

# AELFGAR SURGERY

## NHS FRIENDS & FAMILY TEST

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

### MARCH 2025 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
304	37	7	3	2	0

#### Patients Comments Included (Positive):

- My appointment was organised in an efficient manner by reception, they are always so very helpful. I didn't have to wait long on the day and my blood test was explained to me and done very quickly. I know that I will be called to update me and inform me if any treatment is required. I thank you for looking after myself and my family.  
Also I have to say that the surgery is kept spotless by your cleaners.
- I had to wait quite a while to see the doctor but once I got in he gave me as much time as I needed
- Professional no problems.
- Tegwen was very helpful & explained a few things to me. Felt very comfortable.
- Felt comfortable and overall good appointment
- Dr Payne is a really good doctor and looks into your problem properly to give you the best care possible
- Kerry was very friendly and welcoming during my blood test
- Well I was seen on time, & there was no waiting around.
- I called with an enquiry and was offered a same day appointment
- Good service
- I was treated well , the nurse was excellent
- Appointment was on time doctor friendly

<ul style="list-style-type: none"> <li>▪ Waiting time was short and the Dr was extremely welcoming and treated me like a person, not just a patient. Very pleased with the information provided.</li> </ul>
<ul style="list-style-type: none"> <li>▪ The reception staff were lovely very kind and understanding</li> </ul>
<ul style="list-style-type: none"> <li>▪ Kerry was lovely, she had good conversation was really happy and was nice to see someone who looked as if they really enjoyed their job</li> </ul>
<ul style="list-style-type: none"> <li>▪ Because it was very good</li> </ul>
<ul style="list-style-type: none"> <li>▪ Last minute appointment change wasn't ideal. Inability to check in using your electronic terminal. Pharmacist was excellent.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Was in and out nicely no waiting around and the staff are brilliant</li> </ul>
<ul style="list-style-type: none"> <li>▪ Dr Evans is so personable and caring. Of the times I have visited the gp practice I have never felt unheard when I see her.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Straightforward, couldn't have been any better</li> </ul>
<ul style="list-style-type: none"> <li>▪ Doctor was informative and phoned within the allotted timeframe.</li> </ul>
<ul style="list-style-type: none"> <li>▪ since I'm petrified of needles the lady was absolutely brilliant &amp; took this into account</li> </ul>
<ul style="list-style-type: none"> <li>▪ First class every time</li> </ul>
<ul style="list-style-type: none"> <li>▪ Nurse was very polite, informative and ensured I was well enough to repeat my HRT treatment</li> </ul>
<ul style="list-style-type: none"> <li>▪ Quick appointment, very understanding receptionist and Prescribing nurse thank you</li> </ul>
<ul style="list-style-type: none"> <li>▪ First time booking an appointment via the app and I found it easy to navigate. It was my first visit with this particular GP and it was evident she had read my notes. I left feeling very satisfied with my appointment</li> </ul>
<ul style="list-style-type: none"> <li>▪ Made you feel at ease, and very friendly</li> </ul>
<ul style="list-style-type: none"> <li>▪ Was in and out very quickly and the nurse was very efficient</li> </ul>
<ul style="list-style-type: none"> <li>▪ Nurse was very good with my shingles injection. Bad side effect was bad again.</li> </ul>
<ul style="list-style-type: none"> <li>▪ I love my surgery they are amazingly helpful staff friendly put you at ease.</li> </ul>
<ul style="list-style-type: none"> <li>▪ My appointment was at 09:15, but I wasn't called for my appointment until 09:25? The surgery didn't appear that busy?</li> </ul>
<ul style="list-style-type: none"> <li>▪ I always receive excellent information, advice and follow-up treatment. I</li> </ul>

can't fault how the practice is organised and the professionalism of all the staff. They go far beyond any vocational standard I have ever, experienced before, heartfelt thanks to you all
<ul style="list-style-type: none"> <li>I have been to 3 appointments recently with Kerry and Heather. For some reason I get very anxious when attending appointments, however both Kerry and Heather were very welcoming and kind. They both put me at ease and I no longer will feel so anxious for future visits. They are both a credit to the surgery. Thank you so much!</li> </ul>
<ul style="list-style-type: none"> <li>Gave reassurance and offered an alternative procedure when I felt too uncomfortable with the procedure I had attended for</li> </ul>
<ul style="list-style-type: none"> <li>Felt comfortable discussing my symptoms and equally happy with the outcome</li> </ul>
<ul style="list-style-type: none"> <li>Confirmed diagnosis gave advice and prescribed replacement emergency prescription. Very efficient and helpful</li> </ul>
<ul style="list-style-type: none"> <li>Dr Payne was very helpful, patient and informative</li> </ul>
<ul style="list-style-type: none"> <li>Never have an issue</li> </ul>
<ul style="list-style-type: none"> <li>The Doctor that I saw was very pleasant and helpful .</li> </ul>
<ul style="list-style-type: none"> <li>Very professional</li> </ul>
<ul style="list-style-type: none"> <li>I felt listened to</li> </ul>
<ul style="list-style-type: none"> <li>Did not have enough time with doctor. Several issues needed to be discussed.</li> </ul>
<ul style="list-style-type: none"> <li>I didn't have to wait too long. The doctor was lovely.</li> </ul>
<ul style="list-style-type: none"> <li>Apt on time lovely friendly nurse</li> </ul>
<ul style="list-style-type: none"> <li>Excellent service</li> </ul>
<ul style="list-style-type: none"> <li>Very helpful very easy to talk to</li> </ul>
<ul style="list-style-type: none"> <li>Amazing efficient service at this surgery , everyone is friendly and welcoming.</li> </ul>
<ul style="list-style-type: none"> <li>I answered very good because that was how my experience was, I got an appointment to suit me, didn't wait long and nurse was very friendly and extremely helpful.</li> </ul>
<ul style="list-style-type: none"> <li>I think it's very good</li> </ul>
<ul style="list-style-type: none"> <li>The physio was very helpful and knowledgeable and able to ascertain what the issue was and what I needed to do to resolve it. He also was able to both email me and give a paper copy of the exercises/stretches I need to do,</li> </ul>

which also connected to an app to better help me to do them/remember to do them everyday. Really impressed both with the physio himself as well as all the tools at his/my disposal to better enable me to resolve my issue.
▪ Pleasant receptionist, Doctor was informative and helpful with my situation.
▪ Lovely lady took my blood in a caring professional manner thank you
▪ Great service as always
▪ Sue was excellent as always professional and friendly.
▪ The reception was very good and very friendly. The nurse who attended me was very very good very friendly . The premise was very clean and smart.
▪ Pleasant efficient
▪ Because the doctor I spoke to was very clear and straight to the point. The advice he gave me was very clear, also it was well in the time frame I was given was accurate.
▪ Lynn is always friendly
▪ On time Dr was very attentive and listened to my concerns
▪ The staff was friendly. Everything was done in time.
▪ Very professional and puts you at ease !
▪ Helpful advice
▪ Efficiency and professionalism were apparent at all my appointments this week.
▪ Very professional and caring
▪ Friendly and efficient
▪ The nurse was very helpful and explained everything to me.
▪ Dr. Payne always takes time to get to know his patients and family members. He always does his best to help and advise. I trust Dr. Payne.
▪ Dr CHINGONO has really looked after me very much appreciated
▪ The staff are very friendly and helpful
▪ A friendly person and explaining the results.
▪ Friendly service and caring service.
▪ Dr Junaid was brilliant and sorted my problems out

<ul style="list-style-type: none"> <li>▪ The gp, was very understanding and supportive, she made me feel very at ease, and I felt that my concerns were listened too.</li> </ul>
<ul style="list-style-type: none"> <li>▪ The doctor surgery are always very helpful</li> </ul>
<ul style="list-style-type: none"> <li>▪ Nurse was very informative and made me feel more relaxed about my issues</li> </ul>
<ul style="list-style-type: none"> <li>▪ Appointment on time, friendly &amp; efficient nurse</li> </ul>
<ul style="list-style-type: none"> <li>▪ Excellent service</li> </ul>
<ul style="list-style-type: none"> <li>▪ Brilliant as always</li> </ul>
<ul style="list-style-type: none"> <li>▪ I'm always treated with kindness and respect by all members of staff at Aelfgar surgery thank you</li> </ul>
<ul style="list-style-type: none"> <li>▪ We saw Dr. Payne yesterday and he couldn't have been more kind and helpful also the receptionist was also the same. 10 out of 10</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very helpful and good service</li> </ul>
<ul style="list-style-type: none"> <li>▪ Nurse was friendly and explained everything to me.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Always pleasant service &amp; on time</li> </ul>
<ul style="list-style-type: none"> <li>▪ It's always a pleasure to attend an appointment for whatever ails you and the staff are amazing.</li> </ul>
<ul style="list-style-type: none"> <li>▪ I have always been very pleased with the help from the surgery. I for some reason didn't get the text until today for the Monday appointment. A telephone call between 8-30 and 10-30 am . I picked up the message on Monday morning thank goodness. So I was able to apologise. So thank you so much for your help.</li> </ul>
<ul style="list-style-type: none"> <li>▪ On time, friendly (Kerry) and most efficient.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Amazing service. Can't fault this surgery at all. Finally managed to get a referral for ENT for my tonsils. Glad I moved and registered to this surgery. They really are patient centered here and listen to genuine health concerns you have. Reception team are very professional and are knowledgeable and good at problem solving in a timely manner. Doctors and urgent care practitioners are professional and supportive when you need it.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Happy with the service provided</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very quick and efficient</li> </ul>
<ul style="list-style-type: none"> <li>▪ My appointment was right on time. Dr Emmanuelle was very good and explained my urgent hospital's appointment report contents very well .Very</li> </ul>

thorough Doctor
<ul style="list-style-type: none"> <li>Appointment booking was easy. Relatively comfortable waiting area. Didn't have to wait very long before being called. Experience with the GP was positive. I left with an understanding of my treatment plan and what the next steps are.</li> </ul>
<ul style="list-style-type: none"> <li>Doctor Emmanuel was lovely and helped tremendously</li> </ul>
<ul style="list-style-type: none"> <li>Telephone contact ideal for this event</li> </ul>
<ul style="list-style-type: none"> <li>nice staff good advice</li> </ul>
<ul style="list-style-type: none"> <li>I was very happy with the information given, it helped me understand the treatment regarding my health problem</li> </ul>
<ul style="list-style-type: none"> <li>The doctor explained everything I needed to know</li> </ul>
<ul style="list-style-type: none"> <li>Good supportive doctor</li> </ul>
<ul style="list-style-type: none"> <li>Telephone appointment , Excellent Doctor .</li> </ul>
<ul style="list-style-type: none"> <li>Didn't have to wait a d doctor was very good .</li> </ul>
<ul style="list-style-type: none"> <li>Ease of booking in On time appointment Excellent doctor, listened and worked out a strategy for me</li> </ul>
<ul style="list-style-type: none"> <li>Very professional &amp; caring</li> </ul>
<ul style="list-style-type: none"> <li>Easy to book, I didn't have to wait long. Unfortunately the nurse missed the vein the first time. We did have a laugh about it though!</li> </ul>
<ul style="list-style-type: none"> <li>Exceptional treatment Same day apt through consult and result</li> </ul>
<ul style="list-style-type: none"> <li>Painless blood test!!</li> </ul>
<ul style="list-style-type: none"> <li>The service provided was good</li> </ul>
<ul style="list-style-type: none"> <li>On time. Efficient</li> </ul>
<ul style="list-style-type: none"> <li>Friendly, professional and prompt service, thank you.</li> </ul>
<ul style="list-style-type: none"> <li>Always prompt ref appt staff helpful and pleasant.</li> </ul>
<ul style="list-style-type: none"> <li>Physio was very good at listening to my problems with my shoulders</li> </ul>
<ul style="list-style-type: none"> <li>The Sister Nurse was very good explained everything</li> </ul>
<ul style="list-style-type: none"> <li>Lovely Jess very kind and helpful</li> </ul>
<ul style="list-style-type: none"> <li>This was a telephone appointment it was done within the two hour time slot</li> </ul>

and was done very professionally
▪ I was early and called in early which is great.
▪ Very efficient
▪ From booking appointment to time with doctor was really excellent
▪ Easy to booking, appointment on time, Dr was helpful and informative
▪ I got an appointment quickly
▪ Professional and personable, thank you.
▪ Seen on time procedure completed without issue Staff member was professional & friendly
▪ All queries answered. Felt listened to and supported.
▪ A very helpful and sympathetic Doctor
▪ Appointment on time dealt with quickly.
▪ As always made to feel welcome by all staff, they are all very caring . Best practice around.
▪ Dr Payne was lovely and very helpful. Is writing to my consultant on my behalf to answer a question for me and also pointed me in the right direction for another appointment that I needed and sent me the text to book the appointment as well. Really pleased with appointment thank you Dr Payne!
▪ Caring and professional as always
▪ On time , professional service
▪ As always seen quickly staff are efficient and friendly
▪ Very friendly, helpful and efficient.
▪ Service from nurse about travel vaccine advice was clear and very helpful
▪ My appointment was on time. The doctor was friendly and efficient and explained things clearly. Excellent service.
▪ Seen on time
▪ Great service as usual
▪ The staff were efficient and polite and the physio I saw was lovely
▪ Dr Stokes is very good and helps in every way she can.
▪ Staff on desk polite

Clean and tidy Dr Abdul amin was excellent explained everything in detail
▪ Very professional and caring
▪ Very good service
▪ I was seen on time the nurse was very pleasant no complaints.
▪ Efficient and friendly,
▪ The nurse easily took my bloods
▪ Pleasant staff, reasonably on time.
▪ Dr Payne was very thorough, discussed the problem and a plan going forward
▪ I was actually sitting in with the doctor at my appointment time
▪ Appointment on time
▪ Good service with very knowledgeable information.
▪ I didn't have to wait long, Heather the nurse I saw was amazing, very professional, kind, caring and made me feel relaxed she went through everything with me before doing my procedure, thank you Heather you were amazing.
▪ Nurse and doctor on time.
▪ First time I've had an app with the paramedic.. he was extremely thorough and very helpful..
▪ Professional and fast service
▪ My concern was sorted straight away and put on medication, explain what I had to do and not to worry .very helpful and very professional.
▪ Seen by friendly staff
▪ Jo knows her stuff, felt relaxed talking to her.
▪ First class treatment as usual
▪ Very informative discussion with nurse regarding use of inhalers. Always friendly and helpful
▪ Fast efficient lovely staff
▪ Prompt appointment for routine bloods, made to feel at ease and comfortable throughout, nurse happy to answer any questions I had .
▪ Professional and friendly service throughout.



<ul style="list-style-type: none"> <li>▪ Doct was very helpful and caring.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Doctor very helpful and explained things thoroughly</li> </ul>
<ul style="list-style-type: none"> <li>▪ Always best of service from any appt i go to x</li> </ul>
<ul style="list-style-type: none"> <li>▪ First class treatment from Dr Payne he took the time to listen to my concerns and answered all my concerns. Best Dr surgery around .</li> </ul>
<ul style="list-style-type: none"> <li>▪ The doctor went above and beyond to help me</li> </ul>
<ul style="list-style-type: none"> <li>▪ The GP was very polite and understanding, he explained things in a way you could understand.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Doctor should have had notes of most recent medications to hand. Which he didn't. I appreciate he was a trainee, but the qualified GP should have been in the room.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Appreciated having the continuity of practitioner.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very helpful, with questions I asked</li> </ul>
<ul style="list-style-type: none"> <li>▪ Because it was how I expected it to be On time for a blood test.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Was excellent</li> </ul>
<ul style="list-style-type: none"> <li>▪ No problems</li> </ul>
<ul style="list-style-type: none"> <li>▪ It's was Dr Payne was very helpful with what he could do despite me not being able to attend the surgery like I was supposes to</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very professional. RSV Injection and blood taken on this occasion</li> </ul>
<ul style="list-style-type: none"> <li>▪ Excellent service as usual</li> </ul>
<ul style="list-style-type: none"> <li>▪ 2 appointments were made for blood test and following week a review for diabetes. Arrived on the 5/3/25 and the nurse informed me neither appointment was on the system but she did a blood pressure check rather than wasting my time which was very good of her.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Seen on time. Nurse very professional but friendly. Gave me all the information I asked for.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Advice was good but being 15 minutes late was not</li> </ul>
<ul style="list-style-type: none"> <li>▪ They helped me sort my problems out</li> </ul>
<ul style="list-style-type: none"> <li>▪ The nurse that dealt with my appointment was lovely :-)</li> </ul>
<ul style="list-style-type: none"> <li>▪ On time and a satisfactory diagnosis and kind treatment</li> </ul>

<ul style="list-style-type: none"> <li>▪ The appointment went very well on time efficient and friendly</li> </ul>
<ul style="list-style-type: none"> <li>▪ Nurse Lynne Fletcher was excellent. She put me at ease for the appointment took time to listen and was very patient with me.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Because your service is excellent your staff try to respond to any request with a positive attitude and within a time limit.</li> </ul>
<ul style="list-style-type: none"> <li>▪ The physio I saw was friendly, listened, examined my shoulder and explained clearly what was wrong. He then said I needed massage, said it wasn't offered and left me with the impression I had to source it myself. He gave me a printout about my condition, but no referral or guidance on what to do next.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Appointment on time.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Nurse was pleasant, kind, considerate and knowledgeable.</li> </ul>
<ul style="list-style-type: none"> <li>▪ GP and reception staff were very helpful I was able to book a timely appointment .</li> </ul>
<ul style="list-style-type: none"> <li>▪ Super quick, efficient and friendly</li> </ul>
<ul style="list-style-type: none"> <li>▪ Both Sue and Lynn very professional pleasant and helpful made me more relaxed and informed x</li> </ul>
<ul style="list-style-type: none"> <li>▪ I didn't wait long practically in and out</li> </ul>
<ul style="list-style-type: none"> <li>▪ Appointment on time . Treated with curtesy and respect.</li> </ul>
<ul style="list-style-type: none"> <li>▪ My experience with the physio was excellent. He was so helpful and printed out all the information I needed. He also explained my pain problems. Thankyou so much</li> </ul>
<ul style="list-style-type: none"> <li>▪ I am always treated with kindness and respect. So a big thank you for delivering an excellent service to your patients.</li> </ul>
<ul style="list-style-type: none"> <li>▪ All staff always polite and extremely helpful.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very professional and friendly as always.</li> </ul>
<ul style="list-style-type: none"> <li>▪ So friendly and very welcoming</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very professional as always.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Service was excellent</li> </ul>
<ul style="list-style-type: none"> <li>▪ I had a telephone appointment with Dr. Amin and he dealt with me on behalf of my daughter as she was at school. He understood exactly what the problem was and made a referral in a polite and professional manner. I had no trouble getting the consultation, the receptionists there are very, very</li> </ul>

helpful. They do their best to help the patients.
<ul style="list-style-type: none"> <li>My nurse Sue Stevenson, is very quick and professional, despite my veins being difficult, she took the bloods in a few minutes. I didn't wait long and the waiting room was spotless. I didn't have to wait long for the appointment either and look forward to getting the results back. Thank you for looking after myself and my family.</li> </ul>
<ul style="list-style-type: none"> <li>Always professional easy login and appointment running on time . Appointment was good was listen to and very friendly</li> </ul>
<ul style="list-style-type: none"> <li>I saw Dr. Junaid and she was excellent. She welcomed me with a beautiful smile, very easy to talk to and I was very impressed and was very pleased I saw her.</li> </ul>
<ul style="list-style-type: none"> <li>My appointment was on time and I was dealt with complete satisfaction.</li> </ul>
<ul style="list-style-type: none"> <li>Excellent</li> </ul>
<ul style="list-style-type: none"> <li>On time, efficient appointment .</li> </ul>
<ul style="list-style-type: none"> <li>Seen by the physiotherapist within a week. Very kind and helpful receptionist.</li> </ul>
<b><u>Patients Comments Included (Negative):</u></b>
<ul style="list-style-type: none"> <li>I felt like the doctor I had didn't really care. He kept getting information wrong that I just told him. He wasn't engaged with what I was saying and brushing off my illnesses that everything is common I'm having. I felt very upset at the end and was just passed on to a nurse for bloods. All the information I talk about over the phone when booking was not given to him so I had to repeat it all again. I just felt like the doctor didn't believe me one bit told me to get proof of what's wrong with me. He even brought up my period which has nothing to do with what I was seeing him about.</li> </ul>
<ul style="list-style-type: none"> <li>Booked for a shingles vaccination but after getting to see the nurse was told I was not eligible for one despite being told by reception staff that I was. Wasted time for me ,&amp; nurse</li> </ul>
<ul style="list-style-type: none"> <li>I was supposed to receive a telephone call which had been arranged by yourselves, which never happened. Called surgery to find out what had happened to be told they thought I was going into the surgery. The appointment was a telephone consultation as stated on the message I received and still have on my phone.</li> </ul>
<ul style="list-style-type: none"> <li>My child was not helped in any way, he is still suffering from pain. Couldn't diagnose or find the cause of the problem.</li> </ul>

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| <ul style="list-style-type: none"><li>• I was seen by a trainee doctor when I would have preferred to have been seen by a doctor that I had seen previously so I didn't have to go through the mental trauma of having to recall being assaulted by my neighbour and turning into a snotty mess in the surgery.</li></ul>   |
| <ul style="list-style-type: none"><li>• Was told another colleague had to answer my queries and that I need to book another appointment, so it was basically a waste of time seeing that particular Dr. Also the Dr should of booked a Physio appointment for me there and then, only for me to come home and receive a text saying I had to book it.<br/>There was a few other issues as well that I would of receive better treatment if I'd of seen another Dr other than a trainee.</li></ul> |

**HAVE YOUR SAY TODAY...**

**COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE**