Good I was called in on time lovely nurse Everything was excellent "Yes, my comments can be made public (they will always be anonymous)"

Good Doctor spent the time with me to explain my situation and did not rush me "Yes, my comments can be made public (they will always be anonymous)"

Good "Yes, my comments can be made public (they will always be anonymous)"

Good They are very helpful "Yes, my comments can be made public (they will always be anonymous)"

Good I did not interact with reception. Checked my self in nurse was great environment was clean and welcoming. The flu jab hurt has the needle comes with it . It was bigger and longer than the covid jab which never hurt. Option of having smaller needle.? "Yes, my comments can be made public (they will always be anonymous)"

Good I found it straightforward to obtain an appointment for a flu jab. "For this appointment all was fine.

Not so easy to book an appt to see the nurse whilst I was at the surgery.

The receptionists were helpful and courteous though informed me I have to ring next week to make an appt." "Yes, my comments can be made public (they will always be anonymous)"

Good They are very helpful "Yes, my comments can be made public (they will always be anonymous)"

Good "Went for a Covid and flu jab. We had Covid 2 weeks ago so the nurse said we couldn’t have that particular jab. Yet I rang the surgery and asked and was told it would be ok. It wasn’t a wasted journey as we had our flu jabs, but if we had been going for just the Covid jab it would have been a waste of our time plus someone else could have had our slot" See above. Better training for reception staff re having Covid jabs "Yes, my comments can be made public (they will always be anonymous)"

Good I have never had any problems with getting an appointment quickly when needed. No all good. "Yes, my comments can be made public (they will always be anonymous)"

Good "Easy to make appointment at reception. On time, no long wait. Friendly greeting from nurse. Painless." Cup of coffee if I had time to drink it. "Yes, my comments can be made public (they will always be anonymous)"

Good Same day appointment as cancellation was available "Yes, my comments can be made public (they will always be anonymous)"

Good The staff and doctors and nurses are always helpful On the visit I had was a good one "Yes, my comments can be made public (they will always be anonymous)"

Neither good nor poor When I first registered last year the reception was really nice and welcoming. The last couple of times I have called I've been made to feel like a burden and uncomfortable. Doctor is lovely though but reception not very nice. "When a patient calls, please talk nice not ""can I have the patients name"" Er I'm talking to you, don't be rude or so abrupt when speaking. I said my name and if you say anything else they cut you off in the middle of the sentence. They make you feel like your a burden that's why I haven't been in the surgery for so long." "Yes, my comments can be made public (they will always be anonymous)"

Neither good nor poor Good in that when one can get to speak then see a doctor and quickness of getting booster jabs but poor that it is more and more difficult to get a doctor appointment. Just need to get to see a doctor quickly "Yes, my comments can be made public (they will always be anonymous)"

Poor I gave this answer as I come into see a gp practitioner or whatever there called for anxiety I sobbed and I felt like somethings said was uncalled for! For her to just stare and me and tell me I’m okay when I’m explaining I cannot leave the house? Makes so much sense I really felt asif she didn’t understand anything I was saying Listen to what your patients are telling you just because we look okay on the outside doesn’t mean we’re not failing on the inside in our heads ect also timings of having to book and appointment is ridiculous "Yes, my comments can be made public (they will always be anonymous)"

Poor Not the best. I mentioned that I should have had a call regarding a prescription and my skin problem was worse Go to reception from a nurse was not good Take ownership and be more customer focused "Yes, my comments can be made public (they will always be anonymous)"

Very good We felt accepted. Keep it up "Yes, my comments can be made public (they will always be anonymous)"

Very good Efficient and polite "Yes, my comments can be made public (they will always be anonymous)"

Very good Straight in straight out. Lovely nurse and on time. "Yes, my comments can be made public (they will always be anonymous)"

Very good The doctor was doing her job properly "Yes, my comments can be made public (they will always be anonymous)"

Very good Only had to have my flu jab nurse was very friendly and she told me I'm due for blood test told me to book an appointment which I did "Yes, my comments can be made public (they will always be anonymous)"

Very good Very helpful and professional "Yes, my comments can be made public (they will always be anonymous)"

Very good Arrived a bit early and was seen before my appointment time. Reminded about a blood test I needed due to the medication I am taking - which I booked before I left the surgery. Nothing "Yes, my comments can be made public (they will always be anonymous)"

Very good "1) Pleasant staff including receptionists, nurses and doctors.

2) Appointment reminders by text are very useful reminders.

3) Punctuality of appointments.

4) Never feeling rushed when speaking with nurses or doctors." None "Yes, my comments can be made public (they will always be anonymous)"

Very good "Yes, my comments can be made public (they will always be anonymous)"

Very good Nice doctor informative and put me at ease Nothing "Yes, my comments can be made public (they will always be anonymous)"

Very good Brilliant polite staff and so very very helpful 'big up' VIV & JODIE xxxx (Hope I spelt it right Jodie) Viv u got competition xxx Jodie right on ur tail now xxx Dr Drever chocolates for the girls and a massive bunch of flowers x Kathryn nesbitt "Yes, my comments can be made public (they will always be anonymous)"

Very good "I have for many years been treated very well and would definitely recommend the surgery should the situation arise. All people I have seen over time, receptionists included, have always helped me. You are a wonderful surgery/establishment." "As seen above I cannot think of anything you could do to improve the service shown to me, thank you very much." "Yes, my comments can be made public (they will always be anonymous)"

Very good I felt very comfortable and doctors and staff were very friendly and were able to support me and listened to everything I had to say and would make jokes that made me laugh and have been prescribed with things that are slowly making me feel better Maybe just feel like we don’t have to rush but no need for any change "Yes, my comments can be made public (they will always be anonymous)"

Very good Always friendly Nope "Yes, my comments can be made public (they will always be anonymous)"

Very good I was seen promptly and am happy with the service I received Nothing as it a quick appointment "Yes, my comments can be made public (they will always be anonymous)"

Very good Always get an appointment. Lovely doctor who was very reassuring and listened to my concerns. "Yes, my comments can be made public (they will always be anonymous)"

Very good "Very professional lady

Very friendly

Waiting only 4 minutes" 10 out of 10 "Yes, my comments can be made public (they will always be anonymous)"

Very good "I didn't have to wait. I got what I came for from a friendly, professional member of staff." Can't think of a thing. "Yes, my comments can be made public (they will always be anonymous)"

Very good Extreneky helpful and went out their way to help even though i was running late. All staff were brilliant "Yes, my comments can be made public (they will always be anonymous)"

Very good "Kind, knowledgable, helpful and polite all the time. Very professional" "Yes, my comments can be made public (they will always be anonymous)"

Very good Hardly any waiting time was treated very professionally and with curtesy and a very friendly manner "Yes, my comments can be made public (they will always be anonymous)"

Very good I always feel listened to and comfortable when sharing my concerns. "Yes, my comments can be made public (they will always be anonymous)"

Very good "Only one word excellent, extremely thorough." "Keep it up and keep focused.

Thank you." "Yes, my comments can be made public (they will always be anonymous)"

Very good Good no time wasted "Yes, my comments can be made public (they will always be anonymous)"

Very good "I was seen on time and I was listened to. I had bloods taken and a flu injection,which was fairly painless. I was treated and spoken to with respect." Nothing. "Yes, my comments can be made public (they will always be anonymous)"

Very good First time ever been saw straight away on time and straight out. "Yes, my comments can be made public (they will always be anonymous)"

Very good Very helpful and felt listened to. I felt that you went out of your way to support with follow up tests from the hospital and pushed for me to be told my results. Nothing else "Yes, my comments can be made public (they will always be anonymous)"

Very good Because everyone is always kind and helpful "Can,t think of anything" "Yes, my comments can be made public (they will always be anonymous)"

Very good Promte attention and pleasant nurse "Yes, my comments can be made public (they will always be anonymous)"

Very good "Since moving into this area back in 2004, I have always been treated with respect and have felt that my health has been well looked after. Thank you." Can't think of anything just now. I think the appointments set up now is far more useful than in the past. "Yes, my comments can be made public (they will always be anonymous)"

Very good "Kind, conciderate and very helpful" "Yes, my comments can be made public (they will always be anonymous)"

Very good Appointment for covid and flu jab and was advised not to have jabs due to feeling unwell and having jabs might not be as effective. "No,very informative. Just waiting for new appointment." "Yes, my comments can be made public (they will always be anonymous)"

Very good I felt listened too and I felt supported. Good "Yes, my comments can be made public (they will always be anonymous)"

Very good Couldn't fault my experience from start to finish. Have recommended a friend. Nothing for me. I was pleased with the service and have been since joining the practice. "Yes, my comments can be made public (they will always be anonymous)"

Very good Everything ran smoothly regarding my appt except that the nurse couldn't find vein to take any bloods lol Nothing to improve on "Yes, my comments can be made public (they will always be anonymous)"

Very good Appointment as scheduled self check in and the nurse who did my jabs was so kind and answered my questions a great service. "Yes, my comments can be made public (they will always be anonymous)"

Very good Nurse asked if I wanted both injections today (Covid and Flu) explained the symptoms of Covid asked if I had suffered any of those symptoms. I replied no. She then injected one in left arm and one in right arm. I was made to feel at ease right from the start Very professional nurse had a wonderful sense of humour "Yes, my comments can be made public (they will always be anonymous)"

Very good They were very kind and polite and very professional and made me feel at ease nothing comes to mind "Yes, my comments can be made public (they will always be anonymous)"

Very good "The lady concerned explained everything with regards to the covid boosters & flu vaccine & answered all our questions professionally

She was very friendly & discussed for & against" Nothing "Yes, my comments can be made public (they will always be anonymous)"

Very good The appointment I had was on time and carried out very professionally and extremely efficiently. All of the questions I had were answered straight away and made me feel very comfortable and relaxed. Thank you. "Yes, my comments can be made public (they will always be anonymous)"

Very good They were kind and professional and made us feel at ease Nothing comes to mind this time "Yes, my comments can be made public (they will always be anonymous)"

Very good "Yes, my comments can be made public (they will always be anonymous)"

Very good Perfect service Can't think of anything "Yes, my comments can be made public (they will always be anonymous)"

Very good "Got there,booked in,and was seen before I even took my coat off, in and out in 6 minutes,great service." "Yes, my comments can be made public (they will always be anonymous)"

Very good "As a patient of a different gp, who doesnt fit coils, your service was helpful and fitted me in exceptionally quickly. All staff from receptionist to Dr all very polite and friendly. Couldn't ask for more" "Yes, my comments can be made public (they will always be anonymous)"

Very good "Yes, my comments can be made public (they will always be anonymous)"

Very good Very friendly and extremely professional. I felt relaxed throughout the procedure "Yes, my comments can be made public (they will always be anonymous)"

Very good "Yes, my comments can be made public (they will always be anonymous)"

Very good "Yes, my comments can be made public (they will always be anonymous)"

Very good Very quick friendly and efficient "Yes, my comments can be made public (they will always be anonymous)"

Very good I had been experiencing excruciating pain in both my knees due to arthritis and was so relieved to have a steroid injection in both knees! "Yes, my comments can be made public (they will always be anonymous)"

Very good Nice professional nurse "Yes, my comments can be made public (they will always be anonymous)"

Very good I thought that the doctor was very thorough and professional "Yes, my comments can be made public (they will always be anonymous)"

Very good Very friendly staff No "Yes, my comments can be made public (they will always be anonymous)"

Very good "I have had a few health issues over the past 12 months, and found all the health officials, caring, understanding and the ability to identify the medical condition. I have been suffering with. Thank you." "Area medical centres open 7 days a week, to deal with additional health issues. Greater efficiency and cost saving." "Yes, my comments can be made public (they will always be anonymous)"

Very good Quick and efficient on this particular day "Yes, my comments can be made public (they will always be anonymous)"

Very good "Everyone was pleasant , professional and efficient.😀" "Yes, my comments can be made public (they will always be anonymous)"

Very good Nurse was very pleasant and efficient. The vaccinations didn't hurt at all. I was very pleased with the service! "Yes, my comments can be made public (they will always be anonymous)"

Very good "Everyone was pleasant , professional and efficient 😀" "Yes, my comments can be made public (they will always be anonymous)"

Very good Dr who listened and gave good feedback Always good "Yes, my comments can be made public (they will always be anonymous)"

Very good She listened and advised me. Nothing at all "Yes, my comments can be made public (they will always be anonymous)"

Very good Everything went fine it was good that we did not have too West Heath to have it done ✔️ "Yes, my comments can be made public (they will always be anonymous)"

Very good She listened and advised Nothing "Yes, my comments can be made public (they will always be anonymous)"

Very good Very kind and helpful Nurse "Yes, my comments can be made public (they will always be anonymous)"

Very good The doctors and staff are so kind & caring. Nothing "Yes, my comments can be made public (they will always be anonymous)"

Very good Because the Dr.that I saw was very friendly and made me feel relaxed. She also educated me on my diet to my satisfaction. I don't know for now "Yes, my comments can be made public (they will always be anonymous)"

Very good "Yes, my comments can be made public (they will always be anonymous)"

Very good Did not wait long to be seen nurse was polite and pleasant totally pain free with the needle Nothing "Yes, my comments can be made public (they will always be anonymous)"

Very good "Yes, my comments can be made public (they will always be anonymous)"

Very good Lady was polite and explained what symptoms I may get I can't everything was fine for me "Yes, my comments can be made public (they will always be anonymous)"

Very good "Appointment on time,Dr very informative and helpful, went on to give other procedure to save myself and surgery 2nd visit. Great service." "Yes, my comments can be made public (they will always be anonymous)"

Very good On time and friendly service. N/A "Yes, my comments can be made public (they will always be anonymous)"

Very good The staffs were professional and prompt to respond "Yes, my comments can be made public (they will always be anonymous)"

Very good We were seen and fitted in a short space of time "Yes, my comments can be made public (they will always be anonymous)"

Very good I had appointment with Claire who was lovely and pleasant took time to explain procedure Nothing 😊 "Yes, my comments can be made public (they will always be anonymous)"

Very good Straight in and appointment on time Nothing "Yes, my comments can be made public (they will always be anonymous)"

Very good Very friendly and put me at ease. Nothing "Yes, my comments can be made public (they will always be anonymous)"

Very good Experience was friendly timely efficient and informative "Yes, my comments can be made public (they will always be anonymous)"

Very good "Excellent service, with family atmosphere" "Yes, my comments can be made public (they will always be anonymous)"

Very good Prompt appointment very pleasant nurse good information. Nothing could have been better. "Yes, my comments can be made public (they will always be anonymous)"

Very good "Yes, my comments can be made public (they will always be anonymous)"

Very good An excellent promt service with professional people who made me feel very comfortable and at ease N/A "Yes, my comments can be made public (they will always be anonymous)"

Very good The surgery is such a lovely place to visit the doctors nurses and all other members of Hawksley surgery. I would highly recommend it. Sometimes patients could wait longer than their appointment and no one is told. This doesn't always happen. "Yes, my comments can be made public (they will always be anonymous)"

Very good "Always been very good service,been with this surgery, since it first started up in a new house, on Hawksley 45years ago." "Yes, my comments can be made public (they will always be anonymous)"

Very good You asked Don't think so vast improvement on my previous practice "Yes, my comments can be made public (they will always be anonymous)"

Very good Was seen promptly at the appointment time I was given "Yes, my comments can be made public (they will always be anonymous)"

Very good Always very efficient and friendly staff. "Yes, my comments can be made public (they will always be anonymous)"

Very good Very professional and happy Nothing "Yes, my comments can be made public (they will always be anonymous)"

Very good I had Jr doctors which was good . They listened and ask the right questions "Yes, my comments can be made public (they will always be anonymous)"

Very good "On time, professional, pleasant and friendly. In and out in no time." Can't think of a thing. "Yes, my comments can be made public (they will always be anonymous)"

Very good Because they made me feel at ease and nothing was to much hassle "Yes, my comments can be made public (they will always be anonymous)"

Very good "Yes, my comments can be made public (they will always be anonymous)"

Very good The nurse (Emily I believe) was very friendly Nothing "Yes, my comments can be made public (they will always be anonymous)"

Very good Always manage to get an appointment. Reception staff very helpful. "Yes, my comments can be made public (they will always be anonymous)"