

# AELFGAR SURGERY

## NHS FRIENDS & FAMILY TEST

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

### JULY 2025 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
389	48	8	2	2	0

#### Patients Comments Included (Positive):

- The Dr listened to my problem and gave me the medication I needed.
- It was my first visit to the surgery today after joining. It's very easy to get an appointment. The doctor that I saw was very patient and firmly and helpful. She seemed to genuinely care and took the time to explain things to me. Thank you.
- GP addressed all my concerns with the answers I wanted.
- The staff from reception to doctors is exceptional service
- Seen on time. Given good advice.
- Very efficient and friendly service
- Seen on time staff very helpful
- Lovely nurse. Seen on time and pleasant experience
- From making my appointment to seeing the nurse was absolutely flawless. Thank you.
- On time polite and excellent staff.
- I thought Nurse Lynn was very good
- Easy to book appointment online. Dr Payne listens and is extremely helpful taking the necessary action in a timely manner.
- Appointment on time.  
Sue as always very polite and professional.
- No waiting. Efficiently dealt with,
- The nurse I saw helped me with a new tablet I was given and why it didn't show on my

reorder form and got one sent to my pick up point very nice and polite
<ul style="list-style-type: none"> <li>• Helpful telephone appointment</li> </ul>
<ul style="list-style-type: none"> <li>• The doc did everything to try to help me</li> </ul>
<ul style="list-style-type: none"> <li>• Always great service</li> </ul>
<ul style="list-style-type: none"> <li>• I was comfortable in the company of the doctor.</li> </ul>
<ul style="list-style-type: none"> <li>• Didn't wait too long for appointment.</li> </ul> <p>Sue was very calming as I was having an injection. Quick in and out. Job done</p>
<ul style="list-style-type: none"> <li>• Nurse always friendly and respectful</li> </ul>
<ul style="list-style-type: none"> <li>• Friendly , polite staff that get the job done .</li> </ul>
<ul style="list-style-type: none"> <li>• Always friendly and efficient</li> </ul>
<ul style="list-style-type: none"> <li>• Friendly, prompt and efficient</li> </ul>
<ul style="list-style-type: none"> <li>• The appointment was on time and the nurse was courteous and friendly.</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent service appointment on time GP kind and thorough , not rushed</li> </ul>
<ul style="list-style-type: none"> <li>• Listened, asked relevant questions, and prescribed medication</li> </ul>
<ul style="list-style-type: none"> <li>• Because the service was good. Lyn Fletcher is very professional whilst also being friendly and caring.</li> </ul>
<ul style="list-style-type: none"> <li>• Phone appointment arranged quickly and dr I spoke to - dr Payne - was very efficient and a good listener</li> </ul>
<ul style="list-style-type: none"> <li>• Seen on time</li> </ul>
<ul style="list-style-type: none"> <li>• Doctors and nurses are always very helpful and friendly. I feel I can ask questions about any treatment I receive and get good advice</li> </ul>
<ul style="list-style-type: none"> <li>• Professional services with good follow up.</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse was very friendly and helpful with solving problems occurred</li> </ul>
<ul style="list-style-type: none"> <li>• Clinician, listen, responded, was knowledgeable and booked me straight back in for appropriate blood tests.</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent service gp listened to me and sorted me out no problem</li> </ul>
<ul style="list-style-type: none"> <li>• The Dr was helpful, I'm now waiting on a referral</li> </ul>
<ul style="list-style-type: none"> <li>• Helpful receptionists . Nurses always make you feel comfortable .</li> </ul>

<ul style="list-style-type: none"> <li>• Doctor was thorough and listened to what I had to say</li> </ul>
<ul style="list-style-type: none"> <li>• Seen straight away, great service</li> </ul>
<ul style="list-style-type: none"> <li>• As always very friendly and professional</li> </ul>
<ul style="list-style-type: none"> <li>• Sue is so friendly, she explained all she was going to do and why. Also informed when the results would be available and I would receive a phone call.</li> </ul>
<ul style="list-style-type: none"> <li>• The doctor I had made me feel relaxed as I get very nervous when going to the doctors.</li> </ul>
<ul style="list-style-type: none"> <li>• Friendly service, quick and efficient</li> </ul>
<ul style="list-style-type: none"> <li>• Very efficient polite and friendly</li> </ul>
<ul style="list-style-type: none"> <li>• I saw my nurse on time and she allowed me to talk without the pressure of time constraints.</li> </ul>
<ul style="list-style-type: none"> <li>• Aelfgar always good</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent attention.</li> </ul>
<ul style="list-style-type: none"> <li>• Very professional</li> </ul>
<ul style="list-style-type: none"> <li>• Only had to wait a little while, the waiting room was clean and relaxing and Dr. Very helpful.</li> </ul>
<ul style="list-style-type: none"> <li>• went to see nurse for yearly blood test and mentioned a problem I was having was given good advice and saw a doctor within an hour</li> </ul>
<ul style="list-style-type: none"> <li>• Bit of a wait to see the doctor</li> </ul>
<ul style="list-style-type: none"> <li>• Reassured any concerns. Various issues explained. Advice and what to do was given, with a follow up appointment to discuss how to go forward.</li> </ul>
<ul style="list-style-type: none"> <li>• Receptionist was very helpful and doctor was attentive and helpful</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent attention given.</li> </ul>
<ul style="list-style-type: none"> <li>• Was listened to, got appointment ASAP. Very pleasant reception staff.</li> </ul>
<ul style="list-style-type: none"> <li>• I felt at ease and actually listened to. The doctor was very helpful and I felt better after the appointment.</li> </ul>
<ul style="list-style-type: none"> <li>• Brilliant doctor</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse was lovely and put me at ease . I'm not good with needles but she made it a bearable experience which was appreciated</li> </ul>
<ul style="list-style-type: none"> <li>• Doctor Evan's explained all my results from tests I had and answered all my questions</li> </ul>
<ul style="list-style-type: none"> <li>• On time and Dr Evans is so good</li> </ul>

<ul style="list-style-type: none"> <li>• 10/10 care from DRS and staff</li> </ul>
<ul style="list-style-type: none"> <li>• Very professional and friendly approach</li> </ul>
<ul style="list-style-type: none"> <li>• Lovely nurse</li> </ul>
<ul style="list-style-type: none"> <li>• Sue is always listens to what you have to say such a lovely lady</li> </ul>
<ul style="list-style-type: none"> <li>• Because you always get the care and attention that is required can't think of anything better than that</li> </ul>
<ul style="list-style-type: none"> <li>• Very friendly staff and lovely efficient nurse. Appointment on time. Can't fault it</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Ramond-Stokes is excellent. It's good to have someone who takes time to have a proper diagnostic conversation and listens to the patient's views.</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment was positive, and very helpful.</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Ramond Stokes very efficient and friendly</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Ramond Stokes is brilliant</li> </ul>
<ul style="list-style-type: none"> <li>• Very good and they listen and help make changes to my medication</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse was very kind and thoughtful 😊</li> </ul>
<ul style="list-style-type: none"> <li>• Seen on time, friendly and efficient nurse</li> </ul>
<ul style="list-style-type: none"> <li>• Booking was straightforward, I received reminders about the appointment via SMS. Check-in was slick and finally the nurse was friendly and efficient</li> </ul>
<ul style="list-style-type: none"> <li>• Was seen 2 minutes before my appointment no waiting excellent service by Sue no bruising when she takes my blood</li> </ul>
<ul style="list-style-type: none"> <li>• Seamless and efficient</li> </ul>
<ul style="list-style-type: none"> <li>• I was seen promptly and by a very friendly nurse practitioner.</li> </ul>
<ul style="list-style-type: none"> <li>• Thorough with medication given</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse Sue Stevenson was very friendly and helpful during the entire time I was at the surgery. When taking blood also very calming as I don't like needles.</li> </ul>
<ul style="list-style-type: none"> <li>• The service is always to an excellent standard and super efficient.</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Stokes assurance is key to for me having suffered very bad experience with both hospital doctors &amp; locums .</li> </ul>
<ul style="list-style-type: none"> <li>• No waiting time and treated very well by Sue.</li> </ul>
<ul style="list-style-type: none"> <li>• Seen on time. Doctor listened.</li> </ul>

<ul style="list-style-type: none"> <li>• Always good</li> </ul>
<ul style="list-style-type: none"> <li>• Quick appointment, thorough consultation showing me possible issues and diagnosis. Help with 2nd issue, advice thoroughly given and actioned.</li> </ul>
<ul style="list-style-type: none"> <li>• Felt heard</li> </ul>
<ul style="list-style-type: none"> <li>• She was very welcoming and answered all my questions really pleased with my appointment</li> </ul>
<ul style="list-style-type: none"> <li>• There was only a short wait, which was clearly marked on the check in screen. I appreciated the heads up. The nurse was very personable and also professional. She put me at ease during an uncomfortable procedure.</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Stokes was friendly, helpful and gave good advice, made me feel like she genuinely wanted to make sure I was ok and looking after myself</li> </ul>
<ul style="list-style-type: none"> <li>• The splendid Dr Emmanuel, for whom, surely, a sainthood awaits, gave me both a diagnosis and treatment plan, which resulted in a quite remarkable recovery from the agony of polymyalgia. Pity it took over two months to get the diagnosis, but still, I am now a 'new man' and grateful to all at Aelfgar surgery. Steroids rule OK!</li> </ul>
<ul style="list-style-type: none"> <li>• From making my appointment to attending my appointment stress free</li> </ul>
<ul style="list-style-type: none"> <li>• On time very prompt and good doctors advice</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent service always on time Professional staff Easy to get appointments Care about the patients</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse is really nice, friendly, caring, puts you at ease</li> </ul>
<ul style="list-style-type: none"> <li>• Treated very professionally</li> </ul>
<ul style="list-style-type: none"> <li>• Simply because it was, the lady who conducted my appointment was excellent and very thorough and very pleasant.</li> </ul>
<ul style="list-style-type: none"> <li>• The practitioner had looked at my notes and referred to my current medication when I explained what was wrong. The practitioner's manner was calm and warm and I felt that I was heard. I also felt that he was thorough in the basics blood pressure, oxygen levels etc.</li> </ul>
<ul style="list-style-type: none"> <li>• Nurse was very good when I had my blood test didn't feel a thing</li> </ul>
<ul style="list-style-type: none"> <li>• Got all the answers I needed, friendly Nurse</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse was nice and got my vein straight away</li> </ul>
<ul style="list-style-type: none"> <li>• Seen on time by a very professional nurse</li> </ul>

<ul style="list-style-type: none"> <li>As always Dr Mansally was friendly and professional. Thank you.</li> </ul>
<ul style="list-style-type: none"> <li>On time and very helpful</li> </ul>
<ul style="list-style-type: none"> <li>Staff are always so good at the doctors</li> </ul>
<ul style="list-style-type: none"> <li>Excellent service as usual</li> </ul>
<ul style="list-style-type: none"> <li>My appointment was on time and went smoothly and I was treated with courtesy and I felt in good hands.</li> </ul>
<ul style="list-style-type: none"> <li>Professional and helpful advice. Plan in place</li> </ul>
<ul style="list-style-type: none"> <li>Dr was understanding and put our minds at ease with answering the questions and our concerns efficiently.</li> </ul>
<ul style="list-style-type: none"> <li>The nurse was very nice and understanding</li> </ul>
<ul style="list-style-type: none"> <li>As always very professional prompt informative</li> </ul>
<ul style="list-style-type: none"> <li>Seen on time. HCA was lovely.</li> </ul>
<ul style="list-style-type: none"> <li>went in for my annual check up I mentioned to nurse I hadn't been well she said I ought to see a doctor I was seen within the hour and referred to hospital</li> </ul>
<ul style="list-style-type: none"> <li>Extremely helpful and friendly</li> </ul>
<ul style="list-style-type: none"> <li>Went straight in at my appointment time very pleasant nurse , kind and ready to listen</li> </ul>
<ul style="list-style-type: none"> <li>She is very good doctor and smiles when she talks</li> </ul>
<ul style="list-style-type: none"> <li>As always excellent service and friendly staff thank you keep up the good work</li> </ul>
<ul style="list-style-type: none"> <li>Excellent service</li> </ul>
<ul style="list-style-type: none"> <li>This was a phone appointment with DR pane as usual great customer care and great prognosis of my medical problem 10/10 👍</li> </ul>
<ul style="list-style-type: none"> <li>The injury looked at was looked at and logically diagnosed. By the elimination of obvious conclusions, with a careful action plan for treatment.</li> </ul>
<ul style="list-style-type: none"> <li>Nurse very professional</li> </ul>
<ul style="list-style-type: none"> <li>Good communication when my appointment is due ,come away feeling I have been listened to</li> </ul>
<ul style="list-style-type: none"> <li>Lovely nurse 😊</li> </ul>
<ul style="list-style-type: none"> <li>Seen promptly</li> </ul>
<ul style="list-style-type: none"> <li>My appointment was on time. The Pharmacist was very helpful.</li> </ul>

<ul style="list-style-type: none"> <li>On time nurse excellent</li> </ul>
<ul style="list-style-type: none"> <li>It was the first time that I had attended your surgery and you were so patient and helpful I was very impressed</li> </ul>
<ul style="list-style-type: none"> <li>Short wait time. Excellent doctor</li> </ul>
<ul style="list-style-type: none"> <li>Excellent service</li> </ul>
<ul style="list-style-type: none"> <li>Doctor was very understanding and concerned about what I had to say and my issues, it's a pleasure coming to this surgery</li> </ul>
<ul style="list-style-type: none"> <li>The dr had time to listen to.</li> </ul>
<ul style="list-style-type: none"> <li>Appointment on time Dr friendly and explained everything to me</li> </ul>
<ul style="list-style-type: none"> <li>Very good shown courtesy and explained thoroughly</li> </ul>
<ul style="list-style-type: none"> <li>Very professional friendly attentive</li> </ul>
<ul style="list-style-type: none"> <li>Keen, on the ball .</li> </ul>
<ul style="list-style-type: none"> <li>Dr Payne was kind and listened to my issues and adjusted my medication on repeat</li> </ul>
<ul style="list-style-type: none"> <li>Nurse was very nice and friendly and polite</li> </ul>
<ul style="list-style-type: none"> <li>My daughter was supported in feeling comfortable and our concerns were addressed with clear next steps</li> </ul>
<ul style="list-style-type: none"> <li>I felt listened to and treated with respect as someone who understands their long term condition and can make joint decisions with the GP. Such a wonderful GP, very lucky in our practice</li> </ul>
<ul style="list-style-type: none"> <li>The GP I consult is patient, listens and does not rush his patients. The receptionists are always pleasant and helpful.</li> </ul>
<ul style="list-style-type: none"> <li>Was seen on time</li> </ul>
<ul style="list-style-type: none"> <li>Had time for me</li> </ul>
<ul style="list-style-type: none"> <li>Really through checking and phone call next day to check in.</li> </ul>
<ul style="list-style-type: none"> <li>Lisa is always polite and very professional always goes above and beyond.</li> </ul>
<ul style="list-style-type: none"> <li>We are always treated with respect</li> </ul>
<ul style="list-style-type: none"> <li>As a new patient, I was a bit apprehensive about seeing a new doctor. I needn't of worried. She was lovely and I felt comfortable talking to her.</li> </ul>
<ul style="list-style-type: none"> <li>Fast friendly procedure</li> </ul>
<ul style="list-style-type: none"> <li>Easily booked same day appointment, test carried out quickly and very pleasant nurse.</li> </ul>

<ul style="list-style-type: none"> <li>I was called to discuss recent blood test results which were explained clearly by the doctor and future treatment was discussed the doctor was very polite and clear in treatment plan</li> </ul>
<ul style="list-style-type: none"> <li>Very happy with appointment and awaiting follow up .</li> </ul>
<ul style="list-style-type: none"> <li>Appointment on the day answered my concerns Very efficiently</li> </ul>
<ul style="list-style-type: none"> <li>The nurse I saw was compassionate and very informative with information regards trialling new medication etc</li> </ul>
<ul style="list-style-type: none"> <li>Very professional friendly and puts at ease.</li> </ul>
<ul style="list-style-type: none"> <li>Physio new what he was talking about</li> </ul>
<ul style="list-style-type: none"> <li>Dr Payne was his usual professional caring listening self in 61 years of life the best Doctor I have had the privilege to go to.</li> </ul>
<ul style="list-style-type: none"> <li>Appointment was easy to book, and on time. The nurse as always was very friendly and pleasant.</li> </ul>
<ul style="list-style-type: none"> <li>My appointment was undertaken professionally, in a friendly manner, with very clear information given to the questions I had. Further, I experienced the best set of bloods, ever !</li> </ul>
<ul style="list-style-type: none"> <li>Was seen on time by a professional and knowledgeable physiotherapist.</li> </ul>
<ul style="list-style-type: none"> <li>Didn't have to wait long and nurse took my bloods quickly and efficiently.</li> </ul>
<ul style="list-style-type: none"> <li>Good experience with friendly health care professional</li> </ul>
<ul style="list-style-type: none"> <li>Got appt easily. Went in on time. Staff were very welcoming and efficient.</li> </ul>
<ul style="list-style-type: none"> <li>On time, professional, caring</li> </ul>
<ul style="list-style-type: none"> <li>Excellent service and understanding as usual the service that aelfger surgery offer is as always excellent thank you to all the doctors nurses and other professionals together help bringing a happy place</li> </ul>
<ul style="list-style-type: none"> <li>I went in on time and Doctor Amin was very friendly, precise and helpful just what you want from a gp.</li> </ul>
<ul style="list-style-type: none"> <li>Staff are always professionally helpful and friendly</li> </ul>
<ul style="list-style-type: none"> <li>No problems</li> </ul>
<ul style="list-style-type: none"> <li>The service was excellent as usual</li> </ul>
<ul style="list-style-type: none"> <li>I was seen on time and the physiotherapist explained things, he did some checks.</li> </ul>



He also advised what to do to help and he referred me to the MICATS team.
<ul style="list-style-type: none"> <li>It was efficient, and friendly. Two very important features.</li> </ul>
<ul style="list-style-type: none"> <li>Dr Amin great as always. Always explains things really well, and really friendly.</li> </ul>
<ul style="list-style-type: none"> <li>The doctor was really qualified and made conversation during the appointment. He also knew exactly what do and gave me the correct medication and advice</li> </ul>
<ul style="list-style-type: none"> <li>On this occasion I've put good instead of very good only because I was late going into my appointment.</li> </ul>
<ul style="list-style-type: none"> <li>Satisfied with the diagnosis and cream prescribed.</li> </ul>
<ul style="list-style-type: none"> <li>Good information given via a phone appointment by Dr Amin.</li> </ul>
<ul style="list-style-type: none"> <li>Prompt appointment</li> </ul>
<ul style="list-style-type: none"> <li>Doctor was excellent</li> </ul>
<ul style="list-style-type: none"> <li>First time at this surgery, found the receptionist really helpful and friendly. She checked me in as I didn't realise there was a computer to do this. Wait time was minimal and nurse who I saw for blood tests was friendly and caring.</li> </ul>
<ul style="list-style-type: none"> <li>Brilliant attention having my blood test yesterday afternoon..</li> </ul>
<ul style="list-style-type: none"> <li>Tegwen is excellent at her job and explains everything very well.</li> </ul>
<ul style="list-style-type: none"> <li>It was a very pleasant experience. Came in for a blood test and the nurse was very nice and helpful.</li> </ul>
<ul style="list-style-type: none"> <li>Put mind at rest, good information wonderful appointment</li> </ul>
<ul style="list-style-type: none"> <li>Getting an appointment was by explaining symptoms was relatively easy, seen on time and advice given was sound and effective.</li> </ul>
<ul style="list-style-type: none"> <li>Excellent doctor! Appointment was on time.</li> </ul>
<ul style="list-style-type: none"> <li>Seen on time and the nurse was lovely and friendly puts you at ease</li> </ul>
<ul style="list-style-type: none"> <li>Went in on my appointment time. No waiting around.GP very attentive and dealt with my problems very professionally.</li> </ul>
<ul style="list-style-type: none"> <li>Very helpful and polite</li> </ul>
<ul style="list-style-type: none"> <li>No probs , service were great</li> </ul>
<ul style="list-style-type: none"> <li>Appt was on time no delays. Professional and welcoming staff</li> </ul>
<ul style="list-style-type: none"> <li>Dr Stokes is an excellent Dr and I have every confidence in her.</li> </ul>

The waiting area is always clean and staff are polite
<ul style="list-style-type: none"> <li>The nurse Clare was very informative and she is so good with a needle, top marks</li> </ul>
<ul style="list-style-type: none"> <li>Seen before time, was listened to and adjustment to medication prescribed</li> </ul>
<ul style="list-style-type: none"> <li>Seen on time, no fuss</li> </ul>
<ul style="list-style-type: none"> <li>Professional, understanding &amp; friendly</li> </ul>
<ul style="list-style-type: none"> <li>Excellent as always</li> </ul>
<ul style="list-style-type: none"> <li>Dr Evans listened and I left feeling all my concerns were addressed. This was a complicated visit and I really appreciate that she took the time to look at the issues fully.</li> </ul>
<ul style="list-style-type: none"> <li>The doctor I saw was very thorough and understanding ,and very pleasant .</li> </ul>
<ul style="list-style-type: none"> <li>They are very helpful and friendly</li> </ul>
<ul style="list-style-type: none"> <li>I'm a new patient and found everyone are very helpful and friendly</li> </ul>
<ul style="list-style-type: none"> <li>Professional, understanding &amp; friendly</li> </ul>
<ul style="list-style-type: none"> <li>Friendly and competent staff</li> </ul>
<ul style="list-style-type: none"> <li>Waiting time very short. Empathy shown towards condition, and respect shown.</li> </ul>
<ul style="list-style-type: none"> <li>Everything was explained fully to me</li> </ul>
<ul style="list-style-type: none"> <li>Appointment was on time. Dr Amin very clearly explained the test results and the plan to move forward. I came away happy with the time well spent.</li> </ul>
<ul style="list-style-type: none"> <li>Dr Payne is the best doctor I have had the pleasure of knowing in my 60 years of life on this planet</li> </ul>
<ul style="list-style-type: none"> <li>Always friendly and good listener .</li> </ul>
<ul style="list-style-type: none"> <li>Great staff Appointments on time just like clockwork</li> </ul>
<ul style="list-style-type: none"> <li>Always 1st class friendly professional service</li> </ul>
<ul style="list-style-type: none"> <li>I cannot recommend Aelfgar enough. The reception staff are always pleasant &amp; friendly on the phone, you can get an appointment too which is more than other surgeries! All the medical staff I have seen at Aelfgar are friendly, helpful &amp; caring. The best surgery by far!</li> </ul>
<ul style="list-style-type: none"> <li>Nothing all good nothing all good</li> </ul>
<ul style="list-style-type: none"> <li>Appointment same day, GP provided information requested, appointment 10-15 late but GP apologised for delay</li> </ul>

<ul style="list-style-type: none"> <li>I was in serious pain and was given an appointment with the appropriate professional , who diagnosed, suggested self-help till next step</li> </ul>
<ul style="list-style-type: none"> <li>Very good very helpful always go the extra mile</li> </ul>
<ul style="list-style-type: none"> <li>I was seen in good time and Dr Payne was helpful and friendly. He also offered to refer me to the practice physio which I have done.</li> </ul>
<ul style="list-style-type: none"> <li>Telephone call was friendly, and professional. I was given certain facts about cholesterol levels I was unaware of in detail, and possible consequences. Resulting in talking to a doctor about other alternatives to statins. Thankyou.</li> </ul>
<ul style="list-style-type: none"> <li>All went well</li> </ul>
<ul style="list-style-type: none"> <li>Reassuring and understanding manner. I am reluctant to visit and discuss my medical situation but this relatively young GP was nonjudgmental and actively listened. If possible I would be happy to have any future appointments with her.</li> </ul>
<ul style="list-style-type: none"> <li>Telephoned Wednesday and got appointment Thursday for physio. That is excellent service, getting the right diagnosis and treatment early will save days of pain etc</li> </ul>
<ul style="list-style-type: none"> <li>Mrs Waldron was great at putting me at ease whilst getting to grips with a diabetes diagnosis.</li> </ul>
<ul style="list-style-type: none"> <li>sympathetic GP.</li> </ul>
<ul style="list-style-type: none"> <li>Seen straight away</li> </ul>
<ul style="list-style-type: none"> <li>Quick check in and seeing my doctor within 5 minutes. Excellent.</li> </ul>
<ul style="list-style-type: none"> <li>Joanne was friendly. She was very thorough but didn't rush</li> </ul>
<ul style="list-style-type: none"> <li>Appointment was on time and nurse very professional and friendly.</li> </ul>
<ul style="list-style-type: none"> <li>Dr Evans was very thorough, reassuring and kind.</li> </ul>
<ul style="list-style-type: none"> <li>My appointment was on time. The nurse was very professional and friendly.</li> </ul>
<ul style="list-style-type: none"> <li>Good explanation about medication and why it needs to be changed. Also a plan going forward.</li> </ul>
<ul style="list-style-type: none"> <li>No hold ups seen on time looked after very well</li> </ul>
<ul style="list-style-type: none"> <li>Dr was very thorough, friendly and approachable</li> </ul>

<ul style="list-style-type: none"> <li>• I was told everything I need to know Dr was very through very happy</li> </ul>
<ul style="list-style-type: none"> <li>• Had to have a blood test with Sue very professional very friendly knows her job 👍</li> </ul>
<ul style="list-style-type: none"> <li>• Quick service and helpful</li> </ul>
<ul style="list-style-type: none"> <li>• Julian was very attentive and listened to what u had to say</li> </ul>
<ul style="list-style-type: none"> <li>• Everything went without any problem.</li> </ul>
<ul style="list-style-type: none"> <li>• Easy making appointment also on time for appointment, a very good appointment with a person who listens and understands you,</li> </ul>
<ul style="list-style-type: none"> <li>• Every thing was ok with Pharmacist.</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse was very helpful</li> </ul>
<ul style="list-style-type: none"> <li>• On time, efficient and friendly delivery of results, with check of meds being taken. Thank you, Lynn.</li> </ul>
<ul style="list-style-type: none"> <li>• Staff courteous and helpful</li> </ul>
<ul style="list-style-type: none"> <li>• Very polite talked through medication</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment on time, with good advice received, so all went well.</li> </ul>
<ul style="list-style-type: none"> <li>• Nurse was friendly and informative, and blood test was painless.</li> </ul>
<ul style="list-style-type: none"> <li>• Appt on time , blood taken first time</li> </ul>
<ul style="list-style-type: none"> <li>• Sympathetic and knowledgeable Doctor</li> </ul>
<ul style="list-style-type: none"> <li>• The Doctor was very friendly and efficient</li> </ul>
<ul style="list-style-type: none"> <li>• On time and good service thank you</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment ran on time and Dr Isabel was incredibly understanding and helpful</li> </ul>
<ul style="list-style-type: none"> <li>• Thorough examination of my foot. Listened to what I said text me later in day with further suggestion regarding treatment</li> </ul>
<ul style="list-style-type: none"> <li>• Very accommodating staff approachable and helpful</li> </ul>
<ul style="list-style-type: none"> <li>• I'm usually seen on time by a friendly and professional team member. They listen to me and I don't feel ignored. I never feel rushed.</li> </ul>
<ul style="list-style-type: none"> <li>• Seen by Pharmacist as planned, felt able to raise any issues and queries, all resolved and good communication, Happy with all aspects of appointment.</li> </ul>
<ul style="list-style-type: none"> <li>• Seen quickly and pleasantly by Heather .</li> </ul>
<ul style="list-style-type: none"> <li>• Always very helpful and respectful</li> </ul>

<ul style="list-style-type: none"> <li>• Appointment was easy to get and pretty much on time. Reception were friendly.</li> </ul>
<ul style="list-style-type: none"> <li>• Nurse was very explanatory</li> </ul>
<ul style="list-style-type: none"> <li>• The consultation I had was very positive.</li> </ul>
<ul style="list-style-type: none"> <li>• On time good treatment</li> </ul>
<ul style="list-style-type: none"> <li>• Triage app was on time &amp; everything was made very clear</li> </ul>
<ul style="list-style-type: none"> <li>• Nurse fully explained everything</li> </ul>
<ul style="list-style-type: none"> <li>• The Doctor was supportive, gentle and very nice as a person, I felt well</li> </ul>
<ul style="list-style-type: none"> <li>• I was happy with my appointment the GP reassured me that my issue should get better but not to hesitate in coming back if it doesn't</li> </ul>
<ul style="list-style-type: none"> <li>• Prompt and efficient blood test</li> </ul>
<ul style="list-style-type: none"> <li>• Very quick visit. No waiting. In and out within five minutes. All good. Very happy with the service provided.</li> </ul>
<p><b><u>Patients Comments Included (Negative):</u></b></p>
<ul style="list-style-type: none"> <li>• Waited half an hour to see the junior doctor who examined my son then had to call in another doctor to examine him. That was ok but tried to sort my issue about getting a prescription for me from yesterday and the receptionist was irritable.</li> </ul>
<ul style="list-style-type: none"> <li>• Kind of felt like a naughty schoolgirl Not very helpful</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment had been made with the wrong person so proved to be a waste of time. Have rescheduled.</li> </ul>
<ul style="list-style-type: none"> <li>• It's become too difficult to book an appointment, patients should be allowed to book for a time that suits them. Patients should not have to keep calling back until the receptionist reaches the time slots that suits the patient. We are told to call at 8.30am for same day appointments but if you need an afternoon appointment they refuse to book and tell you to call back, but they also can't tell you when to call back. If the appointment is for something of concern, actually arranging the appointment does not need to be a challenge. If the patient works from 8am, how are they expected to keep calling the GP surgery until they can have an appointment for the time they want.</li> </ul>
<ul style="list-style-type: none"> <li>• Firstly I had a text to confirm a TELEPHONE appointment. Received confirmation text of telephone booking between 8am -1pm. Had no phone call. Called surgery to ask why, and was told it was definitely a face to face booking. I replied with the text confirmation, but receptionist was adamant it was definitely a face to face booking. Now I feel like I'm in the wrong. Check the NHS app and it's saying face to face, when I clearly booked a telephone consultation by text. Now I've been sent this for a response to an appointment</li> </ul>

I haven't attended yet!

**HAVE YOUR SAY TODAY...**

**COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE**