

Friends & Family Test - May 2025

Overall, how was your experience of our service?	Please can you tell us why you gave your answer? (optional)	Please tell us about anything that we could have done better (optional)
Very good	Excellent polite practice nurse.	N/A
Very good	Got there Sean in 10 mins	Nothing
Very good	Was seen almost on time staff were friendly, professional and explained things well.	
Very good	Prompt and friendly service	Less waiting time for appointments
Very good	I expected a pharmacist medication review , my Fostair has dropped off my NHS app, but I did get a physical exam, referral for blood tests for CKD, which I was not aware of, and a referral for ongoing cough following COVID 7 weeks ago. I felt listened to	Some confusion about chest x-ray referral, was via a GP, and my NHS app says blood tests postponed? Appt on 10/6/25
Very good		
Very good		
Very good	Very quick and efficient	
Very good	The appointment went very well.The Dr explained beautifully and was very friendly.We felt very comfortable.	Fir us all is good.
Very good		
Very good	The centre manager and dr Shoultz was very helpful thank you	So far all was good had good experience
Very good	The doctor was so helpful and kind . He was fantastic.	Nothing
Very good	On time very pleasant staff	All good and getting better
Very good		
Very good	On time, friendly and efficient.	Nothing on this occasion.
Very good	Doctor was extremely pleasant and answered all my queries.	
Very good		A doctor came today and showed they do care.
Very good		
Very good		
Very good		
Very good		
Very good		Good
Very good		
Very good		

Very good	Excellent customer service and extremely helpful	n/a
Very good	Standard service, but yesterday I missed my telephone consultation bcz I was in toilet, I am expecting call for another appointment	Thanks
Very good	Received good advice from the doctor	Communicate better , things get mixed up between reception and doctors/other professionals
Very good	The gp was very caring and friendly they listened well and provided solutions to my problem	
Very good	Done before time	
Very good	We are attended promptly. My appointment went very well.	So far so good.
Very good	Explanation was very informative, did everything he said he was going to do	
Very good		
Very good		
Very good	Mr H Ibrahim is always friendly, polite and helpful.	Nothing
Very good	Was very quick	
Very good	The clinical pharmacist was extremely thorough and helpful.	
Very good		
Very good	Was on time and excellent service	If you could extend it to week ends
Very good	Appointment on time	
Very good	Dr bower came and thanks for the tablets and advice I went to hospital she was right I had water in my lungs and a really nasty chest infection.	It's sad I can't get into surgery but with one visit from a doctor she could have really helped to save my life thank you .
Very good	Been very helpful and seem to care	
Very good	The Doctor called and was empathetic as well as compassionate towards my problem which was serious and sorted the medication out. That's the way it should be	Half the problems are solved if patients needs and problems are understood, giving attention and empathy which can solve the issues and everyone is happy
Very good	Standard service, really Mr. Nav is an excellent pharmacist, in controlling my cholestrol and diabetes	Every thing is fine
Very good	Doctor was very supportive in the short period we met	Na
Very good	Good response and advice	Very hard to get appointment.
Very good	Good response good advice	Very hard to getting appointment.

Very good		
Very good	Never had a problem for a complaint	Just happy for the service till date
Very good	Great experience. Very patient nurse	
Very good	Every thing was fine	
Very good	The nurse that did my cervical test made me feel very comfortable and was friendly.	Nothing. It's nice to have someone that will talk to you and make you feel comfortable having this type of test. She was very patient too. There's days the doctors just rush you and move onto the next but the nurse was very patient.
Very good	Receptionist was very helpful, had a smile when you approached the reception area. Logging in was straight forward and didn't have to wait long.	
Very good	Very helpful staff and good medical staff	No comments
Very good	Nurse Debbie Hes was very kind as I was upset	
Very good		Went into appointment on time and Deb the nurse I saw was lovely
Very good	Good communications and service	All OK.
Very good	I gave this answer because the pharmacist changed my life for the better.	There is nothing as the care was superb.
Very good	Excellent advice, diagnosis & medication prescribed	
Very good	The doctor explained everything	
Very good		Very nice
Very good	Seen on time. Very polite nurse	
Very good	Seen very quickly	I don't know, but I think that it would be good if there was a vending machine in the surgery. Nurse couldn't get my blood, so I asked her if there was a vending machine in the surgery, so that I could get a glass of hot water to drink; so that it could bring my veins up. Told that there was no vending machine.
Very good	The nurse was lovely with me	Nothing
Very good	The nurse is always friendly and chatty and takes my mind off the needle and also gives me good advise	
Very good		
Very good		

Very good	On time, professional.	
Very good		
Very good		
Very good		
Very good	Sharon's brilliant	
Very good		
Very good	The receptionists are always helpfull	It would be helpfull if it was made clear when receiving a phone call who it was,the doctor or pharmacy.
Very good	Dr Nishat is an excellent gp ,other gps could learn a lesson about patient care	You need to educate the gps in patient care. If they all acted like Dr Nishat,you would have a lot of happy patient who could depend that they would be treated correctly
Very good	Quick and easy	
Very good	Friendly, fast and efficient.	Nothing
Very good	Nurse very efficient	
Very good	Very helping staff and good behaviours	Telephone appointment is very long waiting and annoying so plz try to improve
Very good	Good service	
Very good	Job done very well.	Only bring something easy to get an appointment everyone onetime. My son and his family never getting an appointment and they fadup with the system, now they are all the time calling 111 and taking appointment in the walking centre first available. If you have some symptoms and need early appointment and not getting responses they frustrated. Royal emergency wasting whole day for nothing. Very hard to go there. Our turn will come after six ours sitting in the waiting area chair with hungry stomach and they are not providing a cup of tea. Very nasty NHSServices.
Very good	Because its impotent	I think every thing is good
Very good	My appointments are always good have never had any problems	
Very good		

Very good	Brilliant staff always accommodating	Call me when you have cancelled an appointment rather than have me sitting there waiting X
Very good	I actually got to see a doctor face to face	Perhaps listen to what the patient is saying and give them the chance to speak, instead of being told that is how the system works, all that does is make people angry, respect works both ways.
Very good	Standard service	Every thing is fine
Very good		
Very good	I was kept well-informed about the appointment. The doctor was polite, calm, and didn't rush the call. They clearly explained the issue and outlined a clear plan for moving forward. Very reassuring experience.	Keep improving
Very good	The details are very clear since i was not a fluent in english	I have language barrier and It would more great if I have an interpreter during my appointment time
Very good	Very caring asthma nurse Samantha	
Very good		
Very good	Sharon the blood nurse amazing! massive part of the surgery	Would be nice to see the same doctor on a second visit if needed
Very good	The nurse was quick and gentle whilst doing my blood test	
Very good	Nurse was great	
Very good	Very standard service.	Very perfect, thanks very.much for the clinical pharmacist
Very good	Standard service	Perfect, clinical pharmacist control my cholestrol and blood sugar level, thanks very much
Very good		
Very good	Because everything was straight forward and went smoothly I cannt	
Very good	Great customer services	All good
Very good	You get a good we'll come when you come in I like it when I come to the medical centre	
Very good	The surgery staff and doctors are very helpful	Sometimes when I'm struggling to get appointment however I understand you being busy
Very good	Had to make appointment's after talking with my GP & receptionist was very helpful	Nothing at that time

Very good		The best doctor's.
Very good		
Very good	Staff seem to be more efficient recently	Requests for routine appointments face to face should be dealt with more efficiently if a patient requests a face to face consultation they should be given straight the way and not told it will be a phone call
Very good		
Very good	Had no problem when there happy	Nothing happy
Very good		
Good		
Good		
Good		
Good		Only problem was the long wait to talk to the doctor
Good		
Good	They do care	More quick appointment
Good	U can never get an apporment	Make more face to face apporments
Good	Late appointment, i was there for 15.00 my time app. Got seen 15.16.Felt let down.	
Good		
Good	Quick	More face to face
Good	I was pleased to see Dr face to face,which helped to reassure me.	
Good		
Good		Appointment sooner
Good		
Good	I was seen on time also nurse was very friendly.	
Good	The overall service is good.	Prescriptions need to be synced as I have to visit the chemist a couple of times (within days) to get my prescriptions. Also doing the prescriptions online through the NHS app it asks for 'any other requests' but this always gets overlooked even if you do fill this in!
Good	The pharmacist dealing with me was very explanatory	Got an appointment sooner
Good	Short and straightforward	More appointments in the evening and weekends
Good		

Good		
Good		
Good	I got an appointment quickly and was able to easy book online.	The doctor wanted to see me again for a review after a few weeks. The surgery called me to book this, which was good. However I was seen by another doctor, so there was no continuity. The doctor I saw for the review had no idea what the appointment was for and I had to explain everything again.
Good		
Good		
Good	Because the appointment went smoothly	No other comment
Good	Short and straightforward	Late evenings and weekends would be good for appointments
Good	It was just about my medication and it was overall good service	
Good		
Good		
Good	It was good	None
Good	No appointment available have more face-to-face appointments	
Good	Didn't have to wait long for my appointments whe	When they was cancellation, you could've let us know.
Good	Always helpful	I wish I can get Dr. Appointment quicker
Good	It was in the time frame and the pharmacist was kind and respectful e	
Good	Service is improving	Provide more opportunities to speak to a doctor in person at the surgery
Good		
Good		