list-style-type: none"> <li>• Easy to make an appointment at a date and time to suit me. Lovely nurse, on time and straightforward appointment</li> </ul>
<ul style="list-style-type: none"> <li>• Very friendly and understanding</li> </ul>
<ul style="list-style-type: none"> <li>• Prompt, excellent and friendly surgery.</li> </ul>
<ul style="list-style-type: none"> <li>• The surgery never fails us. Can't complain about anything. Thank you</li> </ul>
<ul style="list-style-type: none"> <li>• Everyone at your surgery are so helpful it makes me feel relaxed while I am there</li> </ul>
<ul style="list-style-type: none"> <li>• Friendly professional service</li> </ul>
<ul style="list-style-type: none"> <li>• I was in and out in minutes</li> </ul>
<ul style="list-style-type: none"> <li>• Very friendly Drs and appt made to discuss results Very good experience.</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent care. Listened to my concerns. Very caring and professional</li> </ul>
<ul style="list-style-type: none"> <li>• The People dealing with my enquiry regards prescriptions where very understanding and explained the changes etc</li> </ul>
<ul style="list-style-type: none"> <li>• No problem with appointment or service received</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment was on time</li> </ul>
<ul style="list-style-type: none"> <li>• Good manner, efficient ran late but was busy, didn't impact the service</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment was early and time was given to ask all relevant questions in relation to health.</li> </ul>
<ul style="list-style-type: none"> <li>• No waiting time, and had good treatment. 😊</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment was on time. GP was really nice and listened.</li> </ul>
<ul style="list-style-type: none"> <li>• Dr. Sharma was brilliant, one of the best, so thorough and helpful</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment ran to time, all my questions were answered and I felt that I was given good advice</li> </ul>
<ul style="list-style-type: none"> <li>• From reception who are always helpful and understanding and seeing the chemist who was very knowledgeable and helped me understand about my tablets</li> </ul>
<ul style="list-style-type: none"> <li>• I realise the amount of work the surgery does and to a very high standard.</li> </ul>
<ul style="list-style-type: none"> <li>• On time and nice kind nurse</li> </ul>

<ul style="list-style-type: none"> <li>• Good bedside manner. Ran a little late but it was busy. Further tests booked in</li> </ul>
<ul style="list-style-type: none"> <li>• Can always get an appointment. All staff are friendly and helpful</li> </ul>
<ul style="list-style-type: none"> <li>• The doctor listened to my concerns and advised an appt with the specialist consultant</li> </ul>
<ul style="list-style-type: none"> <li>• Pharmacist explained every thing and was very patient with mum</li> </ul>
<ul style="list-style-type: none"> <li>• Very kind understanding helpful gp</li> </ul>
<ul style="list-style-type: none"> <li>• Very easy to log my attendance, short waiting time, and I had a pleasant experience when having the consultation with the HCP. The surgery is very efficient and flawless in its service and patient care. Couldn't be happier.</li> </ul>
<ul style="list-style-type: none"> <li>• Accommodated my need at the date I needed. Check in was easy, Nurse was friendly and completed the work with no issues nor any delay</li> </ul>
<ul style="list-style-type: none"> <li>• Always excellent service</li> </ul>
<ul style="list-style-type: none"> <li>• DR EVENS was very helpful &amp; answered all my worries</li> </ul>
<ul style="list-style-type: none"> <li>• Health practitioner listened to me and I felt heard by them</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment was on time and Sue was very friendly and professional as always.</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse was very friendly towards me and explained things to me</li> </ul>
<ul style="list-style-type: none"> <li>• The Nurse I spoke with was very knowledgeable and helpful. I left feeling relieved and hopeful.</li> </ul>
<ul style="list-style-type: none"> <li>• Jessica was superb she sat and listened with such care and compassion putting a plan into action to help me</li> </ul>
<ul style="list-style-type: none"> <li>• Staff are always brilliant in looking after my health and wellbeing</li> </ul>
<ul style="list-style-type: none"> <li>• Heather was very informative and helpful</li> </ul>
<ul style="list-style-type: none"> <li>• Seen by Dr Alex and was very happy with consultation.</li> </ul>
<ul style="list-style-type: none"> <li>• Seen on time, nurse very friendly</li> </ul>
<ul style="list-style-type: none"> <li>• Staff at the desk are always very helpful and nothing is too much trouble for them</li> </ul>
<ul style="list-style-type: none"> <li>• Phone call from GP as promised with blood results. Advice given.</li> </ul>
<ul style="list-style-type: none"> <li>• Was in on time nurse was pleasant and patient</li> </ul>

<ul style="list-style-type: none"> <li>There was little waiting time , the staff were very nice and efficient.</li> </ul>
<ul style="list-style-type: none"> <li>Appointment was on time. Although seen by a junior she was very helpful and got 2nd option from senior doctor which was reassuring</li> </ul>
<ul style="list-style-type: none"> <li>I always get good quality care from aelfgar practice All staff from front of house reception to doctors nurses It's a small practice but quality I always receive great treatment there I can't fault this practice Getting appointments I go down as soon as it opens as I don't like telephoning I always get appointment thank you I can't fault the surgery</li> </ul>
<ul style="list-style-type: none"> <li>On time appointment. Friendly Doctor</li> </ul>
<ul style="list-style-type: none"> <li>The doctors were very patient &amp; nice, even though my little son was chaos. They spent plenty of time with him giving a thorough check up, and I was very happy with the service provided thank you very much. 😊</li> </ul>
<ul style="list-style-type: none"> <li>Good service</li> </ul>
<ul style="list-style-type: none"> <li>Always helpful and kind and always got smiles</li> </ul>
<ul style="list-style-type: none"> <li>Staff were really helpful. I was running a few minutes late with my baby and they were so lovely about it and patient. The doctor herself (apologies I can't remember her name). Was also brilliant. Listened to my concerns, really kind and caring with my 10 month old and also brought another doctor in for a second opinion which I was very grateful of.</li> </ul>
<ul style="list-style-type: none"> <li>On time always brilliant customer service</li> </ul>
<ul style="list-style-type: none"> <li>My reason was because nurse Deaken looked after my needs very professionally and very politely, as she always does.</li> </ul>
<ul style="list-style-type: none"> <li>Dr Paine was very helpful and informative. Thank you for the help and advice.</li> </ul>
<ul style="list-style-type: none"> <li>Dr Payne listened to concerns about various medications I had and advised a very agreeable way forward for me.</li> </ul>
<ul style="list-style-type: none"> <li>Appointment was on time , the doctor I saw explained everything in a way that I could understand what I needed to know , the nurse I saw after for blood tests was good too</li> </ul>
<ul style="list-style-type: none"> <li>The nurse was polite and helpful.</li> </ul>
<ul style="list-style-type: none"> <li>Professional and friendly staff as always.</li> </ul>
<ul style="list-style-type: none"> <li>My nurse was so friendly and kind and helpful</li> </ul>

<ul style="list-style-type: none"> <li>• Efficient n speedy</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent as always, thank you.</li> </ul>
<ul style="list-style-type: none"> <li>• Never had any problems getting appt</li> </ul>
<ul style="list-style-type: none"> <li>• Had original appointment and managed to get further follow up appointment for later that morning.</li> </ul>
<ul style="list-style-type: none"> <li>• Swift and prompt service. Good explanation from Dr Payne and he had a good knowledge of my history.</li> </ul>
<ul style="list-style-type: none"> <li>• Went in quick</li> </ul>
<ul style="list-style-type: none"> <li>• Very pleasant nurse called Claire that took my bloods and also very gentle.</li> </ul>
<ul style="list-style-type: none"> <li>• I'm pretty certain that I was looked after</li> </ul>
<ul style="list-style-type: none"> <li>• I am a new patient here and from the day I went to collect my registration forms to my first new patient appointment with the pharmacist, I have had a fantastic experience. The receptionists and the pharmacist were all very welcoming, pleasant, very professional and dealt with my queries efficiently and effectively. I can recommend this surgery to anyone. Brilliant.</li> </ul>
<ul style="list-style-type: none"> <li>• Seen on time and treated by a nice lady</li> </ul>
<ul style="list-style-type: none"> <li>• Very pleased with them excellent</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent service. Staff friendly. Appointment on time</li> </ul>
<ul style="list-style-type: none"> <li>• The appointment was quick and Sue was expert at her job. Thank you.</li> </ul>
<ul style="list-style-type: none"> <li>• I received a professional and friendly service during my appointment.</li> </ul>
<ul style="list-style-type: none"> <li>• Did the job pleasant in doing it , and very helpful</li> </ul>
<ul style="list-style-type: none"> <li>• Efficient service, friendly &amp; helpful staff</li> </ul>
<ul style="list-style-type: none"> <li>• I was given time to talk and a thorough examination given as well as a clear plan explained to me along with the rationale and timescales.</li> </ul>
<ul style="list-style-type: none"> <li>• I came to see the physio, I didn't have to wait long, he was polite and welcoming he treated me with respect and made me feel comfortable, he listened, explained in detail what he thought the problem was and how we we're going to treat it, Very knowledgeable and I didn't feel rushed.</li> </ul>
<ul style="list-style-type: none"> <li>• Good advice and thorough consultation. Really appreciated the help.</li> </ul>
<ul style="list-style-type: none"> <li>• Call detailed and on time</li> </ul>

All info understood
<ul style="list-style-type: none"> <li>• Delt with efficiency</li> </ul>
<ul style="list-style-type: none"> <li>• Amazing straight in and out perfect</li> </ul>
<ul style="list-style-type: none"> <li>• First port of call physio is without doubt very knowledgeable and extremely thorough... His help and guidance has improved my problem to the point where I can manage to do my exercises without discomfort... I am forever thankful</li> </ul>
<ul style="list-style-type: none"> <li>• Dr was very nice and pleasant but really didn't tell me any more than the nurse after my blood test. But did check on my general health. I felt that I didn't need both phone calls.</li> </ul>
<ul style="list-style-type: none"> <li>• Very professional</li> </ul>
<ul style="list-style-type: none"> <li>• Doctor was easy to talk to, didn't rush the appointment</li> </ul>
<ul style="list-style-type: none"> <li>• Fabulous</li> </ul>
<ul style="list-style-type: none"> <li>• Doctor very efficient and welcoming</li> </ul>
<ul style="list-style-type: none"> <li>• Very friendly and professional. Made me feel at ease, and explained everything.</li> </ul>
<ul style="list-style-type: none"> <li>• Fast and efficient service , no issues</li> </ul>
<ul style="list-style-type: none"> <li>• It was very good, very helpful. Thankyou so much.</li> </ul>
<ul style="list-style-type: none"> <li>• Efficient, friendly and informative.</li> </ul>
<ul style="list-style-type: none"> <li>• Timely appointment and satisfactory outcome</li> </ul>
<ul style="list-style-type: none"> <li>• I was seen quickly and the staff were knowledgeable and approachable</li> </ul>
<ul style="list-style-type: none"> <li>• Always an excellent service</li> </ul>
<ul style="list-style-type: none"> <li>• Exceptional service all round</li> </ul>
<ul style="list-style-type: none"> <li>• I moved here recently and am so happy with everything about this surgery. Thank you.</li> </ul>
<ul style="list-style-type: none"> <li>• Did not wait long to see the doctor he did not rush me took his time to explain to me what my tests results showed Thank you</li> </ul>
<ul style="list-style-type: none"> <li>• I didn't have to wait long</li> </ul>
<ul style="list-style-type: none"> <li>• Sue the nurse is always very friendly and on time</li> </ul>
<ul style="list-style-type: none"> <li>• As ever prompt &amp; professional</li> </ul>

Cannot fault service
<ul style="list-style-type: none"> <li>• Checked in and seen within 10 mins</li> </ul>
<ul style="list-style-type: none"> <li>• Quick</li> </ul>
<ul style="list-style-type: none"> <li>• As always dr very empathetic and knowledgeable.</li> </ul>
<ul style="list-style-type: none"> <li>• My appointment was right on time had no problems. The nurse was very easy to talk to and friendly.</li> </ul>
<ul style="list-style-type: none"> <li>• Usual high standards of care 🙄</li> </ul>
<ul style="list-style-type: none"> <li>• This was a return visit for results. Different Dr but knew what it was for. She gave me clear instructions as to what will happen next. Thank you</li> </ul>
<ul style="list-style-type: none"> <li>• Not rushed explanation good looking forward to my X-ray</li> </ul>
<ul style="list-style-type: none"> <li>• Consultation is always first class.</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Evans was friendly, listened and provided the advice and medication needed. It makes such a difference to have a doctor who listens to you and is easy to talk to You leave understanding your issues better. She also texted me when I had a query she couldn't answer. Very impressed indeed.</li> </ul>
<ul style="list-style-type: none"> <li>• Made to feel at ease. Well done to the practice</li> </ul>
<ul style="list-style-type: none"> <li>• Professional, friendly &amp; they put themselves out &amp; waited for me following a traffic jam &amp; diversion x going that extra mile x</li> </ul>
<ul style="list-style-type: none"> <li>• Sue is amazing always listen to what you are saying</li> </ul>
<ul style="list-style-type: none"> <li>• I was listened to and understood and given the best of care ..</li> </ul>
<ul style="list-style-type: none"> <li>• Pleasant and helpful Receptionist and HCA</li> </ul>
<ul style="list-style-type: none"> <li>• Dr was very good helping me try and find a permanent cure for my problem.</li> </ul>
<ul style="list-style-type: none"> <li>• Blood test no problems</li> </ul>
<ul style="list-style-type: none"> <li>• Thorough testing</li> </ul>
<ul style="list-style-type: none"> <li>• Quick and efficient</li> </ul>
<ul style="list-style-type: none"> <li>• Looked after by Tegwin as always. Thank you for that.</li> </ul>
<ul style="list-style-type: none"> <li>• Helpful, tactful and understanding conversation regarding my mental</li> </ul>



condition
<ul style="list-style-type: none"> <li>The Doctor in question takes time to discuss my health issues whilst I appreciate that their time is limited!</li> </ul>
<ul style="list-style-type: none"> <li>Excellent service</li> </ul>
<ul style="list-style-type: none"> <li>It was the first time I had seen dr Emmanuel and was very impressed with his thorough and helpful guidance to my issues.</li> </ul>
<ul style="list-style-type: none"> <li>I was extremely pleased with the doctors who dealt with me. Thankyou both very much</li> </ul>
<ul style="list-style-type: none"> <li>I made my appointment for the blood test with Lynne, really good receptionist. My appointment was only a few minutes, I didn't even have to sit in the waiting room, just went through. The nurse was so good, it was easy for her, even though my veins sometimes prove difficult to get at. We are really well looked after at Aelfgar Surgery, we are very lucky.</li> </ul>
<ul style="list-style-type: none"> <li>Doctor very understanding</li> </ul>
<ul style="list-style-type: none"> <li>1st class nurse thanks</li> </ul>
<ul style="list-style-type: none"> <li>Poor consideration / service from data Admin but everything else was super as usual</li> </ul>
<ul style="list-style-type: none"> <li>GP was on time , but even if he running late it helps that it tells you this at check in . Dr is so nice</li> </ul>
<ul style="list-style-type: none"> <li>Excellent treatment by all.</li> </ul>
<ul style="list-style-type: none"> <li>Excellent service could not fault them. Pains in chest and thoroughly checked over and sent straight to hospital. Well done to all - do very grateful to all.</li> </ul>
<ul style="list-style-type: none"> <li>Excellent, I saw Tegwen Deakin nurse practitioner, she took time to explain all my many questions and in a way I could easily understand. From receptionists to all medical team members an EXCELLENT surgery</li> </ul>
<ul style="list-style-type: none"> <li>Staff always very helpful</li> </ul>
<ul style="list-style-type: none"> <li>I was given a lot of help and support, was so so grateful. I felt very alone and confused with the problem . I came out feeling very different thankyou x</li> </ul>
<ul style="list-style-type: none"> <li>Very good!</li> </ul>
<ul style="list-style-type: none"> <li>Annual medical check up. First one I've had.</li> </ul>
<ul style="list-style-type: none"> <li>I was listened too, and given the best service.</li> </ul>

<ul style="list-style-type: none"> <li>• Prompt, clear and constructive appointment.</li> </ul>
<ul style="list-style-type: none"> <li>• On time and kind nurse</li> </ul>
<ul style="list-style-type: none"> <li>• The practice in all areas is excellent. Staff that answer phones and make appointments are always helpful and polite. Care from GPs excellent. Give clear advice. You always feel heard.</li> </ul>
<ul style="list-style-type: none"> <li>• Everyone was very helpful &amp; pleasant</li> </ul>
<ul style="list-style-type: none"> <li>• My telephone consultation happened at specified time. The GP was thorough with his explanation. I felt listened to and was left feeling reassured.</li> </ul>
<ul style="list-style-type: none"> <li>• Always good service</li> </ul>
<ul style="list-style-type: none"> <li>• Dr went through my results in detail and explained fully, thank you.</li> </ul>
<ul style="list-style-type: none"> <li>• Because it's always very good 👍</li> </ul>
<ul style="list-style-type: none"> <li>• Lynn was careful removing the clips from my wound and treated me with kindness and consideration.</li> </ul>
<ul style="list-style-type: none"> <li>• I checked in and then I was only waiting for about 5 minutes.</li> </ul>
<ul style="list-style-type: none"> <li>• No waiting time all done in 15 mins 😊</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment was ok time and done very professionally. It didn't feel rushed but was also done as quickly as possible. The nurse had a great demeanour and was fantastic at communicating.</li> </ul>
<ul style="list-style-type: none"> <li>• Did not wait long for a appointment with the HRT Nurse. The Nurse was very informative explained the side effects of upping my patches strength. Excellent service thank you</li> </ul>
<ul style="list-style-type: none"> <li>• This is a very good GP practice were all professionals and staff listen and care.</li> </ul>
<ul style="list-style-type: none"> <li>• Quick appointment. No waiting on arrival. Positive interactive discussion with the doctor.</li> </ul>
<ul style="list-style-type: none"> <li>• The appointment started late , but the overall talk went well.</li> </ul>
<ul style="list-style-type: none"> <li>• No wait, friendly staff</li> </ul>
<ul style="list-style-type: none"> <li>• Jess was very knowledgeable &amp; a great listener</li> </ul>
<ul style="list-style-type: none"> <li>• I had an appointment given to me same day The lady doctor was very thorough Thank you</li> </ul>
<ul style="list-style-type: none"> <li>• The appointment was on time . Doctor was very courteous &amp; pleasant.</li> </ul>

Treatment was explained & I knew what was happening. Left feeling happy
<ul style="list-style-type: none"> <li>Good answer to my questions. Helpful with my problems and it helped to calm my nerves. Thank you.</li> </ul>
<ul style="list-style-type: none"> <li>Heather was excellent over the phone with my Diabetes conversation and asked me if I had any issues with my Dexcom that I have been using. I did mention that I wasn't sure if I would continue to be funded and I also preferred using the libre 2 and Heather organised this over the phone. 10 out of 10 thank you.</li> </ul> <p>Plus my telephone appointment in the afternoon with the Dr who I apologise for not remembering his name regarding my glaucoma treatment was also very positive and I am now waiting for an appointment. Also 10 out of 10 thank you.</p>
<ul style="list-style-type: none"> <li>Appointment was on time and vaccinations not painful. Prescription ordered ready next day</li> </ul>
<ul style="list-style-type: none"> <li>Nice friendly , helpful</li> </ul>
<ul style="list-style-type: none"> <li>Very friendly, informative and professional</li> </ul>
<ul style="list-style-type: none"> <li>Always professional helpful and friendly</li> </ul>
<ul style="list-style-type: none"> <li>The usual excellent care and kindness from our wonderful medical team. Thank you.</li> </ul>
<ul style="list-style-type: none"> <li>My appointment was to receive flu and Covid jab It was completed quickly and easy to get appointment</li> </ul>
<ul style="list-style-type: none"> <li>Dr Stokes was very thorough, kind &amp; caring.</li> </ul>
<ul style="list-style-type: none"> <li>Appointment was on time and efficient administration of COVID/FLU vaccination.</li> </ul>
<ul style="list-style-type: none"> <li>On this occasion I was unavoidably late for my appointment (I had notified the receptionist of this). Despite me being late, I was accommodated and was able to see my health care professional.</li> </ul>
<ul style="list-style-type: none"> <li>Quick and efficient, as usual.</li> </ul>
<ul style="list-style-type: none"> <li>Have always received good and friendly service at the surgery with respect.</li> </ul>
<ul style="list-style-type: none"> <li>Good friendly service</li> </ul>
<ul style="list-style-type: none"> <li>I registered with this GP and had an appointment the next day. The receptionist was lovely to speak with, she advised me that the only appointment available that day was with the Student medical Dr which I accepted and I am very glad I did. The student medical was so friendly and</li> </ul>

empathetic, she made me feel comfortable enough to share with her how some vulnerable thoughts and how I was feeling which was not easy. She presented a non-judgemental attitude towards me to the point I felt safe enough to cry in front of her. She asked me how I was feeling, what coping mechanisms I may have and what support could be offered to me. Overall I have had a very good experience with this practice and I won't hesitate to reach out for support in the future

- Seamless and efficient ..

- The Aelfgar surgery has always given myself and Ellen the best treatment we could ever hope for

- Seen promptly, Dr listened and set up a good plan of action

- I didn't have to wait at all. Blood test was done quickly.

- Friendly nurses great quick and efficient service as always

- Quick and efficient having my Covid and flu injection .

- Very helpful with a smile on her face makes all the difference!!

- First ever telephone appt. I felt like It was a face to face appt. Really thorough, nothing missed...

- The staff ALWAYS have a smile and nothing us too much trouble

- Quick and efficient

- Because there isn't an excellent box. Again i repeat myself. We are all so lucky to have such an excellent team. GPs. Nursing staff receptionists and all the other Professional staff and those who maintain the surgery. Thank you.



- Was in and out in under 15 mins 😊

- Quick, efficient, pleasant!

- The whole experience was a positive one. I felt listened to and supported.

- Professional and polite service thanks

- Professional, thorough and friendly service by everyone at Aelfgar.

- The service was good nothing wrong with it but prior to me going to this appointment I booked a blood test which I thought I was going for on this appointment but to be told I had to be seen by this doctor to then be referred for a blood test, which I think is a waste of time as I was already told I could have the blood test because I requested it but the service was good

<ul style="list-style-type: none"> <li>Friendly and on time</li> </ul>
<ul style="list-style-type: none"> <li>The staff are always very helpful</li> </ul>
<ul style="list-style-type: none"> <li>Friendly</li> </ul>
<ul style="list-style-type: none"> <li>Dr Stokes listened to me, examined me, gave me tips to improve my problem.</li> </ul>
<ul style="list-style-type: none"> <li>Excellent consultation, very thorough in polite empathetic manner</li> </ul>
<ul style="list-style-type: none"> <li>On time really helpful and friendly</li> </ul>
<ul style="list-style-type: none"> <li>Flu and Covid jabs together. On time and painless. Excellent service</li> </ul>
<ul style="list-style-type: none"> <li>Very efficient and friendly consultation</li> </ul>
<ul style="list-style-type: none"> <li>Dr Amin was very pleasant and helpful.</li> </ul>
<ul style="list-style-type: none"> <li>Efficient friendly service as always</li> </ul>
<ul style="list-style-type: none"> <li>On time good telephone manner, easy to understand and ensured I understood</li> </ul>
<ul style="list-style-type: none"> <li>Punctual, didn't feel rushed, felt genuine interest in resolving problem. Very efficient.</li> </ul>
<ul style="list-style-type: none"> <li>Very good service</li> </ul>
<ul style="list-style-type: none"> <li>The doctor explained everything to me. I felt that he cared for me.</li> </ul>
<ul style="list-style-type: none"> <li>On time</li> </ul>
<ul style="list-style-type: none"> <li>It's always very easy to book in I never have to wait too long to see the doctor.</li> </ul>
<ul style="list-style-type: none"> <li>Very helpful appointment.</li> </ul>
<ul style="list-style-type: none"> <li>Couldn't ask for better nice staff fast efficient</li> </ul>
<ul style="list-style-type: none"> <li>Always given good information, and thoroughly examined, questioned about concerns.</li> </ul>
<ul style="list-style-type: none"> <li>Excellent as always Thank you</li> </ul>
<ul style="list-style-type: none"> <li>Fantastic service</li> </ul>
<ul style="list-style-type: none"> <li>Gp very understanding, listened to my issues and provided good care</li> </ul>
<ul style="list-style-type: none"> <li>Perfect articulate quick</li> </ul>
<ul style="list-style-type: none"> <li>Very friendly and on time</li> </ul>
<ul style="list-style-type: none"> <li>On time. Professional service</li> </ul>

<ul style="list-style-type: none"> <li>• Didn't have to wait too long to get my Covid/Flu vaccines. It seemed very organized .</li> </ul>
<ul style="list-style-type: none"> <li>• Time spot on, good nurse very pleasant and approachable and easy to get on with. Only negative is my appointment 1400 and i was delayed by 30 minutes on M6 south. Arrived at 1357 but could ring before 1400 if i was going to be late i was under pressure in more ways than one late on busy motorway with no way of asking if i should continue but Thanks for all that you do</li> </ul>
<ul style="list-style-type: none"> <li>• Hardly any wait and Sue was as usual lovely</li> </ul>
<ul style="list-style-type: none"> <li>• I like the way they send reminders of any appointments and you do not have to wait long in the surgery to be seen.</li> </ul>
<ul style="list-style-type: none"> <li>• Never late being called in for my appointment</li> </ul>
<ul style="list-style-type: none"> <li>• The Dr I saw was very thorough and didn't rush me and I felt she did everything she could to help me.</li> </ul>
<ul style="list-style-type: none"> <li>• Always get treated with respect</li> </ul>
<ul style="list-style-type: none"> <li>• Very nice nurse &amp; app on time</li> </ul>
<ul style="list-style-type: none"> <li>• Had a short wait, but everything else was good.</li> </ul>
<ul style="list-style-type: none"> <li>• I was only a few minutes after arriving I was called through.</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Stokes is always caring and listens to your problems</li> </ul>
<ul style="list-style-type: none"> <li>• Seen very quickly by the nurses no problem having the jabs .</li> </ul>
<ul style="list-style-type: none"> <li>• Saw nurse on time</li> </ul>
<b><u>Patients Comments Included (Negative):</u></b>
<ul style="list-style-type: none"> <li>• Comparing annual heath checks as stated from NHS, Aelfgar falls far short of even basic tests . Why ?</li> </ul>
<ul style="list-style-type: none"> <li>• Because I asked for an home visit as I have flu and a chest infection and I can't get out of my flat because I really struggle to get out at best of times because of the pain in my feet but with the flu and c.o.p.d and emphysema chest infection I couldn't get out so I had to wait for phone call to see if I was ok I had that now I have till Thursday after I finish my doxycycline to see if I am any better so I can make an appointment for to go to the surgery</li> </ul>
<ul style="list-style-type: none"> <li>• Told I was only really there for a bloodiest and when I explained I had already told staff I have blood taken every 3 months at hospital but if she insisted she could take blood from vein in hand said I'll try .</li> </ul>

Took BP and said to take my own next time. As an annual review I was expecting a bit more of an examination or enquiry as to how I was but times are changing evidently.

Usually have excellent visits to Aelfgar felt this was a bit brush.

- Because the dr I saw I though was quite rude i told her my problem and she said what did i hope to get out of this consultation which made me feel i was wasting an appointment when i just wanted to know what was causing my discomfort, will refuse to see her in future
- Injections weren't administered because we didn't qualify to receive them, even though we were invited to take them, booked them online and appointment accepted by the surgery. First time we were told we didn't qualify was inside the consultation room. And that was immediate. So two 68 and 66 year olds walked home again. 4 mile round trip in the snow.
- I felt as though I was made to feel stupid for the questions and help I was asking of the doctor. I felt that the doctor was extremely rude and undermined me I came away from my appointment not knowing if or what the next steps are for me. This is so disappointing as I have always received fantastic service at this surgery.

**HAVE YOUR SAY TODAY...**

**COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE**