

# AELFGAR SURGERY

## NHS FRIENDS & FAMILY TEST

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

### NOVEMBER 2025 RESULTS

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
369	37	3	6	4	2

#### Patients Comments Included (Positive):

- Same day appointment made easily.
- Ease of booking  
Appointment on time  
Great GP
- I got the medication needed to help my problem
- I have always received an excellent professional service from this practice.
- Nurse was very friendly and made me feel relaxed.
- No waiting time more or less straight in.
- Staff very friendly and very helpful
- Dr Amin listened to me and was very good.
- Pleasant and professional, was not made aware I was not seeing a dr.
- Easy and quick to book, and the practitioner was very friendly, helpful and thorough
- I had a blood test and Sue was very professional and efficient.
- I have a good relationship with my GP and I feel like I receive good care.
- On time and everything explained well
- Hopefully get my ailments sorted out with further appointments
- The Doctor couldn't find my referral information for my ADHD & said that learning difficulties came under my Autism Spectrum Disorder diagnosis & pip

have told me differently
<ul style="list-style-type: none"> <li>• Appointment on time and explanation of vaccine given</li> </ul>
<ul style="list-style-type: none"> <li>• Thought the doctors was one of the best I have ever used</li> </ul>
<ul style="list-style-type: none"> <li>• Nurse made me feel comfortable and reassured me when she knew I was anxious having bloods taken.</li> </ul>
<ul style="list-style-type: none"> <li>• I was in and out quickly. Lovely Dr who explains things well.</li> </ul>
<ul style="list-style-type: none"> <li>• Nurse was very friendly, approachable and knowledgeable.</li> </ul>
<ul style="list-style-type: none"> <li>• Great service as always. All staff, practitioners and Drs are amazing.</li> </ul>
<ul style="list-style-type: none"> <li>• Punctual ,thorough and informative</li> </ul>
<ul style="list-style-type: none"> <li>• Short notice appointment. On time.</li> </ul>
<ul style="list-style-type: none"> <li>• Quick pain free pleasant staff</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent Discussion with GP who was very thorough and explained fully the results of MRI scan and future management Arranged appointment for physio also</li> </ul>
<ul style="list-style-type: none"> <li>• Always on time &amp; cannot fault any of the staff</li> </ul>
<ul style="list-style-type: none"> <li>• Apt seen early and very pleasant nurse did blood test</li> </ul>
<ul style="list-style-type: none"> <li>• I am <b>100</b> satisfied with aelfgar surgery from reception to nurse and doctor Your whole staff are amazing kind polite I got appointment easy Swift waiting time in reception and 5 star treatment I actually live closer to horsefair practice now as I moved but I would not swap aelfgar surgery to be able to walk to my doctors Aelfgar surgery are by far best doctors in Rugeley as I have dealings with all the others with my family connections But the service and care I get from aelfgar is above and beyond my expectations from doctors surgery Well done from the cleanliness of surgery to reception staff nursing and doctor all members of staff - I can not fault the service and care I receive from this surgery</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment on time Friendly reception staff Knowledgeable professional medical staff with great communication Excellent all round.</li> </ul>
<ul style="list-style-type: none"> <li>• Apt seen early and very pleasant nurse did blood test</li> </ul>
<ul style="list-style-type: none"> <li>• Doctor very receptive, listened to what I was saying. Felt very satisfied when I left</li> </ul>

the consultation
<ul style="list-style-type: none"> <li>• Dr Amin always provides excellent service whenever I have attended my appointment. I feel he listens to my concerns and treats with upmost respect and dignity. Nothing is too much trouble. Again, huge thank you</li> </ul>
<ul style="list-style-type: none"> <li>• Very pleasant</li> </ul>
<ul style="list-style-type: none"> <li>• On time and very professional</li> </ul>
<ul style="list-style-type: none"> <li>• I would like to thank drs and especially Tegwen nurse practitioner for all their support , advice and patience.</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent care and time taken to listen</li> </ul>
<ul style="list-style-type: none"> <li>• On time, friendly, efficient, informative</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Amin gave me lot of answers but referred me to see a dermatologist</li> </ul>
<ul style="list-style-type: none"> <li>• Physio was fantastic, helpful and informative.</li> </ul>
<ul style="list-style-type: none"> <li>• Friendly, on time and very helpful</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent as ever</li> </ul>
<ul style="list-style-type: none"> <li>• I have always found the receptionist so helpful, the Doctors and nursing's staff providing help and guidance when I needed it.</li> </ul>
<ul style="list-style-type: none"> <li>• To begin with, the receptionist are always so helpful, they have either made appointment with a Doctor of my choice, each Doctor has been excellent, covering every eventuality appertaining to my health.</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent as always.</li> </ul>
<ul style="list-style-type: none"> <li>• The doctor was running late and obviously a little stressed by that didn't take away from the excellent and professional service she gave</li> </ul>
<ul style="list-style-type: none"> <li>• As always. Treated nicely by my personal diabetic nurse. Thank you to everyone.</li> </ul>
<ul style="list-style-type: none"> <li>• Good service great staff</li> </ul>
<ul style="list-style-type: none"> <li>• Was able to get a same day appointment with nurse practitioner. This lady is wonderful, she listened, asked lots of questions. Looked back my history as far back as 2012 to see if I had previous issues, and fully explained the treatment she prescribed. She is a credit to the practice. Thank you</li> </ul>

<ul style="list-style-type: none"> <li>• Excellent treatment, staff and great surgery</li> </ul>
<ul style="list-style-type: none"> <li>• Always good service . Surgery was busy but I was seen quite quickly</li> </ul>
<ul style="list-style-type: none"> <li>• Every Doctor I have had an experience with, have always gone above and beyond to support me. Dr. Joanne Boyden in particular, is a very caring and understanding person and I'm thankful for her patience and support.</li> </ul>
<ul style="list-style-type: none"> <li>• Good service</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment was on time. The lady was friendly. Didn't feel rushed.</li> </ul>
<ul style="list-style-type: none"> <li>• Dealt with my health problem in a professional and helpful manner.</li> </ul>
<ul style="list-style-type: none"> <li>• Very friendly and professional Staff</li> </ul>
<ul style="list-style-type: none"> <li>• On time and everything dealt with exceptionally well</li> </ul>
<ul style="list-style-type: none"> <li>• Quality of service from reception to Doctor Evans</li> </ul>
<ul style="list-style-type: none"> <li>• I'd been asked to have two bloods tests but on arrival was told that I would need more in January (ones I have regularly). She very kindly offered to do everything at once for me saving me another visit. Great service!!</li> </ul>
<ul style="list-style-type: none"> <li>• Health assistant was excellent and explained everything well and very kind and friendly</li> </ul>
<ul style="list-style-type: none"> <li>• The doctor/physio explained everything thoroughly regarding my knees and options available to me</li> </ul>
<ul style="list-style-type: none"> <li>• I felt comfortable with Dr godson's explanations of my problems. The way forward with any possible procedure's. I felt relieved when I left the office thank you.</li> </ul>
<ul style="list-style-type: none"> <li>• Sue and Heather were caring and helpful. Appointments were on time. Thank you</li> </ul>
<ul style="list-style-type: none"> <li>• Because everything went well no waiting excellent service</li> </ul>
<ul style="list-style-type: none"> <li>• Sorted everything out</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent consultation and very happy with the whole service</li> </ul>
<ul style="list-style-type: none"> <li>• Prompt appointment next app sorted very friendly nurse can not fault it</li> </ul>
<ul style="list-style-type: none"> <li>• The practitioner was very supportive, patient and helpful. I felt listened to, important when you're going through an emotionally difficult time. Anxiety and stress, especially if it's been over a prolonged period is bad. Not only for your mental health but also your physical wellbeing. Long term acute anxiety and stress is a precursor for a lot of major health problems. It cannot be underestimated, tackle the anxiety and stress then the physical health will</li> </ul>

improve.
<ul style="list-style-type: none"> <li>Competent. On time appointment.</li> </ul>
<ul style="list-style-type: none"> <li>On time , given lots of information and advice</li> </ul>
<ul style="list-style-type: none"> <li>I was dealt with very proficiently diagnosed and referred to A&amp;E. Very pleased with my treatment</li> </ul>
<ul style="list-style-type: none"> <li>On time and dealt with my requirements</li> </ul>
<ul style="list-style-type: none"> <li>Got appointment same day with nurse. Nurse very nice and friendly</li> </ul>
<ul style="list-style-type: none"> <li>When you can actually see a senior practice doctor( dr ramond stokes) the service is great, appt on time, concise information given in a caring manner A pity you can rarely see her. The problem with a teaching practice is that your issues never get resolved properly by the graduate doctors.</li> </ul>
<ul style="list-style-type: none"> <li>Annual check up was excellent.</li> </ul>
<ul style="list-style-type: none"> <li>Did not wait for appointment. Doctor was thorough and very helpful. Very good experience for a normally nervous patient</li> </ul>
<ul style="list-style-type: none"> <li>I am having to see the nurse's each week for dressing my leg .I have received brilliant service</li> </ul>
<ul style="list-style-type: none"> <li>Saw nurse new to practice very nice lady very easy to talk to</li> </ul>
<ul style="list-style-type: none"> <li>Phone call within my time window and felt the doctor actually had the time to speak to me - and listen - about my issues.</li> </ul>
<ul style="list-style-type: none"> <li>The Nurse was lovely.</li> </ul>
<ul style="list-style-type: none"> <li>Everything was spot on</li> </ul>
<ul style="list-style-type: none"> <li>Very quick and great service. Thank you.</li> </ul>
<ul style="list-style-type: none"> <li>Dr Evans was very helpful and explained things to me.</li> </ul>
<ul style="list-style-type: none"> <li>As always, Dr Evans provided exceptional care. Thank you</li> </ul>
<ul style="list-style-type: none"> <li>Top service again</li> </ul>
<ul style="list-style-type: none"> <li>Sister Clair Stamp was very helpful and Informative about the my problem with my eye.</li> </ul>
<ul style="list-style-type: none"> <li>Very caring and professional.</li> </ul>
<ul style="list-style-type: none"> <li>Couldn't fault it</li> </ul>

<ul style="list-style-type: none"> <li>• Appointment on time nurse very efficient</li> </ul>
<ul style="list-style-type: none"> <li>• My injury was deal with expertly and does not need any more attention. Nothing could improve my treatment.</li> </ul>
<ul style="list-style-type: none"> <li>• Lynn fletcher made me feel at ease and was very helpful when I asked questions.</li> </ul>
<ul style="list-style-type: none"> <li>• It was good</li> </ul>
<ul style="list-style-type: none"> <li>• Good service as always</li> </ul>
<ul style="list-style-type: none"> <li>• Had an appointment with the physiotherapist for a steroid injection. Very efficient and everything was explained clearly to me and I felt very much at ease and the best part the injection didn't hurt .</li> </ul>
<ul style="list-style-type: none"> <li>• Good annual test ready for my Diabetes blood results next Monday. Well done everybody. Thank you.</li> </ul>
<ul style="list-style-type: none"> <li>• I was seen on time, always very professional and helpful.</li> </ul>
<ul style="list-style-type: none"> <li>• Good service</li> </ul>
<ul style="list-style-type: none"> <li>• Nurse rang me with in the time she suggested and was very helpful answering all my questions.</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent practice &amp; staff.</li> </ul>
<ul style="list-style-type: none"> <li>• The doctor was very good explaining how to take my pain killers and he had a very good manner</li> </ul>
<ul style="list-style-type: none"> <li>• Dr James was extremely understanding, compassionate and caring. I was very privileged I was under his care. Excellent Doctor Thank You</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse that did my blood test was lovely, she made me feel at ease and knew what she was doing so no bad bruises!</li> </ul>
<ul style="list-style-type: none"> <li>• The physio told me what was happening and explained everything fully</li> </ul>
<ul style="list-style-type: none"> <li>• I'm was very satisfied with all the staff they were friendly and professional.</li> </ul>
<ul style="list-style-type: none"> <li>• In and out explained my vaccine clearly very helpful</li> </ul>
<ul style="list-style-type: none"> <li>• Proactive staff meant that I had my flu jab too which was unexpected as I was just having a blood test.</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent service</li> </ul>
<ul style="list-style-type: none"> <li>• Seen on time and self check in kiosk is useful. Practice nurse Heather was very kind &amp; efficient as always. The only reason I didn't mark as very good was because self check in kiosk said jab clinic was running 5 mins behind and it wasn't</li> </ul>

<ul style="list-style-type: none"> <li>• Seen on time. Treated kindly. Given follow up advice.</li> </ul>
<ul style="list-style-type: none"> <li>• Outstanding service by all.</li> </ul>
<ul style="list-style-type: none"> <li>• Brilliant doctors very helpful and never let me down with appointments ,advice etc</li> </ul>
<ul style="list-style-type: none"> <li>• Staff were as good and pleasant as always, can not fault there work ethic</li> </ul>
<ul style="list-style-type: none"> <li>• Good appointment availability, no wait time, great consultation with Sean.</li> </ul>
<ul style="list-style-type: none"> <li>• A very good and quick service</li> </ul>
<ul style="list-style-type: none"> <li>• On time professionals staff Courteous &amp; knowledgeable Many thanks</li> </ul>
<ul style="list-style-type: none"> <li>• The call was later than the advised time bracket.</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse was excellent in treating me explaining what stitches I had done</li> </ul>
<ul style="list-style-type: none"> <li>• Nurse Heather was lovely and efficient &amp; my appointment was on time thankyou</li> </ul>
<ul style="list-style-type: none"> <li>• Doctor thorough and helpful. Explained forward treatment with follow up in December.</li> </ul>
<ul style="list-style-type: none"> <li>• Fabulous</li> </ul>
<ul style="list-style-type: none"> <li>• Good all round service.</li> </ul>
<ul style="list-style-type: none"> <li>• I made an appointment in advance for a time that suited work commitments.</li> </ul>
<ul style="list-style-type: none"> <li>• The doctor was ultra helpful and eased my mind about my problems</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Evans as always so good and thorough.</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent service with professional team.</li> </ul>
<ul style="list-style-type: none"> <li>• I felt I was listened to and my concerns taken seriously.</li> </ul>
<ul style="list-style-type: none"> <li>• Exceptional lovely dr very easy to talk to</li> </ul>
<ul style="list-style-type: none"> <li>• Kind and gentle patient care for my newborn daughter's jabs. Also thorough and patient centred discussion of my previous care. I feel that me and my family are very looked after by this practice and the staff here.</li> </ul>
<ul style="list-style-type: none"> <li>• Friendly professional service.</li> </ul>
<ul style="list-style-type: none"> <li>• All staff were very pleasant, no waiting time and booked another appointment with no problems. Perhaps a cuppa</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse practitioner took time to really listen to my history.</li> </ul>

<ul style="list-style-type: none"> <li>• We were dealt with very efficiently and reassured that the wound was healing well.</li> </ul>
<ul style="list-style-type: none"> <li>• The doctor was very approachable, very clear and very thorough</li> </ul>
<ul style="list-style-type: none"> <li>• Always good service</li> </ul>
<ul style="list-style-type: none"> <li>• The consultation was excellent. The only reason I did not consider it very good was the long wait to get through to the surgery in the morning and the appointment half an hour late.</li> </ul>
<ul style="list-style-type: none"> <li>• Everything went well</li> </ul>
<ul style="list-style-type: none"> <li>• Kind gentle professional</li> </ul>
<ul style="list-style-type: none"> <li>• Very good advice given to me</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent appointment by the physio ( lovely man!)explained the procedure well injection was painless and made a referral to orthopaedics about knee surgery</li> </ul>
<ul style="list-style-type: none"> <li>• I am very pleased with my treatment plan</li> </ul>
<ul style="list-style-type: none"> <li>• Good service</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent treatment and staff.</li> </ul>
<ul style="list-style-type: none"> <li>• Thats exactly how it was</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Boyden was very knowledgeable and put me at ease. She is clearly up to date with current medical research and practice which gave me lots of confidence. She came up with a plan that I was very happy with. I would be very happy to have an appointment with her again!</li> </ul>
<ul style="list-style-type: none"> <li>• Had a lovely chat with the doctor. Very relaxing and put at ease.</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment was on time. The health professional was very pleasant. No issues at all, brilliant service.</li> </ul>
<ul style="list-style-type: none"> <li>• Nurse was very pleasant and put me at ease</li> </ul>
<ul style="list-style-type: none"> <li>• Nurse practitioner was very helpful and is exploring my symptoms quickly and efficiently by booking follow up appointments while I was there.</li> </ul>
<ul style="list-style-type: none"> <li>• I was treated very well</li> </ul>
<ul style="list-style-type: none"> <li>• Lovely staff, friendly and welcoming</li> </ul>
<ul style="list-style-type: none"> <li>• Because your all friendly and very kind and caring and always willing to help</li> </ul>
<ul style="list-style-type: none"> <li>• No waiting</li> </ul>

<ul style="list-style-type: none"> <li>• All nice and quickly</li> </ul>
<ul style="list-style-type: none"> <li>• Seen on time. Dr was very helpful</li> </ul>
<ul style="list-style-type: none"> <li>• Seen on time</li> </ul>
<ul style="list-style-type: none"> <li>• I always get seen quickly and everyone is so friendly. I get all the guidance and support I need.</li> </ul>
<ul style="list-style-type: none"> <li>• I have always found the receptionist so helpful, the Doctors and nursing's staff providing help and guidance when I needed it.</li> </ul>
<ul style="list-style-type: none"> <li>• Seen on time and it had been noted that I can't currently have live vaccines</li> </ul>
<ul style="list-style-type: none"> <li>• Helpful, supportive and thorough for both me and my daughter.</li> </ul>
<ul style="list-style-type: none"> <li>• Great appointment with Dr Ramond Stokes to check myself and my baby. She was very attentive and caring. Also the nurse who carried out my son's injections was fantastic. Very fast at the process to avoid undue stress.</li> </ul>
<ul style="list-style-type: none"> <li>• Helpful, friendly, understanding, willing to support you find a resolution</li> </ul>
<ul style="list-style-type: none"> <li>• Thorough consultation with doctor who had read my notes prior to my appointment. Referral for further tests which were booked efficiently by reception staff. Appointment was on time. Felt cared for by all staff.</li> </ul>
<ul style="list-style-type: none"> <li>• On time and sufficient</li> </ul>
<ul style="list-style-type: none"> <li>• Very helpful and friendly staff. Very efficient</li> </ul>
<ul style="list-style-type: none"> <li>• Really helpful and made me feel at ease</li> </ul>
<ul style="list-style-type: none"> <li>• Simply because I was seen on time and was greeted by Sue with a smile although it was nearing the end of her shift . She was polite and very friendly. So credit where it's due .</li> </ul>
<ul style="list-style-type: none"> <li>• Very good experience and prompt service</li> </ul>
<ul style="list-style-type: none"> <li>• Doctor listened to me, and was good explaining what he thought was wrong with me.</li> </ul>
<ul style="list-style-type: none"> <li>• Didn't have to wait to long. Dr was informative and very pleasant. Reassured me about my condition.</li> </ul>
<ul style="list-style-type: none"> <li>• I'm happy with the nurses doing my treatment</li> </ul>
<ul style="list-style-type: none"> <li>• I'm having good treatment on my leg nurses are very pleasant</li> </ul>
<ul style="list-style-type: none"> <li>• I am receiving very good treatment for my leg the nurses are very helpful</li> </ul>

<ul style="list-style-type: none"> <li>• No problem with appointment</li> </ul>
<ul style="list-style-type: none"> <li>• The Doctor was very helpful and listened to my problem</li> </ul>
<ul style="list-style-type: none"> <li>• Everything about the service at this surgery is first class. The staff, Doctor's, Nurses and even the cleaning staff are hard working and look after the surgery and it's patients</li> </ul>
<ul style="list-style-type: none"> <li>• Doctor James Sullivan was excellent. Listened to my mum and explained everything to her in a manner she understood</li> </ul>
<ul style="list-style-type: none"> <li>• Quick efficient service</li> </ul>
<ul style="list-style-type: none"> <li>• Very polite nurse Kerry</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse made me feel very relaxed and explained everything that was going on - great service as usual</li> </ul>
<ul style="list-style-type: none"> <li>• Good service</li> </ul>
<ul style="list-style-type: none"> <li>• Really good doctor, listened and showed empathy.</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment on time, Pleasant nurse explained everything well.</li> </ul>
<ul style="list-style-type: none"> <li>• Easy to book, appointment on time, nurse was lovely as always, made me feel at ease</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment was prompt and straightforward</li> </ul>
<ul style="list-style-type: none"> <li>• My appointment was a telephone consultation. The doctor was very nice, she gave me plenty of time to ask questions, gave me advice and added I could contact her if needed, this gave me reassurance.</li> </ul>
<ul style="list-style-type: none"> <li>• Called back by Dr Evans, in a timely manner, and as always Dr Evans was very professional and knowledgeable with a friendly manner. Thank you.</li> </ul>
<ul style="list-style-type: none"> <li>• I have needed to attend the surgery a few times recently and I have found all staff to be professional helpful and friendly. A particular shout out to Tegwen who recognised the severity of my nasal lesions after being referred I was recommended to have surgery within a week. She was so kind caring and supportive. Thank you</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent</li> </ul>
<ul style="list-style-type: none"> <li>• Was very easy to book appointment and Lynne was excellent as always</li> </ul>
<ul style="list-style-type: none"> <li>• All my visits have been very good. In all the 4 yrs that i have been a patient at aelfgar Rugeley, not once have I found cause for complaint</li> </ul>
<ul style="list-style-type: none"> <li>• Is really good that when waiting for results and discussion about meds. is done</li> </ul>

with a telephone appointment. I'm sure this is beneficial to both patient and pharmacist. Thank you.
<ul style="list-style-type: none"> <li>• Lovely nurse &amp; staff always helpful &amp; appointment on time</li> </ul>
<ul style="list-style-type: none"> <li>• I have always been treated with efficiency and integrity.</li> </ul>
<ul style="list-style-type: none"> <li>• Friendly/ helpful staff &amp; on time.</li> </ul> <p>Thanks</p>
<ul style="list-style-type: none"> <li>• It all went absolutely fine, jabs done for protection from Covid for 6 months and from flu for another year Thank you</li> </ul>
<ul style="list-style-type: none"> <li>• Very professional and timely</li> </ul>
<ul style="list-style-type: none"> <li>• Doctor was very polite and friendly. thorough and efficient.</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Evans as always very helpful and thorough.</li> </ul>
<ul style="list-style-type: none"> <li>• No waiting</li> </ul>
<ul style="list-style-type: none"> <li>• The staff are most helpful and I get good service from the Doctors at the surgery</li> </ul> <p>ATB</p>
<ul style="list-style-type: none"> <li>• Phone appointment, on time. Very helpful and great outcome.</li> </ul>
<ul style="list-style-type: none"> <li>• Always excellent service</li> </ul>
<ul style="list-style-type: none"> <li>• The doctor was friendly and made me feel comfortable. He explained the procedure clearly and I was made to feel at ease</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent treatment.</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent treatment well looked after by all the staff.</li> </ul>
<ul style="list-style-type: none"> <li>• On time, all problems quickly sorted by doctor</li> </ul>
<ul style="list-style-type: none"> <li>• Short time in waiting room</li> </ul> <p>Doctor very helpful and patient</p>
<ul style="list-style-type: none"> <li>• Dr Amin was pleasant and listened, he has actioned what we talked about. First time meeting Dr Amin and was very pleased.</li> </ul>
<ul style="list-style-type: none"> <li>• Reception staff were lovely. Dr Emmanuel was very thoughtful and informative, he explained things properly in a way I understood</li> </ul>
<ul style="list-style-type: none"> <li>• Thankyou for all your help!!!</li> </ul>
<ul style="list-style-type: none"> <li>• Instead of an in-person appt the doctor phoned me to chat about my bloods. I'm content with that but it means I'm waiting for a phone call and can't get on with anything.</li> </ul>

<p>The expected window of 1:50 to 3:50 was updated to 2:50 in the NHS app and the call was at 3:19 pm.</p>
<ul style="list-style-type: none"> <li>• Dr Joanne Boydon was just amazing, she listened to my worries and took time and trouble to examine me then order relevant tests. I feel she is going to be an absolute asset to the practice .</li> </ul>
<ul style="list-style-type: none"> <li>• Heather was very good with my child</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Emmanuel was very thorough. Explained things , and answered my questions.</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment on time</li> </ul>
<ul style="list-style-type: none"> <li>• Personal treatment regarding my history and listened to. My views were taken into account.</li> </ul>
<ul style="list-style-type: none"> <li>• Prompt appointment and great service</li> </ul>
<ul style="list-style-type: none"> <li>• Dr Amin explained everything clearly. Importantly he included me in decision making and plans to move forward. I felt very cared for and respected. Many thanks</li> </ul>
<ul style="list-style-type: none"> <li>• The GP understood everything, was very friendly and clear in his explanations and also very fast at actioning what was required. The GP also ran perfectly on time which is always a bonus!</li> </ul>
<ul style="list-style-type: none"> <li>• Because it was a good visit. Punctual painless. Reception staff are always pleasant and helpful.</li> </ul>
<ul style="list-style-type: none"> <li>• On time, appt not rushed and understood</li> </ul>
<ul style="list-style-type: none"> <li>• Always excellent service from the staff</li> </ul>
<ul style="list-style-type: none"> <li>• Appointment almost on time, friendly approach</li> </ul>
<ul style="list-style-type: none"> <li>• I'm always satisfied with the service I receive from the doctors and all the staff</li> </ul>
<ul style="list-style-type: none"> <li>• On time and nurse very good with mum</li> </ul>
<ul style="list-style-type: none"> <li>• The nurse was very professional and very friendly.</li> </ul>
<ul style="list-style-type: none"> <li>• Service professional &amp; efficient as always</li> </ul>
<ul style="list-style-type: none"> <li>• My appointment was made easily with reception, and my telephone appointment was easy. I explained my problem to the doctor, who said she would look into arrangements for a scan and let me know what had happened within 2 weeks. I had been waiting a long time.</li> </ul>
<ul style="list-style-type: none"> <li>• On time perfect</li> </ul>

<ul style="list-style-type: none"> <li>Appointment arranged the same day. The physiotherapist explained everything very clearly and was reassuring. Exercises to be undertaken and time scale set for re-evaluation. Overall very satisfied.</li> </ul>
<ul style="list-style-type: none"> <li>Good service</li> </ul>
<ul style="list-style-type: none"> <li>Always excellent, Dr Boyden was very helpful in explaining the results of my scans. Receptionist helpful in printing a copy of my scans.</li> </ul>
<ul style="list-style-type: none"> <li>Sue is always good at getting blood and always friendly and kind</li> </ul>
<ul style="list-style-type: none"> <li>I was seen promptly and was counselled by Dr Emanuel. Very good experience and very comprehensive and concerning</li> </ul>
<ul style="list-style-type: none"> <li>Had my annual review which was done very efficiently and when i asked about medication I was given an appointment for the same week with the pharmacist. I also asked about a referral letter and i was then given an appointment with the physiotherapist in the same day.</li> </ul>
<ul style="list-style-type: none"> <li>Consultation was cheerful and quick was in and out in 6 mins job done</li> </ul>
<ul style="list-style-type: none"> <li>Professional as always</li> </ul>
<ul style="list-style-type: none"> <li>Sunil was professional, thorough and friendly.</li> </ul>
<ul style="list-style-type: none"> <li>Staff always pleasant. Calm relaxing waiting room.</li> </ul>
<ul style="list-style-type: none"> <li>Doctor listened to what I had to say and took the appropriate actions to help me</li> </ul>
<ul style="list-style-type: none"> <li>As always I was dealt with courtesy, kindness and understanding. Great set up you have there. Thankyou. 👍</li> </ul>
<ul style="list-style-type: none"> <li>Sue is always professional</li> </ul>
<ul style="list-style-type: none"> <li>Can't fault any thing . Always appointments available, and efficient staff</li> </ul>
<ul style="list-style-type: none"> <li>The physiotherapist was very good and informative and had a nice manner. He made the injection process quick and easy</li> </ul>
<ul style="list-style-type: none"> <li>The only reason I didn't give full marks. My appointment was a few minutes early. Which was good. Then the doctor while we were discussing my problem. And what would be the best for of treatment, he discreetly looked at his watch. Which did make me feel. Your time is up.</li> </ul>
<ul style="list-style-type: none"> <li>On time very pleasant and very helpful</li> </ul>
<ul style="list-style-type: none"> <li>Attended for flu jab, administered by Sue , very efficient and friendly</li> </ul>

### Patients Comments Included (Negative):

- I opted for the first appointment of the day (0900) in order to try to avoid being delayed. I am glad I set off early because on arrival I discovered the road to the surgery was closed. I had no idea where else to park and so this was stressful. Nevertheless, I still arrived at ten to nine. I spoke with the receptionist about another matter before checking in. At 0918, I checked with the receptionist and she said she would find out where the doctor was. I eventually was called in at 0925 - he had just arrived. No apology! Total lack of basic manners in my opinion and very unprofessional.
- The duty dr who spoke to me was rude and spoke down to me . Made me feel like I was lying about my issue , was very condescending. Out right told me because of my age I don't have a problem . A complaint is being made about this dr as I have never had this issue with any others at the surgery.
- I've pulled my back at work and the exercises the physio recommended were the worst possible exercises for my type of injury. Speaking to other professionals he should have recommended the exact opposite, when doing his exercises it made my legs completely numb
- The dr did not send prescription to the pharmacy following appointment at 9:20. I went at 430pm to be told not produced on the system. I call surgery from the pharmacy and in queue. I decide to drive to the surgery still in phone queue. I get to reception still in queue (over 25 minutes)  
Reception advised not done and would message the dr to do after her clinic. I asked if would be that evening, could not guarantee. Plus I'd missed pharmacy as would be closed.  
This is the second time this has occurred in the last 2 weeks - the same dr but that time was for my daughter.
- My appointment was not honoured, I received a call in the morning to say the GP wished to see me face to face. I was unable to do this due to work urgent that day and also cover the coming weeks.  
There was unfortunately no problem solving applied to assist me in finding a suitable solution.  
The answer was, that if I couldn't visit the surgery I would not receive any medical care as the Gp wanted a face to face appointment.  
This concluded with the end of the call which made an already extremely stressful work day, far more difficult than it needed to be.  
There was no resolution which is disappointing considering the care and thought I'd previously experienced.  
A future appointment could have been made but wasn't offered.  
An evening appointment.

- Appointment was 40 mins late. No apologies or explanation as to why. Didn't make me feel as if she actually understood my symptoms and what I was feeling currently. Factored around my age and continued saying about my age. Asking for a blood test when I have recently had one to check my hormone levels. Didn't understand why my periods have stopped even though I explained it was due to my contraception medication. Asked why certain medication had stopped and told me it was because of my age. Not the fact that it was stopped due to the increase of brittle bones. Whilst I appreciate i am in my 40's, I don't need to be made to feel like I'm 80. I'm struggling with symptoms of peri menopause and would of appreciated an appointment with someone who actually understood how I felt

**HAVE YOUR SAY TODAY...**

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