

Friends and Family - March 2025

Good	40
Very Good	358
Don't know	2
Neither good nor poor	14
Poor	9
Very Poor	2
Total	425

Date	Overall, how was your experience of our service?	Please can you tell us why you gave your answer?	If you remember the name of the clinician your appointment was with, please enter it below:
01/03/2025	Good	I got an appointment quickly. The dr seemed very knowledgeable, but doesn't show any empathy	
01/03/2025	Very Good	All staff helpful, efficient & cheerful. Very satisfactory consultation.	Sorry- can't remember. He is an excellent practitioner.
01/03/2025	Very Good	Felt comfortable to talk.	
01/03/2025	Neither Good nor Poor	Made me feel as if I was wasting his time	Dr Mohit Saravana Perumal
01/03/2025	Very Good	The doctor was very patient and listened extremely well. She also did everything she could to put all my fears to rest.	Dr Voigt
01/03/2025	Very Good		Bev Carder
01/03/2025	Good	Professional and friendly	Ziggy
01/03/2025	Very Good	Appointment was prompt and the nurse explained everything she was doing and why.	Ziggy
01/03/2025	Very Good	Prompt appointment and the nurse was empathetic and put me immediately at ease.	

01/03/2025	Very Good	Dr was very kind	
01/03/2025	Very Good	Easy to book appointment, appointment was prompt and all questions were answered	Carl
01/03/2025	Good	Service received was great I struggle to say it was wonderful though as the pain I go through being treated is never good, but that's my body reacting and not the fault of who I see.	Bev
01/03/2025	Very Good	As always excellent consultation	Sam (physio lead)
01/03/2025	Very Good	Dr Mini Nelson was very good and professional	Dr Mini Nelson
01/03/2025	Very Good	Excellent service, helpful and explained everything.	Dr Ong
01/03/2025	Very Good	On time,efficient and very pleasant staff.	Bev
01/03/2025	Very Good	Prompt and efficient service with very pleasant attendant.	Ziggy
01/03/2025	Very Good	Very pleasant and efficient attention.	Carl
01/03/2025	Very Good	My requests were dealt with very quickly	Dr Mini Nelson
01/03/2025	Very Good	The appointment was on time. The nurse was friendly	
02/03/2025	Poor	I went in as headache get worse go on 4 weeks all I got told was take more tablets that don't even touch the pain and he wants bloods	Carl
02/03/2025	Very Good	Very nice person and made me feel at ease	Mrs Ziggy Sutton
02/03/2025	Very Good	Because my appointment time was 10.20 am and I had bloods taken and I came out before my appointment time,the nurse who took my bloods was Ziggy was very helpful and I hardly new I had my bloods taken.	Ziggy
02/03/2025	Very Good	Profesional honest discusion	Sister Amy hughes
02/03/2025	Very Good	On time with kindness and efficiency	Ziggy
02/03/2025	Neither Good nor Poor	So hard to get a appointment to see a doctor or nurse	
02/03/2025	Very Good	Your colleague at the COPD review was pleasant, kind and professional	
02/03/2025	Very Good		Sam
02/03/2025	Very Good		Carl
02/03/2025	Very Good	Friendly helpful and professional staff	Sam Kent
02/03/2025	Very Good	Saw Dr Ong and was very impressed especially as it was a saturday	Dr Ong
02/03/2025	Very Good	Was seen early, and good service	

03/03/2025 Very Good	Seen the same day and managed to get blood test 10mins after doctors appointment	
03/03/2025 Good	Secretary went out of her way to help me with an appointment	
03/03/2025 Very Good	Very good meeting face to face	Dr Douglas
03/03/2025 Very Good	Booking appointment was quick and easy. Doctor was very professional and helpful.	
04/03/2025 Very Good	My previous appointment was cancelled without my knowledge, wasn't until I turned up for appointment, poor service in this regard	Sam
04/03/2025 Very Good		
04/03/2025 Very Good	I made the appointment 2 weeks previously as non urgent. Appointment ran on time.	Dr Katie Voigt
04/03/2025 Very Good	Short wait and friendly nurse who helped me understand my condition better	Amy Hughes
04/03/2025 Very Good	Good service	
04/03/2025 Very Good	Because despite booking appointments for me and my wife there was no record of my wife's on the day. The team quickly accommodated us.	
04/03/2025 Very Good	On time very efficient friendly	Elizabeth collins
04/03/2025 Very Good	I saw the mental health practitioner, he was very supportive and so understanding.	Miles.
04/03/2025 Very Good	I felt at ease straight away	Sam taylor?
04/03/2025 Neither Good nor Poor	Got me in on the day, not satisfied with the doctor observations	
04/03/2025 Good	You do a very good job under difficult circumstances	
04/03/2025 Very Good	Nice. Friendly and efficient	A nurse
04/03/2025 Very Good	On time	
04/03/2025 Very Good	The service was great and very polite	Carl
04/03/2025 Good	Was kept waiting almost 30 mins after my appointment time. Otherwise, all good.	Dr Richard Draeger
04/03/2025 Very Good	The two drs I see helped me very much. They are getting things moving to get my health sorted and helped by the appropriate people	Richard Draeger and someone else I can't remember
04/03/2025 Very Good	Could not be better.	Dr Loughridge
04/03/2025 Very Good	Because she was very good	Cheryl

04/03/2025 Very Good	Appointment was held on time, the Nurse was very thorough and explained everything very clearly and gave me some information to help me improve my situation	Cheryl
04/03/2025 Very Good	Prompt good staff	
04/03/2025 Very Good	Efficient service and little waiting time	Nurse
04/03/2025 Don't Know	I was seen by Carl and he really did go above and beyond to help me. He persuaded me to go to A &E. Due to his diligence they found my heart was slowing down and took me on for a urgent pace maker. Please convey my thanks to him for the time he gave me.	Carl
04/03/2025 Very Good	Pain free blood test	Cheryl
04/03/2025 Good	Quick, timely just a bit of trouble extracting bloods	
04/03/2025 Poor	Lack of understanding from doctor	Dr Ivy
04/03/2025 Very Good	Doctor interested and helpful and gave time needed	Dr Saint
04/03/2025 Very Good	On time no waiting about and nurse was very explicit.	Carl Thompson
04/03/2025 Very Good	Friendly efficient service	Nurse
05/03/2025 Good	Seen very quickly, friendly and communicative nurse	
05/03/2025 Very Good	I saw Carl and he took the time to listen to me and I wasn't rushed	Carl
05/03/2025 Very Good	Nurse Practitioner was very helpful and lovely	Stephanie
05/03/2025 Very Good	Very pleasant, polite, knowledgeable healthcare assistant.	Elizabeth Collins
05/03/2025 Very Good	Dr was understanding of needs.	Dr Nelson
05/03/2025 Very Good	Very Attentive.	Stephanie
05/03/2025 Very Good	Appointment was prompt, member of staff friendly.	
05/03/2025 Very Good		
05/03/2025 Very Good	Seen fairly promptly. Clinician very thorough.	Dr Maheet
05/03/2025 Very Good	The person I saw was very helpful and able to prescribe an antibiotic for my condition.	Steph
05/03/2025 Very Good	All staff are polite, friendly, helpful and professional. An excellent practice.	Dr Nelson
05/03/2025 Very Good	Refitted as due to being late first appointment	Carl
05/03/2025 Good		
05/03/2025 Very Good	Doctor was very thorough.	Dr Loughridge

05/03/2025	Very Good	Reception staff and the practitioner were helpful, professional and kind.	Elizabeth Collins
05/03/2025	Very Good	Friendly, professional staff	
05/03/2025	Poor	No belief in female neurodivergence	
05/03/2025	Very Good	Was seen right on time, great nurse very friendly and informative	
05/03/2025	Very Good	On time	
05/03/2025	Very Good	Because it was a good experience	
06/03/2025	Very Good		Dr Nelson
06/03/2025	Very Good	I was given a full explanation of my future	Dr Loughfidge
06/03/2025	Very Good	Same day apt. On time. Clear discussion with child. Medication prescribed and worked	
06/03/2025	Very Good	Thorough consultation listened to my concerns	Katie Voight
06/03/2025	Don't Know	Difficulty of getting a follow-up appt - not the doctor's fault but continuity is vital	Katie Voight
06/03/2025	Good	Doctor was excellent. But getting an appointment involved going through several hurddles which wasted everyone's time.	Dr Voight
06/03/2025	Very Good	Very helpful with all questions I had and sort out date's for othe appointments	
06/03/2025	Very Good	Had pain in left lower leg and ankle and it was very debilitating and i needed to know what it was	
06/03/2025	Very Good	I really appreciated how patient the diabetic nurse was in explaining everything to me!	DFAC Claire
06/03/2025	Very Good	My son has seen that nurse before and he feels comfortable	
06/03/2025	Very Good	Quickly decided needed a referral and actioned immediately.	
06/03/2025	Very Good	Dr was very helpful and sincere	
06/03/2025	Very Good	Always good and polite service.	
06/03/2025	Very Good	Listened to my needs , explained the information well, was reassuring and non judgmental.	Stephanie Timberlake
06/03/2025	Very Good	Yes, because I felt relaxed and able to talk.	Sue
06/03/2025	Neither Good nor Poor	Person I saw very nice and gave good information but half an hour late for appointment which I was a little annoyed as left work early to be on time	Stephanie
06/03/2025	Very Good	Very good	

06/03/2025	Very Good	On time, friendly	
07/03/2025	Very Good	Professional	
07/03/2025	Very Good	Thorough	
07/03/2025	Very Good	On time	Dr Ong
07/03/2025	Good	I met the asthma nurse. We had a chat. That's all that happen, she is going a new spacer.	
07/03/2025	Very Good		
07/03/2025	Neither Good nor Poor	It never gave me anything I didn't know already	
07/03/2025	Very Good	Very punctual, polite, competent and helpful.	
07/03/2025	Very Good	Diagonals in 2017 and found now more information and pleased regarding I made the visit	Nicolas Outlen
07/03/2025	Good	Had to try twice to get the blood, one particular nurse never has a problem.	
07/03/2025	Very Good	Quick and friendly	Ziggy
07/03/2025	Very Good	The physio man was very friendly and explained everything thoroughly	Richard Morford
07/03/2025	Very Good	The doctor was very knowledgeable and helpful and made me feel at ease	Mini Nelson
07/03/2025	Very Good	Because the nurse who saw me was very pleasant and made me fell very comfortable	
07/03/2025	Very Good	Very friendly	Dr ong
07/03/2025	Very Good	Knowledgeable, polite and caring	Richard Morford
07/03/2025	Very Good	Prompt and polite service.	
07/03/2025	Very Good		
07/03/2025	Poor	was my 6 week postpartum appointment. Felt rushed, was unable to ask some questions which subsequently I have had to make more appointments for to get the answers	
07/03/2025	Very Good	Long Stratton medical practice has always been caring polite and compassionate and the staff are a credit to the surgery	
07/03/2025	Very Good	Appointment made very quickly	Carl
07/03/2025	Very Good	On time	
07/03/2025	Very Good	On time	

08/03/2025 Very Good	You went above and beyond to help me I really really appreciate that thank you very much. He is absolutely amazing.	
08/03/2025 Very Good	Prompt, helpful and informatibe	
08/03/2025 Very Good	Nurse was friendly professional and helpful	Amy
08/03/2025 Very Good	Very efficient professional service.	
08/03/2025 Very Good	The doctor was attentive, listening properly and has set further investigations in motion	Dr Ong
08/03/2025 Good	Because the Dr listened to my concerns and issues that I am now suffering with and agreed plus assisted with organising further checks to hopefully improve my conditions	Dr Loughridge
08/03/2025 Very Good	It was a comforting reassuring experience	Dr Katie Voigt
08/03/2025 Very Good	Excellent appointment	Elizebeth
08/03/2025 Very Good	Excellent appointment	Amy
08/03/2025 Very Good	Quick friendly and efficient service	Richard
08/03/2025 Very Good	Appointment was on time and was treated with respect	
08/03/2025 Very Good	On time. Lovely nurse	Amy
08/03/2025 Very Good	On time. Lovely nurse	Amy
08/03/2025 Very Good	I went in to my appointment on time and I didn't feel rushed at all during my time with the doctor. He explained things clearly and I knew what I needed to do following in from the appointment.	Dr Ong
08/03/2025 Very Good	Short wait time. Amy and Ziggy polite and chatty Put me at ease.	Amy and Ziggy
08/03/2025 Very Good	The Nurse was professional friendly and caring	Ziggy
08/03/2025 Good	I didn't have to wait very long. And the Nurse was lovely.	Emma
08/03/2025 Very Good		
08/03/2025 Very Good	The consultation was excellent	Nicola Outon
08/03/2025 Very Good	On time, a gp who really listens	Katie Voight
09/03/2025 Very Good	Been given excellent help and advice	Cindy Marie
09/03/2025 Very Good	Not stressful	Elizabeth
09/03/2025 Very Good	Staff very good, the Doctor was great	
09/03/2025 Very Good	Politeness	Carl Thomson
09/03/2025 Very Good	On time. The clinician was very professional and was able to answer my questions in a friendly manner. Appears to enjoy her job.	Gemma

09/03/2025	Neither Good nor Poor	After attending my appointment I was tested for urine infection but came back negative so sent back home still with the pain and discomfort and still in pain Sunday evening 2 days later	
10/03/2025	Very Good	Appointment was on time, waiting area was well signposted , everything was explained well.	Elizabeth
11/03/2025	Very Good	Amy is really great, kind, caring and does make a painful visit easier to get through, understanding my nerve issues and treating in a way that works with me and the pain, supportive and understanding and makes me feel safe and cared for	Sister Amy Hughes
11/03/2025	Very Good	Polite.. easy and efficient	?
11/03/2025	Very Good	very efficient	Cheryl
11/03/2025	Very Good	Dr Nelson is excellent	Dr Nelson
11/03/2025	Very Good	Very friendly and efficient	
11/03/2025	Very Good	Because I felt like the dr i saw listened to me and took me seriously.	Dr Mini Nelson
11/03/2025	Very Good	Because I felt like the dr listened to me.	Dr Mini Nelson
11/03/2025	Very Good	Prompt, efficient care given with a smile	Cheryl Lorne
11/03/2025	Good	Reception staff were helpful, doctor was excellent	Dr Ong & clinician was amazing (I don't know her name but she's leaving very soon is all I know!)
11/03/2025	Very Good	Prompt and efficient	
11/03/2025	Very Good	On time, friendly	
11/03/2025	Very Good	Efficiently done	Gemma
11/03/2025	Very Good	Excellent service	Cheryl
11/03/2025	Very Good	Very polite and professional as always.	Cheryl
11/03/2025	Very Good	Seen promptly and sufficient time allotted. Clear explanations given.	Dr.Ong.
11/03/2025	Good	The service was good and the clinician was excellent but it takes too long to get an appointment	Gemma
11/03/2025	Very Good	Friendly and efficient	Amy?
11/03/2025	Very Good	Quick and easy	Lovely nurse

11/03/2025	Good	Two appointments	Ziggy
11/03/2025	Very Good	The doctor was amazing	Sorry no
11/03/2025	Very Good		
11/03/2025	Very Good	See before appointment time. Nice nurse	
11/03/2025	Very Good	They gave me an appointment on the same day.	
11/03/2025	Very Good	Efficient, no waiting around - appointment on time.	Mrs Gemma Chapman
11/03/2025	Very Good	Excellent doctor	Dr Saint
11/03/2025	Very Good	Didn't have to wait long and all over in a couple of minutes	
11/03/2025	Good	I was seen on time, signage to waiting area was clear, member of staff was pleasant and efficient	
11/03/2025	Neither Good nor Poor	Appointment on time for injection but more care could have been taken to ensure that the puncture was not bleeding before being despatched. Arrived home with blood spots on my shirt sleeve.	
11/03/2025	Very Good	Very methodical	Dr Douglass
11/03/2025	Very Good	Appointment ran to time & was very efficiently managed	A nurse who is retiring this week
11/03/2025	Very Good	Very well looked after	Dr Ong
11/03/2025	Very Good	On time appointment with professional care	Dr Sara Douglas
11/03/2025	Good		
11/03/2025	Good		Dr Douglas
11/03/2025	Very Good	Excellent Doctor	Doctor Saint
12/03/2025	Very Good	Carl is a lovely chap and always very thorough in what he does	Carl
12/03/2025	Very Good	Very welcoming, relaxed atmosphere. Didn't even feel the needle!	Gemma
12/03/2025	Very Good	Very friendly	Chapman
12/03/2025	Good		
12/03/2025	Very Good	Helpful	Miles Kemp
12/03/2025	Very Good		
12/03/2025	Very Good	The pharmacist was very good. Very knowledgeable and thorough. Appeared empathetic and a good listener, very considerate	Sam Taylor
12/03/2025	Very Good	Access was easy, appointment was on time, Doctor was efficient	
12/03/2025	Very Good	Efficient, professional and warm and friendly as always, I shall miss her!	Elizabeth
12/03/2025	Very Good	Excellent young lady doing my injection, didn't hurt a bit.	Ziggy

12/03/2025 Very Good	Seen on time. Very caring nurse who knew my medical history. Excellent csre	
12/03/2025 Good		
12/03/2025 Good	Had no problems	
12/03/2025 Very Good	Dr and chaperone put me at ease during my examination. Caring and sympathetic.	Dr Gim Ong
12/03/2025 Very Good	The appointment was on time. It was quickly dealt with and there have been no after effects.	
12/03/2025 Very Good	Seen on time. Very efficient and explained why I needed a retest	Elizabeth
12/03/2025 Very Good	Appointment same day ,helpful reception	Nurse Practioner ,Dr Carl
12/03/2025 Very Good	Yes the doctor was very professional and talked through every thing he was doing top marks	
12/03/2025 Very Good	Prompt appointment friendly nurse & quick	
12/03/2025 Very Good	Doctor really listened and understood me	Dr Dreager
12/03/2025 Very Good	Clinician knew exactly what to do from admin to procedure. Less stressful.	Elizabeth the nurse.
12/03/2025 Very Good	The practice nurse was outstanding and a credit to the nursing profession. Whilst the nature of the appointment could so easily be task based, the practice nurse showed respect, provided dignity and ensured an uncomfortable appointment was completed without issue.	Emma
12/03/2025 Very Good	Because it was very good.	Emma
13/03/2025 Very Good	Quick efficient and friendly	Ziggy Sutton
13/03/2025 Very Good	Every thing on time soon sorted	
13/03/2025 Very Good	Seen on time	
13/03/2025 Good	I was left with the impression not to expect any side effects except a sore arm, turned out I was one of the 1 in 10 who had problems. Otherwise the experience at the surgery was professional and friendly.	
13/03/2025 Good	Given good advice on how to improve my pain / swelling management	Linda
13/03/2025 Very Good	Always informative, welcoming and understanding	Dr Ong
13/03/2025 Very Good	Very professional and efficient	

13/03/2025	Good	Seen on time, with friendly staff	
13/03/2025	Very Good	Prompt efficient service	
13/03/2025	Very Good	Professional and pleasant	Ivy
13/03/2025	Very Good	Given information about vaccine and possible side effects. Appointment on time and carried out efficiently by pleasant practitioner	Emma
14/03/2025	Poor	Kept waiting nearly 20minutes chatting to various colleagues , as first appointment you don't expect to be running that late. Time chosen for my work	Sister Amy Hughes
14/03/2025	Good	Pharmacy staff friendly, didn't speak to reception staff. Doctor friendly. Would have welcomed a little more input in relation to an issue I raised outside of my original issue raised.	Dr Abby
14/03/2025	Very Good	Very nice, answered questions and made me comfortable with response	Stephanie Timberlake
14/03/2025	Very Poor	I was talked at for the entirety of the appointment at a million miles per hour, I left in tears	Lady physio
14/03/2025	Very Good	Straight forward and quick	
14/03/2025	Very Good	Clear advice, caring and efficient	Amy Hodgson
14/03/2025	Very Good	Good service	Ziggy
14/03/2025	Very Good	Was on time and was out in. 5 minutes	Ziggy
14/03/2025	Very Good	nurse was very professional and competent	Cheryl
14/03/2025	Neither Good nor Poor	Another appt where I don't feel like I'm being listened. Not her fault as always have to see someone different so going over the same issues with no outcome.	Dr Ivy
14/03/2025	Very Good	Helpful GP	
14/03/2025	Very Good	Compassionate, nformative and friendly	Jamie social prescriber
14/03/2025	Very Good	Careful ear examination, understood reason for the appointment	Elizabeth
14/03/2025	Good		Lindsay Smith,
14/03/2025	Very Good	Very nice nurse who was caring and efficient	
14/03/2025	Very Good	The doctor I saw was very helpful	
14/03/2025	Very Good	Friendly and efficient, explained about the vaccination.	Emma
14/03/2025	Very Good	Very professional. Attentive. Good humoured. Patient	
14/03/2025	Very Good	Saw my OWEN Dr.for a change.	Dr. Thomas Watchman

14/03/2025 Very Good	Very prompt appointment	Carl
14/03/2025 Very Good	The clinician was extremely knowledgeable, friendly and polite.	Samuel Taylor
14/03/2025 Very Good	Because I didn't wait,I was treated with respect	Ziggy
14/03/2025 Good	Booking an appointment on the day was easy. Not sure the clinician listened to some of my issues. Found she mumbled a bit and had her arms crossed throughout the appointment.	Ivy
14/03/2025 Poor	I arrived for my Shingles vaccination only to be told my appointment had been cancelled. There was an apology but a message or phone call should have been made.	
14/03/2025 Very Good	Seen very promptly and Dr very professional	
15/03/2025 Very Good		Dr Hodgeson
15/03/2025 Very Good	I found Sindy very helpful and supportive	Sindy
15/03/2025 Very Good	The nurse made me feel at ease having blood test and she was so happy and bubbly I didn't feel at all worried with her, and she was so gentle with the blood test too amazing.	Gemma chapman
15/03/2025 Very Good	Always excellent service	Dr M Nelson
15/03/2025 Very Good	The service was quick and the nurse was lovely	
15/03/2025 Very Good	Excellent gp. Listened and was supportive.	
15/03/2025 Neither Good nor Poor	I booked in with a receptionist who must have forgotten to tell the doctor I was there. I had to wait for over an hour and eventually, another receptionist asked if I was waiting for someone. They did realise their mistake and apologised though.	
15/03/2025 Very Good	Got seen on time and everyone was so helpful	Gemma
15/03/2025 Very Good	He was very thorough and helpful	Sam kent
15/03/2025 Very Good	It all went smooth and the nurse knew how to keep the conversation light, relaxing and going.	
15/03/2025 Very Good	Very happy with the booking in process and the kind lady who did my blood test thank you	
15/03/2025 Very Good	Made to feel comfortable	
15/03/2025 Very Good	Approachable, thorough and made me feel comfortable and listened to.	
15/03/2025 Very Good	Made me feel at ease. Explained and checked my details thoroughly and very welcoming.	Gemma

15/03/2025 Poor	Was very clinical, not much warmth. Mostly typing on the computer whilst I was talking, everything I was saying was noted and it didn't feel like a conversation. Asking too many questions. Not very helpful overall.	Mental Health Practitioner
15/03/2025 Very Good	On time and very efficient. Answered all concerns.	Dr Nelson
15/03/2025 Very Good	Pleasant,helpful experience	Linda
15/03/2025 Very Good	Had a dressing changed Very professional quickly change and applied a fresh dressing. Very knowledgeable answered all my questions, and best of all she did all with a smile. Couldn't ask for more.	Nurse Lindsey Smith.
15/03/2025 Very Good	Appointment on time. Nurse very professional but also kind and reassuring.	
15/03/2025 Very Good	Was treated with kindness .	
15/03/2025 Very Good	I could find any faults	Dr Watchman
15/03/2025 Very Good	3 recent appointments. All staff very helpful, knowledgeable and professional.	HCA Elizabeth, Dr Abby and Dr Hodgson
16/03/2025 Very Good	No problems & friendly nurse	
16/03/2025 Very Good	The nurse was excellent.	
16/03/2025 Neither Good nor Poor	Dropped the measuring rod on my head . Talked so quietly almost like whispering so I had to keep asking her to repeat herself ..	Ivy Mbon
16/03/2025 Very Good	Friendly, quick and efficient	
16/03/2025 Very Good	My appointment was on time and I was happy with my appointment with Dr Nelson	Dr Mini Nelson
16/03/2025 Very Good	Thorough and clear communication	Dr Nelson
16/03/2025 Very Good	On time great advice	Sam Taylor
16/03/2025 Good	Whilst I felt the nurse was very competent she carried out the various procedures in a hurry and I was unable to relax and found it stressful. The nurse was friendly and pleasant but it would have been very helpful if she had given me just a little more time.	
16/03/2025 Good	It was good to choose my appointment time online rather than calling, shame the appointment time was changed, and lucky I could still make it. Patients were dealt with efficiently which was great too...it was nice the nurse acknowledged it was my birthday	Nurse Gemma

16/03/2025	Very Good	Quick efficient. thorough	
17/03/2025	Very Good	Lovely member of staff made me feel very relaxed	
17/03/2025	Very Good	Thorough and considerate and put me on yet another waiting list ng	Sam Kent
18/03/2025	Very Good	Had a sensible discussion and felt involved rather than lectured. Very clear with information!	Jenny
18/03/2025	Very Good	Made me feel the appointment was worthwhile and for my benefit	Ruth. Pharmacy technician
18/03/2025	Very Good	Kind welcome. Bloods taken. Pleasant throughout visit	Cheryl
18/03/2025	Very Good	Appointment ran to time and nurse was efficient	Yvonne
18/03/2025	Good	I was listened to and given advice	Miles
18/03/2025	Very Good	I felt listened to and understood	Dr Voigt
18/03/2025	Very Good	Efficient & helpful	Amy
18/03/2025	Very Good	As always Cheryl was gentle and respectful	Cheryl
18/03/2025	Very Good	Because it was smooth and calm	Amy
18/03/2025	Very Good	Explained why I was having tests in a way that I understood why it was being carried oit	Gemma
18/03/2025	Very Good	Dr Saint is brilliant	Dr Saint
18/03/2025	Neither Good nor Poor	Still have unresolved health concerns	Sam Kent
18/03/2025	Very Good	Amy is so nice and very approachable and gives so such good advice to any questions you ask her.	Amy
18/03/2025	Very Good	Caring and considerate	Lindsey Smith
18/03/2025	Very Good	I was seen promptly and professionally and was booked a follow up appointment at the time	Dr. Saint
18/03/2025	Very Good	Prompt on time	
18/03/2025	Very Good	Didn't feel anything	Liz
18/03/2025	Very Good	Was treated with great care and kindness	Cheryl Lorne
18/03/2025	Very Good	I was called through at my appointment time, and the nurse/HCA who saw me was very nice, professional, and calming throughout.	Ziggy
18/03/2025	Very Good	Very informative and explained very clearly.	SAM
18/03/2025	Very Good	Doctor listened to my problems without interruption & gave me a good examination & also gave good advise	Adewale Abiodun
18/03/2025	Very Good	Doctor Douglas listened and took professional care of.	Doctor Laura Douglas
18/03/2025	Very Good	A good job done.	

18/03/2025	Very Good	Had time to listen put me at ease I feel very lucky to have the doctor I have.	Dr Nelson
18/03/2025	Very Poor	I turned up for an appointment at Long Stratton at 1945hrs only to be told that the appointment had been cancelled. However, I had not been notified of the cancellation.	Sister Lindsay Smith (although appointment was cancelled)
18/03/2025	Very Good	On time friendly professional	Lindsay
19/03/2025	Very Good	Very friendly and positive	Sister Lindsay
19/03/2025	Very Good		Lindsey Smith
19/03/2025	Very Good	Very quick and very polite	
19/03/2025	Very Good		
19/03/2025	Very Good	Always helpful	Dr Douglas and then nurse
19/03/2025	Neither Good nor Poor	Unnecessary waiting, student taking blood wasn't very efficient. Otherwise friendly and professional	
19/03/2025	Very Good	I have had good results from my recently prescribed medication and my follow visit yesterday as positive	Dr Douglas
19/03/2025	Very Good	Very good nurse	
19/03/2025	Good	N/A	
19/03/2025	Very Good	Very efficient and helpful	Nicola Outtan
19/03/2025	Very Good	Doctor was very thorough and clear	Gem Gong
19/03/2025	Very Good	Very informative	Nicola
19/03/2025	Very Good	If you're happy with a service say so!!	Ziggy
19/03/2025	Very Good	Seen quickly and efficiently.	
19/03/2025	Very Good	On time, very efficient very polite	
19/03/2025	Very Good	In my honest opinion	
19/03/2025	Good	I didn't have to wait too long.	Sister Amy
19/03/2025	Very Good	Nurse very friendly, carried out vaccination efficiently and quickly.	Nurse Amy
20/03/2025	Very Good	Nurse was very friendly and helped me to feel relaxed	
20/03/2025	Very Good	Comfortable relaxed manner from a knowledgeable person	
20/03/2025	Neither Good nor Poor	Efficient	
20/03/2025	Very Good	Seen promptly. Friendly, and welcoming and excellent service as always. Thank you.	Sister Amy Hughes

20/03/2025 Very Good	Appointment was on time and informative. I have not received the exercises that he suggested via email as yet though.	
20/03/2025 Very Good	On time .	Sister Lindsay Smith
20/03/2025 Very Good	Excellent consultation	Doctor Laura Douglas
20/03/2025 Very Good	Nurse excellent	
20/03/2025 Very Good	Nurse brilliant	
20/03/2025 Very Good	Over very quickly	Emma
20/03/2025 Very Good	Responsive and I felt listened to and supported	Stephanie Timberlake
21/03/2025 Very Good	Quick, professional service	Nurse
21/03/2025 Poor	The consultation lasted about 5 minutes,I was told that I would receive exercises to do via email,they never arrived,I rang reception and was told that she would chase up the physiotherapist - I'm still waiting to hear back from the surgery, I'm very disappointed to say the least .	
21/03/2025 Very Good	We saw nurse Lyndsey for my daughters 1year Jabs and she's so lovely and kind.	Sister Nurse Lyndsey
21/03/2025 Very Good	On time, friendly and professional	Elizabeth
21/03/2025 Very Good	Seen on time. Understanding and empathetic.	Dr Voigt
21/03/2025 Very Good	Seen on time and Doctor was helpful and made a referral to gynaecologist	Dr Katie Voigt
21/03/2025 Very Good	First class service	Elizabeth Collins
21/03/2025 Very Good	Last blood test I had huge bruise that lasted 2 weeks, This time it was first class, can't see where the needle went in. Nurse will be sadly missed.	Elizabeth Collins
21/03/2025 Very Good	It was perfect	Linsey
21/03/2025 Very Good	Listened carefully and answered questions competently. Thorough. Very pleasant manner	Stephanie
21/03/2025 Very Good	Extremely thorough and pleasant	Mahit?
21/03/2025 Very Good	Quick, informed service	Elizabeth
21/03/2025 Very Good	The appointment was right time the young the practice nurse was very polite and carried out the B 12 injection no fuss and in my opinion was very professional	Amy
21/03/2025 Very Good	Knowledgeable, polite and knowledgable and kind	Richard physio

21/03/2025	Very Good	Same day appointment	
21/03/2025	Very Good		
21/03/2025	Very Good	Attention to detail and patience	Carl
21/03/2025	Good	My visit was pleasantly carried out in as thorough way as you can when you are dealing with someone who hasn't seen you before. Also as I've not yet had an xray the physio was 'batting blind' not knowing exactly what is wrong with me yet. But I appreciate that he did his best.	
21/03/2025	Very Good	The Nurse was very professional and kind	Stephanie
22/03/2025	Very Good		Dr. Mofit
22/03/2025	Good	Very short wait and doctor was friendly and helpful	Dr Watchman
22/03/2025	Very Good	A good appointment as usual	Elizabeth
22/03/2025	Very Good		The nice nurse who was working her last day to Retirement
22/03/2025	Very Good	Prompt time and very friendly.	
22/03/2025	Very Good	The nurse was really helpful and informative.	Amy
22/03/2025	Good	Prompt, friendly and professional.	Dr Adewale
22/03/2025	Very Good	Seen on time, treated with respect and kindness.	
22/03/2025	Very Good	Friendly team, relaxed environment	Gemma
22/03/2025	Very Good	From when I walked into the treatment room I was listened to down to explaining about my best veins to giving blood	Gemma Chapman
22/03/2025	Good	It's good service however I would like it if there was a service by 8.30 pm to 6 pm	
22/03/2025	Neither Good nor Poor	I dont feel i got an answer i went for a lump i am concerned was cancer	
23/03/2025	Very Good	The appointment was on time the nurse was very helpful and as usual made the next appointment to suit me	Amy
24/03/2025	Very Good	He went through all my symptoms throughly which doesn't always happen	Dr Ian
24/03/2025	Very Good	Very efficient, friendly and helpful	Lyndsey
24/03/2025	Very Good	Stephanie took her time with me and asked me lots of questions. She reassured me and answered all the questions I had.	Stephanie Timberlake
25/03/2025	Very Good	On time.	Mrs Cheryl Lorne

25/03/2025 Very Good	Fulfilled my expectations - many Thanks for setting it up	Seb Rjyskstra and Casey Baret
25/03/2025 Very Good	Professional Competent Polite Enthusiastic	Lindsay
25/03/2025 Very Good	Friendly professional service	Nurse Cheryl Lorne
25/03/2025 Very Good	Arrived on time, seen within 5 minutes , simple blood test, professionally carried out by your excellent staff member.	Cheryl
25/03/2025 Very Good	Cheryl is always kind and very gentle it's such a shame is left yesterday	Cheryl
25/03/2025 Very Good	Appointment was ontime. I was examined and asked lots of questions. Ongoing investigations bloods etc. Given advice on how to manage pain.	Stephanie
25/03/2025 Very Good	Swift processing and great staff	
25/03/2025 Very Good	Seen same day Carl was lovely no rush and was very understanding	Carl
25/03/2025 Very Good	The nurse made me feel at ease, was very discreet and hwlpful	
25/03/2025 Very Good	My doctor spent time explaining my symptoms,he was very nice	
25/03/2025 Very Good	Lovely and polite	
25/03/2025 Very Good	On time, caring and efficient	Cheryl
25/03/2025 Poor	The doctor wasn't very helpful at all. Gave no advice and was very dismissive	Ivy
25/03/2025 Very Good	Seen on time and friendly nurse	
25/03/2025 Very Good	Excellent support and advice.	Dr Saint
25/03/2025 Good	Evening appointment worked well for me	
25/03/2025 Very Good	Excellent service explanations of what was going to happen .	
25/03/2025 Very Good	punctual, appointment time during extending evening hours	
26/03/2025 Very Good	Appointment was on time and clinician took the time to explain things and to allow me to ask questions.	Sister Amy Hughes
26/03/2025 Very Good	All worked perfectly. Newton Flotman is far more convenient for me to cycle to.	The great blood sampler at Newton (am terrible remembering names I'm afraid).
26/03/2025 Very Good	On Time and made me at ease	
26/03/2025 Very Good	DR Nelson is out standing so glad I am lucky enough to have such care	Dr Mini Nelson

26/03/2025	Very Good	On time, empathetic	Miles Kemp
26/03/2025	Very Good	Professional and efficient. Thank you	
26/03/2025	Very Good	Excellent	
26/03/2025	Very Good	Young lady was very welcoming and efficient I think	
26/03/2025	Very Good	Quick, efficient, friendly and helpful	Gemma
26/03/2025	Very Good	Because it's not the surgery that's a problem it's the government	Doctor Nelson
26/03/2025	Very Good	Staff very friendly appointment was on time	
26/03/2025	Very Good	Friendly knowledgeable staff	Linda Smith
26/03/2025	Very Good	Receptionist was very polite & got me in to see doctor as soon as she could	
27/03/2025	Very Good	Appointment on time and Nurse friendly and helpful	Amy Hughes
27/03/2025	Very Good	Lovely nurse, prompt service	
27/03/2025	Good	Nothing wrong	Ziggy
27/03/2025	Very Good	Friendly nurse, super efficient	
27/03/2025	Very Good	Prompt, polite attention.	Mrs Ziggy Sutton.
27/03/2025	Very Good	Quick friendly and reassurance. Excellent care.	
27/03/2025	Very Good	This doctor is brilliant,	Amy hodgeson
27/03/2025	Very Good	Very polite and very helpful	Mrs ziggy sutton
27/03/2025	Very Good	Friendly and on time	Beth
27/03/2025	Very Good	Lovely nurse, excellent with my baby son when giving vaccinations.	
27/03/2025	Very Good	The physio was very thorough and put me in for an MRI scan	
27/03/2025	Very Good	Emma was lovely, very helpful	Emma
27/03/2025	Very Good	No delay in the waiting room, injection given was swift with minimal discomfort	Amy
27/03/2025	Very Good	Seen quickly by nurse who was friendly	
27/03/2025	Very Good	Short notice appointment, but brilliant service.	Dustyn Saint
27/03/2025	Very Good	Dr was excellent with Louis and really explained things well	Dustyn Saint
27/03/2025	Very Good		
27/03/2025	Very Good	Appointment was on time, bliss taken with no issues	
28/03/2025	Very Good	Bev very friendly and professional	Bev
28/03/2025	Very Good	Very pleasant and professional nurse blood was taken before my slotted time so very efficient	
28/03/2025	Very Good	Quick and efficient	Ziggy

28/03/2025 Very Good	Friendly staff and no waiting	
28/03/2025 Very Good	Prompt appointment time and very friendly nurse who made me feel at ease.	
28/03/2025 Very Good	Excellent treatment	Nurse Lindsay
28/03/2025 Very Good	Dr was lovely and very helpful	Dr Ong