

Friends & Family Test - August 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	Dr was very helpful	Nothing
Very good	Nice friendly service	
Very good	Easy to book on line...Appointment on time...overall a positive experience	Nothing
Very good		
Very good		
Very good		
Very good	my service is so good	yes lot of time change medicine when you are clacted pharmacy they say is from different company talk to doctors when you say to doctors they say talk to pharmacy what to do
Very good	Professional and warm treatment as always	
Very good	It was Sharon I saw, and found her to be very professional, understanding, had time to listen,	
Very good		
Very good	The experience was smooth and the nurse was excellent ! She explained the process and was happy to answer medical questions which would have involved another appointment.	All good , no issues
Very good		
Very good	Doctor was very helpful	
Very good	Very good	
Very good	No comments	More face to face appointment
Very good		
Very good	Kind, efficient and informative	
Very good		
Very good	On time and good appointment with the physiotherapist	No
Very good	Nurse explained how I have to use the injection and made sure I understood	

Very good	Dr Anna Schulz was amazing. She talked me through my procedure and made sure i was comfortable the whole time. I really cannot thank her enough!	
Very good	Because receptionists was so friendly n polite	If we get appointment same day is much better
Very good	Doctor listen to me and gave advice	
Very good	She was very kind, helpful and carefully hear what I'm saying.	
Very good	Helpful and professional people.	Nothing.
Very good	Quick & efficient	Nothing
Very good	Because they do good service.	
Very good	The nurse I saw she was so friendly, very helpful and put me at ease	
Very good		
Very good	Staff at the reception very approachable. Dr/pharmacist is was appointed to was very nice and helpful. Was given good advice	
Very good	Nurse Collis was cheery and put me at ease.	Nothing, this medical centre is excellent.
Very good	Appointment was on time and nurse was very good at taking blood	
Very good	The nurse was very nice	Make it easier to get an appointment
Very good	Got seen on time and clinician was good	
Very good	The doctor listened	
Very good	Prompt action and easy to use	N/a. Happy
Very good		
Very good	Professional, friendly staff.	
Very good	Prompt.no waiting.pleasant nurse	Wasn't sure if when booked in that I needed to go straight to nurses station outside on the chair.which I did but I think she was looking for me
Very good	Supportive, good listener	
Very good		
Very good	Dr was very thorough and efficient.	
Very good		
Very good	Receptionist professional & polite	I very rarely come to the surgery...but the experience has been very impressive

Very good	General positioned was very kind and supportive and knowledgeable.	The GP was excellent. However the chairs in the waiting room were not safe and caused issues.
Very good	It was an unexpected call, but satisfactory	Keep people informed and perhaps just listen to what they are saying
Very good	The nurse was very kind and considerate during a uncomfortable procedure	
Very good	Easy to use	N/a
Very good	The nurse I saw yesterday her name was Samantha was extremely professional and very kind made me feel very comfortable	
Very good	Prompt service. Effective communication. No waiting.	
Very good	The nurse was caring and took her time knowing I was anxious	
Very good	Very nice admin and medical staff	Please try to reduce telephone waiting
Very good	The doctor was friendly and actually listened to us and explained well. She also told us next steps. We did not feel rushed and she spoke to my son nicely too	
Very good		
Very good	Blood test on time and painless	
Very good	Dr I saw was very thorough and explained everything to me	Nothing
Very good	He solved my problem with prescriptions.	Nothing
Very good	Professional service.	
Very good	They care me so much	Just care our health like this call us for our blood test
Very good		
Very good		The nurse was very helpful
Very good	Nurse Helene Glover was really helpful and understanding, and the reception team were helpful and kind	
Very good	Very helpful and very kind approach	I think it's fabulous service
Very good	Appointment on time it was a yearly check up. Very thougher, nurse ver nice,and pleasant, explained eveything to me	None
Very good	Easy to book a phone call with doctor. Appointment was made, was seen very quickly.	
Very good		
Very good	Great being able to book to suit me and appointment on time	

Very good	Dr shishu was an amazing doctor. Very informative and calming through out	
Very good	Because staff are helpful and doctor, nurses are very good	Just a request if you can get more air or ac in the reception area in hot days as it was very humid at the time. Thank you
Very good	Excellent staff, the nurses were very helpful	
Very good	Welcoming staff and I was seen on time.	
Very good	Fully informed, professional and friendly. Advised test that should had been done before. Reassuring.	Done all the relevant tests needed on a previous appointment.
Very good	Choice of available apointment times was good.	
Very good	Whenever, I have come during my Appointment, I was seen by Receptionist, Nurses & All the Drs.	Nothing at the Moment.
Very good	The staff are helpful and polite	
Very good	Care patient knowledge good communication	
Very good	Good	
Very good		
Very good	Nurse was very kind	We can all hear what is said at reception
Very good	Full diabetic check, many explanations	
Very good		
Very good		
Very good		
Very good	Everything went well	👍 ★ ★ ★ ★ ★ 👍
Very good	Everything well organised, staff and doctor polite, kind and professional. Thank you.	Thank you God bless you all 🙏.
Very good	Seen promptly	Done extra bloods which i had called about prior which no one had got back to me in time. Now coming again in 2 weeks.

Very good	GP is very good	I was asked by the gp to do a urine sample and leave it at reception, but the receptionist said it was policy to only accept samples before 1pm. I explained that the doctor asked for it now but she wouldn't take it. In the end I told her I would check the sample myself as I am a gp too and send the results to you via email, which I did. But it would have been a big waste of time to try to bring a sample in the morning, let alone the extra petrol, and CO2 harm to the environment.
Very good	Private	
Very good	Well taken care of.	You are all lovely. Thank you. ❤️
Very good		
Very good	Was quick and on time	
Very good		
Very good	You take wonderful care of us.	Grateful to be part of your family.
Very good	Appointment for blood test on time. Efficiently carried out.	Nothing. All ok.
Very good	Appointment was dealt with professionalism, swiftness & with compassion.	
Very good	I got good news I don't need medication	
Very good	Easy to forward blood pressure readings	
Very good	Doctor was very helpful and kind	
Very good	Understood very perlite	
Very good		
Very good	Nurse was good when she injected me with so much care.	
Very good	Booking time to suit me, prompt start time, friendly staff member	Fix the booking in screen !
Very good	Booking system was easy & doctor was efficient and helpful.	No - Quite happy with the service I received so far. Thank you
Very good	He was very helpful and kind. Thank you.	
Very good	Quick efficient service. Polite staff	
Very good		
Very good	Brilliant doctor. Listened to what I said .	
Very good	Good admin staff and medical staff	Improving for telephone waiting

Very good	Dealt with my issues professionally	
Very good		
Very good		
Very good		
Very good		
Very good	The doctor listened and allowed me to speak and showed some excersise to help with my problem	Nothing at the moment if it continues I'd like an exray
Very good	They gave same day appointment for my kids	
Very good	I was very please with the way my appointment went	
Very good		
Very good		
Very good		
Very good	Ok	Good
Very good		
Very good		
Very good	Reassuring and took the time to explain and answer my questions.	Nothing.
Very good	Friendly and explained what she was doing and why	
Very good	The service is always efficient and effective	No as far as I am concerned nothing more needs to be done
Very good	The nurse was very helpful and explained everything	Everything was done fine
Very good	Very good when you can get appointment	Trying to get appointment when needed
Very good	I was happy with the service I recieved and came away with answers to questions I had about my health.	
Very good	The nurse was so child friendly and put Amelia at ease	
Very good		
Very good		
Very good	Receptionist and the Nurse were exceptionally helpful and also friendly.	
Very good	Very helpful	
Very good	The nurse was lovely and answered all my questions	
Very good	Quick blood test, no issues and nurse was very polite and helpful.	
Very good		
Very good		

Very good	The overall service and the advice given by the doctor	All good for me at the moment
Very good		
Very good		
Very good		
Very good		
Very good		
Very good	On time appointment with a Doctor	All good
Very good		
Very good		The doctor listen to me .
Very good	Appointment given on same day	Nothing
Very good	Nurse was good when doing my blood test	None
Very good		
Very good	I received the usual efficient and friendly service.	
Very good	The nurse was friendly	I have nothing to say all over everything is fine. Service is good. Phone service is good. Doctors are good thank you.
Very good		
Very good	Iam Satisfied.	Think Everything is ok.
Very good	Very happy with the doctor	None
Very good	Got appointment on the day I rang which I didn't with my old surgery.	So far so good. Very pleased
Very good	I've always found the surgery good and people professional	When I got the initial phone call about doing my readings for blood pressure at home and that I needed a blood test at the surgery, the person who rang me didn't explain why I needed it until I asked. It was due to my medication as to why I needed both things doing.
Very good		
Very good	The check up was thorough and took place in a friendly and encouraging atmosphere.	
Very good	Very cooperative n good health advice	I think above 60 patient should be given appointments at any time of call if not the same day any other days.. Thanks

Very good	Not sure if this relates to GP appt or LRI A&E. GO appt excellent. On time. GO dealt with itv issue swiftly & referred me to LRI A&E. Gave me a letter to take. LRI E&E v busy but seen quickly. Investigations undertaken. Seen by an excellent ACP. 3 1/3 hours in total from arrival to leaving department. Great service by all concerned. Thank you.	Nothing.
Very good	The doctor was very thorough and interested in what I had to say, a doctor, patient moment which is lost. ch is lost	
Very good	It was a prompt response to my child's care	To be honest I can't think of it,I was given the only available slot so there was really nothing that would have been done
Very good	Everyone was very helpful than you	
Very good	Prompt Timely Attention	Keep It Up
Very good	On time and explained everything to me, very helpful	
Very good		
Very good	Even though i was a little bit late i still got seen for my blood test	Can't think of anything
Very good	Ring-back was fast. Service good.	
Very good	Knowledgeable doctor, given appt on the same day	
Very good	Appt was really helpful and patient focused	Reception area is a little slow
Very good		
Very good		I was seen just before time and happy with my management plan.
Very good	Dr extremely helpful	
Very good	I feel that my health issue will now be resolved	
Very good	I wished to highlight that my hospital appointments were not happening, so I requested that the hospital be aware of the situation. The hospital has arranged For the appointment thank you It should	It shouldn't have been necessary to involve the GP service So you can't get better than a satisfactory service
Very good	Always friendly helpful and efficient	Not Applicable
Very good	The Staff I Interacted with handled my case with urgency and promptly with professional efficiencies and emphatic attention	Make Your Staff More comfortable and Appreciated
Very good		
Very good		
Very good	Helen was very helpful	

Very good		
Good	Sorted wot I needes sorting.	It's all fine thanx to me..
Good		Introduction to the trainee member of staff would have been nice.
Good	Phones are still an issue	
Good	Always room for improvement	Fix tge self login screen
Good		I'd rather be seen by a doctor first rather than going to a physiotherapist first
Good		
Good	It's usually extremely poor service from once being the top service in 2015. This time staff was polite on the phone and helpful instead of aggressive. I actually got a call back but an appointment days later which was bad as my son Akbar was referred to hospital after doctor appointment	Give an appointment to an urgent matter which may have been life changing
Good		
Good	No reason	
Good		Active and attentive listening
Good		
Good		
Good		
Good		
Good	It was ok	Just keep it up
Good		
Good	Too slow	make it quicker please
Good		
Good		The waiting time was bad .you should explain that you are running late.
Good		
Good	Accessible	No
Good	Efficient practitioner. Little wait time.	
Good		
Good	Personal experience since joined this practice	
Good		

Good	On time. Explanation of condition straightforward. Took his time.	If condition does not improve - estimate a timescale after exercises at home when I should come back to be accessed again
Good	New doctor I met she was nice	
Good		
Good		
Good	I was offered an appt and the pharmacist guy was very good	Nothing
Good	Receptionist Jessica was very friendly and polite, Nurse Samantha was very lovely, really nice to speak to. Took my blood out in the first instance , did my blood pressure	You need more receptionists like Jessica
Good	It was with the pharmacist discussing my medication and advised me to stay on the iron medication as my results were better	Nothing
Good	As I'd hoped for	Maybe checked my knee for further teference
Good	Wasn't to long after appointment time	
Good	I didn't have to wait long and the nurse was very polite and friendly	There were no sooner appointments available so if that's something that could be looked into that would be helpful and reassuring
Good		
Good		Allow more time to talk to doctors
Good		
Good		For an emergency appointment better to give appointment quickly
Good	I feel that why	No need your service is good
Good	It was on time and got progress on my issue	Not a lot
Good		
Good	I wasn't left sitting around for age's	Maybe have some fan's in the waiting room would have been waiting easier as it was so hot as it made breathing harder for people like myself with breathing difficulties
Good		
Good		
Good	Good service	Keep it up you all doing good job
Good	They gone pick up the call regularly	No

Good	Easy to get an appointment and GPs are friendly, supportive and knowledgeable	I have seen too many different GPs. I always have to start at the beginning again and then sometimes run out of time. When you're feeling very unwell and something is ongoing for a long time this is exhausting and feels like there is no continuity.
Good	The GP was running behind, not her fault, the receptionist explained this was the case. I can never articulate what I want to say when I speak to a GP about my own symptoms so I had written what I was experiencing, the GP took the time to read this, asked me a few questions, I felt she was concerned for me, not something I have felt often recently if I am honest. I am happy with the outcome	Nothing on the day. The appointment system is poor, and the fact you can only get 1 months prescription at a time is a issue for someone that works full time, especially when you put a request in and they do not inform you that you are due a review and leave you without important medications for long periods of time.
Good	The doctor was very helpful and understanding	The doctor wanted a urine sample done there but the receptionist refused to take it The reception should stop over riding the doctors
Good	No receptionist when I arrived. I did use the log in system, but it's still nice to have a face greeting you	Seating could have been arranged a bit better. Set too far back and too cramped together
Good		
Good		
Good	Waiting times	Be on time
Good		
Good	They are properly taught to me	
Good		
Good		f2f rather than phone would have been easier
Good		F2F would have been communicate ummunicate
Good		
Good		
Good		

Good	I believe there's always room for improvement	Drs to only be able to see their patient for one ailment not multiple even if there's extra time to view another within the timeframe.... They listen and then ask to book another GP appt to be assessed and diagnosed. Why??? I don't understand if it's within the given timeframe.
Good		Everything was better at this appointment. Would have liked the offer of a pillow to rest my arm during the blood test, rather than just putting my arm on the desk
Good	fairly prompt	Tell me which way to go Treatment room without A7 on the board ...no idea where to go
Good	Appointment for ore-booked time	Offered appointments quickly in time
Good	I wasn't kept waiting too long for a professional to call me about my mental health	Can't think of anything
Good		
Good		
Good		
Good		
Good		
Good	Quiet happy with the service I received	
Good		
Good	Because sent messages so answered	No idea
Good		
Good	GP. appointment was delayed for approx an hour but cant blame GP when seen did not rush as GP was running late	
Good		
Good	I am listened to	Can improve your emergency service especially the waiting time of telephone calls
Good	Seen on time, took blood and finished	