

AELFGAR SURGERY

NHS FRIENDS & FAMILY TEST

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

FEBRUARY 2025 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
275	50	9	5	4	3

Patients Comments Included (Positive):

- Very thorough going through my medication, didn't feel rushed
- Nurse Heather is so caring
- Friendly, efficient and on time
- I saw someone quite quickly.
- She gave me some good advice, and very helpful
- No waiting and had my injection
- Nurse was polite and friendly when dealing with me.
- Excellent service
- Receptionist very helpful
- No problem with appointment
Told what's what
- Efficient
- Very professional and caring
- Was explaining everything and hopefully given the medication I need to get better
- Great, much gratitude to Dr Abdul
- As always, Dr Amin was very informative & courteous.
- Practitioner knew what problem was and prescribed medication and showed me

exercise to help

- Excellent service as usual thanks very much
- Appointment on time, Sue very efficient and friendly - excellent service
- Always an excellent experience at Aelfgar. Thank you.
- I have always found the staff to be friendly and helpful. Thank you for all you do.
- I thought that the doctor took time to listen to me and explained very clear, very helpful thankyou
- The ease of making appointment. The doctor was kind and thorough informative and encouraging.
- Always friendly, and helpful
- Doctor listened & progressed our queries & the reason for visit.
- Quick efficient and very friendly
- The person was friendly and helpful.
- As from phoning to seeing the Sister everything was excellent
- Only been at surgery 2 weeks and already had excellent service
- Good friendly and professional service.
- Dr Evan's is always understanding and understandable, I think she's invaluable to the Aelfgar team, all of whom are very professional. If not as empathetic.
- Professional and friendly staff
- Always friendly and professional.
Questions answered straightforward and clearly. Highly recommended.
- Good Doctor
- My conversation with the pharmacist was 1st class. She listened, there was no rush and we agreed a follow up to monitor progress
The best interaction at the surgery in the past few months.
- Good experience
- Efficient and professional nurse put me at ease knowing I'm not good at attending GP very often
- The Doctor we saw was brilliant & knew what was wrong with my Dad straight away - we had to go to A&E advised by the doctor & we managed to catch dads

DVT in good time, we're very grateful to this amazing doctor thank you

- Doctor was very approachable and professional
- Secretary realised how poorly I was and needing help
- Very swiftly arranged an agreeable appointment and person was very polite.
- Fast efficient explanation was spot on
Very polite
- Prompt and efficient
- Dr Payne, great service, listens well
- Treated with thoroughness, professionalism and kindness
- On time. Friendly staff.
- The Doctor was very good , had time for me .
- Friendly staff and good Dr. Dr Junaid
- Rung on time and given good news. Stable readings so all good!
- Nearly on time! But I didn't mind!
- My appointment was pretty much on time.
- Everyone is lovely and superb doctor
- Very helpful arranged appointment at a time to suit. I felt confident in the Doctor who was very thorough.
- I eventually saw the doctor I asked to see
- I have always received the very best from the surgery
- Appointment was a little late
- On time and seemed to care
- On time, friendly
- Extremely pleased.
- I have always had the best service from you whatever my problem
- Excellent service
- Fast efficient service
- A very polite doctor taking our concerns seriously.

- On time. Friendly staff.

- Appt on time and clinician helpful.

- Ease of making timely appointments, excellent communication and treatment including follow ups. Excellent service

- My appointment with Dr. PAYNE was over the telephone, and he rang within the stated time. As always with Dr. PAYNE he dealt with my problem to my satisfaction. Thank you Dr. PAYNE.9

- I called at 11am . Had an appointment at 5pm . Went straight in and was home by 5.15 . Perfect could not have asked for more

- Quick appointment
Friendly receptionist
Friendly and caring nurse

- Lynn is a very lovely person with a gsoh

- Brilliant discussion with Dr Evan's
So informative and understanding

- The doctor explained everything and gave me lots of information. My blood test results were explained.

- Efficient and friendly service, no waiting around

- The doctor I saw was friendly, took time to explain things, and felt welcoming. I left knowing exactly what was going on, and understanding it. I'd happily go back to the same doctor. The appointment was also booked promptly. Your receptionist was also lovely and always had a smile.

- I was in and out for my injection before my appointed time. Excellent.

- Answers all my questions.

- I missed the call ,as there was no signal were I was and I didn't realise. So I immediately rang the surgery and apologise and you very kindly got me a later call .Dr was most kind and arranged an appointment today. So thankyou so much for your help

- Hardly any waiting time, painless and quick . Practitioner was friendly and kind

- I made a appointment very quickly and the Dr helped me with all my questions.

- I saw a Dr Emanuelle,he was very good . Didn't rush you and explained everything .Hope the practise keep him.

- Listened to problem and was very understanding and caring nature to resolve

issues

- Fast, friendly and efficient service.
- Seen on time, no issues with anything, staff professional.
- Always reliable and friendly
- As always, consultation was friendly and professional. All the Drs, nurses and reception staff are top notch.
- Managed to get in same day, and Doctor was very helpful.
- Appointment was reasonably on time. Given clear information all questions answered. I was treated politely and with dignity.
- The nurse is always very pleasant and very gentle when taking blood.
- Very helpful and pleasant experience explaining everything can't fault it thanks
- It was ,sue was very nice and helpful, she checked my second appointment was booked
- On time with my appointment he was very thorough with my examination
- Always dealt with efficiently.
- Appointment was on time.
- On time & booked blood test to determine problem.
- Usual quality care and interest in patients problems
- No wait & a very helpful nurse
- The doctor transformed what could have been an embarrassing procedure into a friendly and informative session.
- Because they are friendly and helpful
- I haVe met nothing but kindness on contacting or visiting your surgery. Any person accompanying me always compared their surgery with yours in your favour.. Congratulations.
- Saw paramedic was very good and felt at ease
- It was a telephone appointment and they called exactly at the time stated. Also, I got exactly what I expected
- Excellent service, totally put at ease.
- I was in for a blood test very good and efficient

- Doctor was thorough and reassuring.

- Appointment time was perfect hardly any waiting.

- Dr. Very caring and had time to listen.

- Appointment was on time and staff professional, courteous and helpful. First experience of Aelfgar surgery was positive.

- On time and very friendly

- Always professional

- Kerry was lovely and efficient and very helpful telling me how my blood results would need to be sent on to Wolverhampton and she would ring me to get the relevant email when the results had arrived

- On time. Friendly efficient nurse.

- The nurse I had was so lovely, she put me at ease and was thorough with the appointment. I felt listened to and walked away very happy with the service especially as it was my first time at this doctors and I was quite anxious about it.

- Went in on time doctor was very helpful

- I find you all so very kind and helpful. Thankyou.

- The same friendly professional service as always.

- Helpful and informative.

- Very pleased with the way it went

- As always at Aelfgar doctor was very very helpful.

- Very helpful

- Excellent, as always

- Seen on time Doctor and nurse very helpful

- As organized and well prepared for the conversation. tially suggested and booked by receptionist. Outcomes included simple strategy and follow up to evaluate.

- Dr Evans was really amazing with my son who was very nervous about his appointment. I tried to be as open and honest with him as I could be as to the reason behind the appointment but this did then make him slightly anxious feeling like he was in trouble and not knowing what expect. Dr Evans had a friendly approach and asked him some questions in a child friendly manner and this helped him to relax. She was very polite and listened to all our concerns and

the concerns raised by the school. She gave her professional opinion and explained the referral process and what it would entail and that this may be a lengthy process.

- Very nice nurse who managed to obtain blood first time. This is often difficult!

- Only waited 5 mins from my appointment time

- My appointment was easily made and very punctual

- Quick and efficient happy with how I was treated

- This was a telephone appointment with a Dr I had not seen before and whose accent was sometimes difficult to understand. This would have been better face-to-face. However I understood the outcome, that I should expect an orthopaedic appointment.

- All issues dealt with

- Dr Stokes was very good explaining things to me

- Fast response, informative and helpful

- I rang in the morning for an appointment the same day, I got one. The dr who I saw understood what I wanted. I didn't have to wait too long until I was seen

- All the staff at the surgery are very good and helpful

- On time nurse very pleasant as usual

- Always friendly and efficient

- Very professional. Concerned. very polite

- Doctor thorough and pleasant

- I always feel that I have had a positive experience Dr Emanuel is always very friendly

- My appointment was on time and the person I saw was friendly, professional and answered any questions.

- Dr Payne gave me information about my condition and how to manage it myself, with the help of prescription cream.

- Always a good service. Understandable explanation given of the reason you have attended the surgery

- Because the doctor was very helpful

- The doctor answered my questions with clarity. Doctor was Dr Payne

- Was given an appointment the same day and my vaccination was carried out professionally but in a caring manner
- Aelfgar surgery (in my opinion) is one of the best medical practices around.. Efficient in every area from reception to Drs ... Excellent service.
- Always efficient and accommodating.
Lovely to see a new Female GP.
- The doctor that is looking after me at the moment is really looking after me well
- No problems straight forward
- The conversation was very helpful and informative. I will avoid bananas for a while.
- Very good and friendly consultation, got seen on time .
- Staff very friendly and helpful they also look after you
- Got an appointment pretty quick, my appointment was on time and all staff at the surgery are very nice
- Routine smear test / was seen on time and nurse was very good, friendly and efficient
- The Practice Nurse was very gentle and told me the procedure. Made me feel comfortable.
- The nurse was very quick friendly and professional
- Very polite, understanding and informative. Everything made clear about results.
- Very efficient. Understanding
- Very efficient and all on time
Staff helpful and friendly
- Prompt doctor was lovely . Listened and help.
- Seen on time....excellent service
- GP phoned within the time slot offered and got all information I needed on the call rather than having to come to surgery
- Doctor listened and gave. Relevant advise
- The doctor I dealt with was very helpful.
- Appointment was on time. Lynn was friendly and put me at ease. She was professional and provided excellent care.

- Easy to book appointment, received reminder through the app, and the nurse was friendly and helpful during my visit
- Appointment on time. Nurse very pleasant and helpful in explaining everything clearly. Most satisfactory.
- My annual review nurse Heather was very informative and helpful.
- Dr Amin was very helpful. He explained things clearly, took his time and reassured me. Many thanks
- Short waiting time to see the Dr of your choice
- Seen on time and with a dr
- Professional, prompt and friendly service.
- Every member of the team gives their best attention and care. The only problem is ten minutes allowed between patients is insufficient and must put a doctor under pressure
- Reception staff always efficient and helpful. Doctor very knowledgeable and puts your mind at rest, can't do enough for you.
- Didn't have to wait long.
- Friendly and professional staff
- Pleasant and helpful receptionist. On time for appointment
- Phone call was within the time slot given. Dr was attentive, answered my question clearly and gave me options. I particularly appreciated the helpful information sheet being emailed to me following our telephone conversation..
- A very thorough examination. Actually saw the doctor on time which is always a massive positive.
- I was given good advice about my medical condition
- The young lady was very kind, professional and quick. The service at Aelfgar is extremely good at all times. Thank you all.
- Received phone appointment as the requested time
- Everyone cares From the receptionists to nurses and doctors. Even not be able to book the same doctor to see you through your illness The practice seems to have a very good choice of Doctors. We are very satisfied with our treatment. Well done.
- I can't tell you how listened to I felt. The appointment was thorough and unrushed. I knew exactly what the decision was and the rationale for it which I

am happy about.

- It was on time. The nurse was friendly, and professional. She was understanding re my attitude to needles, and the probable effect on my BP.

- Doctors and all staff very helpful and kind.

- Gave me information about a service I didn't know existed - joint injection Am able to have a procedure there instead of needing hospital referral which would lead to delays and multiple visits

- Dr Payne was very patient and great with my little boy. The appointment was on time, and didn't feel rushed. He got a sticker at the end of the appointment for being brave

- Very friendly, telephone consultation
Friendly reception team.

- Telephone call, all my questions were answered, a little discussion took place to help me understand my situation so I didn't need anything else.

- I was seen quickly, was listened to, and treated with kindness.

- Straight talking very helpful

Patients Comments Included (Negative):

- I realise Doctors have a very busy schedule but found the attitude be a little curt.

- My appointment was 15.10.

Doctors previous patients came out of their appointment at 15.15 I didn't get called in until approximately 15.30.

I have been suffering with a crippling shoulder pain since November 24, I went to see Dr re my scan results- I was informed I now have to wait for a physio appointment 6-8 wks!

All I wanted was a MRI scan as I have been paying £45 per visit to a private physio each week as I could not let my shoulder turn into a frozen shoulder due to long waiting times for appointments.

- I rang the surgery to tell them I would be a little late my car would not start.

Explained I was definitely arriving but I would be running a little late. My appointment was for 9-40 I arrived at 9-50 and checked in on the machine.

I would have been a little earlier but Rugeley is full of road works.

I sat down and waited till 10-15 then went to the receptionist to see if my message had been passed on.

The receptionist said you are really late you said it would only be a few minutes

late and the nurse will not see you know. I explained I arrived at 9-50 and had checked in. She argued with me stating that I had not checked in but at this point the nurse walked in and heard the conversation.

She explained to the receptionist that if your late the machine does not register your arrival and apologised .to me.

It's very rare I arrive late and thought I had informed your staff and should have been notified then that if your late you will not be seen.

I remained courteous and calm but felt very embarrassed.

The nurse Sue said she could have seen me there were no problems and was aware that I had rung.

I failed to understand why the receptionist viewed I needed to lie re registering my arrival.

I understand that receptionist staff have to safeguard wasted time and the need to point you to the correct person to help you best.

However the authoritarian attitude shown could have been avoided by informing me when I telephoned to re arrange a further appointment.

Normally the receptionists are very helpful and pleasant.

In fairness maybe the young lady was unaware of how the machine did not register your arrival if running late.

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE