

# AELFGAR SURGERY

## NHS FRIENDS & FAMILY TEST

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

### APRIL 2025 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
423	53	8	5	1	1

#### Patients Comments Included (Positive):

- Very caring team member
- I was called in on time the nurse was very friendly and didn't feel anything
- Ayokunle Badmus was very good & explained clearly what was causing my problem including use of google to show me the muscle issues.
- Saw the pharmacist, very helpful
- Prompt appointment time and very good advice
- Efficient and friendly
- After a short wait I was seen the Dr was very informative and explained in full the process that would hopefully alleviate my problem.
- Vary professional
- Usual excellent service, thank you.
- I had a next day appointment with Jessica who put me at my ease and was very helpful and informative.  
Jessica booked me the next available appointment with a Doctor who will be able to do a procedure if necessary, at this appointment ,to save me having to attend another appointment.  
Professional and thoughtful.
- Sue the nurse was very friendly and also helpful about blood test results.
- Quick and friendly service have always managed to get my 10 month old in same day
- Really friendly approachable GP

<ul style="list-style-type: none"> <li>the staff are always so friendly and happy to help!</li> </ul>
<ul style="list-style-type: none"> <li>Dr was very thorough and never rushed me out even though I had a lot of problems .</li> </ul>
<ul style="list-style-type: none"> <li>As always good service</li> </ul>
<ul style="list-style-type: none"> <li>Very efficient service</li> </ul>
<ul style="list-style-type: none"> <li>I was seen more or less on time. The Dr I saw was very helpful and compassionate and I didn't feel rushed.</li> </ul>
<ul style="list-style-type: none"> <li>Really friendly. Listened to me and outcome good for follow-up. Also wasn't rushed.</li> </ul>
<ul style="list-style-type: none"> <li>Doctor very helpful and informative</li> </ul>
<ul style="list-style-type: none"> <li>Lovely ladies did a good job, very efficient</li> </ul>
<ul style="list-style-type: none"> <li>Professional staff Efficient management Always polite &amp; welcoming from all staff</li> </ul>
<ul style="list-style-type: none"> <li>Professional as always and on time</li> </ul>
<ul style="list-style-type: none"> <li>Always prompt and try to fit you in for appointments you need</li> </ul>
<ul style="list-style-type: none"> <li>Always great service from this GP Professional staff</li> </ul>
<ul style="list-style-type: none"> <li>Good surgery efficient well run</li> </ul>
<ul style="list-style-type: none"> <li>I had 2 appointments to see the doctor that day, I mistakenly went late and missed my first app. The doctor managed to chat to me about my cholesterol and helped me make a decision on the medication, he also then did manage to examine me about a lump on my arm I was querying. Resulting in me now waiting for a scan. I was very grateful to the Doctor.</li> </ul>
<ul style="list-style-type: none"> <li>I was seen promptly on my arrival. The nurse was chatty and professional. Excellent taking of blood. I did not feel a thing. She also answered questions I had regarding my medication.</li> </ul>
<ul style="list-style-type: none"> <li>The way it was organised brilliantly the times of the COVID jabs and the nurses that gave it .well done to all the staff. Thank you.</li> </ul>
<ul style="list-style-type: none"> <li>Quick and on time.</li> </ul>
<ul style="list-style-type: none"> <li>We went straight in, on time</li> </ul>
<ul style="list-style-type: none"> <li>Excellent service.</li> </ul>
<ul style="list-style-type: none"> <li>The Aelfgar team were amazing, slick, professional and helpful getting through the amazing number of patients requiring the latest COVID jab</li> </ul>

Well done and thank you
▪ Everything went without any problem.
▪ Always very nice accommodating service
▪ No problem Appointment on time Easy access to rooms
▪ Appointment on time. Activity completed smoothly without fuss. Useful written Information provided.
▪ All staff very pleasant and helpful and I didn't have to wait long to be seen
▪ On time appointment really pleasant cheerful and helpful staff
▪ Very professional and friendly
▪ Always the same friendly professional attitude.
▪ The staff are always very professional
▪ Well organised, in and out in minutes
▪ Smooth and efficient no probs
▪ I wanted to answer the question because to let people know that aelfgar surgery are doing their best for the local community.
▪ Excellent service as usual
▪ It always is good, thank you.
▪ As always a pleasant and efficient service
▪ Very happy
▪ In, jab, out. 😊
▪ Perfect
▪ Efficient, on time and friendly covid booster clinic.
▪ Before time & always pleasant. Thank you.
▪ My appointment was right on time
▪ On time friendly staff
▪ Fast, efficient and well organised covid booster session.
▪ On time. Efficient. Friendly

▪ On time and very friendly staff
▪ Very efficient—all running on time with pleasant and informative staff
▪ They are very friendly.
▪ Because we were in on time and although the nurses were busy they still had time for a friendly word.
▪ Didn't have to wait long for the covid jabs.
▪ Seen very quickly for the covid jabs.
▪ Covid jab on Saturday am. Ran like clockwork, very well organised, congratulations.
▪ The nurse that did my b12 injection is always pleasant
▪ Well organised. Seen on time and the nurse was very cheerful and put me at ease.
▪ Appointment on time and very friendly staff. Very good service.
▪ Excellent as usual
▪ Quick process in treating every patient with the vaccine program.
▪ My vaccine appointment was quick and very well organised
▪ Service was good and I appreciated it.
▪ Professional friendly and efficient service, much appreciated.
▪ Excellent
▪ I was only in the surgery for about ten minutes altogether everything was quick and efficient
▪ Well organised efficient and friendly
▪ Prompt and on time
▪ Reminder of my appointment. Easy check in. Told me she was running 4 minutes late. Seen at that time. Very quick, friendly and professional, booked next appointment for me.
▪ Seen on time good service
▪ I was seen on time. The doctor was friendly, polite and thorough. My test results were clearly explained to me and my questions and concerns were listened to and answered. I left the surgery content and reassured.
▪ Perfect
▪ Appointment on time very efficient staples taken out with very little discomfort

<ul style="list-style-type: none"> <li>▪ Can't fault them brilliant</li> </ul>
<ul style="list-style-type: none"> <li>▪ Professional staff and pleasant</li> </ul>
<ul style="list-style-type: none"> <li>▪ Explained what was to be done. And to rest up for a couple of days. Thank you, but the injection did hurt..</li> </ul>
<ul style="list-style-type: none"> <li>▪ Clinician I saw excellent allayed my fears</li> </ul>
<ul style="list-style-type: none"> <li>▪ My experience was very good</li> </ul>
<ul style="list-style-type: none"> <li>▪ Nurse always friendly and polite and appointment on time</li> </ul>
<ul style="list-style-type: none"> <li>▪ Everything was explained to me very clearly and concisely. My queries and concerns were answered satisfactorily.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Reasonable short time to get an appointment. On time, efficient, professional yet interested in my answers. Great to have the ECG on site and not need to travel to a hospital</li> </ul>
<ul style="list-style-type: none"> <li>▪ Amazing staff and quality of care</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very understanding gives good advice</li> </ul>
<ul style="list-style-type: none"> <li>▪ Always polite staff who get me in same day or next ! Always on point and amazing doctors to who actually listen.</li> </ul>
<ul style="list-style-type: none"> <li>▪ The appointment went to plan although a little late</li> </ul>
<ul style="list-style-type: none"> <li>▪ Appointment with Physiotherapist on time, followed up call from a GP, electronic request for x-ray meant I got x-ray at Stafford next morning</li> </ul>
<ul style="list-style-type: none"> <li>▪ I was in and out I only had to wait a short time and they were ahead of schedule which was really good</li> </ul>
<ul style="list-style-type: none"> <li>▪ Appointment on time, very professional and efficient</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very good service very friendly</li> </ul>
<ul style="list-style-type: none"> <li>▪ Appointment was on time. Dr Amin was charming and professional. He explained everything clearly. Many thanks</li> </ul>
<ul style="list-style-type: none"> <li>▪ Appointment on time. Pleasant attitude. Explained situations clearly. GP very well presented</li> </ul>
<ul style="list-style-type: none"> <li>▪ Sue was very good and I didn't have long to wait.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very efficient; very helpful and friendly. Replied by text very quickly to a query I had</li> </ul>

discussed with her. I
<ul style="list-style-type: none"> <li>▪ Very good checked all problem &amp; explained what to do for treatment for getting some relief</li> </ul>
<ul style="list-style-type: none"> <li>▪ On Time extremely friendly and helpful</li> </ul>
<ul style="list-style-type: none"> <li>▪ Efficient, professional, friendly.</li> </ul>
<ul style="list-style-type: none"> <li>▪ On time , very good on making next appointment, and very good having a reminder on next appointment which u may forget</li> </ul>
<ul style="list-style-type: none"> <li>▪ Ease of appointment. Not kept waiting kind and helpful service from doctor and receptionist.</li> </ul>
<ul style="list-style-type: none"> <li>▪ As always Aelfgar always deliver on all accounts.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Dr Abdul was very good kind and caring and listened to all I told him , very cheerful and good doctor.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Timing was spot on Staff brilliant What more can I say?</li> </ul>
<ul style="list-style-type: none"> <li>▪ Service excellent</li> </ul>
<ul style="list-style-type: none"> <li>▪ Correct answer</li> </ul>
<ul style="list-style-type: none"> <li>▪ Had no problems.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Excellent service as always.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Professional and friendly service as always.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Lady on reception was very helpful, doctors kind and understanding. All in all good Experience.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very helpful great service thank you 😊</li> </ul>
<ul style="list-style-type: none"> <li>▪ Because I was treated with respect and I was listened to</li> </ul>
<ul style="list-style-type: none"> <li>▪ Doctor was excellent. Listened to me and didn't make me feel like I was wasting his time. Brilliant service</li> </ul>
<ul style="list-style-type: none"> <li>▪ As I have a phobia with needles. Nurse did an excellent job</li> </ul>
<ul style="list-style-type: none"> <li>▪ Heather was helpful telling me my results from my annual review</li> </ul>
<ul style="list-style-type: none"> <li>▪ Always a first class service</li> </ul>
<ul style="list-style-type: none"> <li>▪ On time and efficient</li> </ul>

<ul style="list-style-type: none"> <li>Professional friendly prompt</li> </ul>
<ul style="list-style-type: none"> <li>Provided with a quick appointment took time to listen to my concerns explained everything provided with follow up appointment</li> </ul>
<ul style="list-style-type: none"> <li>offered an appointment same day .. nursing team were excellent</li> </ul>
<ul style="list-style-type: none"> <li>Very professional and friendly puts you at ease @</li> </ul>
<ul style="list-style-type: none"> <li>You are always treated with respect and friendliness</li> </ul>
<ul style="list-style-type: none"> <li>My appointment was a little late &amp; it felt a bit rushed if I'm being honest.</li> </ul>
<ul style="list-style-type: none"> <li>They were extremely good.</li> </ul>
<ul style="list-style-type: none"> <li>Good service</li> </ul>
<ul style="list-style-type: none"> <li>Thank you Jess for being so attentive.</li> </ul>
<ul style="list-style-type: none"> <li>The doctor was ever so kind. Thank you for your care and he loved the sticker too.</li> </ul>
<ul style="list-style-type: none"> <li>Saw Dr Amin, amazing doctor. Reassuring, helpful and after years of discomfort and several GP visits in the past (at a different GP surgery) has finally helped and made the biggest difference. A massive thank you to an amazing GP.</li> </ul>
<ul style="list-style-type: none"> <li>Very professional</li> </ul>
<ul style="list-style-type: none"> <li>Queries addressed and everything explained well. Did not feel rushed.</li> </ul>
<ul style="list-style-type: none"> <li>My appointment was on time everything was explained to me very clearly</li> </ul>
<ul style="list-style-type: none"> <li>Every time I've seen Jessica, she's very understanding, knowledgeable and also informative.</li> </ul>
<ul style="list-style-type: none"> <li>Always friendly nurses and doctors</li> </ul>
<ul style="list-style-type: none"> <li>Very efficient and friendly young lady. Dead on time</li> </ul>
<ul style="list-style-type: none"> <li>All excellent and caring</li> </ul>
<ul style="list-style-type: none"> <li>I was seen quickly and all staff very pleasant and helpful.</li> </ul>
<ul style="list-style-type: none"> <li>Good timing and nice doctor</li> </ul>
<ul style="list-style-type: none"> <li>Appointment on time and efficient diagnosis and advice.</li> </ul>
<ul style="list-style-type: none"> <li>On time staff friendly and helpful Just as you hope and expect? Thanks</li> </ul>
<ul style="list-style-type: none"> <li>Not a problem</li> </ul>
<ul style="list-style-type: none"> <li>Because it was ,in all my time as a patient of aelfgar surgery I have never had a</li> </ul>

problem with anything.
<ul style="list-style-type: none"> <li>▪ Lynn was very kind and understanding, and answered all my questions very clearly. Very satisfied, thank you.</li> </ul>
<ul style="list-style-type: none"> <li>▪ The young lady who took my blood was excellent hardly felt it no bruising she was also chatty and friendly making me feel at ease thank you so much ★ ★ ★ ★ ★</li> </ul>
<ul style="list-style-type: none"> <li>▪ Lynne was very helpful, and listened to my concerns. She gave me some good tips and suggestions and answered my questions in an appropriate manner. Nothing was too much trouble.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very caring, given respect, on time.</li> </ul>
<ul style="list-style-type: none"> <li>▪ The receptionist was really helpful. The nurse was very helpful, and the doctor very clear.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Dr Payne was very attentive and fully understood my problems and I have got full confidence in the treatment he has suggested. 5*</li> </ul>
<ul style="list-style-type: none"> <li>▪ Appointment was on time and dealt with efficiently.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Nurse was very sweet , took my blood and made me an appt to see Doc immediately due to my cough . Saw Doc who prescribed antibiotics .</li> </ul>
<ul style="list-style-type: none"> <li>▪ It was good</li> </ul>
<ul style="list-style-type: none"> <li>▪ The nurse was very helpful</li> </ul>
<ul style="list-style-type: none"> <li>▪ Tegwen is very informative helpful and easy to talk to</li> </ul>
<ul style="list-style-type: none"> <li>▪ Supportive, professional and caring.</li> </ul>
<ul style="list-style-type: none"> <li>▪ I don't feel enough was done to help my agonising pain.</li> </ul>
<ul style="list-style-type: none"> <li>▪ The Doctor was very informative and explained what she thought it might be causing the pains in my chest</li> </ul>
<ul style="list-style-type: none"> <li>▪ I was seen on time. My concerns were listened to and a full examination made. I left the appointment reassured and with exercises to help strengthen my knee.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Got an appointment on the day. Was seen professionally and got the treatment I needed</li> </ul>
<ul style="list-style-type: none"> <li>▪ Great service thanks very much</li> </ul>
<ul style="list-style-type: none"> <li>▪ Dr was very clear and helpful as to what he wanted me to do</li> </ul>
<ul style="list-style-type: none"> <li>▪ Dr was polite and explained everything clearly</li> </ul>
<ul style="list-style-type: none"> <li>▪ The nurse I saw was lovely, I was worried about having the injection what to expect. I</li> </ul>



<p>didn't even realise she did it. She was so kind.</p>
<ul style="list-style-type: none"> <li>▪ On time appointment. Results fully explained to me.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Got appointment same day, lovely doctor checked me over and put mind at rest</li> </ul>
<ul style="list-style-type: none"> <li>▪ Friendly, efficient, professional. On time.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Excellent caring advice from Doctor</li> </ul>
<ul style="list-style-type: none"> <li>▪ The pharmacist was very helpful and took her time with me, I was worried before I went, but she allayed my fears.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Was given a time for a telephone call, had the call on the time given</li> </ul>
<ul style="list-style-type: none"> <li>▪ Someone who listened, understood and gave medication when needed. Looking forward to the long term results.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very good service regular reviews</li> </ul>
<ul style="list-style-type: none"> <li>▪ Saw physiotherapist. He explained about his findings very clearly and gave me advice going forward</li> </ul>
<ul style="list-style-type: none"> <li>▪ Dr Stokes always listens, asks questions then makes a plan going forward.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Nice doctor eager to help</li> </ul>
<ul style="list-style-type: none"> <li>▪ I had a wait to see the doctor but once I was in Doctor had lots of time to listen to my problem and carry out an examination. He then put forward a plan for tests to find the cause of the problem. I needed a blood test and was amazed that receptionist got me in for 2hours later. Practice nurse who did my blood test was also very good, no waiting and test done straight away. Just waiting for results and appointment for scan. Excellent</li> </ul>
<ul style="list-style-type: none"> <li>▪ I was listened to with empathy and respect</li> </ul>
<ul style="list-style-type: none"> <li>▪ My appointment was on time, I was given a thorough health check and blood test taken quickly and efficiently. Nurse Sue is very professional, yet approachable and always makes her patient feel comfortable. Afterwards I had an appointment with nurse Heather, which was also on time, and she also took care of her duties in a kind and helpful manner. I suffer with anxiety but never feel anxious about my appointments with nurses Sue Stevenson and Heather Waldron.</li> </ul>
<ul style="list-style-type: none"> <li>▪ On time, Sue is always very pleasant and efficient.</li> </ul>
<ul style="list-style-type: none"> <li>▪ I was seen on time. Sue was polite, friendly and professional.</li> </ul>
<ul style="list-style-type: none"> <li>▪ On-time, easy check-in, saw the nurse who had all my results ready for discussion. Great! Thank you.</li> </ul>
<ul style="list-style-type: none"> <li>▪ I'm so impressed with everyone's attitude, so helpful from the receptionist to the</li> </ul>

nurses and doctors they just want the best for you. so much better than my previous surgery
<ul style="list-style-type: none"> <li>▪ As always the thorough and comprehensive information given, is reassuring and aiding my wellbeing.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Expected more contribution from the appointment.</li> </ul>
<ul style="list-style-type: none"> <li>▪ As I've said many times before the service and respect is out standing</li> </ul>
<ul style="list-style-type: none"> <li>▪ Dr Chingono is a very nice man and a good doctor!</li> </ul>
<ul style="list-style-type: none"> <li>▪ Put me at ease and explained everything to me</li> </ul>
<ul style="list-style-type: none"> <li>▪ Came in to see the nurse for a blood test In and out no problem at all lovely</li> </ul>
<ul style="list-style-type: none"> <li>▪ First class help and care</li> </ul>
<ul style="list-style-type: none"> <li>▪ Being new to your surgery, my wife and I have been impressed with the kindness, care and service that has been provided to us. Thank you 😊</li> </ul>
<ul style="list-style-type: none"> <li>▪ Efficient. HCA was very proficient taking blood. Friendly personality</li> </ul>
<ul style="list-style-type: none"> <li>▪ Friendly polite efficient as usual</li> </ul>
<ul style="list-style-type: none"> <li>▪ You are always treated with respect and friendliness</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very helpful go above and beyond to help both receptionist doctors and other staff</li> </ul>
<ul style="list-style-type: none"> <li>▪ Sue was very friendly and efficient</li> </ul>
<ul style="list-style-type: none"> <li>▪ My appointment was on time and the information given was useful.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very thorough and knowledgeable</li> </ul>
<ul style="list-style-type: none"> <li>▪ Quick and efficient</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very kind and sympathetic Doctor</li> </ul>
<ul style="list-style-type: none"> <li>▪ Excellent service and friendly staff</li> </ul>
<ul style="list-style-type: none"> <li>▪ On time</li> </ul>
<ul style="list-style-type: none"> <li>▪ The service was very good</li> </ul>
<ul style="list-style-type: none"> <li>▪ As ever pleasant &amp; professional</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very good</li> </ul>
<ul style="list-style-type: none"> <li>▪ I arrived early at the Surgery. I didn't have to wait long and I saw the nurse before my appointment time.</li> </ul>
<ul style="list-style-type: none"> <li>▪ I went in exactly on time and the doctor was very thorough and explained everything I needed to no and what I needed to do.... perfect.</li> </ul>

▪ Friendly and efficient
▪ Helped me with my problem
▪ It was quick and the girls were very pleasant.
▪ As always, a very efficient and positive experience. Thank you
▪ Appointment with Tegwen always friendly and professional pleasant appointment,
▪ Prompt, efficient and an altogether satisfactory experience.
▪ Covid injection, no problem.
▪ The Nurse folded me what injection i was about to get and I never felt any pain whatsoever
▪ Staff were excellent and efficient as always
▪ The nurse was good and explained everything to me
▪ Quick & simple
▪ Brilliant caring respectful staff
▪ Covid jab time. The nurses where working very quickly so they could help everyone...Thank you
▪ The appointment experience was very good On time and staff were great
▪ On time
▪ Friendly and efficient staff managing to keep to a challenging (for them) timetable
▪
▪ Very pleasant and efficient staff
▪ Very well organised. Did not have long to wait before being called in.
▪ Handled my bereavement very well
▪ Dr was very thorough, easy to understand and kind. Didn't have to wait too long when I arrived. The appointment was easy to make using nhs app
▪ Simply because it was.
▪ Appointment was on time and the doctor took time to explain the results of the MRI scan that had been carried out at Cannock hospital.
▪ Mrs Lynne Fletcher was very efficient and friendly and I had good feedback on my recent tests .

<ul style="list-style-type: none"> <li>Everything thing was explained to me and in friendly manner very helpful</li> </ul>
<ul style="list-style-type: none"> <li>service was excellent and so helpful from all the team. Thankyou</li> </ul>
<ul style="list-style-type: none"> <li>I checked in to have bloods done, didn't wait long before I got called in. Sue was very good as I'm a nervous person</li> </ul>
<ul style="list-style-type: none"> <li>I checked in didn't have to wait long before I got called in. The Dr was very understanding too</li> </ul>
<ul style="list-style-type: none"> <li>Very helpful and friendly didn't feel rushed and spent time with me and my daughter</li> </ul>
<ul style="list-style-type: none"> <li>Doctors and all the other staff are very good</li> </ul>
<ul style="list-style-type: none"> <li>Very good and efficient and friendly</li> </ul>
<ul style="list-style-type: none"> <li>The practice always accommodates me, it's largely a family practice, with some doctors understanding your family dynamic. This is important to me, to not just be a number, another face needing meds</li> </ul>
<ul style="list-style-type: none"> <li>Pre booked an appointment to discuss an ongoing issue. Managed to get one within 2 weeks. GP was kind and explained things well to me.</li> </ul>
<ul style="list-style-type: none"> <li>Did everything I asked.</li> </ul>
<ul style="list-style-type: none"> <li>Everything required was done in a friendly, professional manor.</li> </ul>
<ul style="list-style-type: none"> <li>Timely follow up to tests. Useful discussion in relation to meds, I felt listened to.</li> </ul>
<ul style="list-style-type: none"> <li>Reception helpful and polite ad usual</li> </ul>
<ul style="list-style-type: none"> <li>I was seen slightly before my appointment time. Everything was done in a friendly, helpful and professional manner.</li> </ul>
<ul style="list-style-type: none"> <li>It was handled with complete professionalism.</li> </ul>
<ul style="list-style-type: none"> <li>Only a few minutes wait, in and out swiftly.</li> </ul>
<ul style="list-style-type: none"> <li>Appointment 20minuites late but consultation very informative</li> </ul>
<ul style="list-style-type: none"> <li>Did have a bit of a wait</li> </ul>
<ul style="list-style-type: none"> <li>I was given an appointment quickly</li> </ul>
<ul style="list-style-type: none"> <li>On time, service exactly as expected, able to make a follow up appointment directly. Aelfgar is MUCH MUCH MUCH MUCH better than previous surgery for efficiency, communication and general administration.</li> </ul>
<ul style="list-style-type: none"> <li>It was very professional</li> </ul>
<ul style="list-style-type: none"> <li>Friendly, professional and approachable - a lovely doctor who put me at ease.</li> </ul>
<ul style="list-style-type: none"> <li>Hoping to get an appointment with Doctor Sara for a knee injection. The physio is</li> </ul>

sorting it out for me
<ul style="list-style-type: none"> <li>▪ Appointment on time, Dr. good, everything explained, everyone friendly.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Dr Emmanuel listened to my concern and came up with a suggested plan, with options depending on the results of tests. He was friendly, professional and put me at ease. He inspired confidence and left me reassured.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Doctor explained what was required and why , was very honest in his opinion of what it could possibly be which I appreciated, could not be better.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Dr really thorough. Sent for tests</li> </ul>
<ul style="list-style-type: none"> <li>▪ Felt well taken care off, with my new diagnosis.</li> </ul>
<ul style="list-style-type: none"> <li>▪ All ok very happy thanks</li> </ul>
<ul style="list-style-type: none"> <li>▪ Always receive a top service</li> </ul>
<ul style="list-style-type: none"> <li>▪ The doctor was lovely</li> </ul>
<ul style="list-style-type: none"> <li>▪ needed a blood test and rather than waiting for appointment was given test straight away</li> </ul>
<ul style="list-style-type: none"> <li>▪ Always quick and helpful. Finally got some answers to a question I've had for years. No one's fault but took the right person with the right knowledge and information to help me. Very grateful and happy to be able to take a step forward, finally.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Lynne the nurse practitioner is amazing, kind and considerate. listens and never makes you feel stupid asking questions because your worried.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Short waiting time and very friendly staff. They treat you like a person and have time for you. Very pleasant experience</li> </ul>
<ul style="list-style-type: none"> <li>▪ Seen quickly by an excellent member if the team</li> </ul>
<ul style="list-style-type: none"> <li>▪ Excellent, treatment explained and carried out.</li> </ul>
<ul style="list-style-type: none"> <li>▪ I was very happy with my appointment as it helped me understand my problem</li> </ul>
<ul style="list-style-type: none"> <li>▪ Excellent service on time informative</li> </ul>
<ul style="list-style-type: none"> <li>▪ They are very good</li> </ul>
<ul style="list-style-type: none"> <li>▪ I was worried but nurse was kind and listened</li> </ul>
<ul style="list-style-type: none"> <li>▪ The doctor was very helpful and answered all of my questions.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Very kind staff. I felt they were actually listening to what my problems were Great surgery</li> </ul>
<ul style="list-style-type: none"> <li>▪ Dr stokes always listened with patience. You feel like you are taken seriously and feel a</li> </ul>

little better when you come out of the appointment.
<ul style="list-style-type: none"> <li>▪ Appointment on time and excellent treatment</li> </ul>
<b><u>Patients Comments Included (Negative):</u></b>
<ul style="list-style-type: none"> <li>▪ Unfortunately I found it difficult to understand the doctor due to his strong accent.</li> </ul>
<ul style="list-style-type: none"> <li>▪ The physio I saw wasn't a patch on the one I saw before Christmas last year, please bring him back, unfortunately I can't remember his name. I wouldn't see the one I had again.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Receptionist was rude</li> </ul>
<ul style="list-style-type: none"> <li>▪ Uncomfortable session, GP was not very welcoming or easy to speak to about intimate issues. Problem with prescription which I informed reception about. New prescription has still not been sent as far as I'm aware.</li> </ul>

**HAVE YOUR SAY TODAY...**

**COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE**