

Friends & Family Test - June 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	On time with appointment	No please
Very good	Very fast response to possible health conditions	
Very good	Sharon was great. Very helpful with advice ref our concerns, as always	
Very good	Great nurse Sharon. Professional and always helpful with advice.	
Very good	Because I think the service is good	
Very good		
Very good	Excellent service	
Very good	Couse Iam Satisfied with the services, given by the all, Drs and All the Team Members. I E from Receptions to all Nurses.	Satisfied.
Very good		
Very good		
Very good		
Very good	Staff efficient and courteous	Inform patient of results
Very good	I was seen on my appointment time.	Walking in for blood tests without appointment would be much better with appropriate slot times
Very good	Reception was very nice and I wanted to see Dr marwa shawail and I got app with her? Am happy with the service 😊	
Very good	I was listened to and spoken to politely	
Very good	On time when they said like it	Nothing happy with service
Very good	Really high standard service, thankx	Thankx
Very good	Nice and friendly explained everything	
Very good	Very friendly, professional and quick.	
Very good	Appointment was on time, nurse very good.	N/A
Very good	Staff was very caring and compassionate .	
Very good	The staff are kind and caring and excellent knowledge of the duties..	Nothing as care is excellent.
Very good	Friendly and lovely staff	I can't think of anything about my appointment
Very good		

Very good		
Very good	Appointment on time when I got there doctor spot on	Nothing for me everything ok
Very good	Highly effective and professional service	Nothing at all All services are excellent
Very good	On time and service was good	Nothing really
Very good	The doctor was able to achieve what I request ED.	Nothing.
Very good	Seen on time (if not before)	
Very good	I was stuck in traffic from the motorway and rung the surgery to let them know as I work out of town. The nurse Sam was exceptionally professional giving a prompt response as to when I could get to the surgery by. I understood I may not be seen but on my arrival she was very accommodating and understanding. I truly appreciated having her kind service after a long hard day at work after a long journey. I wish all nurses would have the same attitude. Reception was also prompt and well mannered . This was a change for me and I was grateful for the service.	Nothing all was well
Very good		
Very good	Got see doctor on time and was helpful.	
Very good		
Very good		
Very good	You're all very helpful when I come to the centre and I find it really everybody's really helpful	Thank you very much for everything. I really appreciate what
Very good		
Very good	Very polite, answered all my questions	
Very good		
Very good	The nurse who took my blood sample was incredibly professional—I didn't feel a thing during the procedure. Normally, having blood drawn is a painful experience for me, but this time it was completely painless.	
Very good	Doctor was very caring and explained everything so I could understand	I did have to wait 40 mins but it was worth it
Very good	Doctor rang re my medication and we had.a short conversation about the medication and he agreed that everything was working well	Cannot think of anything thank you

Very good	The doctor took notice and listened what I at to sayGive me good advice. i'm very polite.	
Very good		
Very good	It's easier than ever	None
Very good	Because I'm happy from your hospitality.	
Very good	Staff are very polite .	Nothing .
Very good	Amazing service surgery contacted me for a reminder for my daughters vaccine.The nurse we saw was amazing with my daughter, gave her a sticker and a bravery certificate. Spoke to my 3 yr old like a little adult and explained what was happening. Lovely to see even after the strain the nhs is on that there is attention and detail to care.	Nothing, amazing service.
Very good	Because of Doctor Shulz, she would break it down and explain how you would understand and shown empathy when needed,	<p>I wish that you had the services that you have now, like the call back system and many other services that Humberston Medical Centre has implemented.</p> <p>Dr Shulz show true passion, For me, it's the notes, please keep it professional not like your in a group chat. I have read some of the complaints online, no one should be able to bash a local General Prattice when the services are free... So I also suggest that online questionnaire should be sent out every 6 months to clear up any misunderstandings and to improve with differentiation of the criteria of service from the Humberstone Medical Centre to the community.</p> <p>Kind Regards</p> <p>Zoe Lee</p>
Very good	Excellent service, friendly staff	
Very good	The doctor was really nice explained everything and also listened to my son about his mental health issues.	
Very good	Am very pleased with Dr marwa shawail. Shes a brilliant doctor	
Very good		

Very good	I love it	♥♥♥
Very good		
Very good		
Very good		
Very good	Prompt, precise and professional	
Very good	Nurse who took my blood put me at ease and took bloods with minimum of needle prick 🙏	From blood test visit nurse was superb need more nurses like her.
Very good	I just seen Dr marwa shawail and she's amazing doctor I have seen till know... she listens to my problems and very happy with Dr shawail	Am really happy with Dr shawail... I can't complain about anything
Very good		
Very good	Nurse I saw was very pleasant.	
Very good		
Very good		
Very good		
Very good	Doctor was very helpful	First time rang you and left my no for ring back and no luck So next day had to ring your reception for doctor to ring
Very good		
Very good	The nurse was really interested in me. As a person	You couldn't have done anything better
Very good	Yes am very happy to see Dr marwa shawail... she's really nice and understanding and listen to my problems and she's the best for me	
Very good	It was quick and easy	Nil
Very good	Friendly and professional service	
Very good	Answered all the questions. Gave me clearly the future plans	
Very good	Doctor explained the problem and treated well Receptionist (men)very happy	
Very good		
Very good		
Very good	Sharon was very good she used to look after dad James reed	Nothing

Very good		
Very good		
Very good	The Surgery is always helpful and provides an excellent service.	
Very good	Go I saw was very good	
Very good	They help me. I am very grateful.	I wish to hear the Drs little bit more loud, the voice is low. He's so far away. Overall, thank you so much.
Very good	Because I find the staff helping whenever I visit to the hospital or even on telephone	
Very good	Very easy to use and use anytime	
Very good	Very good service. Patient, very good listener, a great help.	I wish the phone line is a little bit louder. Thank you so much.
Very good		
Very good	Sharon was very helpful	
Very good		
Very good		
Very good	This surgery is really good, I always feel supported but sometimes it feels rushed due to their deadlines	The GPs nurses and reception staff are fantastic
Very good		
Very good	Dr.Nishash was lovely—very friendly and informative.	
Very good		
Very good		
Very good	Sharon was very polite and helpful	
Very good	Helpfuk	
Very good	Yeah bcuz everything is carried in a smooth way and everyone is very polite, helpful and professional	Everything is perfect...sometimes it's just the wait which kills you but other than that all is good n perfect
Very good		
Very good		
Very good	Good service and highly professional	None
Very good	The nurse was very nice	
Very good	Standard service	Perfect service
Very good	Very nice staff and Doctors	Please try to reduce waiting on telephone inquiries
Very good	very satisfied. Problem was dealt with efficiently.	
Very good	Because I'm use to Sharon taking my blood samples.	Everything was just right.

Very good	Staffs are very nice and kind	
Very good	Dr Than was very helpful and it was just what I wanted.	
Very good		
Very good	Excellent care from the nurse alot of sympathy and empathy with the kids	May be introducing the cold skin numming spray before the jab with kids and babies . Activities to distract kids when they are having their jabs Many thanks
Very good		
Very good	It's improved then before	You should do more which doctor we see as sane doctors is more comfortable and very helpful
Very good	I was heard by the doctor of my suffering. She listened cares and also advised me. I was very happy when I came out.	It was and it is good as it is.
Very good	Pleasant nurse.prompt service	Just right
Very good	Standard	Perfect
Very good		
Very good		
Very good	I have been with this surgery very long time	
Very good	Explained the diagnosis and the follow up	You did ok
Very good		
Very good	My appointment time was running a bit late but when I saw the GP I didn't feel rushed,the GP listened to my concern's	Just having to wait for my prescription to get to the pharmacy & the time it took them to sort out my medication
Very good	Kind nurse did my diabetes checks.	
Very good	He explained things I didn't know.	Nothing all was good .
Very good	I was seen on time and the clinician listened and responded to what I said. I was very happy with the advice given and the outcome of the appointment.	Nothing.
Very good		
Very good		
Very good	I went in for my blood test. The nurse was polite, patient and professional.	Hopefully someday soon, systems and technology will catch-up with the times to enable efficiency in obtaining results and offering reliable treatment options. If private firms can do it, with the amount of resources it's in NHS best interest to provide better care.

Very good	Doctor was very helpful and caring.	
Very good	The doctors listen to you there's not many who do	Nothing the dr was so lovely and listened to me 🙌
Very good	The nurse very friendly and competent.	
Very good	Very professional, explained everything clearly.	Nothing.
Very good		
Very good	Quickly seen and very pleasant Nurse.	
Very good	The doctor was reassuring, polite and considerate.	
Very good	Very good staff qnd very helpful	Nothing
Very good	On time	Testing is fine
Very good		
Very good	Good service help full	
Very good	It's was quick and easy with no problems	
Very good	Listen to me	
Very good	Very good response and done jobe excellent as per my satisfaction.	For above case it is ok. Everyone excellent.
Very good	Prompt, polite, professional, friendly.	
Very good		
Very good	Never had a problem with doctors or staff	Can't think of anything
Very good	Didn't need to wait long any questions were Always answered	Can't think of anything right now.all was fine.
Very good	Nurse was friendly and caring	
Very good		
Very good		
Very good		
Very good	I was seen very soon after I arrived, even though I was a bit early.	You could have told me why I was giveappointment, and you could have notified me to bring a urine sample
Very good	It was only for an injection , so very straightforward and qy	
Very good	The best nurse did the job	Keep the best people in at the practice
Very good		
Very good		
Very good	Sharon is an amazing nurse friendly and efficient.	Need to have face to face appointments and friendly faces behind reception the old receptionists were amazing and efficient. These things put patients at ease.
Very good	Warm and professional treatment	

Very good		Have more nurses available
Very good		
Very good		
Very good		
Very good		
Very good		
Very good	All staff are extremely friendly, efficient and professional	Not Applicable
Very good	So at ease and all went well thanks	Nothing at all
Very good	The nurse i saw was fantastic she listened to me she was profesionable and caring	Nothing
Very good		
Very good		
Very good	The nurse who took my blood is absolutely outstanding. Very friendly treats you like a human.	
Very good		
Very good	Dr Oommen listened to my concerns, gave me time, explained things fully and took steps to help me.	Nothing
Very good		
Very good	Was on time and the nurse was very informative.	
Very good	Because whenever I ring they are soo polite	
Very good	Able to book blood test when I needed	Ideally I would have like to be able to book blood test online
Very good	Am very happy seeing Dr marwa shawail. As I get appointment to see her ? She's caring and understands my problems...	Am happy with the receptionist so far and am getting good responses. The only thing is that I wish I could get an appointment in 1 or 2 days? Coz I prefer seeing only Dr marwa shawail only and to see her i have to book in aweek advance... or else am happy
Very good	Doctor was brilliant listened to everything I had to say	Nothing
Very good		
Very good	Doctor very understanding	Every thing is ok
Very good	Staff very friendly and helpful the P/N explained everything about the vaccine i was having and was caring	Nothing

Very good	There was no problem, it wasn't a major infection and I was given an antibiotic prescription and a referral to dermatologist	
Very good		
Very good	Directed to right person after triage and given good advice	
Very good	First class care	
Very good		
Very good	I was afraid that my itchyness due to some underline problem like liver kidney problem after hearing me patiently Doctor suggested blood test	Doctors always doing their best
Very good	The nurse was friendly, helpful and understanding	Nothing!
Very good	The doctor was very good, very pleasant attitude, and good listener, and explained clearly.	There needs to be more female doctors, so that patients have a choice, so that if like me, they feel more comfortable being treated by a female doctor, it is possible. I actually needed an afternoon appointment, due to the district nurse visit me during mornings, but I was told that for me to see a female doctor, it would have to be a morning appointment, unless I could phone up at 8.00am, but from my experience, it is never possible to get through at that time, because lots of people trying to phone at same time.
Very good	I was seen very quick and very professional	Nothing 1 class service
Very good	Dr Mawar was exceptional despite booking for 2 ailments I was booked for 1 but Dr Mawar be it fast honoured this.	Receptionists to ensure the bookings are done accurately. I booked double slots but on the day only 1 slot was booked. Though Dr Mawar went through both my needs I did feel rushed as there was a lot of info which Dr Mawar was so apologetic of and no fault of hers.
Very good	They were very kind and humble speaking staff	Overall it's good
Very good		
Very good	Was seen at appointment time..nurse put me at ease and was quick and efficient.	
Very good	Doctor listened and solved my medical issue.	I just had to wait a week to be seen
Very good		Because I am happy your service help for me
Very good	The nurse who did my bloods is very nice and friendly	

Very good	Polite, friendly and knows and does her job v well ...	
Very good		
Very good	The lady u seen was very and pleasant to talk to . She talked me through everything she was going to do and also what will happen next . She was very helpful in answering all my questions and putting my mind at peace	N/A
Very good		Sharon Collis the Medical professional was very pleasant and put me at ease wholistic giving me an injection very pleased
Very good		
Very good	everything was good there	no need to change
Very good	Service was perfect, no issues	
Very good	Sharon is a very caring nurse.	No she is doing a brilliant job.
Very good	On time appointment.Very good advise and follow on appointment.	Be available after 6pm for Workers only.It it would be so much easier.
Very good	The doctor was patient respectfull and kind.	
Very good	Very thing was taken care of, listened to and advised and guided professionally.	Everything was good and perfect
Very good		
Very good	My issue at appointment was sorted well	
Very good	I was called on time and the nurse was professional and very polite.	
Very good	Was good never had to wait called in for blood test early	
Very good	Easy system for confirmation at the surgery.	
Very good	Seen very promptly.	
Very good	Helen called me 3 times prior to the appointment to ensure all the details were correct, this thorough cross checking of the details meant the appointment went well.	
Very good	Nurse was very helpful and friendly	
Very good	Very nice on phone got me appointment same day Very pleased	Pressed 1 did not get a call back wasn't pleased
Very good	Good service	

Very good	Was able to book an appointment at a convenient time to suit. Wait time in clinic was reasonable. Doctor was very good and I felt he listens and treated well. Given clear instructions.	
Very good	Sharon looked after me	
Very good	Couse Am Satisfied	Everything is ok according to my Experience. Whenever, I ring, I get appt for Drs and Nurses.
Very good	Staff were very friendly and professional	Keep up with regular checks with patient to see their wellbeing and not as and when required this way patients are satisfied that they are being treated and helped with all medical needs otherwise you all are doing a great job keep up the great work you all are doing 👏👏
Very good	I feel that transfer of info between staff is excellent and overall care of me as a patient can be trusted	
Very good	Polite. Explained as she went on.	
Very good	Nurse was friendly and made sure I was ok with needles	N/A
Very good	Nice nurse	Walking is a problem and their is alot of walking when you have doors you could open to get to your destination.is it possible to use other cut throughs to see your doctor or nurse.thanks
Very good	The first doctor who's actually listened to me in years	I would've liked a longer appointment time
Very good		
Very good		More telephone people in on the morning
Very good	Debbie Hes was friendly, professional and helpful.	Nothing
Very good		
Very good	Because when I phone the surgery they were prompt on getting me appointment with a doctor,	Getting me and even earlier appointment But I do understand you have a lot of other patients you have to to see in the surgery too ,
Very good	MY Appointment was on time and Nurse Sharon Carrer as always helpful and very professional credit to the doctors surgery	
Very good	The Doctor was very helpful an listened to me	
Very good	Sharon Collis is always lovely and professional	Nothing
Good	I'm under the mental health and sometimes I get seen quickly	

Good	Easy, fast. No drama, that how I like it.	I'm OK..
Good		
Good	Happy with outcome	Not really
Good	The staff is very helpful and polite	You all are good.
Good		
Good		
Good		
Good	The doctor can only deal with one thing at a time. Have to book another appointment and cannot always get a face to face with a doctor. After a long time I was able to see a doctor. Otherwise there's always given a prescribing nurse.	I only wanted medication which I had before for my sorosis but Dr could only look at one thing at a time.
Good		
Good		Everything was good
Good		
Good	In and out quickly	More time to do full reviews
Good		
Good	Was pleased to get a telephone call to requested specialist doctor quite quickly and then I was seen straight away on face to face appointment.	Wait time to get through is still a bit long. Would like that see improvement there.
Good	I phoned for an appointment but was told there was none, filled in online triage form, Doctor phoned me within the hour, obviously the receptionist didn't grasp the pain I was in .	Please listen to the patient, I was just dismissed by the receptionist, but obviously the doctor thought differently after reading the triage form, all it succeeded in doing was cause stress to myself, which I didn't need.
Good	Good gp doctor helps alot	To book appointments quicker
Good		
Good	All went well	
Good	Whenever I have been in cotact with my GP always been dealt with politley and professionally.	Happy with everything so far.
Good	Because I was there for blood test's you never have a long wait.	In this area nothing. I have regular blood test's so I am not there long.

Good	Dr Bharkhada was empathic, helpful and reassuring	I believe the surgery has already changed management and are making improvements so hopefully the practice runs more efficiently and provides a service all patients deserve
Good	Sharon is a good nurse	
Good	The conversation was polite and helpful with what was expected	Nothing
Good		
Good	Because there listen to me and I got a face to face apporment	Nothing x
Good	Answered questions I had	Still prefer face to face
Good	Good help	
Good	Always helpful but need to talk to a doctor more easily.	
Good		
Good	Call not in person	More face to face with the doctor
Good		
Good		
Good	Got an appointment without too much hassle	Info about blood pressure reading could have been better
Good		
Good	Fairly easy to deal with	Cannot think of one. Nothing is easy and straightforward as one would expect
Good	45 minutes late calling	Call in time
Good		
Good	Sharon is always caring and professional	
Good		
Good	I was seen promptly, and my prescription agreed satisfactorily.	Slight confusion over my appointment: first I was told I would get a phone call, then was asked to attend the surgery. A choice of dates would have been nice. But these are minor niggles, basically good.
Good	Both DR and physio very helpful and understanding	A little more information given
Good		
Good	Helpful staff and relaxed atmosphere	
Good	Prompt service	
Good		
Good		
Good		

Good	Telephone appointment with Dr. Kotecha was good. but It was so difficult and had to try 3 days to get that appointment . This needs improving appoiment	<p>*. We do understand that clerical staffs are not clinically trained. However, there should be a supporting system for them to clarify with a on call Gp if that patient need an appointment or not when they are not sure.</p> <p>* There is no pre booked appointment but when we try to get appointment exactly 8am has to wait in a queue as expected. Before 8.05am all appointments are taken.Difficult to understand how it is happening all the time.</p> <p>* If appointment system improves patients can be more open and honest regarding their illness. During a patients survey ,some patients commented that they need to exaggerate their illness and symptoms to get a GP appointment. This is not that good.</p>
Good		
Good		
Good		Yes
Good	Sorted out what I wanted	No
Good	Nurse was understanding	None
Good		Could have 2 receptionists on duty when busy
Good	Appointment at a convenient time & seen quickly for blood test. Explanation given re how & when results would be available	
Good	Good service	
Good		
Good	To let give appointment	Please listen problem and give quickly treatment
Good	Long wait time in a very hot waiting room	Air conditioning to help with the waiting
Good	The doctor was amazing, reception not so much	
Good		

Good		
Good	Appointment was on time and the nurse was lovely	
Good		
Good		
Good		
Good	It would have been very good, but the Doc was late, it probably can't be helped.	While waiting one of the Staff should have notified me that the Doc is running late, but when I saw her she explained and apologies. But overall the Doc was absolutely amazing 🙌 while attending to me, I would very much like to see her again.
Good		
Good	Delay in getting appointments	We need early appointment