

These comments are drawn from engagement with the public through various forms, including events at different locations, comment cards, meetings, online and telephone enquiries.

We have provided the feedback verbatim in the form in which it was received.

Feedback received from individuals is received anonymously, and in many cases the individual is just wanting their comment to be noted by the organisation or provider. They may not be seeking for it to be followed up directly with them by the provider.

Where people do wish to progress their comment, Healthwatch can advise; signpost; refer to PALS departments or support organisations; or, in appropriate cases, support through ICAS. In these cases we record our actions and any outcome.

Provider	Created	Title	Review	Source
Weaver Vale Surgery	2023-06-27 20:23:00	First class, more than happy	Bloods were taken in a professional manner and no pain.	Feedback Centre
Weaver Vale Surgery	2023-06-26 17:48:00	First class treatment at Weaver Vale Surgery	[Name] was so caring. I was so confused and tired and unable to function properly.	Feedback Centre
Weaver Vale Surgery	2023-06-22 16:17:00	Very good	[Name] is a very experienced nurse and very caring.	Feedback Centre
Weaver Vale Surgery	2023-06-22 11:37:00	Relaxed	[Name] made me very relaxed she explained everything, very professional.	Feedback Centre
Weaver Vale Surgery	2023-06-20 11:34:00	I came for an annual check up	The nurse, [name], helped me with an issue I needed advice about but wasn't sure which service to use in the surgery. She helped me enormously.	Feedback Centre
Weaver Vale Surgery	2023-06-20 09:41:00	Excellent treatment	Kind and considerate	Feedback Centre
Weaver Vale Surgery	2023-06-20 09:40:00	Helpful and great service	A little late going in but service was great and caring. Blood test and pressure went well.	Feedback Centre
Weaver Vale Surgery	2023-06-18 22:35:00	Poor experience of medication review.	A woman at the new Winsford Social Group in the Old Star Pub in Winsford told Healthwatch on 08.06.23 that she was asked to book a medication review for her husband at Weaver Vale Surgery in Winsford so rang up and made an appointment and asked if it would be face to face at the surgery and was told yes. As her husband suffers poor health she said she went with him to the surgery on the day and booked in on the screen and the appointment came up. After half an hour they still hadn't been called so the woman said she asked at the desk and was told it wasn't a face to face appointment at the surgery and that it would be a phone call with the pharmacist which she said was disappointing as it wasn't easy to get her husband to the surgery and she had been told it would be face to face. She commented that when she got to speak to the pharmacist about the review that she was asked to check her husband's weight and blood pressure as part of the review and this was difficult to do as they didn't have a blood pressure machine at home and it would have been much easier if she could have just brought her husband to the surgery to have the review and checks in person as she had planned. Outcome - feedback entered on the Healthwatch feedback centre to share with primary care and community pharmacy services to highlight where care is not meeting local people's needs and to help influence change. Also shared details of Healthwatch for signposting, advocacy, leaving further feedback, etc.	Engagement Event
Weaver Vale Surgery	2023-06-17 16:43:00	Helpful phone call	Quick response to comment on repeat prescription request	Feedback Centre
Weaver Vale Surgery	2023-06-16 17:07:00	Very informative	[Name] gave me lots of hints and tips on how to manage my diabetes I found this really helpful	Feedback Centre
Weaver Vale Surgery	2023-06-15 22:49:00	Friendly, efficient, knowledgeable	In the last 4 days I've had appointments with Nurse [Name] and Nurse [Name] for different reasons. Both are highly friendly and knowledgeable and give you time to discuss any needs without feeling rushed. Thanks both.	Feedback Centre
Weaver Vale Surgery	2023-06-15 21:31:00	Very thorough, gave very good advice	Very good, listened and explained things clearly.	Feedback Centre
Weaver Vale Surgery	2023-06-14 23:49:00	Two telephone consultations with Dr [Name]	Simply, an excellent Doctor; called as planned, took time to discuss my symptoms and other lifestyle factors which may impact them. Referred for blood tests and received timely follow up on the results. Second call; discussed my treatment options, which has already been actioned.	Feedback Centre
Weaver Vale Surgery	2023-06-14 18:05:00	Excellent service, as always.	I had a telephone consultation with the wonderful Dr [Name]. She is very knowledgeable in the field of HRT. I felt reassured and in good hands.	Feedback Centre
Weaver Vale Surgery	2023-06-14 13:20:00	Thorough. Reassuring. Professional	Dr [name] diagnosed the issue through careful, sensitive yet thorough questions, interspersed with medical checks and using medical history. I am clear of the way forward, and have a Plan for follow up.	Feedback Centre
Weaver Vale Surgery	2023-06-14 09:18:00	Provided clear and supportive advice	Spoke directly to my daughter who is an autistic and made sure she understood why questions were being asked.	Feedback Centre
Weaver Vale Surgery	2023-06-14 09:08:00	Visited doctors on short notice due to chest infection	My experience on this occasion was very positive and expeditious. The consultation very professional. Concise and accurate. Prescription issued	Feedback Centre
Weaver Vale Surgery	2023-06-14 08:06:00	Rapid response to my needs	I always feel that my mental health is taken seriously and addressed appropriately by the team here. I never feel that I am a burden and always feel that I am offered appropriate timely support.	Feedback Centre
Weaver Vale Surgery	2023-06-13 14:47:00	Feel like Dr [Name] listens	I usually see Dr [name] relating to my HRT and I really feel like she understands me and she wants to help. At my most recent appointment I had my Mirena changed and Dr [name] completed this professionally and was gentle and understanding and it was possibly the least painful change I have had, with very little pain after the procedure. Dr [name] explained everything prior to the procedure including any risks and checked that I still wanted to proceed. After the procedure she went through any after care as this has changed since my last Mirena change. I would recommend Dr [name] to any women needing HRT or sexual health help/advice	Feedback Centre
Weaver Vale Surgery	2023-06-13 14:38:00	Great!!	I was so nervous about my appointment. Dr [name] was great, as usual. Professional, yet personable. It's clear she does what's best and truly cares about the patient.	Feedback Centre