

AELFGAR SURGERY

NHS FRIENDS & FAMILY TEST

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

DECEMBER 2024 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
331	35	4	1	2	0

Patients Comments Included (Positive):

- The doctor listened to my update and brought forward a blood test appt. He prescribed a stronger painkiller, which is effective.
- Dr Emmanuel is so thorough, understanding and determined to reach a good outcome.
- First class service
- Reassurance given and information provided.
- Seen on time nurse pleasant and helpful
- Didn't have to wait long in the waiting room, the Dr was very thorough
- I always receive great service from the surgery
- No waiting time 👍
- As ever very professional
- He listened and we decided the best way to go
- Always given opportunity to discuss matters thoroughly.
Appointments always feel collaborative and I always feel listened to and not rushed.
- Felt listened to and cared for
- The paramedic that we saw was kind and considerate. She was also very thorough, giving us plenty of time to answer questions.
- Very friendly helpful
- Excellent service.

Thank you
<ul style="list-style-type: none"> • Dr Sara Ramond - Stokes was absolutely amazing
<ul style="list-style-type: none"> • Always on time & next appointment written out for me
<ul style="list-style-type: none"> • Patient and thorough
<ul style="list-style-type: none"> • No waiting time straight in and dressing changed 👍 😊
<ul style="list-style-type: none"> • Dr was very helpful and put me for X- Ray 😊
<ul style="list-style-type: none"> • They referred me to a specialist
<ul style="list-style-type: none"> • Very good as per usual
<ul style="list-style-type: none"> • Had my dressing changed 😊
<ul style="list-style-type: none"> • Very Satisfied with how my appointment went
<ul style="list-style-type: none"> • My appointment with Dr Amin was perfect. I was called in on time. The doctor explained everything very clearly. I understood all of his decisions and instructions. I felt listened to and included.
<ul style="list-style-type: none"> • Staff ,so friendly
<ul style="list-style-type: none"> • The nurse was so friendly and kind.
<ul style="list-style-type: none"> • I was listened too and a plan put in place which was explained very well.
<ul style="list-style-type: none"> • The nurse I had was very nice
<ul style="list-style-type: none"> • Friendly staff, clean atmosphere, no wait overall a good experience.
<ul style="list-style-type: none"> • Dr Amin always has time and listens to you
<ul style="list-style-type: none"> • Was seen and treated 😊
<ul style="list-style-type: none"> • As always, efficient, informative, helpful & professional. Thank you
<ul style="list-style-type: none"> • Dr Payne was very helpful and knowledgeable.
<ul style="list-style-type: none"> • The service was very good
<ul style="list-style-type: none"> • Gp was amazing and really listened to me
<ul style="list-style-type: none"> • Treated with care and respect all fine.
<ul style="list-style-type: none"> • Very lovely Doctor
<ul style="list-style-type: none"> • Good advice

<ul style="list-style-type: none"> • The whole experience reception, doctor
<ul style="list-style-type: none"> • The nurse was very professional and kind
<ul style="list-style-type: none"> • Service & staff great & my appointment communication was excellent
<ul style="list-style-type: none"> • Timely and prompt intervention
<ul style="list-style-type: none"> • Everything was perfect
<ul style="list-style-type: none"> • Help with all I needed to know
<ul style="list-style-type: none"> • Nurse was friendly and helpful
<ul style="list-style-type: none"> • Nice friendly staff
<ul style="list-style-type: none"> • I had a bad fall at work, doctor saw me and got a second opinion when another doctor came to see me. Everything explained well to me
<ul style="list-style-type: none"> • Appointment was on time and Miss Stevenson was very attentive and caring as always
<ul style="list-style-type: none"> • On time, very efficient
<ul style="list-style-type: none"> • It was very good
<ul style="list-style-type: none"> • Reassuring, efficient and on time
<ul style="list-style-type: none"> • Surgery has certainly improved. Got a same day appointment. Very happy.
<ul style="list-style-type: none"> • Dr Amin was lovely
<ul style="list-style-type: none"> • Great service from Sue and from the Physio
<ul style="list-style-type: none"> • Treated with care and respect
<ul style="list-style-type: none"> • Nurse Clair made me feel comfortable and she was kind and helpful.
<ul style="list-style-type: none"> • It was a very friendly service
<ul style="list-style-type: none"> • Lisa was very easy to talk to and discuss my concerns about the medications I am taking. It was obvious that she was very knowledgeable and I came away confident about the matters we discussed. Lisa later sent a text message confirming that the prescription for Phenergan had already been sent to the pharmacy, even though when we called in to the pharmacy on the previous day, they could not find it. Having received the text, I tried again and this time the medication was found, so I have sufficient for the Christmas period.
<ul style="list-style-type: none"> • Got info I needed Appt was for 9.30 but text reminder said between 8.40 and 10.40...difficult to manage time range when working. Actual call came at 10.00

<ul style="list-style-type: none"> On time and professional and caring
<ul style="list-style-type: none"> Caring and professional as usual
<ul style="list-style-type: none"> Felt I had really good treatment. 👍
<ul style="list-style-type: none"> Heather was very kind and attentive. Thank you.
<ul style="list-style-type: none"> Quick , friendly and answered any questions I had .
<ul style="list-style-type: none"> Appointment on time . Staff friendly. GP efficient and informative.
<ul style="list-style-type: none"> A really calm waiting area, and I didn't have to wait long. The nurse was very good and the bloods and flu jab were painless, excellent all round.
<ul style="list-style-type: none"> It was very good
<ul style="list-style-type: none"> My appointment was on time. The nurse was friendly, professional and efficient.
<ul style="list-style-type: none"> On time nurse very good
<ul style="list-style-type: none"> Waited over a week for a phone call and the doctor did not tell me directly about the problem. He mentioned low blood count and I had no idea why. Perhaps a face to face appointment should have taken place.
<ul style="list-style-type: none"> Saw the doctor that I wished for, and was more than happy with the result
<ul style="list-style-type: none"> The ladies always answer any questions I have always do everything to get me seen and they never judge I feel safe and happy in their hands thank you
<ul style="list-style-type: none"> I've had a lot of problems recently, the staff at the surgery, from receptionists to doctors have been excellent. I'm not an easy patient and tend to panic these days. They have never made me feel like the nuisance I am.
<ul style="list-style-type: none"> Do listened and was very kind
<ul style="list-style-type: none"> Dr Payne has been very helpful and supportive during the time when I've waited for a replacement hip operation. I was lucky and had a cancellation.
<ul style="list-style-type: none"> I attended for a blood test appointment. I was called in a few minutes early and was on my way home even before my allotted appointment time. Great service. Many thanks
<ul style="list-style-type: none"> All was as expected, thank you.

<ul style="list-style-type: none"> • Excellent service in & out very timely
<ul style="list-style-type: none"> • I always find this surgery very good and helpful
<ul style="list-style-type: none"> • Seen on time the nurse efficient and friendly
<ul style="list-style-type: none"> • Very, thorough, caring and professional.
<ul style="list-style-type: none"> • Efficient and polite services
<ul style="list-style-type: none"> • I always find Dr Payne very patient and helpful.
<ul style="list-style-type: none"> • The treatment and staff are always patient priority oriented without exception.
<ul style="list-style-type: none"> • Very polite and on time
<ul style="list-style-type: none"> • Great Doctor very good explaining my issue and what's happening. Loves his vocation
<ul style="list-style-type: none"> • Sue is so understanding and easy to talk to
<ul style="list-style-type: none"> • Couldn't fault the person I saw. They listened to my concerns and was very reassuring and understanding.
<ul style="list-style-type: none"> • Always excellent service and help at Aelfgar surgery. Cannot fault it.
<ul style="list-style-type: none"> • Aelfgar Surgery Doctors and receptionist are brilliant. They are always very helpful and I must give praise to Dr Ramond Stokes in particular.
<ul style="list-style-type: none"> • Doctor Sharma Very knowledgeable about my sodium condition
<ul style="list-style-type: none"> • I got a same day appointment and I didn't have to wait long making the appointment.
<ul style="list-style-type: none"> • I have a great relationship with my doctor. The reception staff are great, and the clinic was running on time.
<ul style="list-style-type: none"> • Friendly helpful pharmacist.
<ul style="list-style-type: none"> • Efficient ,friendly and professional, could not have been better
<ul style="list-style-type: none"> • I have found this surgery to be excellent. You are always helpful. My appointment yesterday was very reassuring, the Dr was most kind
<ul style="list-style-type: none"> • I thought that my physio appointment would be more beneficial than it was. I have again gone down the private route as I felt that the only information and advice I received was the same as I would find myself on an online platform.
<ul style="list-style-type: none"> • Excellent service as always very professional and helpful
<ul style="list-style-type: none"> • Very good advice. Professional and very friendly
<ul style="list-style-type: none"> • Always get you an appointment very pleasant staff

<ul style="list-style-type: none"> The experience was very good. Didn't have to wait long And the nurse who took my bloods was lovely.
<ul style="list-style-type: none"> We were able to get an appointment easily. My little boy was very worried about coming but the Dr was so friendly and chatted to him she is such a natural with children. She took time and got to know him to help with his problem. The other dr who introduced himself as David was just as amazing. He explained everything for me to understand simply and also chatted with my little boy. It wasn't a dash in and out like we were just another person to deal with. They both cared. Such wonderful people and fantastic Dr's. Best service I've ever received from a dr. Thank you thank you both so much.
<ul style="list-style-type: none"> I was early for my appointment with the nurse but they fit me in
<ul style="list-style-type: none"> Dr Stokes explained everything she was doing before and during before she gave me my injection in my knee and It didn't hurt 🤔
<ul style="list-style-type: none"> Jessica was very thorough and reassuring. She put in a fast-track referral for a lump I have found in my breast and I was called 2 hours later with an appointment at the hospital for next week. She took the time to listen to me and made me feel at ease.
<ul style="list-style-type: none"> No waiting time and dressing change went really well 😊
<ul style="list-style-type: none"> Excellent service as always very professional and helpful
<ul style="list-style-type: none"> Bang on time, friendly and offered the flu jab as well as my blood test which saved me booking another appointment
<ul style="list-style-type: none"> Very friendly staff. Nurse was lovely
<ul style="list-style-type: none"> Always friendly & helpful from booking appointment to been seen x excellent service 🙌
<ul style="list-style-type: none"> I seen a wonderful dr called Sean Coleman and he was incredible with my son. He was so kind and friendly and made my son feel at ease at his appointment making him laugh! I was seen on time too so it was a perfect appointment:)
<ul style="list-style-type: none"> Appointment on time Joanne Rider very nice lady Sue Stevenson Brilliant taking blood. Not a mark on my arm.
<ul style="list-style-type: none"> My. Appointment went very well
<ul style="list-style-type: none"> Phone appointment very good
<ul style="list-style-type: none"> Brilliant service , quick and lovely nurse

<ul style="list-style-type: none"> • Staff are friendly helpful and good at what they do ,both reception and medical
<ul style="list-style-type: none"> • Reception very helpful. Appointment was on time very efficient.
<ul style="list-style-type: none"> • Call answered quickly and politely and same day appointment. Dr Jessica was thorough reassuring took time to listen x
<ul style="list-style-type: none"> • Claire was very good, pleasant and friendly Tests carried out were professional !!
<ul style="list-style-type: none"> • No waiting time, friendly staff
<ul style="list-style-type: none"> • Nurse I saw was very friendly explained everything to me and made me feel at ease
<ul style="list-style-type: none"> • Staff were very efficient . Appointments were on time and easily available.
<ul style="list-style-type: none"> • Streamlined, courteous and informative consultation
<ul style="list-style-type: none"> • Prompt service. Quick reply to my queries.
<ul style="list-style-type: none"> • There were no problems
<ul style="list-style-type: none"> • Staff are always pleasant and helpful.
<ul style="list-style-type: none"> • Very helpful and polite
<ul style="list-style-type: none"> • Empathetic doctor, helpful receptionist, everyone friendly and seemingly to give time.
<ul style="list-style-type: none"> • Seen on time
<ul style="list-style-type: none"> • Always been treated with kindness and respect.
<ul style="list-style-type: none"> • Excellent service well done
<ul style="list-style-type: none"> • Efficient, professional & friendly service as always. Thank you
<ul style="list-style-type: none"> • Saw Dr Amin again re blood tests & he was excellent once again in explaining results. Best Doc I have had in all my time. Thank you
<ul style="list-style-type: none"> • Efficiency the doctor explained everything The receptionist was also helpful
<ul style="list-style-type: none"> • Didn't have to wait, Jessica listened to my concerns and was thorough!
<ul style="list-style-type: none"> • On time great staff and always polite
<ul style="list-style-type: none"> • Nurse Lisa was very informative, explaining everything to me.
<ul style="list-style-type: none"> • The nurse was very friendly efficient and on time
<ul style="list-style-type: none"> • The information you provide is very important to me

<ul style="list-style-type: none"> It's always good service ,never had a problem.
<ul style="list-style-type: none"> Sorted out quickly and professionally
<ul style="list-style-type: none"> Fast efficient and friendly every time.
<ul style="list-style-type: none"> Quick efficient and friendly
<ul style="list-style-type: none"> It's the truth , there always very friendly and helpful and will always get you an appointment if they can .A special word for the cleaner it's always nice and clean with a nice smell .
<ul style="list-style-type: none"> Direct, sound advice. Plotted a way forward regarding medication.
<ul style="list-style-type: none"> They are very good at fitting you in if at all possible
<ul style="list-style-type: none"> They are thorough
<ul style="list-style-type: none"> Dr Stokes is a credit to the practice. Very professional and courteous.
<ul style="list-style-type: none"> Had a good examination followed by a plan of action. Just what was needed
<ul style="list-style-type: none"> Sue is lovely and engaging and puts you at ease when collecting blood.
<ul style="list-style-type: none"> The talk was very informative for me and it was on time
<ul style="list-style-type: none"> Jessica took time to listen to me explain about my anxiety She also recognized that my partner/ carer also had valuable input She took advice on how to proceed Appointments were running to time
<ul style="list-style-type: none"> Very efficient
<ul style="list-style-type: none"> Service was very good
<ul style="list-style-type: none"> Dr was thorough and so compassionate
<ul style="list-style-type: none"> Doctor was ok, and seemed thorough
<ul style="list-style-type: none"> Seen quickly, doctor was clear in explanation of actions and next steps
<ul style="list-style-type: none"> I was with my partner who we think may have dementia. Dr. Payne was so good and patient with him.
<ul style="list-style-type: none"> Very good service
<ul style="list-style-type: none"> Always Good to me
<ul style="list-style-type: none"> Always very good
<ul style="list-style-type: none"> Everyone at the surgery were extremely helpful and went above and beyond to sort out my problems 🙄

<ul style="list-style-type: none"> • Had good treatment.
<ul style="list-style-type: none"> • I felt listened to, understood and believed. The GP picked up on my long term concerns and whilst nothing could be done to help with my problem I felt reassured that I was doing all the correct things. I liked that the appointment was audio recorded. With a lot of information shared it was reassuring that the GP could check what was said.
<ul style="list-style-type: none"> • Very friendly staff at this doctors surgery, very good advice given.
<ul style="list-style-type: none"> • Friendly and confident manner, put me at ease and feel comfortable for the appointment. Great advice given and made time to listen to me.
<ul style="list-style-type: none"> • My doctor had time, listened and had an excellent comprehension of my case, explaining why, how and when. What structures and parameters are worked within. All this helps me believe in the pace of my care, and understand what will happen next. As a patient it is unusual to get this level of explanation and care. His approach should be standard Thank you for listening
<ul style="list-style-type: none"> • Very friendly
<ul style="list-style-type: none"> • Seen as soon as I arrived, and an informative consultation.
<ul style="list-style-type: none"> • Well satisfied.
<ul style="list-style-type: none"> • I was seen on time in a friendly and professional manner.
<ul style="list-style-type: none"> • Telephone appointment on time
<ul style="list-style-type: none"> • Top team
<ul style="list-style-type: none"> • My appointment was on time and the practice pharmacist was very friendly and attentive, and understood my wishes and concerns.
<ul style="list-style-type: none"> • The doctor was polite and understand the problem at once, offered me different kinds of solving of the problem, explained everything, thank you
<ul style="list-style-type: none"> • Very informative and supportive.
<ul style="list-style-type: none"> • Warm inviting doctor conversation
<ul style="list-style-type: none"> • Quick. Friendly. Very pleasant
<ul style="list-style-type: none"> • Dr Ramond stokes is always brilliant
<ul style="list-style-type: none"> • On time, bloods got first time, excellent as always.
<ul style="list-style-type: none"> • On time and efficient 👍

<ul style="list-style-type: none"> I have always had excellent service whilst attending my appointments whether to see doctor or having blood tests taken or even a phone call from a doctor, all the staff are very friendly and kind, and caring, excellent drs surgery
<ul style="list-style-type: none"> The appointment was a telephone call about blood test results, it was my own fault that I decided to accept a call rather than a visit. I struggled to hear the doctor who also spoke rather quickly and I missed most of what was said, I did hear enough to know that I was being referred to a respiratory clinic at some point in the future, this referral application I have now completed. I think next time I would have to take the face to face appointment unfortunately which I know is unfair since the doctors are so busy. I have no issues with the surgery they have been first class in what has been a difficult year.
<ul style="list-style-type: none"> The doctor was interested and keen to help putting worries to rest.
<ul style="list-style-type: none"> The nurse was very professional and very caring.
<ul style="list-style-type: none"> The nurse was really nice, friendly and helpful.
<ul style="list-style-type: none"> Appointment on time Review of medicationlady was very easy to talk to and thorough
<ul style="list-style-type: none"> Quick appt for bloods excellent nurse no problem
<ul style="list-style-type: none"> No waiting, straight in, very professional.
<ul style="list-style-type: none"> Dr. Amin was friendly. Puts you at ease.
<ul style="list-style-type: none"> I was seen very quickly and able to pick up a monitor for my high blood pressure. The nurse was very good and gave me a nice clean one. I always feel like I am well looked after. Thank you.
<ul style="list-style-type: none"> Good service
<ul style="list-style-type: none"> I was happy when I came out
<ul style="list-style-type: none"> The staff and doctor were both very friendly and helpful there's nothing to improve
<ul style="list-style-type: none"> All areas of my ongoing health areas, were covered, and an ongoing plan formulated. dr sharma was polite and presented himself in a charming manner. can we please keep him.
<ul style="list-style-type: none"> It was a telephone call. The person who rang me was pleasant and helpful
<ul style="list-style-type: none"> I never have any trouble booking an appointment.
<ul style="list-style-type: none"> Very quick and painless and professional!
<ul style="list-style-type: none"> In and out in good time, little waiting.

<ul style="list-style-type: none"> • Got good advise for my issues
<ul style="list-style-type: none"> • Always treated with respect. Treatment is always explained.
<ul style="list-style-type: none"> • Your team always take time to listen
<ul style="list-style-type: none"> • My dressing change went well and is healing nicely. 😊
<ul style="list-style-type: none"> • Prompt service
<ul style="list-style-type: none"> • Lynne was very efficient and answered all my questions asked.
<ul style="list-style-type: none"> • Excellent service from Lynne
<ul style="list-style-type: none"> • I had a telephone appt with Lisa who was very helpful and gave me some good advice
<ul style="list-style-type: none"> • The practice did what I required.
<ul style="list-style-type: none"> • Excellent appointment, as always. Thank you
<ul style="list-style-type: none"> • I have recently move to the surgery, what a difference compared to my previous GP practice. Receptionists are polite and friendly and the two healthcare professionals I have seen have both been, welcoming, professional, kind.
<ul style="list-style-type: none"> • Only went for a blood test but didn't wait long at all and was in and out with in about 10 mins so not bad at all nothing
<ul style="list-style-type: none"> • My appointment was on time and my doctor was very knowledgeable yet approachable and helped me. I felt comfortable to discuss what was wrong. He was really kind.
<ul style="list-style-type: none"> • Treated very well excellent service
<ul style="list-style-type: none"> • The ladies at reception were responsive and answered nearly all my questions. I'm glad to change surgeries 🙌
<ul style="list-style-type: none"> • Very polite, no time waiting.
<ul style="list-style-type: none"> • I found them friendly, they listened, they were compassionate, understanding and informative. Exactly what I needed to support me and not make me feel awful about my current situation.
<ul style="list-style-type: none"> • Good examination, not rushed and well explained
<ul style="list-style-type: none"> • The doctor was very professional and very informative. He was very thorough, he told me what my problem was and told me how to cope with it. I was very impressed!
<ul style="list-style-type: none"> • Appointment was on time, the nurse was efficient, kind and helpful.
<ul style="list-style-type: none"> • Reception staff are always happy to help never make you feel like a nuisance

The call back system when making an appointment is excellent
All the medical staff I have seen have had a kind and caring attitude as well as being knowledgeable and professional

- Seen quickly and nurse was very professional
- Staff great. Nurse very approachable infact felt like an old friend
- I'm happy with everything thanks

Patients Comments Included (Negative):

- Turned up for my appointment which was for a steroid injection for carpal tunnel however was unable to do procedure because he refused to do it because doesn't only does injections on a Friday
- Appointment arranged at surgery request. On arrival did not want to see me. Very poor cooperation between departments.
- I received two text messages, one for blood results, one for blood pressure. I booked an appt for the results, then rang to make it a double for the BP. I was advised that the same GP had sent both texts and would deal with both issues in one appt. When I asked Dr to take my BP she refused saying "there's a time and a place!". During the appt DR advised me my testosterone was high, that my physiology is more male than female and I'm experiencing male pattern baldness. What I actually have is PCOS, to describe me as male when I'm very obviously female and not to offer any hormone management for the Testosterone really upset me. I've been bullied my whole life for being bigger than the "average female", I've suffered serious MH issues and body dysmorphia and these comments really set me back. I felt all the judgement and prejudice I've experienced my entire life come from a member of the medical profession who should have some sensitivity towards their patients. I was making progress in therapy but spent time with my therapist again yesterday trying to exist in a world where women "should be small". I was truly shocked as I've always had good experiences with the Surgery and now I'm not sure I want to come back. :(
- Because I came for blood test and blood pressure as requested by my optician and the young doctor just told me what I already knew and then said I needed to make another appointment to have my blood taken. I felt it was a waste of my time and an appointment.
- My wife has M.E and uses a blue badge. Predictably, both Disabled spaces were occupied on arrival, and both were vacant on departure. On this occasion, I was the one who struggled to get to the surgery from the car and the rear car park spaces are too narrow.

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE