

AELFGAR SURGERY

NHS FRIENDS & FAMILY TEST

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

OCTOBER 2025 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
695	62	5	2	5	0

Patients Comments Included (Positive):

- Always polite & professional
- After the loss of Dr Payne have to say some big shoes to fill, but Dr Evans did that more than comfortably. She was excellent.
- Dr Amin was really helpful and listened to me. Very kind.
- Very helpful and caring
- Staff are very helpful .
- Excellent Doctors, nurses and staff. Great treatment and answer all your questions.
- Dr fully explained x ray results and basically said can't help anymore. Advised to take pain killers and exercise the neck as I'm doing .
- Very nice well informed lady, it was a pleasure to meet and talk to
- Everything running to time and efficiently as always
- Very efficient appointment
- The visit to the doctor was fine. Blood test excellent as always. However, a text message about my blood results saying to take a specific vit. D supplement with no opportunity for discussion or mention of follow up is not sufficient. Do I need another blood test ? How long do I take them for? Is this causing the original problem of tiredness? I have no idea.
- Excellent service

<ul style="list-style-type: none"> • Efficient service
<ul style="list-style-type: none"> • Seen on time and self check in process good
<ul style="list-style-type: none"> • The nurse had been attentive to my needs
<ul style="list-style-type: none"> • GP was likeable, informed on my particular condition, and he didn't rush.
<ul style="list-style-type: none"> • Excellent service as always
<ul style="list-style-type: none"> • Appointment was spot on time. Nurse was friendly and informative. Many thanks
<ul style="list-style-type: none"> • Because I can honestly say I have never had any problems.
<ul style="list-style-type: none"> • User friendly check in, didn't wait long at all in fact think I went in early. Friendly professional staff and Drs thank you
<ul style="list-style-type: none"> • I was unwell and there was a delay but this was because the patient before me was a very poorly man so even though I was delayed I was so pleased that time was given to someone so poorly Dr Evans was lovely and very helpful and listened to me and is going to deal with my request for SR1 form and to send me a copy
<ul style="list-style-type: none"> • Dr Evans very thorough and making sure I am sorted out medically
<ul style="list-style-type: none"> • Dr Boyden really looked after my arm and was very reassuring-
<ul style="list-style-type: none"> • Always a polite nurse
<ul style="list-style-type: none"> • Because the nurse was good
<ul style="list-style-type: none"> • Quick, efficient and friendly, thank you.
<ul style="list-style-type: none"> • Patient and caring about my treatment
<ul style="list-style-type: none"> • Excellent service appointment on time Practitioner was completely professional & went above & beyond what was expected Further investigation appointment made within 2 weeks
<ul style="list-style-type: none"> • Nurse was very efficient and kind. Also she was keeping to her time slots
<ul style="list-style-type: none"> • Appointment on time,nice helpful doctor
<ul style="list-style-type: none"> • Dr thoroughly examined my ear but no problem found. Advice given which I will follow.
<ul style="list-style-type: none"> • Easy relaxed, open and honest, gave good advice and clear

<ul style="list-style-type: none"> Friendly efficient staff, never felt hurried.
<ul style="list-style-type: none"> I was very very anxious the doctor was very understanding listened to my concerns and explained everything to me
<ul style="list-style-type: none"> Lovely doctor really listened
<ul style="list-style-type: none"> Tegwen The nurse was Very easy to talk to I didn't feel I was on a time clock Sometimes going to a GP, I've noticed lately that it's all about the time you taken so you feel you have to be as quick as you can you come away feeling frustrated because you didn't say the things that you needed to say? didn't happen with Tegwen the nurse Certainly recommend her.
<ul style="list-style-type: none"> I find the people that work at the surgery are very helpful are usually very kind/understanding towards the older patients.
<ul style="list-style-type: none"> A very quick consultation for a knee injection
<ul style="list-style-type: none"> Nurse was very attentive about my shin gave me good advice about things to do
<ul style="list-style-type: none"> Very thorough and explained medication with a backed up appointment .
<ul style="list-style-type: none"> The doctors was a little stand offish, you see he didn't want to examine myself ... Too much time looking at the screen and when asked a question was a little patronising!!!
<ul style="list-style-type: none"> My appointment was easily booked on the app. I had a text message the day before my appointment was due as a reminder. The call came within the timescale I was given. Clear instructions were given to me as to what I had to do regarding the reason for my consultation and what will happen going forward.
<ul style="list-style-type: none"> Excellent preparation for knee injection and information
<ul style="list-style-type: none"> Excellent surgery ,Doctors, Nurses and staff. All work together to make sure that you get the right treatment.
<ul style="list-style-type: none"> Excellent service as usual
<ul style="list-style-type: none"> Like all the other injections didn't feel anything in and out in 3/4 mins
<ul style="list-style-type: none"> Easy to book appointment, didn't have to wait in the waiting room long, nurse was good with my little boy and flu spray was given quickly. We were in and out very quick.
<ul style="list-style-type: none"> I felt listened to, the doctor gave advice for dealing in the interim period of waiting on an X-ray (a plan of action was put in place)
<ul style="list-style-type: none"> I was given an appt very quickly enabling me to see the dr. He was very thorough and listened to my concerned especially over the pain I was experiencing. He gave Good advice and has referred me for further treatment.

As always the surgery staff are welcoming and supportive Thank you
<ul style="list-style-type: none"> • Always there for me
<ul style="list-style-type: none"> • Top job no problems good advice
<ul style="list-style-type: none"> • Friendly staff not kept waiting
<ul style="list-style-type: none"> • Very friendly and helpful
<ul style="list-style-type: none"> • Only there a few minutes really fast service well done
<ul style="list-style-type: none"> • I wasn't waiting very long to be seen and my doctor was really helpful - I always get nervous coming for appointments so its nice to be made to feel comfortable and relaxed to talk about sometimes personal things. Thankyou! Great practice!
<ul style="list-style-type: none"> • Every time I've been to the surgery everyone has been friendly and helpful the nurses and doctors have always listened to me and how I am I don't feel like I'm wasting their time and I find that I have been looked after I wish that I had switched over to Aelfgar surgery sooner you should be very proud of your staff they do a great job and are very helpful to everyone.
<ul style="list-style-type: none"> • Because of the nurses, who are very nice.
<ul style="list-style-type: none"> • This practice always fits my medical requirements to the practitioners across all departments. This is a constant reassurance that I'm in safe dedicated professional hands. Thanks to all of you
<ul style="list-style-type: none"> • Efficient and friendly
<ul style="list-style-type: none"> • The appointment was timely. The nurse was efficient.
<ul style="list-style-type: none"> • Didn't have to wait long to be called in. GP listened and took time to answer questions and address concerns.
<ul style="list-style-type: none"> • Same as always very helpful
<ul style="list-style-type: none"> • Very helpful and helped in every way
<ul style="list-style-type: none"> • The doctor explained all our questions
<ul style="list-style-type: none"> • Great service
<ul style="list-style-type: none"> • Nurse was very nice and was seen straight away
<ul style="list-style-type: none"> • Fast, efficient ,friendly delivery of flu and Covid jabs
<ul style="list-style-type: none"> • Always friendly & very helpful
<ul style="list-style-type: none"> • I was happy with what was said

<ul style="list-style-type: none"> • Very thorough all round
<ul style="list-style-type: none"> • Very professional, and on time.
<ul style="list-style-type: none"> • Always ready to help
<ul style="list-style-type: none"> • As always friendly and clear with advice and treatments.
<ul style="list-style-type: none"> • I would have put excellent, the Dr was amazing, he listened & was so caring
<ul style="list-style-type: none"> • Had blood test nurse was excellent
<ul style="list-style-type: none"> • As always the treatment is thorough, comprehensive and ongoing at present under the expert guidance of Dr Abdul Amin
<ul style="list-style-type: none"> • Appointment was on time. Nurse Lynn was friendly, professional and helpful.
<ul style="list-style-type: none"> • Short wait to be seen by pleasant efficient nurse
<ul style="list-style-type: none"> • Lovely friendly nurse that always caring and gentle when taking bloods.
<ul style="list-style-type: none"> • I always have a good experience friendly polite and always ready to listen.
<ul style="list-style-type: none"> • As always the nurse was on time, friendly and professional.
<ul style="list-style-type: none"> • On time and no waiting
<ul style="list-style-type: none"> • Nurse is lovely kept me informed about the injection I was about to have and never rushed me left happy 🐱
<ul style="list-style-type: none"> • Lynn mega had a good constructive appointment
<ul style="list-style-type: none"> • Excellent service
<ul style="list-style-type: none"> • Our surgery is simply the best 🌸
<ul style="list-style-type: none"> • It was nice to discuss my health with Dr Evans as she knows my history. She was very thorough in explaining everything, better than seeing a doctor you don't know
<ul style="list-style-type: none"> • Dr Evans very proactive and helping to sort me out
<ul style="list-style-type: none"> • Dr was kind and explained things well to me.
<ul style="list-style-type: none"> • Staff are always pleasant and Doctors are very though
<ul style="list-style-type: none"> • Sue is always very professional & friendly. She is aware of my fear of needles & makes everything as easy as possible to get the blood test done with the minimum of stress.
<ul style="list-style-type: none"> • The physio I saw was excellent and I felt he had listened to me and was thorough

. He gave me advice and fixed a follow up appointment .
<ul style="list-style-type: none"> • Was seen promptly. The practitioner gave me his full attention, I felt listened to and supported. He gave me helpful suggestions and sound advice. I felt able and confident to talk openly with him.
<ul style="list-style-type: none"> • Doctor was patient happy to listen and explained everything brilliantly
<ul style="list-style-type: none"> • The doctor I saw listened to me and we devised a plan together. I felt included
<ul style="list-style-type: none"> • Prompt nurses very helpful and efficient
<ul style="list-style-type: none"> • The doctor was very helpful and professional, I felt reassured.
<ul style="list-style-type: none"> • Good advice given by Tegwen who followed my consultation with a phone call to me.
<ul style="list-style-type: none"> • Tegwen was professional, kind and very pleasant as always.
<ul style="list-style-type: none"> • Excellent service as usual
<ul style="list-style-type: none"> • Quick and nurses very pleasant
<ul style="list-style-type: none"> • Always there for me
<ul style="list-style-type: none"> • Helpful and listened
<ul style="list-style-type: none"> • Lisa (I think), was pleasant and very helpful. Even though I know she had a very busy day, I didn't feel rushed.
<ul style="list-style-type: none"> • Quick efficient Doctor and staff always helpful and pleasant
<ul style="list-style-type: none"> • Absolutely perfect professional and caring I could not ask for anything better thank you.
<ul style="list-style-type: none"> • Because they are very professional also put you at ease, and friendly and very caring.
<ul style="list-style-type: none"> • Swift, efficient and very friendly. Thank you.
<ul style="list-style-type: none"> • As I was seen on time and the treatment i received was very good. The treatment I received was explained to me thoroughly.
<ul style="list-style-type: none"> • Very pleased with my treatment
<ul style="list-style-type: none"> • Appointments are easily obtained. Telephone answered quickly. Friendly staff. Good timekeeping.

Repeat prescriptions dealt with efficiently.
<ul style="list-style-type: none"> The doctor was very thorough in his assessment and recommendations.
<ul style="list-style-type: none"> Appointment booked at suitable time for COVID and flu jabs and we were seen early. The jabs were explained in an easy-to-follow manner and were completed swiftly and efficiently.
<ul style="list-style-type: none"> Was cheerful and explained what she was going to do nothing all wright as you are
<ul style="list-style-type: none"> Professional, caring and efficient. Felt listened to
<ul style="list-style-type: none"> Excellent practice.
<ul style="list-style-type: none"> On time and pleasant staff.
<ul style="list-style-type: none"> The nurse was very kind to my disabled daughter and myself.
<ul style="list-style-type: none"> Was done professionally and quickly.
<ul style="list-style-type: none"> The staff were very friendly and efficient
<ul style="list-style-type: none"> Very efficient as always. No long waiting.
<ul style="list-style-type: none"> Having flu and covid vaccines so needed to expose flesh but door was wedged open and I had to ask for it to be closed
<ul style="list-style-type: none"> It was very good
<ul style="list-style-type: none"> Seen on time, friendly staff
<ul style="list-style-type: none"> Fast and efficient
<ul style="list-style-type: none"> Friendly service
<ul style="list-style-type: none"> COVID AND FLU JABS DAY. Lots of people came earlier than their appointment time causing the waiting room to be packed. I picked this up from conversations saying what time their appointment was. I walked in checked in on time and was in and out quickly.
<ul style="list-style-type: none"> Staff efficient and friendly
<ul style="list-style-type: none"> Great staff always helpful On time
<ul style="list-style-type: none"> Always there for me
<ul style="list-style-type: none"> Staff excellent as always
<ul style="list-style-type: none">

<ul style="list-style-type: none"> • Quick and efficient service.
<ul style="list-style-type: none"> • Superb service as usual
<ul style="list-style-type: none"> • Excellent. On time, quick, proficient, friendly.
<ul style="list-style-type: none"> • I did not feel either of my two jabs 😊
<ul style="list-style-type: none"> • On time and pleasant staff
<ul style="list-style-type: none"> • Because the injections were carefully done and nurses were very pleasant .
<ul style="list-style-type: none"> • Very friendly and helpful.
<ul style="list-style-type: none"> • Because the service was quick and efficient!
<ul style="list-style-type: none"> • Staff were efficient appointment was on time could not have been better
<ul style="list-style-type: none"> • Always excellent
<ul style="list-style-type: none"> • On time, nice nurse, in and out quickly
<ul style="list-style-type: none"> • Friendly staff. Was told they were running late when booked in at reception thought this was very good.
<ul style="list-style-type: none"> • Very organised, appointment on time, staff friendly
<ul style="list-style-type: none"> • On time with my appointment. Was able to have both vaccine's before leaving the surgery.
<ul style="list-style-type: none"> • Very prompt
<ul style="list-style-type: none"> • On time and injection didn't hurt a bit.
<ul style="list-style-type: none"> • I was seen on time. My two vaccinations were given efficiently. All the staff I met were friendly and professional.
<ul style="list-style-type: none"> • Very professional
<ul style="list-style-type: none"> • Easy to book in. Comfortable waiting room. Treated in a polite and professional way
<ul style="list-style-type: none"> • As always excellent service to all the staff as this is from me and also my mom and dad thank you once again and keep up the great work
<ul style="list-style-type: none"> • Always friendly competent staff, appointments mainly on time.
<ul style="list-style-type: none"> • On time and efficient, clear explanation of procedure,
<ul style="list-style-type: none"> • On time, quick, efficient, and clear explanation of procedure.

<ul style="list-style-type: none"> • My appointment was on time, was seen politely and efficiently . Completely pleased with my appointment.
<ul style="list-style-type: none"> • It was brilliant in and out in minutes
<ul style="list-style-type: none"> • Very efficient, professional and caring
<ul style="list-style-type: none"> • Was not kept waiting long to be seen. Dr very pleasant.
<ul style="list-style-type: none"> • On time very professional and friendly. Thank you.
<ul style="list-style-type: none"> • Great service on time and pleasant staff
<ul style="list-style-type: none"> • Friendly and efficient staff
<ul style="list-style-type: none"> • Great service and staff, everything running to time
<ul style="list-style-type: none"> • Kept to appointment time. Pleasant staff. Flu jab done in seconds
<ul style="list-style-type: none"> • Aelfgar Doctors, Nurses and staff are always prompt and efficient
<ul style="list-style-type: none"> • A little disappointed this one occasion. Telephone appointment to obtain more prednisolone tabs to carry on reducing, Dr was going to send px to pharmacy but did not. Also, waiting for pelvis Xray results from Sept 10 Dr states not at surgery and I was to call Xray to chase up. Which I did and was sent to surgery on ICE. Again I contacted surgery who checked with Secretary who consequently found the result on ICE. I was later Ble to get a copy of report. As I mentioned this is unusual service
<ul style="list-style-type: none"> • I had my vaccination bang on time
<ul style="list-style-type: none"> • Appointment on time and I was made to feel totally at ease for my procedure. Thankyou.
<ul style="list-style-type: none"> • Excellent Doctors, nurses and staff.
<ul style="list-style-type: none"> • Short wait friendly nurse in and out in no time
<ul style="list-style-type: none"> • Felt I was listened to. Practical advice without rushing with anything.
<ul style="list-style-type: none"> • Friendly member of staff, explain what the injection is for and possible side effects
<ul style="list-style-type: none"> • On-time, good care, no fuss. Great!
<ul style="list-style-type: none"> • Straightforward , quick and on time
<ul style="list-style-type: none"> • The nurse practitioner is always incredibly helpful and thorough.

<ul style="list-style-type: none"> Many thanks to the wonderful team at the surgery. Even though I arrived very late for my appointment, I was still seen by the doctor in very good time. Thank you to the reception team who made this happen and Dr Amin who was very kind and provided professional and helpful advice during the appointment.
<ul style="list-style-type: none"> She was more efficient at explaining my condition than anyone before, without making me feel awkward
<ul style="list-style-type: none"> I was seen very quickly and am very happy with the way I was treated by everyone.
<ul style="list-style-type: none"> On time, courteous nurse, clear with what we were doing, & checked if I had any other queries!
<ul style="list-style-type: none"> Friend member of staff
<ul style="list-style-type: none"> Doctor listened to what I had to say. He examined me thoroughly was polite, courteous and professional throughout and gave me his diagnosis with the proviso that if the symptoms still persisted after a week to return for tests and further treatment. I was also seen on time.
<ul style="list-style-type: none"> The dr was friendly , thorough and helpful . I definitely felt listened to .
<ul style="list-style-type: none"> Booked appointment after a quick query....all organised efficiently. The appointment went well with good explanation on the experience.
<ul style="list-style-type: none"> Doctor was very understanding and is helping me ...
<ul style="list-style-type: none"> Timely and efficient service
<ul style="list-style-type: none"> Service excellent
<ul style="list-style-type: none"> Heather was very compassionate and understanding and always goes the extra mile to resolve problems
<ul style="list-style-type: none"> Dr was wonderful
<ul style="list-style-type: none"> Went in on time. Very efficient service.
<ul style="list-style-type: none"> Excellent service as usual
<ul style="list-style-type: none"> Doctor listened to my concerns and thoroughly explored avenues to offer a solution to my problem before diagnosing medication.
<ul style="list-style-type: none"> Nurse is always helpful.
<ul style="list-style-type: none"> The receptionist was able to offer me a same day appointment. I only had to wait a couple of minutes for my appointment. I felt able to discuss everything that was concerning me, and I felt listened to. A plan was put in place there and then and

possible outcomes discussed. I couldn't ask for more.
<ul style="list-style-type: none"> • Dr Evan's was very attentive and helpful
<ul style="list-style-type: none"> • On time, efficient, reassuring
<ul style="list-style-type: none"> • Dr was very professional
<ul style="list-style-type: none"> • Excellent staff very efficient surgery.
<ul style="list-style-type: none"> • Speedy & professional
<ul style="list-style-type: none"> • Doctor was very understanding and thorough
<ul style="list-style-type: none"> • Excellent service, as ever
<ul style="list-style-type: none"> • I find every person I have met so far to be compassionate, professional and take time to understand my needs
<ul style="list-style-type: none"> • Excellent on time great nurse job done in minutes
<ul style="list-style-type: none"> • Had a great doctor that listened to me
<ul style="list-style-type: none"> • Good communication and very empathetic dr Evan's
<ul style="list-style-type: none"> • My appointment was pre booked and punctual. Tegwyn (forgive my spelling) was amazing as she always is. Checked out my problem and gave me advice on how to resolve it, I was pleased that it got looked at and that it was nothing serious. The receptionist was really good, the premises was comfortable, clean and tidy. Thank you.
<ul style="list-style-type: none"> • straight forward & professional!
<ul style="list-style-type: none"> • All staff were very helpful.
<ul style="list-style-type: none"> • Appointment made no hassle , on time and very helpful.
<ul style="list-style-type: none"> • My doctor was so lovely and explained everything
<ul style="list-style-type: none"> • Test results thoroughly explained. Always happy with whoever I see, fantastic surgery
<ul style="list-style-type: none"> • Appointment on time ,the doctor was very good
<ul style="list-style-type: none"> • Informative and very professional meeting to discuss a new health issue
<ul style="list-style-type: none"> • I want to tell people how nice Aelfgar doctors nurses and staff are
<ul style="list-style-type: none"> • My wait was not too long, very professional.
<ul style="list-style-type: none"> • Efficient

<ul style="list-style-type: none"> • I found the young lady most pleasant and helpful
<ul style="list-style-type: none"> • Friendly staff and no waiting around
<ul style="list-style-type: none"> • Kind and compassionate doctor who was very thorough .
<ul style="list-style-type: none"> • Blood taken painlessly and with consideration for needle issues
<ul style="list-style-type: none"> • Efficient and quick
<ul style="list-style-type: none"> • As always sue never hurts you with injections. She is ace xxxx
<ul style="list-style-type: none"> • In and out quickly with great advice given.
<ul style="list-style-type: none"> • Heather always makes you welcome, very patient too
<ul style="list-style-type: none"> • Fantastic service. In and out before appointment time.
<ul style="list-style-type: none"> • It was on time and quick. However the NHS has sent me a message saying I should book to have a COVID vaccine but I was told at the surgery that I am not eligible. How is this? Is it possible for me to have one?
<ul style="list-style-type: none"> • On time and professional.
<ul style="list-style-type: none"> • This was my first visit to the surgery having just moved to Rugeley. Welcoming surgery and both the nurses were very professional, very friendly and took the time to listen.
<ul style="list-style-type: none"> • No waiting, seen at allotted time
<ul style="list-style-type: none"> • Fast & efficient
<ul style="list-style-type: none"> • Arrived and seen straight away!
<ul style="list-style-type: none"> • All the Staff along with the Doctors and nurses are all ways welcoming and polite. Along with being professional in their positions.
<ul style="list-style-type: none"> • I am petrified of needles and the consideration for that was immense
<ul style="list-style-type: none"> • Very well organised. From checking in to having injection. No waiting.
<ul style="list-style-type: none"> • Always a fantastic service
<ul style="list-style-type: none"> • Very good to treat
<ul style="list-style-type: none"> • Very quick , nice staff
<ul style="list-style-type: none"> • It was very easy to book an appointment for the flu, you can also choose the day and time as that's very important. I've seen Sue several times and and she has also seen my mum several times when she was alive.

<p>Sue is very professional and gentle.</p> <p>10 out of 10</p>
<ul style="list-style-type: none"> • Lovely caring friendly doctor.
<ul style="list-style-type: none"> • As always efficient and friendly.
<ul style="list-style-type: none"> • Efficient and friendly as always
<ul style="list-style-type: none"> • I didn't have to really wait to be called. The nurse was very professional and kind x
<ul style="list-style-type: none"> • Very well organised
<ul style="list-style-type: none"> • Appointment same day, on time and thorough. Good advice given and follow up tests appointments very quick.
<ul style="list-style-type: none"> • Registered my appointment went in earlier than my time. Explained everything what I was having done
<ul style="list-style-type: none"> • Quick and efficient flu jab. All done in less than 5 min
<ul style="list-style-type: none"> • I asked for Lynn Fletcher personally due to a fear of jabs, due to a bad experience with my TB jab at school. I like someone who is gentle & don't just stick it in & hurts my arm as I end up fearing going. I have had Lynn Fletcher previously & know she is gentle & good. Been told Heather Waldron might be the same gentle.
<ul style="list-style-type: none"> • Receptionist Lauren very helpful booked a telephone appointment for the same day Doctor James excellent medication prescribed I feel normal again
<ul style="list-style-type: none"> • Staff polite and friendly. Didn't have to wait long.
<ul style="list-style-type: none"> • Appointment was made with ease and promptly, went to see physio and the advice was good with repeat appointment organised.
<ul style="list-style-type: none"> • I was seen at my allocated appointment time. Nurse was proficient during the appointment and I was able to leave without delay
<ul style="list-style-type: none"> • My appointment was easy to make, the receptionist was great. My appointment was on time and the doctor was very patient in looking up which ointment I had before. The prescription was sent directly to Morrisons and I picked it up the next day.
<ul style="list-style-type: none"> • Dr Amin explains everything and had a lovely manner
<ul style="list-style-type: none"> • Heather the nurse was amazing with my daughter so friendly and put us both at ease.
<ul style="list-style-type: none"> • Gave good clear directions

<ul style="list-style-type: none"> Professional and caring listening to what I said and offered sound advice and guidance.
<ul style="list-style-type: none">
<ul style="list-style-type: none"> Service is amazing.
<ul style="list-style-type: none"> Doctor very helpful however I had to wait over a week to get the appointment by telephone.
<ul style="list-style-type: none"> Because the doctor listened understood, and is doing what is needed to try to sort my problem out,
<ul style="list-style-type: none"> Same friendly efficient appointment with time and patience to listen and talk
<ul style="list-style-type: none"> Always v good when I can see Dr Evan's !
<ul style="list-style-type: none"> No issues, everything went as it's supposed to, professional staff doing their job.
<ul style="list-style-type: none"> lovely lady and injections were nearly not painful. Polite, courteous and friendly.
<ul style="list-style-type: none"> Helpful discussion of prescribed medicines.
<ul style="list-style-type: none"> Seen promptly no waiting.
<ul style="list-style-type: none"> Because the doctor listening to my concerns and helped to resolve them Thank you
<ul style="list-style-type: none"> Lisa is very easy to talk to and is very helpful in what she does.

Patients Comments Included (Negative):

<ul style="list-style-type: none"> Brought my mum in and wanted to discuss blood tests and ask about other issues Doctor told me the appointment time was only 10 minutes and he couldn't discuss other things. Very dissatisfied with his attitude as he could have said this in a better way. Made me feel like I had to leave straight away. Bear in mind we were 30 later than our appointment time seeing the doctor. My mum is 84 and i am her carer and trying to keep her out of hospital. Very stressful.
<ul style="list-style-type: none"> I had been booked in to have my 8 week check up with my child post pregnancy. This was booked in for the Friday and his vaccines were booked in for the Monday. I rang and changed my appointment on the Friday as I had been asked to go into work. This was then booked in for two weeks time as it could only be done on a Friday. I attended his vaccination appointment to be told he couldn't have them until he had the check done.

Therefore he is now booked in for straight after our check.
<ul style="list-style-type: none"> The doctor's recommendations did not help my problem, I had to go to the hospital for help.
<ul style="list-style-type: none"> Appt booked for 10:10hrs. Was present from 10:00 till 10:25hrs. Did not get called. Had to leave as I had appt in Stafford Central Clinic for Diabetic Eye Screening at 10:50hrs
<ul style="list-style-type: none"> Dr amin had specifically told me to make an appointment with Dr stokes to discuss results of knee xray which he had organised for me. I received an email asking me to book the appointment and I asked to see Dr stokes however on arrival at surgery I was told my appt was with a physio not Dr stokes. I saw the physio who I felt had little interest in discussing the results and when I asked if he thought an injection would help my knee he said if you want an Injection I will book one which he did. After I spoke to my wife about this she was not happy and re book an appointment this time with Dr Boyden for 27th of this month to discuss my results and options. I was told by receptionist that I was unable to see Dr stokes even though Dr amin told me to see her. I am very disappointed regarding all this.
<ul style="list-style-type: none"> Didn't have blood pressure taken or feet looked at, felt bullied
<ul style="list-style-type: none"> Because I waited for 2 extra weeks to have an appointment because I specifically requested to see a female Doctor and was very surprised to see a gentleman

HAVE YOUR SAY TODAY...

COMPLETE A FRIENDS & FAMILY QUESTIONNAIRE