

AELFGAR SURGERY

NHS FRIENDS & FAMILY TEST

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

JUNE 2025 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
317	28	4	2	4	2

Patients Comments Included (Positive):

- The Doctor was excellent, I clearly understand every part of her diagnosis for my condition.
- All staff friendly, helpful & caring.
- Advice given was detailed and easily understood, questions that I asked were all answered
- I felt listened to, doctor addressed all my concerns
- Nurse Heather was very kind and understood my needs
- Excellent physio explained my problem and it made sense.
- The nurse was very professional and explained everything very clearly to me
- Great doctor and support
- The person was very knowledgeable on my medication, we discussed alternatives and reducing one with the outlook of stopping it which I was pleased about
- Very little wait and Dr was professional and helpful
- Dr polite & dealt with issues efficiently and with empathy.
- Dr I saw was lovely, listened to me and was very friendly and helpful so put me at ease.
- I was treated very good
- Excellent, prompt services
- I got a name for what's going on with me so I feel loads better the lady doctor was a

lovely person she was caring and understanding. Fabulous appointment
<ul style="list-style-type: none"> Both the Dr and nurse I saw were friendly and helpful. Receptionist was great too! Always great service.
<ul style="list-style-type: none"> Did not have to wait to be called to surgery.
<ul style="list-style-type: none"> Just like the old fashioned service you used to get
<ul style="list-style-type: none"> Dr Ramond stokes is a great listener and understands your needs. Pleasant and happy and helpful as always.
<ul style="list-style-type: none"> Very professional ,dealt with in a timely fashion nurse and doctor who rang the following day very courteous and friendly ,very happy with diagnosis, not so happy I have to alter my eating habits
<ul style="list-style-type: none"> Answered the phone immediately after all the preliminary info. Appointment given for 2 hours later. Doctor on time, great discussion about my issues and instructions given about what I was to look out for in the next week.
<ul style="list-style-type: none"> I was treated with politeness and professionally , everything was fine.
<ul style="list-style-type: none"> I have always found any interaction with Aelfgar surgery a positive experience. Thank you.
<ul style="list-style-type: none"> Wonderful Appointment, professional, friendly, knowledgeable
<ul style="list-style-type: none"> Dr Amin Abdul was very understanding and thorough a pleasure to speak with
<ul style="list-style-type: none"> Efficient and friendly staff. On time appointment.
<ul style="list-style-type: none"> Everyone is friendly which helps
<ul style="list-style-type: none"> Telephone call received when expected for medication review. Pharmacist was friendly & helpful & answered questions fully.
<ul style="list-style-type: none"> All the members of the Surgery always perform very well. The business does what it says on the tin. Excellent service as normal.
<ul style="list-style-type: none"> All my queries were answered and I know what to do to manage my condition.
<ul style="list-style-type: none"> Good service
<ul style="list-style-type: none"> The service, the attitude of the staff and clinicians and quality of care are exceptionally good. Best surgery that I have been to.
<ul style="list-style-type: none"> Efficient. On time
<ul style="list-style-type: none"> I was 15 mins late due to traffic , I called ahead to make surgery aware but they still managed to see me

<ul style="list-style-type: none"> • The Dr was super helpful and I enjoy our conversations. I feel heard and listened to. I got some good advice and feel like I'm taking a step forward with my issue.
<ul style="list-style-type: none"> • All visits I have had with Jessica have always made me feel comfortable and heard. She listened to my concerns and dealt with them professionally.
<ul style="list-style-type: none"> • I had a blood test. The nurse was lovely and very experienced.
<ul style="list-style-type: none"> • An outstanding practice Very caring staff.
<ul style="list-style-type: none"> • Seen on time, listened to.
<ul style="list-style-type: none"> • Appointment on time and very kind efficient nurse
<ul style="list-style-type: none"> • Lovely and approachable doctor. Issues are in the process of being resolved. ❤️
<ul style="list-style-type: none"> • Nurse very good. She knew her facts
<ul style="list-style-type: none"> • Excellent service and staff
<ul style="list-style-type: none"> • Excellent gp visit really listened to me and there was no rush
<ul style="list-style-type: none"> • Punctual and efficient
<ul style="list-style-type: none"> • You always have time to listen and explain thoroughly.
<ul style="list-style-type: none"> • Great service, very prompt
<ul style="list-style-type: none"> • Dr Emanuel is, in my opinion, a very good doctor, and addresses issues in a logical and very thorough way. I also find him friendly and approachable and likes a laugh.
<ul style="list-style-type: none"> • Took time to talk and help and gave good helpful advise
<ul style="list-style-type: none"> • See on time professional and friendly
<ul style="list-style-type: none"> • Lynn is an excellent nurse; caring, empathetic and knowledgeable
<ul style="list-style-type: none"> • Always acceptable
<ul style="list-style-type: none"> • Excellent service as usual
<ul style="list-style-type: none"> • Excellent practice great staff.
<ul style="list-style-type: none"> • I was happy with the response.
<ul style="list-style-type: none"> • I have been to Aelfgar twice in the last 2 days, I saw Dr Chingono for an ear infection, and Clair Stockill for a blood test. Both times I was in and out before my scheduled appointment time. the appointments were quick and exactly what I needed, and all the staff were kind and helpful. :)
<ul style="list-style-type: none"> • Always excellent service

<ul style="list-style-type: none"> • Good service. Appointments running 15 minutes late.
<ul style="list-style-type: none"> • Physio very capable Impressed by approach and experience
<ul style="list-style-type: none"> • Did not have to wait long. Doctor introduced himself and carried out procedure quickly and appointment was quick.
<ul style="list-style-type: none"> • Able to arrange an appointment for an annual review at a convenient time. HCA friendly & professional - able to ask questions as needed. Advised regarding availability of results & arranged a medication review for me.
<ul style="list-style-type: none"> • Very polite warm and respectful knowable and was also very understanding of my situation
<ul style="list-style-type: none"> • As always clinicians are good at alefgar surgery
<ul style="list-style-type: none"> • I got the help I needed
<ul style="list-style-type: none"> • The doctor is very knowledgeable and helpful
<ul style="list-style-type: none"> • I was seen at my appointment time no delays. The Physiotherapist explained and talked to me why I was expecting so much pain in my hip by showing me my Xray results and showing me a diagram. Excellent communication and compassion
<ul style="list-style-type: none"> • I was in and out in ten minutes very good
<ul style="list-style-type: none"> • Efficient, relevant to my condition. Asked the right questions
<ul style="list-style-type: none"> • Quick and very informative for me
<ul style="list-style-type: none"> • Excellent surgery very polite explained everything.
<ul style="list-style-type: none"> • Appointment on time & dealt with quickly.
<ul style="list-style-type: none"> • Excellent surgery very polite explain everything in detail.
<ul style="list-style-type: none"> • No waiting and excellent service
<ul style="list-style-type: none"> • Dr Emanuel listened to and addressed my problem very professionally and with compassion. He explained the care and treatment options in an understandable way.
<ul style="list-style-type: none"> • Not too long waiting. Dr listened to me and suggested a way forward with options.
<ul style="list-style-type: none"> • Appointment could have been saved. Only told to buy over counter meds. Heard Dr and assistant laughing about situation whilst away from me.
<ul style="list-style-type: none"> • Excellent staff - caring and professional. I feel my health issues are being dealt with. Only

wish I had moved doctors sooner.
<ul style="list-style-type: none"> Miss Stevenson was very professional, explained exactly what she was going to do and put me at ease particularly as I have a fear of needles. She told me she would call the following week at 6pm with the results. She rang at exactly 6pm! Excellent all round Thank you
<ul style="list-style-type: none"> Just such pleasant staff always helpful
<ul style="list-style-type: none"> Got good advice, got book in for my X-ray. Was told how best for me to move on with pain management
<ul style="list-style-type: none"> Take time to listen. Very caring, efficient and professional. An incredibly supportive practice with outstanding staff.
<ul style="list-style-type: none"> My annual review and the Nurse was spot on as usual
<ul style="list-style-type: none"> Excellent appointment GP was attentive and through explaining everything she was about to do and any side affects Considerate and caring
<ul style="list-style-type: none"> Dr Evans was excellent; very thorough, very informative, empathetic, decisive
<ul style="list-style-type: none"> Very nice staff on time for my appointment
<ul style="list-style-type: none"> As my examination and test went well and I have no criticism.
<ul style="list-style-type: none"> I was seen early by a friendly, very competent nurse, I experienced minimal pain, felt listened to, and left feeling that my problem was well on it's way to being sorted. Thank you
<ul style="list-style-type: none"> On time, quick and professional.
<ul style="list-style-type: none"> I saw Lynn Fletcher for a dressing to be changed, she was amazing, friendly very professional , caring and put me at ease. Can't praise all your staff enough keep the good work up. 👍
<ul style="list-style-type: none"> Appointment on time, pleasantly welcomed
<ul style="list-style-type: none"> The appointment was on time , Sue was very friendly and she was very thorough, and was explained so I could understand,
<ul style="list-style-type: none"> The Nurse was very professional whilst also being friendly and helpful, she provided very useful advice and explained things very thoroughly.
<ul style="list-style-type: none"> Courteous, pleasant and professional GP who listens and does not rush his patients. And the reception staff are friendly, approachable and attentive.

<ul style="list-style-type: none"> • Always find staff helpful and friendly.
<ul style="list-style-type: none"> • The doctor was very patient and helpful
<ul style="list-style-type: none"> • Easy booking the appointment and seen on time.
<ul style="list-style-type: none"> • I didn't have to wait and they were very friendly
<ul style="list-style-type: none"> • It was a very pleasant and easy experience
<ul style="list-style-type: none"> • Whole process of booking and attendance went very well.
<ul style="list-style-type: none"> • Very helpful
<ul style="list-style-type: none"> • I always have a great experience at the surgery
<ul style="list-style-type: none"> • The doctor was very good at explaining what my symptoms could be and explaining the different medication available.
<ul style="list-style-type: none"> • Appt was on time and the usual friendly professional service from your member of staff.
<ul style="list-style-type: none"> • Was put at my ease immediately, and able to discuss my a new concerns since my chest infection earlier this year. Was a thorough and helpful appointment.
<ul style="list-style-type: none"> • Good service and well organised ten out ten
<ul style="list-style-type: none"> • Excellent service
<ul style="list-style-type: none"> • Professional and interactive
<ul style="list-style-type: none"> • Health assistant explained everything and very pleasant
<ul style="list-style-type: none"> • Always friendly
<ul style="list-style-type: none"> • The Dr was very understanding helpful
<ul style="list-style-type: none"> • Was seen promptly. Procedure clearly explained.
<ul style="list-style-type: none"> • Helped me
<ul style="list-style-type: none"> • GP has been realistic but sympathetic. Thankyou.
<ul style="list-style-type: none"> • The doctor was very polite and helpful explaining to me what he was doing
<ul style="list-style-type: none"> • I had an excellent appointment thank you 10 out10.x
<ul style="list-style-type: none"> • Always an excellent service
<ul style="list-style-type: none"> • Dr Payne is always professional, caring and understanding. He takes his time to explain things. He ensures all questions are answered and never makes me feel rushed.

<ul style="list-style-type: none"> • Doctor was helpful and the hospital actually phoned me the next day to go in for some tests. Which I did. I Was very impressed!
<ul style="list-style-type: none"> • Sue is brilliant. Very very caring and professional
<ul style="list-style-type: none"> • Doctor was very good
<ul style="list-style-type: none"> • No issues and on time
<ul style="list-style-type: none"> • Excellent attention given
<ul style="list-style-type: none"> • Great friendly staff very helpful
<ul style="list-style-type: none"> • Doctor was excellent. He listened and talked to me about symptoms - I felt he gave me his time rather than rush me through.
<ul style="list-style-type: none"> • Very nice nurse
<ul style="list-style-type: none"> • No problems encountered.
<ul style="list-style-type: none"> • Excellent service throughout
<ul style="list-style-type: none"> • Nurse was very professional but friendly.
<ul style="list-style-type: none"> • It was very good
<ul style="list-style-type: none"> • Dr listened and answered all my questions. Made me feel heard
<ul style="list-style-type: none"> • Seen on time, pleasant and friendly staff
<ul style="list-style-type: none"> • Dr Evans was very kind, attentive, understanding & most helpful.
<ul style="list-style-type: none"> • Was dealt with very professionally.
<ul style="list-style-type: none"> • I was seen on time in a friendly and professional manner by Dr. Godson
<ul style="list-style-type: none"> • Sue is very attentive apparently on time
<ul style="list-style-type: none"> • Sue spent time listening to me and my concerns, didn't try and rush me. I felt she actually cared about my experiences.
<ul style="list-style-type: none"> • Staff are very helpful and pleasant.no problems with anything, so eager to please
<ul style="list-style-type: none"> • Best service in Rugeley Thanks
<ul style="list-style-type: none"> • Punctual appointment
<ul style="list-style-type: none"> • Nurse was very helpful and informative and put my mind at ease
<ul style="list-style-type: none"> • Very friendly and efficient.
<ul style="list-style-type: none"> • It went very well, a phone call is difficult as my husbands hearing is not very good. the

doctor asked if he could hear okay, a very nice man,
<ul style="list-style-type: none"> • Lisa was easy to talk to and very helpful
<ul style="list-style-type: none"> • On time, very pleasant nurse and having blood taken was fine.
<ul style="list-style-type: none"> • Yearly review by nurse , on time ,bloods and urine tests taken . Lovely nurse answered all my questions.
<ul style="list-style-type: none"> • Dr payne was really good when I saw him and the mental health practitioner John has been brilliant too. He made me realise some of the problems going on just by that one initial chat. The self referral has been phenomenal too. Getting my first CBT session within a week.
<ul style="list-style-type: none"> • Appointment given on the same day as phoning. Receptionist is friendly and helpful. Seen on time, actually a few minutes before appointment time. Doctor friendly and attentive, did not feel rushed and felt listened to.
<ul style="list-style-type: none"> • Dr was very good and reassuring
<ul style="list-style-type: none"> • Doctor Stokes is an amazing doctor always listens & has time for you amazing lady.
<ul style="list-style-type: none"> • I was seen promptly. Also happy with the Dr action Helping my cause Many thanks
<ul style="list-style-type: none"> • Dr Payne always listens and gives good advice...
<ul style="list-style-type: none"> • Great staff always helpful Appointment on time Clear and understandable answers to my questions
<ul style="list-style-type: none"> • My appointment was made and managed very well by the very helpful receptionists. The surgery was spotless and my appointment was on time. I didn't feel rushed, Dr. Payne listened to my concerns patiently and explained everything in a professional but kind manner. I feel he really cares about my health and wellbeing and also that of my family. That is a great comfort when you're worried about health issues.
<ul style="list-style-type: none"> • Caring, professional and efficient.
<ul style="list-style-type: none"> • Very efficient and thorough nurse
<ul style="list-style-type: none"> • I was very happy with my meeting. I'd not met the person before and she made me feel at ease. We discussed my long term conditions and what treatment I could expect. We spoke about future medications I could possibly try. She quickly sorted a mix up with a prescription. She was a very nice lady. Whole experience very good.
<ul style="list-style-type: none"> • Very professional & easy to talk to !
<ul style="list-style-type: none"> • On time, good service

<ul style="list-style-type: none"> • Excellent service app on time no waiting
<ul style="list-style-type: none"> • Jessica examined stitches to make sure they weren't infected and put my mind at rest
<ul style="list-style-type: none"> • Seen on time and dealt with comprehensively
<ul style="list-style-type: none"> • Easy to get the appointment, friendly paramedic. Just didn't prescribe me what I'd hoped to receive.
<ul style="list-style-type: none"> • Appointment in time, informative with Sue
<ul style="list-style-type: none"> • Friendly and efficient
<ul style="list-style-type: none"> • Dr Idowu was helpful and welcoming. He took time to discuss several things and was clear with what the next steps are.
<ul style="list-style-type: none"> • Shaun brilliant
<ul style="list-style-type: none"> • Seen promptly Dr listened to me gave advice and referred me to appropriate consultant with prescription as required. No problems
<ul style="list-style-type: none"> • Couldn't find any faults
<ul style="list-style-type: none"> • nurse Kerry was most helpful and efficient. Also very caring.
<ul style="list-style-type: none"> • Excellent service
<ul style="list-style-type: none"> • The nurse (Lynn) was patient, kind and reassuring, explaining everything regarding my recent blood test results. Very friendly and reiterated that if I had any problems, to contact her. Followed up the next day by a friendly text message confirming that my prescription had been sent to my preferred pharmacy. Thank you Lynn.
<ul style="list-style-type: none"> • I was more than happy with my consultation with the Doctor, who was friendly and helpful answering all my questions. He was very reassuring and treated me with dignity. The staff on reception were extremely helpful, polite and very friendly.
<ul style="list-style-type: none"> • Nothing more to say, excellent
<ul style="list-style-type: none"> • Very good information on screen in waiting room. Didn't have to wait long. All staff pleasant and helpful.
<ul style="list-style-type: none"> • This was a phone call appointment I was given a time which was a two hour time slot I was called when they said they would lady was very helpful and very understanding
<ul style="list-style-type: none"> • Sue was very professional, pleasant and friendly, thank you
<ul style="list-style-type: none"> • On time and efficiently carried out procedure
<ul style="list-style-type: none"> • Was seen early for my appointment and member of staff very pleasant and helpful.
<ul style="list-style-type: none"> • Staff at surgery always pleasant and efficient, seen on time.

<ul style="list-style-type: none"> • My appointment was excellent from start to finish reception to lovely nurse who put me so at ease .thank you so much.x
<ul style="list-style-type: none"> • I always find this surgery to be very helpful and accommodating
<ul style="list-style-type: none"> • Brilliant service
<ul style="list-style-type: none"> • Very friendly and efficient. On time
<ul style="list-style-type: none"> • Was explained really well
<ul style="list-style-type: none"> • Very efficient and friendly service. The doctor was willing to answer all of my questions and agree a treatment plan together
<ul style="list-style-type: none"> • My appointment was on time, no waiting. Which is good for me because I can not sit on those waiting room chairs for a long time due to my disability.
<ul style="list-style-type: none"> • On time, nurse well prepared for the consultation, easy to talk with. Gave really good advice
<ul style="list-style-type: none"> • No waiting very good explanation and treatment
<ul style="list-style-type: none"> • Kerry was very professional, friendly and helpful and all the tests went smoothly.
<ul style="list-style-type: none"> • Caring and capable HCA
<ul style="list-style-type: none"> • As always Mrs alman listens and takes time to discuss and explain. Thank you.
<ul style="list-style-type: none"> • Friendly and professional service.
<ul style="list-style-type: none"> • Nurse was excellent very pleasant and took care of me really well.
<ul style="list-style-type: none"> • Treatment was excellent, couldn't be better.
<ul style="list-style-type: none"> • The physio was very helpful and suggested several things to ease the pain .
<ul style="list-style-type: none"> • Very helpful understanding actually took the time to listen to my problems and not just ushered out the door
<ul style="list-style-type: none"> • Staff lovely and helpful and appointment was on time.
<ul style="list-style-type: none"> • Was able to get an appointment when convenient for me. No waiting around very pleasant staff. Very professional and informative.
<ul style="list-style-type: none"> • Doctor was very pleasant and helpful.
<ul style="list-style-type: none"> • Great advice on the correct exercises to relieve ham string pain.
<ul style="list-style-type: none"> • GP home call pre arranged. Objective achieved.

We have an excellent Health Surgery. 🌸

- The doctor was attentive, thorough and helpful.
- Had to have a blood test with sue never felt a thing she was very professional
- Had a blood test and the practitioner managed to take some blood. This doesn't often happen and I end up at hospital
- It was an easy and comfortable experience.

Patients Comments Included (Negative):

- I wasn't at all happy with the physio appointment I had on Thursday. I gave a comprehensive explanation of what I was feeling in shoulder and arm I wasn't given any understandable advice. The injections I had at Cannock hospital have worked but there is still wrong trapped nerve I think.
- Had to cancel the appointment and couldn't book another for two weeks
- Cancelled by doctor
- Did not happen
Cancelled late by surgery
Not impressed as I have waited several weeks for this appointment
Made rather than take a same day more urgent appointment
- I had a GP appointment that I attended. The GP highlighted that I should have a further appointment and after leaving I received a text to book an appointment with a GP who is knowledgeable about my condition.
I thought the link was brilliant and made the appointment easily.
This app isn't fit for purpose as the app did not I'd identify the GP but made a general appointment. I took time off work to attend and found it was the wrong GP.

Receptionist was excellent and book me with the correct doctor. App wasted mine and the Doctors time.
Not fit for purpose
- If someone is ill they surely know earlier in the day
Was already preparing to attend due to travel disruption
Offering me an alternative would have been mollifying
Instead have to go through process again
- I waited nearly an hour to be seen for my appointment. I had another appointment to get to so by the time I was seen by the doctor, my appointment was rushed because I couldn't stay long.

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE