

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	2023-07-13 11:00:00	Very good	Very caring	Feedback Centre
Weaver Vale Surgery	2023-07-14 16:19:00	Bloods taken, always quick and efficient	When I have my bloods taken the lady is personable and accommodating.	Feedback Centre
Weaver Vale Surgery	2023-07-19 10:20:00	Excellent support	Fantastic support from my GP (Dr [Name]). I feel that she listens to my concerns and with her help, advice and medication I am in a great place; healthier and feeling mentally and physically stronger than I have in 10 years Thank you doctor.	Feedback Centre
Weaver Vale Surgery	2023-07-26 08:15:00	Straight in and out	Staff were very friendly and helpful, NHS at it best	Feedback Centre
Weaver Vale Surgery	2023-07-26 10:49:00	Very good service	Very good service, [name] always excellent.	Feedback Centre
Weaver Vale Surgery	2023-08-03 12:25:00	Professional and caring advice given	Excellent service and always professional and caring.	Feedback Centre
Weaver Vale Surgery	2023-08-03 14:07:00	Very friendly and efficient service	Great service as always from Weaver Vale. Booked in for a blood test which was done within 24hrs. Brilliant surgery.	Feedback Centre
Weaver Vale Surgery	2023-08-07 17:23:00	Nurse at surgery is lovely - leg ulcers.	A man on a mobility scooter told Healthwatch that he had leg ulcers and is having them dressed weekly at Weaver Vale Surgery in Winsford. He commented that the Nurse at the surgery who dresses his legs is lovely and always has a chat with him. He said that it can be hard to sleep at night with leg ulcers and also to walk very far so he was very glad to get a mobility scooter to help him to get out and about and be able to socialise. Outcome - feedback shared on the Healthwatch Feedback Centre to share with health and care providers to highlight where primary care services are meeting local people's needs well. Also chatted about Healthwatch, sharing feedback and raising awareness of the service.	Engagement Event
Weaver Vale Surgery	2023-09-01 16:07:00	Query regarding IUD quickly resolved	Called for advice and received a call back from Dr [Name] within 6 minutes upon calling the surgery. Dr [Name] was extremely helpful and reassuring and I left the call feeling very confident about my IUD.	Feedback Centre
Weaver Vale Surgery	2023-09-07 01:20:29	As always, very helpful	Quick booking in, easy to talk to, and a professional yet friendly atmosphere. All questions/ worries I had were answered and helpful suggestions/solutions were given.	Feedback Centre
Weaver Vale Surgery	2023-09-08 10:34:49	Helpful from start to finish	Dr [Name] was so incredibly helpful when I came to see her after my car accident. She put me at ease and helped me with a plan of action to help aid recovery.	Feedback Centre
Weaver Vale Surgery	2023-09-09 09:21:20	Five star service	No comment made.	Feedback Centre
Weaver Vale Surgery	2023-09-29 11:13:29	All involved in this surgery are amazing!	The admin, nurses and doctors all do their best to ensure they're thorough and you receive the best of care always. I feel safe in their hands. Nothing is too much trouble. Appointments when you need one - in person and phone calls ensuring efficiency while assessing the need.	Feedback Centre
Weaver Vale Surgery	2023-10-05 04:37:59	Dr Alex Fulton is excellent!!	Over the past couple of years Dr [Name] has helped me so much. Since the bereavement of my Mum, personal traumas and also dealing with menopause. She is attentive, thorough and knowledgeable. She responds quickly when I needed follow up telephone consultations (3 days in a row), she gave amazing advice and reassurance. I'm so thankful for her help and support over a difficult couple of years. I would...and do recommend her to anyone!! Massive Thankyou to Dr [Name]	Feedback Centre
Weaver Vale Surgery	2023-10-05 07:00:53	Very satisfied	I had an appointment with Dr [Name] to discuss HRT. She was very knowledgeable, caring and helpful	Feedback Centre
Weaver Vale Surgery	2023-11-17 01:54:02	Wonderful service	Flawless service from the whole Weavervale Team today. From my phone call in this morning, same day appointment offered. Dr [Name] went above and beyond with offering reassurance, advice and follow up for a health concern I'm currently experiencing. So impressed, what a brilliant doctor.	Feedback Centre