

AELFGAR SURGERY

NHS FRIENDS & FAMILY TEST

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

MAY 2025 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
338	36	9	2	0	2

Patients Comments Included (Positive):

- Following a conversation in the afternoon with receptionist she booked me in for following morning and an appointment to follow with physio.
- Nurse managed to get blood today
- Appointment was on time and very approachable, knowledgeable and helpful.
- Nurse was friendly & put me at ease
- Information regarding medication was precise and the reason explained well
- I thought everyone was friendly, on time and made you feel at ease
- Efficient but not friendly
- Good experience good advice
- Really helpful and reassuring. Explained everything also extremely nice doctor. Thank you.
The receptionist was very helpful and understanding. All first class.
- Accurate timing straight in for my appointment, doctors made me feel comfortable.
- Very nice and polite young lady
- From booking appointment though to coming out of surgery excellent service thank you
- I received a call from Dr Amin receptionist to expect a triage call that afternoon.
The reason was to discuss and reassure me the recent scan results had shown there is no reason to worry unduly, the scan confirmed Dr Amin initial thoughts he diagnosed .

I find Dr Amin easy to get along with and reassuring.
<ul style="list-style-type: none"> • Excellent appointment . Everything Explained clearly
<ul style="list-style-type: none"> • Excellent service from my doctors
<ul style="list-style-type: none"> • Well mannered understanding GP
<ul style="list-style-type: none"> • Very efficient and friendly
<ul style="list-style-type: none"> • It was very good.
<ul style="list-style-type: none"> • All what I expected
<ul style="list-style-type: none"> • Wait time was very minimal and the doctor was very nice and assessed me and listened to what I said and took appropriate action
<ul style="list-style-type: none"> • I was seen on time. The nurse was friendly, polite and professional.
<ul style="list-style-type: none"> • Rather draughty in the waiting room.
<ul style="list-style-type: none"> • Treatment was excellent, couldn't be better.
<ul style="list-style-type: none"> • The Dr was very nice and did his best to put me right
<ul style="list-style-type: none"> • I was listened to and help was given
<ul style="list-style-type: none"> • Excellent I feel privileged to be registered with this surgery . They do every think they can to help you .
<ul style="list-style-type: none"> • Professional polite perfect practice
<ul style="list-style-type: none"> • A telephone appointment was used as a follow up to recent tests and discussions made about forthcoming tests which was all that was required at this point in time.
<ul style="list-style-type: none"> • Could not attend so was given a phone call appointment which was good. Only negative is that the phone appointment was not a specific time but this was only a minor thing
<ul style="list-style-type: none"> • Always excellent service Friendly staff Couldn't be better
<ul style="list-style-type: none"> • Always friendly staff. Never had an issue
<ul style="list-style-type: none"> • On time and very quick treatment
<ul style="list-style-type: none"> • No waiting time and sorted in minutes 👍
<ul style="list-style-type: none"> • Appointment same day and given excellent advice by Sean Coleman.
<ul style="list-style-type: none"> • I have always been more than satisfied with the overall service and care

<ul style="list-style-type: none"> • Dr as always excellent.
<ul style="list-style-type: none"> • look after you and so friendly
<ul style="list-style-type: none"> • Sean was very professional. Listened to my concerns and explained everything. Referred me on to a follow up with clinic.
<ul style="list-style-type: none"> • Prompt everything went smoothly . Nurse very friendly amazing
<ul style="list-style-type: none"> • Listened and probed to try and get to the bottom of the problem
<ul style="list-style-type: none"> • I happy with Aelfgar surgery and I would like to thank everybody for my care
<ul style="list-style-type: none"> • Always efficient and friendly
<ul style="list-style-type: none"> • Excellent practice
<ul style="list-style-type: none"> • Telephone conversation with doctor outcome was what family was expecting. Explained everything
<ul style="list-style-type: none"> • Telephone appointment which was very informative without wasting too much time for the GP and myself
<ul style="list-style-type: none"> • Everything was explained to me properly about my recent blood test .
<ul style="list-style-type: none"> • Doctor listened to my concerns and he was Very kind and knowledgeable. Many thanks indeed.
<ul style="list-style-type: none"> • Very friendly and efficient
<ul style="list-style-type: none"> • The nurse put you at ease and I went in very quick to see her. She explained all what I wanted to know.
<ul style="list-style-type: none"> • I was treated with very good care and given the time to express anything which I thought might help. There was nothing. I was in and out very quick .
<ul style="list-style-type: none"> • Appointment on time
<ul style="list-style-type: none"> • My appointment to see the nurse was right on time and she was very pleasant and professional.
<ul style="list-style-type: none"> • Quick and easy to book an appointment with nurse for bloods. Appointment was on time.
<ul style="list-style-type: none"> • Receptionist was friendly, polite and helpful, appointment was on time. The nurse was understanding friendly and explained everything fully answering my questions.
<ul style="list-style-type: none"> • Saw Dr Coleman on time. First time I had seen him. He was so pleasant and efficient. I felt reassured when I left. I don't have a problem with any of the doctors or nurses but he was particularly good.
<ul style="list-style-type: none"> • Prompt & efficient service as usual

<ul style="list-style-type: none"> • Doctor was very helpful and good with my son. He doesn't like visiting the doctor and gets nervous. He really put him at ease with his gentle manner.
<ul style="list-style-type: none"> • As ever, professional, friendly and helpful.
<ul style="list-style-type: none"> • Dr was very friendly. Listened and advised. Put me at ease. Booked online and it was so easy.
<ul style="list-style-type: none"> • No problems and pleasant nurse did my blood test in and out quickly
<ul style="list-style-type: none"> • She was excellent at her job
<ul style="list-style-type: none"> • The doctor had a lot of time for my husband, he explained everything so he could understand. A very nice man, polite and understanding.
<ul style="list-style-type: none"> • I was seen on time and wasn't in to long.
<ul style="list-style-type: none"> • Staff very friendly
<ul style="list-style-type: none"> • Sue was very pleasant and helpful and I went in before my time .
<ul style="list-style-type: none"> • Every one polite and helpful
<ul style="list-style-type: none"> • The Dr was very knowledgeable about my particular health problems and listened to my input.
<ul style="list-style-type: none"> • On time excellent doctor very polite talks level that you can understand gives you good and bad points without preaching
<ul style="list-style-type: none"> • Very professional and put my mind at rest
<ul style="list-style-type: none"> • I find aelfgar surgery the best surgery in Rugeley - I have dealings with horsefair and Sandy lane surgery with other family members - and I'd never leave aelfgar as it's by far the best surgery in Rugeley- from making appointments attending appointments and test results - from the reception nurses and doctors you always get the very best treatment thank you
<ul style="list-style-type: none"> • Doctor was very good and helpful, made things really simple
<ul style="list-style-type: none"> • Always seen on time, and always met with an extremely pleasant HCP, who made the experience very pleasant. Excellent surgery.
<ul style="list-style-type: none"> • Went in on time doctor was very pleasant and easy to talk to. Took time to tell me what medication I needed and why.
<ul style="list-style-type: none"> • The physiotherapist asked about my neck and shoulder problems, and then after taking a look at the area advised what they could see was the issue and gave me advice on how to deal with it. Obviously, there's no magic wand for this to go away instantly, but I did feel that they understood and showed empathy.

<ul style="list-style-type: none"> • Again, Mrs alman is very thorough, no rush, takes time to listen and answers question and fully explained the change in medication. This lady is a credit to the practice
<ul style="list-style-type: none"> • Lyn fletcher was very good explained everything
<ul style="list-style-type: none"> • Dealt with my health problem swiftly and professionally
<ul style="list-style-type: none"> • Brilliant as always very professional
<ul style="list-style-type: none"> • Because it's an excellent surgery
<ul style="list-style-type: none"> • Clarity of the use of medication and it's effects as well as taking the time to check everything was ok.
<ul style="list-style-type: none"> • Service was excellent all my questions answered
<ul style="list-style-type: none"> • Dr Junaid explained clearly, calmly and with great kindness the tests which I should have and the way forward, ensuring I understood what she has proposed. Thank you.
<ul style="list-style-type: none"> • I have always had excellent service from the practice on every level
<ul style="list-style-type: none"> • Great service
<ul style="list-style-type: none"> • Doctors nurses and all staff are always polite friendly and helpful either in person or by phone
<ul style="list-style-type: none"> • Excellent care as is usual.
<ul style="list-style-type: none"> • My appointment was on time and the nurse who attended to me was brilliant Thank you 😊
<ul style="list-style-type: none"> • Went for a tablet review got upset due to tablets no good for me due to hip and back pain a wonderful lady recommended me to a doctor very quick amazing doctor surgery recommended they do care thanks
<ul style="list-style-type: none"> • Doctor was very knowledgeable and knew straight away what the problem most likely was. Very helpful and made me feel at ease
<ul style="list-style-type: none"> • Dr Payne explained clearly my blood test results and asked if I had any questions. Thank you.
<ul style="list-style-type: none"> • Very informative and friendly
<ul style="list-style-type: none"> • Because my treatment was very good
<ul style="list-style-type: none"> • Seen on time by the doctor who listened and understood my problem.
<ul style="list-style-type: none"> • I booked my own appointment on line.

Doctor called me in on time no waiting
<ul style="list-style-type: none"> • Very informative and took time to explain things
<ul style="list-style-type: none"> • Reception staff Lynne was very helpful and Dr Amin was excellent
<ul style="list-style-type: none"> • All the attention I have had from Aelfgar I cannot thank them enough
<ul style="list-style-type: none"> • Because they are helpful thank you
<ul style="list-style-type: none"> • I saw the nurse at my appointment time. She was very pleasant and thorough.
<ul style="list-style-type: none"> • Just very friendly and efficient.
<ul style="list-style-type: none"> • Efficient , professional, friendly & excelling
<ul style="list-style-type: none"> • Dr Stokes gave me options going forward and explained the pros and cons of the treatments.
<ul style="list-style-type: none"> • Really good experienceas per normal appointment time very little waiting All personnel I came into contact with very pleasant xx
<ul style="list-style-type: none"> • Appointment in time Heather was excellent
<ul style="list-style-type: none"> • Service was very good, made us feel very at ease. Gave us useful advice regarding after care. Thank you.
<ul style="list-style-type: none"> • Dr Amin made me feel completely at ease and I felt heard and understood. Excellent.
<ul style="list-style-type: none"> • Because it was quick, efficient but very friendly.
<ul style="list-style-type: none"> • On time, very competent and reassuring practitioner
<ul style="list-style-type: none"> • The Dr listened, gave valuable information, and I felt like I was treated with respect
<ul style="list-style-type: none"> • As always Dr Evans was first class.
<ul style="list-style-type: none"> • Dr Payne is always attentive and listen to what you have to say
<ul style="list-style-type: none"> • Clinician good
<ul style="list-style-type: none"> • Super efficient friendly service
<ul style="list-style-type: none"> • As usual friendly, professional and excellent all round.
<ul style="list-style-type: none"> • Always good at surgery clinician excellent
<ul style="list-style-type: none"> • On time and friendly
<ul style="list-style-type: none"> • Nurse explained what she had been asked to do and why
<ul style="list-style-type: none"> • All staff brilliant work hard and listen to you and act accordingly.
<ul style="list-style-type: none"> • Very helpful

And dr Robin had time to talk and explain

- Yesterday I contacted the doctor with knowledge that the directive required for the district nurses to administer statements, i.e. Bowel management had been signed and forwarded to the nurses!
This was done within a few hours of my request and I received a huge email, informing me this!
I find this an absolutely excellent response More so than I've ever received from my previous doctor's surgery elsewhere in Rugeley!
Thank you so very much
- Appointment was not necessary after all but I was advised earlier enough to avoid an unnecessary journey.
- Punctual appointment, friendly approach and helpful advice
- No waiting on phone 1st in queue, triage appointment same day. Prescription ready to pick up from pharmacy same day. Excellent
- Doctor very knowledgeable and empathetic
- Firstly, I was delighted to ring mid morning and get a same day GP appointment. Dr Robin was lovely, listened to my fairly complex explanation of my issues and I was not rushed in any way.
100 % from me
- Sue who took my bloods is friendly and very good at her job every time she takes my blood it's painless as I suffer a little anxiety with needles my wife always praises her as well thanks sue for doing a great job
- The doctor was very thorough and talked throughout
- Excellent service.
- Thorough explanation of test results so that I appreciated my condition better thank you
- It was very helpful, and informative.
- Excellent service well looked after answered all my questions.
- No waiting.
- Sue was wonderful as always. Lauren was also great.
- Robin was very kind
- Lorna listened carefully to our concerns.
- From phoning in the morning speaking to the receptionists who were so nice on the

phone to having to wait to see doctor everyone was so helpful I am so much pain with my back was given pain killers but need something stronger
<ul style="list-style-type: none"> • Excellent service as usual. Appointment was on time.
<ul style="list-style-type: none"> • Excellent service very well looked after
<ul style="list-style-type: none"> • It was very easy to book an appointment. When we got to the surgery, there were plenty of seats and we were called to our appointment quickly. The doctor we saw was incredible! She instantly made me feel at ease and I felt I could ask her any questions I had. I was really impressed and so grateful that I was able to see that doctor, thank you so much!
<ul style="list-style-type: none"> • Fast blood test Sue was efficient
<ul style="list-style-type: none"> • Nurse appointment was very thorough and professional with a friendly nurse who made me feel relaxed
<ul style="list-style-type: none"> • I always had a good service at aelfgar doctors and nurses and ladies on reception are all lovely and very professional
<ul style="list-style-type: none"> • Got an appointment very prompt results very prompt and kept informed promptly
<ul style="list-style-type: none"> • Nice staff
<ul style="list-style-type: none"> • I was told I would be contacted on the day and I was. The dr explained everything to me so I understood what things meant. I asked for a copy of my results that wasn't a problem he forwarded them on to me
<ul style="list-style-type: none"> • Appointment on time The young Doctor was very pleasant and knowledgeablea credit to the NHS !! Excellent communication skills An all round pleasant experience !!
<ul style="list-style-type: none"> • Seen on time treated by a very competent member of staff
<ul style="list-style-type: none"> • I was seen on time and the nurse was very pleasant as usual.
<ul style="list-style-type: none"> • Quick helpful and friendly
<ul style="list-style-type: none"> • Good service as always, spot on time.
<ul style="list-style-type: none"> • On time, quick and staff professional throughout.
<ul style="list-style-type: none"> • Did not have to wait after appointment time, and problem dealt with very quickly
<ul style="list-style-type: none"> • It was quick and easy nothing
<ul style="list-style-type: none"> • Very pleasant listened to what I said will make me appointment to have scan very pleased

<ul style="list-style-type: none"> Appointment was on time Nurse efficient, pleasant and answered my questions clearly
<ul style="list-style-type: none"> Very pleased with my appointment , thank you
<ul style="list-style-type: none"> found it very difficult to understand what Dr was saying over the telephone nice dr but not helpful if I couldn't understand
<ul style="list-style-type: none"> Very Good Service As Always
<ul style="list-style-type: none">
<ul style="list-style-type: none"> It's the best clinic that I have joined and I've had a few at least 7 in the last 10 years, this "best" is from the cleaner, the receptionist, the nurses the doctors, always polite and welcoming with "nothing to much trouble" Excellent I've only been let down once when I requested a letter to be put on my records which was never done, I am not happy about it even though the letter was to cancel out another surgery input
<ul style="list-style-type: none"> Always the same friendly service always made to feel comfortable and safe.
<ul style="list-style-type: none"> Excellent on booking, very understanding on the reason for going to my appointment
<ul style="list-style-type: none"> Dr allowed me the time to explain my problem I felt the Dr was courteous, understanding and supportive. Dr was effective at reassuring me as to which prescribed treatment may help
<ul style="list-style-type: none"> Excellent lovey talk with the doctor through as ever and I'm looking forward to my next appointment
<ul style="list-style-type: none"> Great service. Nurse was excellent definitely knows what's she's doing. Made me feel very relaxed.
<ul style="list-style-type: none"> Listened to problems
<ul style="list-style-type: none"> All staff welcoming and professional. Everything was explained so I understood. Appointment was on time. Didn't feel rushed and felt valued as a patient. Can't fault the service I received.
<ul style="list-style-type: none"> Phone call arrived promptly
<ul style="list-style-type: none"> Dr listened and made me feel confident about a course of action.
<ul style="list-style-type: none"> Very good took the time to listen
<ul style="list-style-type: none"> On time and problem sorted
<ul style="list-style-type: none"> Great doctor! Appointment on time.

<ul style="list-style-type: none"> Quick appointment obtained
<ul style="list-style-type: none"> Quick call back to book appointment. Phone call received from nurse when they said it would be
<ul style="list-style-type: none"> Very efficient service
<ul style="list-style-type: none"> Appointment with diabetic nurse Heather, always professional as well as friendly and helpful, listens, A pleasurable visit .
<ul style="list-style-type: none"> Had 2 appointments at the same time with nurse and she was very polite
<ul style="list-style-type: none"> The treatment I received from Dr Amin continues to be EXCEPTIONAL. All concerns I have were sincerely listened to and possible causes were explained in depth. Referral came through Very quickly also. Many Thanks Indeed.
<ul style="list-style-type: none"> On time, Nurse very pleasant and professional. Blood test didn't hurt at all. Thank you.
<ul style="list-style-type: none"> Attentive service. Pleasant helpful staff.
<ul style="list-style-type: none"> Appointment on time, friendly and efficient
<ul style="list-style-type: none"> Extremely polite and caring at all times.
<ul style="list-style-type: none"> Treated with kindness as always
<ul style="list-style-type: none"> Efficient. Doctor was thorough
<ul style="list-style-type: none"> My appointment was with Dr. Godson regarding results of an ultrasound scan. He was very pleasant and most thorough and is referring me back to the hospital.
<ul style="list-style-type: none"> Dr I saw was very caring and listened to my symptoms
<ul style="list-style-type: none"> Dr Godson was excellent. He explained things and was kind and very thorough.
<ul style="list-style-type: none"> I have always been very happy with the help I get when I need it. Thankyou so much
<ul style="list-style-type: none"> No issues, nice Heather
<ul style="list-style-type: none"> The doctor was very attentive listened and explained next steps
<ul style="list-style-type: none"> The practitioner was extremely helpful and very knowledgeable
<ul style="list-style-type: none"> Saw me at short notice doctor very good
<ul style="list-style-type: none"> I think the service I receive at the practice excellent. Always manage to get an appointment and a treatment plan to suit.
<ul style="list-style-type: none"> Although my medical issues and history are complex, the GPs at Aelfgar, under constant

time pressure, do their best to help diagnose and advise, including where advisable, referrals to specialist consultants. That works for me!
<ul style="list-style-type: none"> Excellent service throughout from booking my appointment to being seen. Reception staff are helpful, friendly and supportive. The nurse and dr listen to my concerns and I never feel rushed they talk me through and give me options on my treatment.
<ul style="list-style-type: none"> Sean is very helpful but I needed an xray also. I am still waiting for a text message to say I can have it two days later after following up the same day.
<ul style="list-style-type: none"> Always on time and good consultation with your problem.
<ul style="list-style-type: none"> Excellent
<ul style="list-style-type: none"> Friendly and professional service throughout
<ul style="list-style-type: none"> On time. Nice Doctor jab was gentle
<ul style="list-style-type: none"> Listened to me and offered some good advise
<ul style="list-style-type: none"> Dr Amin took the time to listen to my symptoms and I managed to get an appointment next day with the physio
<ul style="list-style-type: none"> Very polite and professional service.
<ul style="list-style-type: none"> It was very quick, friendly and efficient
<ul style="list-style-type: none"> Excellent service appointment on time staff efficient and caring still remaining professional
<ul style="list-style-type: none"> Quick response
<ul style="list-style-type: none"> I was pleased when I had finished talking to Dr Payne
<ul style="list-style-type: none"> My experience was very good. From making a appointment to seeing the doctor.
<ul style="list-style-type: none"> Immediate response and action thank you
<ul style="list-style-type: none"> easy visit on time and pleasant
<ul style="list-style-type: none"> All good
<ul style="list-style-type: none"> Kind and considerate
<ul style="list-style-type: none"> Timely, efficient and professional, couldn't ask for anything better.
<ul style="list-style-type: none"> Very good, made me feel welcome.
<ul style="list-style-type: none"> My recent appointment was a telephone appointment giving me the results of a blood test

<p>The person giving me the results was very informative with clear and concise instructions and information.</p>
<ul style="list-style-type: none">• The surgery is a breath of fresh air, moved in January as live closer to it wished I done it sooner. Clinical staff lovely and reception staff the same.
<ul style="list-style-type: none">• Prompt appointment at an early time, felt cared for and understood
<ul style="list-style-type: none">• I had 2 appointments and the time between was good.
<ul style="list-style-type: none">• I've been with this surgery a long time and all of the Staff are incredibly helpful friendly and they get things done. Can't thank and praise the staff enough for all the hard work they all do
<ul style="list-style-type: none">• No problems
<ul style="list-style-type: none">• A really pleasant friendly and professional appointment.
<ul style="list-style-type: none">• Timely appointment and professional care
<ul style="list-style-type: none">• Very efficient giving me information regarding the test and very friendly.
<ul style="list-style-type: none">• All round great experience
<p><u>Patients Comments Included (Negative):</u></p>
<ul style="list-style-type: none">• I wasn't expecting informed that I wouldn't be seeing a qualified doctor and although who I saw was lovely, I had to wait whilst she asked advice from the doctor and then I was told I could collect my prescription from the pharmacy. I arrived at the pharmacy to be told it wasn't there. I called the doctors who said because I hadn't seen a doctor I would have to wait for a doctor to sign it off and they didn't know how long it would take. It was 5pm on a Friday. The chemist suggested asking for it to be added to the spine so I could collect it on Saturday from any chemist as they would be shut. The receptionist at the doctors said this would be fine. I went to Boots on Saturday only to be told there is no prescription listed for my name. This has caused me a lot of wasted time and frustration when better communication could have solved the issue.
<ul style="list-style-type: none">• There has been numerous reports of men developing prostate cancer without any symptoms. Many have suggested that a PSA test should be mandatory to try and catch the cancer before it becomes aggressive. I came for my annual MOT and was seen by a nurse practitioner. I asked that she also tick a box for a PSA test and she told me she couldn't and that I would have to see a GP and request one. I'm at a loss why this has to happen. I've had to make another appointment, 10 days later, to see a GP who will say yes (I'd would be shocked if they denied my request), then

probably have to make a further appointment to have the bloods taken. That's time taken up with a GP, time taken up with a nurse and two further visits to the surgery by me to achieve something that should be offered automatically.

- Made to wait ages and then doctor was no help and don't feel like solved my issue or understand what I was asking

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE