

Friends and Family - January 2025

Good	42
Very Good	456
Don't know	3
Neither good nor poor	9
Poor	13
Total	523

Date	Overall, how was your e	Please can you tell us why you gave your answer?	If you remember the name of the clinician your
30/01/2025	Very Good	Promptly on time	Gemma I think. Nurse
15/01/2025	Very Good	Great service	
02/01/2025	Very Good	Got in very quickly didn't have to wait to long to see the doctor	
02/01/2025	Very Good	Such a friendly surgery. Dressings done fast and efficiently. On time	Nurse Amy
02/01/2025	Very Good	Very friendly and helpful	
02/01/2025	Don't Know	my appointment was cancelled	
02/01/2025	Very Good	Very fast , efficient and pleasant	Lindsay
02/01/2025	Very Good	Dr Ong was excellent. He listened !!	Dr Ong
02/01/2025	Good	The nurse very attentive and helpful	Mrs Bev Carder
02/01/2025	Very Good	Excellent service	Carl Thompson
02/01/2025	Very Good	I was offered same day appointment and issued with prescription. The reception and nursing team were all very kind.	Stephanie
02/01/2025	Very Good	It was an ECG and Ziggy was great, making him relax. She'd also arranged for his blood test the same time, leaving his planned 8thJan fre for someone else.	Ziggy

02/01/2025	Very Good	A slight wait for my appointment but the nurse apologised for the wait. Made me feel at great ease while having my procedure done.	
03/01/2025	Very Good	Appointment on time. Nurse was brilliant and explained everything I wanted to know re being pre diabetic.	Lyndsey Smith
03/01/2025	Very Good	Another good appointment with questions answered that I asked. Can't fault the surgery.	Ziggy
03/01/2025	Good	I asked to leave a message for my gp and the HCA I saw was happy to do this . The HCA did not make me feel rushed and I was able to ask questions as needed.	Bev
03/01/2025	Very Good	Helpful and friendly nurse	Amy
03/01/2025	Very Good		Ziggy Sutton and Dr Gim Ong
03/01/2025	Very Good	Lindsey was careful and kind	Lindsey
03/01/2025	Very Good	Because there was no waiting time	
03/01/2025	Very Good	Good and on time	
03/01/2025	Very Good	Friendly and efficient nurses	
03/01/2025	Very Good	The person I was seen by gave me direct answers in language I could understand	
02/01/2025	Very Good	Appointment on same day	Dr Watchman
03/01/2025	Very Good	The appointment was on time And the service received was first class as usual	Amy
02/01/2025	Very Good	The pharmacist. / Doctor I saw and explained every thing very thorough and answerd all my questions to me very clearly	
03/01/2025	Very Good	Appointment on time. Members of staff very pleasant.	
03/01/2025	Very Good	Caring ,considerate, really took into accoun how frustrating situation was:	Carl

03/01/2025 Very Good	I was straight into see Bev and then Straight in to see Dr watchman. Both were very thorough	Bev and Dr Watchman
02/01/2025 Very Good	Appointment given on the day	Dr Ong
03/01/2025 Very Good	Prompt efficient	Sue (I think)
03/01/2025 Good	Good, but I felt like some of my concerns could have been listened to more.	
03/01/2025 Very Good	The staff member was very friendly and professional.	Ziggy
03/01/2025 Very Good	On time, two lovely smiling lady professionals, done and dusted! Why can't so many patients not see how lucky WE are belonging to Swan Lane Surgery? Thanking you all	Sorry!
06/01/2025 Good	Friendly and helpful doctor	
06/01/2025 Very Good	On time , welcoming and informative.	
06/01/2025 Very Good	Very nice and kind nurse .	Sorry but a nice young lady.
06/01/2025 Very Good	No problems	Ziggy
06/01/2025 Very Good	Seen promptly. Well explained procedure and clear outline of next steps.	Dr Nwankwo
06/01/2025 Very Good	Very good interaction and caring, took the time to listen and go through each issue I had.	Saravana Perumal
06/01/2025 Very Good	Sister Lindsey very friendly and professional	Sister Lindsey Smith
06/01/2025 Very Good	Very efficient and friendly	
06/01/2025 Very Good	Very fast and efficient service	Gemma
06/01/2025 Very Good	The nurse was very polite and answered my questions and helped with my issue	

03/01/2025	Very Poor	I came in to see the doctor because I was in agony I could not sit or lay down and barely walk because of a piloidal cyst. The doctor just said there was nothing to do and to take anti biotics and it will sort it self. As a result I got a massive infection and had to return monday as it popped and I had a open wound	
06/01/2025	Very Good	Very attentive Nurse and very understanding.	
06/01/2025	Very Good	No waiting around	
06/01/2025	Good		Dr. Okanawa
06/04/2025	Very Good	Was dealt with in a very kind and caring manner.	Dr Dustyn Saint.
06/01/2025	Very Good	Very satisfied with results	Elizabeth
02/01/2025	Very Good	The practitioner listened to me and was empathetic	Susan Edward's
06/01/2025	Very Good	Because the appointment covered everything relevant to a diabetic review. The information and advice given was clear and concise and the recommended additional medication was thoroughly explained.	Lindsay Smith
06/01/2025	Very Good	The dr was kind and had time to listen to my concerns .	
06/01/2025	Very Good	Looked after well	
06/01/2025	Very Good		Rosie
06/01/2025	Very Good	Friendly, professional staff. Appointment on time.	
06/01/2025	Very Good	On time and dealt with the issue at hand	Elizabeth
06/01/2025	Very Good	Cheryl is very personable and friendly, and of course knowledgeable; made the experience a pleasure	Cheryl
07/01/2025	Very Good	The whole experience was relaxed and went without any problems	Sophie - the diabetic nurse from the NNUH

07/01/2025	Very Good	No waiting - doctor very good	Dr. Nelson
07/01/2025	Very Good	It was satisfactory	
07/01/2025	Very Good	Stephanie is an excellent asset to your surgery. Very friendly, pleasant but also very efficient.	Stephanie (HRT nurse)
07/01/2025	Very Good	Easy and helpful	Dr Hodgson
07/01/2025	Very Good	Nurse Gemma was brilliant.	Gemma Chapman
07/01/2025	Very Good	Appointment ran on time, Nurse Lindsay was very friendly and knowledgeable she made me feel at ease.	Nurse Lindsay
08/01/2025	Very Good	All questions answered with authoritative good advice and pointers to further help. A positive experience.	1st contact practioner Linda
07/01/2025	Very Good	Booked in walked threw right into nurses room got fixed and out. Rapid	Liz
07/01/2025	Very Good	All bases covered. No problems with taking bloods - painless	
07/01/2025	Very Good	Very helpful	Katie Voigt
07/01/2025	Very Good	Very professional.. made me feel comfortable and reassured	The diabetic nurse from the N/N hospital
08/01/2025	Very Good	I felt I was listened to and cared for.	Linda long
07/01/2025	Very Good	Friendly & efficient	Lindley smith
08/01/2025	Very Good	After an initial discussion and physical examination Mr. Elkins identified what he thought was my problem and took immediate action to persue his recommendation for further analysis and possible treatment	Jayson Elkins
07/01/2025	Don't Know	It was cancelled	Yet another nurse practitioner
07/01/2025	Very Good	Nurse efficient & friendly	Lindley smith
06/01/2025	Very Good	The doctor was very professional and very thorough	NWANKWO, Onyeka (Dr)

07/01/2025	Very Good	Gp spent time and was extremely thorough	Richard Drauger
08/01/2025	Very Good	Nurse practitioner is very nice put me at ease and gave me good advice	
06/01/2025	Very Good	Nurse was so helpful and very informative	I'm sorry I don't know , Linzi I think
08/01/2025	Very Good	Very friendly	
06/01/2025	Very Good	Pharmacist was professional and knowledgeable.	Pharmacist
08/01/2025	Very Good	Didn't have to wait.	Bev
07/01/2025	Very Good	On time and informative	Sophie
08/01/2025	Very Good	The nurse was very pleasant and gentle.	
08/01/2025	Very Good	It was	
08/01/2025	Very Good	Well organised	
08/01/2025	Very Good	Some very useful practical advice	
08/01/2025	Very Good	Nurse very polite and very punctual on time ☺	Long Stratton
08/01/2025	Very Good	Nurse was very professional	Bev
08/01/2025	Good	On time	Yes
08/01/2025	Very Good	He was knowledgeable, very nice, very polite.	
02/01/2025	Very Good	Friendly, listened to concerns,	
08/01/2025	Very Good	All staff very helpful	
08/01/2025	Very Good	Seen on time, professional and friendly nurse	Lyndsey
08/01/2025	Very Good	Always good	Lindsay
08/01/2025	Very Good	On time, didn't feel the needle. Pleasant nurse.	Bev.
08/01/2025	Very Good	Happy with the help and information provided	Linda
08/01/2025	Very Good	I was seen on the day I phoned	Sam
08/01/2025	Neither Good nor Poor	Felt rushed, didn't feel listened to	
09/01/2025	Very Good	The doctor I saw was excellent on my problem	Dr draeger ! I think

08/01/2025 Good	The waiting room is always too hot and loud. Makes me feel more ill and stressed.	
08/01/2025 Very Good	Pleasant, had time for me	Bev?
06/01/2025 Very Good	Expert examination diagnosis and script for appropriate drugs	Dr Minnie Nelson
08/01/2025 Very Good	Did not have to wait long. The was polite, gentle explaining what she was going to do..	Forgotten. Short, slender, blonde hair and wore glasses.
08/01/2025 Very Good	Got seen very quickly	
08/01/2025 Very Good	Very efficient 5 *	Bev
08/01/2025 Very Good	The nurse I saw was straight to what I needed and very good	
09/01/2025 Very Good	Got appointment promptly.	Dr Voigt
09/01/2025 Very Good	Dressing very efficiently applied. Kind and considerate. On time	Nurse Lindsay
09/01/2025 Very Good	Very satisfied m	Elizabeth collins
07/01/2025 Don't Know	Physio did not arrive	
08/01/2025 Good	Advice given	
09/01/2025 Very Good	Very friendly person	Elizabeth
09/01/2025 Good	Extremely nice doctor but on my notes somethings not on there that I needed to be noted down	Doctor Abi?
06/01/2025 Very Good	Polite,efficient treatment	Elizabeth
09/01/2025 Very Good	Prompt andhelpful	Nurse practitioner
09/01/2025 Very Good	My symptoms were heard and I was referred appropriately	Practice nurse
03/01/2025 Very Good	she was very friendly &thorough.	
09/01/2025 Very Good	I was reassured of my worries. I was examined by the doctor with a nurse who kindly chaperoned.	Dr Jin
09/01/2025 Very Good	On time and very efficient	
09/01/2025 Very Good	I saw a doctor	Dr Adewale

10/01/2025 Very Good	I found the help I was given was very good ,all my questions were answered thanks	
08/01/2025 Very Good	Dr D friendly and efficient with diagnosis and advice.	Dr Dreager
10/01/2025 Very Good	My nurse was very friendly, professional & lovely to chat to.	
10/01/2025 Very Good	Appointment on time and nurse very friendly and polite	Bev
10/01/2025 Poor	I thought the doctor I saw was generally not bothered , it was like ordering cheese from a counter, was disinterested.	A doctor from dawn lane surgery
10/01/2025 Very Good		Bev
09/01/2025 Very Good		Dr Ong
10/01/2025 Very Good	My appt time was 11 am and I was called into the treatment room virtually on time	Mrs Bev Carder
10/01/2025 Very Good	Very friendly HCA. Absolutely no problem with very little bruising.	Ziggy
10/01/2025 Very Good	Good advice really appreciated	
10/01/2025 Very Good	The lady I saw was very kind and reassuring.	Ziggy
11/01/2025 Very Good	Everything was satisfactory	Nurse Elizabeth
09/01/2025 Very Good	Doctor was very thorough went through all aspects of recent test results and medication and explained everything to my satisfaction. His overall personality , approach and interaction was particularly good. I believe there is more to patient care than just the strictly medical aspects. He is to be commended.	Dr Mohit
10/01/2025 Very Good	Because the doctor listened and reacted postively	Dr.Ong
10/01/2025 Very Good	On time and very cheerfully dealt with	Elizabeth
10/01/2025 Very Good	I was late due to traffic problems but I was seen as I arrived.	No

10/01/2025 Very Good	Good feedback	Nurse
10/01/2025 Very Good	GP was excellent. He listened, was well informed, kind, caring .	Dr Adewale
10/01/2025 Good	Check in machine did not register though it appeared to work without issue	Ziggy sutton
10/01/2025 Very Good	Seen on time.	Amy
10/01/2025 Very Good	Once again very empathetic, clear and helpful.	Dr Ong
10/01/2025 Very Good	I cannot fault appointment	Sister Amy
10/01/2025 Good	Please can you stop sending these feedback forms?.	Please can you stop sending these feedback forms?
10/01/2025 Very Good	Ziggy looked after me very well and was kind to me.	Ziggy
09/01/2025 Good	Dr listened and was able to help	
08/01/2025 Good	I had to wait for a little while	Ziggy
10/01/2025 Very Good	The Nurse was very engaging and took the time to answer any and all of my questions and concerns.	
10/01/2025 Very Good	I felt listened too and was told what my options were	Carl Thomson
10/01/2025 Very Good	On time and very efficient	
10/01/2025 Very Good	I was treated respectfully and professionally	Sister Amy
08/01/2025 Very Poor	I did not receive a call. Waited for nearly 4 weeks. Rang up after an hour of waiting and was told that the lady was running behind. Did not receive a call that day. The following day I had a message that I had missed my appointment. Then the day after that had another message saying thank you for attending the appointment. Rang again to get another slot and was told I needed to wait another month....!	Long Stratton Surgery

09/01/2025 Very Good	Seen promptly and referred to hospital immediately	Stefanie
12/01/2025 Very Poor	Stop asking for feedback	
10/01/2025 Very Good	I was in need of help and I was given it	Samantha
08/01/2025 Very Good	Quick efficient appointment	Ziggy
09/01/2025 Very Good	Made to feel at ease by a very knowledgeable person.	
10/01/2025 Very Good	Was seen on time	Carl
13/01/2025 Very Good	Considerate	Miles Kempton
13/01/2025 Very Good	You were collecting information of my condition which was very straightforward. 13/01/2025	
13/01/2025 Very Good	Friendly and caring	
13/01/2025 Very Good	Honest and friendly staff	
13/01/2025 Very Good	All went well	
13/01/2025 Very Good	Very friendly	Ziggy Sutton
13/01/2025 Very Good	On time. Professional. Great communication and explanation.	Dr Ong
13/01/2025 Very Good	Nothing to complain about.	Amy Hughs
13/01/2025 Very Good	Excellent service	
13/01/2025 Very Good	On time got on with job very professional	Mrs Chapman
13/01/2025 Very Good	Dr Ong was great	Dr Ong
26/01/2025 Very Good	She very good	Ziggy
13/01/2025 Very Good	Efficient prompt service	Ziggy
13/01/2025 Very Good	Seen in time, very friendly asthma nurse.	Amy
13/01/2025 Very Good	The nurse took time to explain my resent results and listened to my concerns about current symptoms and advised me to request to speak to a doctor	Diabetic Nurse
13/01/2025 Very Good	I've already got my hospital appointment.	Stephanie
13/01/2025 Very Good	Very efficient professional service, no problems.	
13/01/2025 Good	Very good doctor very helpful	

13/01/2025	Very Good	I telephoned the surgery in the morning and I got an appointment for that afternoon	Carl	Carl the paramedic
13/01/2025	Very Poor	Very thorough		Sam Crawford
13/01/2025	Very Good	Kind and thorough nurse, and prompt to appointment time		Gemma
13/01/2025	Very Good	Friendly, polite and professional		Dr Sustyn Saint
13/01/2025	Very Good	Friendly, polite and professional		Dr Saint
13/01/2025	Very Good	Very good at his job very friendly GP and very welcoming		Dr saint
13/01/2025	Very Good	The surgery is excellent and always finds time		Carl the paramedic
13/01/2025	Very Good	Very helpful in explaining everything I needed to know		Lindsay Smith
13/01/2025	Neither Good nor Poor	I didn't feel like the issue was addressed to the extent I would have liked		
13/01/2025	Very Good	Stephanie was professional, thorough and compassionate		Stephanie Timberlake
13/01/2025	Very Good	Efficient and punctual		
13/01/2025	Very Good	Lovely friendly nurse ☺		Didn't get her name sorry
13/01/2025	Very Good			Richard
13/01/2025	Very Good	Appointment was on time , and the nurse was very good .		
14/01/2025	Very Good			
14/01/2025	Very Good			Nurse
14/01/2025	Very Good	Prompt friendly efficient nurse		Gemma
14/01/2025	Good	Late being seen. Explanation was given so reason understood.		
14/01/2025	Very Good	Nurse was very friendly, explained what was required in a factual and easy way.		Not sure,sorry
14/01/2025	Very Good	Friendly		Had bloods taken
14/01/2025	Very Good	A very nice young lady and she answered my question		
14/01/2025	Very Good	Professional and friendly		Elizabeth

14/01/2025 Very Good	Pleasant receptionist and nurse. Appointment on time	
13/01/2025 Very Good	Nurse was friendly and efficient.	Ziggy
14/01/2025 Very Good	Very pleasant	Elizabeth
14/01/2025 Very Good		Elizabeth
14/01/2025 Neither Good nor Poor	Very difficult to get to see a doctor on a day that's good for the patient rather than the partnership	An emergency paramedic
14/01/2025 Very Good	On time	EMMA CHAPMAN
14/01/2025 Very Good	Rang in the morning spoke to a lovely receptionist Jane I think. Appointment in the afternoon with the emergency paramedic. Couldn't fault anything. He was a really nice man too.	
13/01/2025 Very Good	Rang at 8.15am and appointment just 30 mins later. Excellent	Stephanie
13/01/2025 Very Good	Because he put my mind at rest.	Carl
14/01/2025 Good	Service fantastic, Waiting time for appointment too long.	Dr Richard.....
14/01/2025 Very Good	Extremely caring	Dr Nelson
14/01/2025 Very Good	The nurse was punctual.	
15/01/2025 Very Good	Excellent care and service	DR Douglass
15/01/2025 Very Good	I was seen on time	Dr Timberlake
15/01/2025 Very Good	Efficient, polite and friendly staff	Ziggy
15/01/2025 Very Good	On time, friendly and efficient.	Nurse
14/01/2025 Very Good	Everything went smoothly	
15/01/2025 Very Good	Very happy	Amy Hughes
15/01/2025 Very Good	Very happy	Amy
15/01/2025 Very Good	Efficient, confident,	Amy nurse
15/01/2025 Very Good	Very helpful	
15/01/2025 Very Good	On time. To the point. I was able to pick up medication immediately after the consultation	Dr Mary

15/01/2025 Very Good	Appointment was on time, Doctor was polite and made me feel at ease. Problem was diagnosed quick and prescription sorted	Dr Draker
14/01/2025 Very Good	She was so funny and helped me get through it I was so nervous about having blood test but she helped me get through it	Gemma chapman
15/01/2025 Very Good	Every	Every one involved was so helpful . By
14/01/2025 Very Good	Although the appointment was delayed by 10 minutes all went smoothly after that.	Sindy-Marie Wright
14/01/2025 Very Good	Professional Efficiency and friendliness	
15/01/2025 Poor	I was directed to the wrong medical person by the receptionist	Linda long
12/01/2025 Very Poor	When asked by the doctor if there was anything else I wanted to discuss I started to talk and he got up and ignored me and ended the appointment. It was very hard for me to talk about the things I wanted to and felt really disappointed	
15/01/2025 Very Good	Very relieved the appointment was made on the same day it was requested. Very efficient treatment received.	
15/01/2025 Very Good	Appointment made in satisfactory time scale, went in nearly on time, all staff helpful	
15/01/2025 Very Good	Apart from a long wait for an appointment once I had it the doctor was on time and informative	Katie Voight
15/01/2025 Very Good	Always pleasant staff. They try very hard to find you an appointment, even though it is sometimes near impossible. The doctors nurse's etc are always very professional, i have no complaints about Long Stratton surgery.	Dr Douglas

15/01/2025	Very Good	The doctor was reassuring and put me at my ease.	Dr. Draeger
16/01/2025	Very Good	Friendly, efficient treatment.	Dr Abbey
16/01/2025	Very Good	Friendly nurse who explained things to me	
15/01/2025	Very Good	All staff very helpful and friendly	No was a blood test
16/01/2025	Very Good	Seen quickly and on time. The nurse was friendly and thorough.	
16/01/2025	Very Good	Very smooth and professional	Can't remember
16/01/2025	Very Good	Smooth and professional	Can't remember
16/01/2025	Very Good	On time and friendly and knowledgeable	
16/01/2025	Very Good	Prompt and efficient and friendly	
16/01/2025	Very Good	Just good service, my appointment was at the time they gave me and a lovely nurse	Newton flotman
16/01/2025	Very Good	Nurse took blood efficiently and knew what tests were required	Be ?
16/01/2025	Very Good	Every thing was great	Bev
16/01/2025	Very Good	Because this clinical pharmacist was very attentive and very thorough and it felt nice not to be rushed.	
15/01/2025	Good	Staff were friendly in reception and my Doctor sympathetic to my recent sudden bereavement	Dr Katie Voight
16/01/2025	Very Good	Very kind and caring	Beverley
16/01/2025	Very Good	Friendly and polite staff, excellent doctor	Dr Voigt
15/01/2025	Very Good	Always good , friendly staff	Nurse for bloods
16/01/2025	Very Good	I met the physiotherapist for the first time and he was such a lovely young man. I felt relaxed and the advice given was extremely helpful.	Morton
17/01/2025	Very Good	The very good service and and and advice	Samant
16/01/2025	Very Good	Made to feel very comfortable and was informed of what was happening.	

16/01/2025	Very Good	Amy is so kind, knowledgeable, inspires confidence and generous with her time. She was happy to research my health records and gave me answers. Thank you Amy.	Amy
16/01/2025	Very Good	Seen promptly. Good Dr	Dr Watchman
16/01/2025	Very Good	Efficiency	Ziggy
16/01/2025	Very Good	Attentive doc, friendly, & organised everything for me	Dr watchman
14/01/2025	Very Good	Appointment on time, friendly, informative and supportive	
16/01/2025	Very Good	Treated well and quickly	Carl and Bev
17/01/2025	Very Good	Prompt and the nurse was personable.	Name wasn't disclosed
17/01/2025	Very Good	Lovely welcome, was three for a routine but intimate procedure and was put at my ease!	Dr Outwin and I think Beverley
16/01/2025	Very Good	On time, friendly practitioner who was very knowledgeable and listened. Gave some excellent sensible suggestions	Sam
17/01/2025	Good	Swift and efficient It was however very painful and no advice given about pain relief either before or after and nowhere to change privately just in front of the clinicians and left standing naked from the waist down	Dr Wendy Ormiston ?
17/01/2025	Very Good	Nurse was fantastic, efficient, caring and knowledgeable	New nurse from A & E
17/01/2025	Very Good	All went very well.	Sorry I didn't notice.
17/01/2025	Very Good	I wasn't kept waiting very long and the staff were friendly and helpful.I felt like they were knowledgeable and took my feelings into account.	
17/01/2025	Very Good	Always very helpful	Lyndsey
17/01/2025	Very Good	Always very helpful	Lindsay Smith Dr
17/01/2025	Very Good	Excellent dressings. Lovely friendly atmosphere	Nurse Lindsay

17/01/2025	Very Good	Knowledgeable staff, helpful with referral and exercises	Sam Hobdell
17/01/2025	Good	They did their job well	Carl
17/01/2025	Very Good	The lady listened to me let me explain and tried ways of helping amazing lady I left feel confident that at last something is being done	
17/01/2025	Very Good	Very helpful	
17/01/2025	Very Good	Good service and advice	Swan Lane,Long Stratton.
17/01/2025	Very Good	Understanding, caring, knowledgeable and kind.	Sister Lindsay Smith
17/01/2025	Very Good	The GP was very kind and listened to my concerns and explained recent test results. I didn't feel rushed at all.	Dr Draegar
16/01/2025	Very Good	Practitioner listened and was really lovely	Stephanie
17/01/2025	Very Good	Wonderful nurse	
16/01/2025	Very Good	The Doctor was absolutely excellent, fast, showed visuals on the computer for our understanding and very kind.	4:30pm Doctor Timothy
16/01/2025	Very Good	Very helpful and reassuring physio appointment	
17/01/2025	Very Good	All matters addressed	Dr Draeger
17/01/2025	Very Good	Nurse was very pleasant, knowledgeable and helpful	Lindsay
17/01/2025	Very Good	Good service on time	
16/01/2025	Very Good	I'm very happy with the surgery and staff. Excellent service and thank you all for looking after me.	Bev
13/01/2025	Very Good	Helpfull, friendly staff	No
17/01/2025	Very Good	Friendly welcoming staff	Dr Jaeher
20/01/2025	Very Good	All ways good service	Newton flopman
20/01/2025	Very Good	Didn't have to wait long and miles was professional	Miles

20/01/2025	Very Good		
20/01/2025	Very Good	Nice nurse, on time, quick and easy	Ziggy
20/01/2025	Very Good	Good service	
20/01/2025	Very Good	Doctor listened to me, was kind and understanding.	Dr Lara Douglass
20/01/2025	Very Good	Very helpful and understanding	
20/01/2025	Very Good	Very helpful and polite, did not hurt at all	
20/01/2025	Very Good	Almost on time. Very pleasant nurse. Efficient.	Nurse
21/01/2025	Very Good	I was fitted in as an emergency and I am very grateful. The doctor was very kind and very thorough	Dr Amy Hodgkinson
20/01/2025	Very Good	Very good. No discomfort from RSV vaccine. On time.	Pharmacist ?name.
20/01/2025	Very Good	Very kind and friendly	
20/01/2025	Very Good	No waiting time. Nurse was very lovely	
20/01/2025	Very Good	Easy to book an appointment,	
20/01/2025	Good	Nice and easy	Elizabeth I think
20/01/2025	Very Good	Seen promptly and efficiently	Cheryl Lorne
20/01/2025	Neither Good nor Poor	Made to feel worried	
20/01/2025	Very Good	Efficiency and on time	Cheryl
20/01/2025	Very Good	Convenient and friendly service	Sorry can't remember the nurses name (flu jab 7.40pm)
20/01/2025	Very Good	No issues went in on time	Cheryl Lorne
20/01/2025	Very Good	Very friendly made you feel relaxed	
21/01/2025	Very Good	The nurse was exceptionally helpful and kind.	Lindsey
21/01/2025	Very Good	Good communication and gave Good information about my visit	Ziggy
21/01/2025	Very Good	Helpful receptionist and love HCA, very quick	Ziggy

21/01/2025	Very Good	Appointment was punctual and all my concerns were dealt with compassionately and effectively.	Dr Katie Voigt
20/01/2025	Very Good	Got seen quickly	Elizabeth
17/01/2025	Very Good	Efficient service Affable staff	
21/01/2025	Very Good	On time. All staff pleasant and helpful	Dr K Voigt
21/01/2025	Very Good	Appointment was on time, friendly and polite staff	
20/01/2025	Very Good	On time, easy to park, check in easy.	Carl
13/01/2025	Very Good	Always a positive experience	Cheryl lorne
16/01/2025	Very Good	Very thorough and efficient	Dr Mary O
21/01/2025	Very Good	On time and pleasant nurse	Elizabeth
21/01/2025	Very Good	As expected.	Amy
21/01/2025	Very Good		Elizabeth Collins
21/01/2025	Very Good	On time efficient and approachable	Dr Drager
21/01/2025	Very Good	Great service	Elizabeth Collins
21/01/2025	Very Good	Appointment was on time and the clinician was professional and friendly.	Elizabeth
17/01/2025	Very Good	Always excellent	Liz
21/01/2025	Very Good	Didn't have to wait long and nurse was polite	
21/01/2025	Good	Efficient and on time	Stephanie?
21/01/2025	Very Good	because Dr Nelson was so kind & took the time to explain things to me & let me ask questions as well she was very kind	Dr nini Nelson.
21/01/2025	Very Good	Doctor helpful and knowledgeable	Dr Draeger
21/01/2025	Good	No problems but a 10 minute wait	
21/01/2025	Very Good	Very friendly and took my blood reassuring all the time.	
21/01/2025	Very Good	It was a pleasant experience also virtually on time	Gemma
21/01/2025	Very Good	Very efficient service	Dr Nelson
21/01/2025	Very Good	On time friendly and efficient.	Elizabeth collins
21/01/2025	Very Good	Seen on time. Nurse very helpful	

21/01/2025 Good	Good friendly service but 15 minute delay to see the nurse	
21/01/2025 Very Good	Appointment was on time. Nurse was very professional.	
16/01/2025 Very Good	Because the lady was very attentive and thorough	
21/01/2025 Good	As it says good	Elizabeth
21/01/2025 Very Good	Quick response from the nursing team after sending an email about a wound I was a bit concerned about .excellent service Thankyou	Amy
21/01/2025 Good	Very informative & helpful what I went for from a lovely lady	Steph (nurse)
21/01/2025 Very Good	I received a quick appointment and everyone was very friendly.	Dr. Carl
21/01/2025 Very Good	Pleasant and caring	
22/01/2025 Very Good	Excellent. Quick Service. Nurse very nice.	Bev
22/01/2025 Very Good	Good appointment as usual no complaints	Ziggy
22/01/2025 Very Poor	Late	
06/01/2025 Very Good	My blood tests were carried out without any issues however my blood pressure was very high and the nurse referred me to my doctor who saw me again that day and began treatment	Dr Nelson is my doctor but unfortunately I cannot remember the name of the nurse
22/01/2025 Very Good	As always excellent treatment.	Bev
22/01/2025 Very Good	Quick and on time. Waiting room is laid out nicely and the place looks clean and tidy. Booking in was simple and nurse who dealt with me very professional. There was an issue with the IT system but this did not impact the care I received.	
21/01/2025 Very Good	Trainee Phlebotomist was excellent, no bruising. I wish him well.	
22/01/2025 Very Good	Quick and efficient service.b	Bev

22/01/2025	Very Good	very quick and efficient	no
22/01/2025	Very Good	On time thorough and referred	Linda long
22/01/2025	Very Good	Staff first class	
22/01/2025	Very Good	It always is !	Dr Saint
23/01/2025	Very Good	Clear about everything about injection	Bev
22/01/2025	Neither Good nor Poor	Appt was for 15.10 but not seen until 15.35 almost.	Dr Mohit Saravana Perumal
21/01/2025	Very Good	Receptionist was great early morning Doctor was so helpful	Dr Drago
22/01/2025	Very Good	Friendly , on time, informative.	Bev
21/01/2025	Very Good	All questions superbly answered.	Dr. Ong
22/01/2025	Very Good	Solved my referral problem	Linda Long
22/01/2025	Very Good	Was called in on time very friendly staff put me at easy very nice	
21/01/2025	Very Good	Seen very quickly and bloods taken speedily and professionally.	
22/01/2025	Neither Good nor Poor		
23/01/2025	Very Good	Seen on time, a very quick and painless blood test	Nurse Bev
23/01/2025	Very Good	Attended for dressings which were applied expertly and kindly. Also injection quickly done.	Nurse Lindsay
23/01/2025	Very Good	Prompt, friendly service as usual	
15/01/2025	Very Good	A sympathetic listening nurse who took time to explain matters in layman's language.	Amy Hughes
22/01/2025	Very Good	I was able to get an urgent important within 24 hours	Dr Katie Voight
23/01/2025	Very Good	Very friendly first class treatment for someone who's a little nervous.	Bev
24/01/2025	Very Good	Very good a listening..at taking time to give advice.	Charlie's

22/01/2025	Very Good	The nurse practitioner did a thorough assessment and listened to our concerns	
23/01/2025	Very Good	because the nurse was very polite and got on with what she was doing	phlebotomist
23/01/2025	Very Good	Very friendly Nurse gave me excellent advice	Sister Lyndsay Smith
23/01/2025	Very Good	Nurse was very good	Nurse Bev
22/01/2025	Very Good	I was seen really quickly	
23/01/2025	Very Good	I arrived on time and was seen on time and had excellent attention	Sorry don't know23
23/01/2025	Very Good	Quick and efficient	
14/01/2025	Very Good	I was able to see a doctor face to face and discuss the issues I havr	Dr Sager
23/01/2025	Very Good	I didn't have to wait long and the nurse was very nice	
23/01/2025	Very Good		Elizabeth (nurse)
23/01/2025	Very Good	Very helpful	
23/01/2025	Very Good	Spot on time so no waiting around.	?
24/01/2025	Very Good	Can possibly see light at the end of the tunnel	Richard Physio
23/01/2025	Very Good	On time	Amy hughes
24/01/2025	Very Good	Could not fault	Bev Carder
24/01/2025	Very Good	On time faultless blood test	Bev & another lady
23/01/2025	Very Good	All my concerns were addressed	Carl
23/01/2025	Very Good	My issues were addressed and I was prescribed appropriate medication.	Stephanie
23/01/2025	Very Good	No problems, friendly	? Sorry
23/01/2025	Very Good	Informative	
24/01/2025	Very Good	Nurse	
23/01/2025	Very Good	Gentle with my treatment and always explaining what was going on	Beverley

23/01/2025	Neither Good nor Poor	Thankful for the appointment, dismissive and uninterested during appointment.	Cant remember, appointment was around 2 minutes and was rushed out
22/01/2025	Good	On time and friendly consultation.	Bev
23/01/2025	Very Good	The Dr was brilliant, he listened ace cared. He explained his thoughts, he did not dismiss my symptoms as the reception staff had done previously. He even called me back when he thought of something rose that could help.	Dr Ong (not sorely correctly)
23/01/2025	Very Good	I felt listened to and validated	Dr Thomas Watchman
23/01/2025	Very Good	I felt listened to.	Dr Douglass
23/01/2025	Good	Good service	Newton Flotman
24/01/2025	Very Good	I had a blood test, I was seen straight away and bang on time. Lovely lady, very friendly.	Elizabeth.
23/01/2025	Very Good	Felt heard, kindness and helped.	Dr Douglass
24/01/2025	Very Good	Friendly on time	
24/01/2025	Very Good	Always very professional	
24/01/2025	Very Good	I left the surgery smiling	Bev
22/01/2025	Very Good	Not long to wait And way forward confirmed	Carl
23/01/2025	Very Good	Everyone was very pleasant	Dr. Thomas Watchman.
24/01/2025	Very Good	Was seen as soon as my appointment was made forfor	
24/01/2025	Very Good	Because the nurse practitioner talked to me in detail about more than one of my symptoms . I was also delighted to get in to see someone .	Timberlake
24/01/2025	Good	Because there wasn't a 'not bad''option.	
24/01/2025	Very Good	Very friendly and understanding	Stephanie
24/01/2025	Very Good	Bev was very helpful and informative	Bev
24/01/2025	Good	The nurse was more than on time.	

24/01/2025	Very Good	Staff very friendly & helpful looked after well.	
24/01/2025	Very Good	Put me at ease. Informative when I asked something.	Ziggy.
24/01/2025	Very Good	1.Nurse was prompt, welcoming, professional and efficient. Many thanks.	
24/01/2025	Very Good	Nurse very gentle never felt a thing with the needle even no bruise	Bev
02/01/2025	Very Good	Doctor was very helpful and understanding	
24/01/2025	Poor	Nurse was very dismissive of my reason for visiting and made it out that it was my fault for having an 'emergency' appointment when this was what I was given when I explained my condition on the phone. She was quite rude and didn't show any empathy to the issue that I was having.	Stephanie Timberlake
24/01/2025	Very Good	Felt my needs were listened to and validated	Dr Draeger
24/01/2025	Very Good	Very quick, extremely well explained each part of what was being done.	Elizabeth Collins
24/01/2025	Very Good	I was seen quickly and efficiently	Bev
15/01/2025	Very Good	Efficient and friendly appointment	Nurse
24/01/2025	Very Good	The appointments were conducted, dialogue and practical. In a manner i approved of. This applies to all involved personnel	Bev,and not forgetting all included others
27/01/2025	Very Good	Janice Reeve	Cheryl lame
27/01/2025	Very Good	Listened to my concerns and referred me for further investigation.	Dr Voight
27/01/2025	Very Good	Friendly and not long to wait for my appointment	Cheryl
27/01/2025	Very Good	I was seen promptly and Dr Draeger was very pleasant and handled my issue very well.	Dr Draeger
27/01/2025	Very Good	Prompt attention,pleasant staff.	
27/01/2025	Very Good	Went smoothly	Gemma

27/01/2025 Very Good	Very nice and kind doctor as always.	Doctor lockridge .
27/01/2025 Good		
27/01/2025 Very Good	As my appointment went well and I was able to ask about a few things that were bothering me	Dr Voite
27/01/2025 Very Good	Lindsey made me feel very welcoming and explained everything very clearly. She was a delight.	Lindsey
15/01/2025 Neither Good nor Poor	No expected feedback from test results	Dr audinbble?
27/01/2025 Very Good	It went very well.	Sorry I don't.
27/01/2025 Good	Because the nurse was very nice. She told me to make an appointment as I've had this flu virus for 2 weeks coughing up loads of horrible stuff I tried to make an appointment on the way out no appointments so I rang this morning at 8 15 my call was answered at 8 50 and there is no appointment left and I can't have a telephone appointment. Jane the receptionist thought it was very funny when I said I have bought the chemist out of flu remedies.	
27/01/2025 Very Good	Listening	Miles
27/01/2025 Very Good	Super nurse, lovely personality and she knows her job	Cheryl
27/01/2025 Very Good	Friendly and efficient	Miles
27/01/2025 Very Good	very attentive, concerned and helpful	Mr Samuel Taylor
27/01/2025 Very Good	Appointment for blood test on time. Brilliantly taken as I felt nothing.	
27/01/2025 Very Good	Very helpful and gave good advice.	Stephanie, nurse practioner
27/01/2025 Very Good	Seen quickly and efficiently	Cheryl

27/01/2025	Poor	I got an appointment and Doc was very thorough and knowledgeable	DR A A
27/01/2025	Very Good	Quick and efficient	Elizabeth
23/01/2025	Neither Good nor Poor	Mis diagnosed, further appointment at Norwich today has confirmed ocular shingles not a cyst	No
27/01/2025	Very Good	The Dr was so kind and considerate of how I was feeling.	I believe it was Dr Mary
27/01/2025	Very Good	Seen on the day.	It was a nurse practitioner (lady).
27/01/2025	Good	Running late	
27/01/2025	Very Good	The Practice was very professional and nicely decorated and clean.	Dr Saints
27/01/2025	Very Good	Very good doctor	Lara Douglas
27/01/2025	Very Good	Very friendly staff.	Ziggy
27/01/2025	Very Good	Dr was very good and helpful explaining everything I wanted to know	DR odonkor
27/01/2025	Very Good	Efficient, friendly, quick and on time	No
28/01/2025	Very Good	GP was on time and very thorough	New GP, not sure of his name.
20/01/2025	Poor	Results of blood test have not been posted in nhs app as promised by the nurse	
28/01/2025	Very Good	The appointment ran on time	
28/01/2025	Very Good	Friendly, efficient and compassionate	
27/01/2025	Good	I was satisfied with the handling of my concern	Dr Morita Sara vanadium Perumal
27/01/2025	Very Good	Friendly and helpful	Nurse Cheryl
28/01/2025	Very Good	No wait, no bruise from the blood test	Gemma, Phlebotomist
28/01/2025	Very Good	In time completed swiftly	
27/01/2025	Very Good	Friendly, helpful staff	Mr perumal
27/01/2025	Very Good	The lady who did my annual check was very kind and thorough	

28/04/2025 Very Good	Book myself in ok went blood test all went well on coming out had to book for another blood test very easy	
27/01/2025 Very Good	Quick and efficient	elizabeth
28/01/2025 Very Good	My appointment was with a nurse and she was both considerant and professional.	
28/01/2025 Very Good	Wa seen on time , very helpful nurse who told me I was also eligible for the shingles vaccine and I have now booked an appointment.	
28/01/2025 Very Good	Nurse was friendly caring	Lyndsey
28/01/2025 Good	Lindsey was attentive and informative	Lindsey
27/01/2025 Good	10 minutes wait for my appointment which I find very acceptable and was dealt with in a professional and polite manner	
28/01/2025 Very Good	On time with appointment	Nurse
28/01/2025 Very Good	Everything was excellent and the Doctor gave an excellent summary.	Dr Loughridge
28/01/2025 Good	Friendly, nurse , came across knowledgeable and didn't rush.	Stephanie
28/01/2025 Very Good	Nurse listened & agreed to a blood test that I requested.	Christine?
29/01/2025 Very Good	Professional and very friendly nurses.	
29/01/2025 Very Good	I feel it was very good	
22/01/2025 Very Good	Friendly and efficient service.	
29/01/2025 Good	Friendly and helpful	Mrs s Timberlake
29/01/2025 Very Good	Very polite and I didn't wait long before being called through	Ziggy
29/01/2025 Very Good	All my questions and more were answered	Dr Douglas
29/01/2025 Very Good	Polite, friendly, efficient and expert!	Ziggy
29/01/2025 Very Good	Very friendly and helpful staff. On time. Efficient	

27/01/2025	Very Good	Very polite and helpful lady here n the phone also receive my doctors appointment on time	Can't remember
29/01/2025	Very Good	Appointment was on time, very efficient	Ziggy Sutton
24/01/2025	Very Good	The nurse was very helpful and informative	Bev
28/01/2025	Very Poor	I was booked to have a blood test, but the nurse was booked to check my hypertension, which I don't have. So it was a waste of both our times.	
29/01/2025	Very Good	I was seen right on my appointment time. Had my bloods taken and left very quickly.	Ziggy
29/01/2025	Good		
29/01/2025	Very Good	I always feel looked after and cared for.	Sister Amy
29/01/2025	Good	Only short wait and nurse efficient	Amy
29/01/2025	Very Good	Very good & helpful Staff	
29/01/2025	Very Good	Seen on time, very positive and helpful Doctor.	Dr Odonga
29/01/2025	Very Good	Very clear instructions and good communication.	Bev C
29/01/2025	Very Good	I have a kind understanding doctor who gives me amazing support.	Dr Saint
29/01/2025	Very Good		Dr Drager
29/01/2025	Very Good		Sister Amy Hughes
29/01/2025	Good	Had a bit of a wait for an appointment but it wasn't urgent (vaccination)	Emma
29/01/2025	Very Good	They were very thorough	Stephanie
29/01/2025	Very Good	I was seen the same day	Dr Ongolo??
28/01/2025	Very Good	Called in good time, very thorough with the consultation.	Dr Loughridge
30/01/2025	Very Good	Every thing was excellent right on time practice nurse was informative and excellent at job	
30/01/2025	Very Good	Seen quickly. Understanding, kind doctor.	Dr.Abe

30/01/2025	Very Poor	Appointment very late, didn't address my concerns(I went to get help with pain medication) and I'm still awaiting response on medication queries that they needed to get clarification from senior colleagues from.	Mary Ondonkor
30/01/2025	Very Good	Dr Odonkor was lovely, very responsive and asked lots of questions and really felt like she was interested in listening to my responses. She was really supportive of the concerns I have about my health and made a referral for support that I've been asking for for 3-4 years. This was the the first time I've felt that my concerns have been heard and not just fobbed off as peri-menopause.	Dr Odonkor (not sure of spelling, sorry)
30/01/2025	Very Good	Brilliant service very friendly and a painless blood test	Ziggy Sutton
29/01/2025	Very Good	Quickly seen and dealt with, both nurses very pleasant, thank you	
30/01/2025	Very Good	Excellent GP	Dr Abiodun Adewale
30/01/2025	Very Good	Very prompt appointment with sufficient time for my queries and excellent engagement with the doctor.	Dr. Ong
30/01/2025	Very Good	Very informative	Nicola often
29/01/2025	Very Good	Appointment was prompt and on time.The Doctor was excellent .xcellent.	Dr Katie Voight
30/01/2025	Very Good	Always assured of the best care	
30/01/2025	Very Good	On time , very thorough review, friendly felt at ease	Nurse Nicola outen
29/01/2025	Very Good	All went well.better at the blood test than some others have been	Ziggy
30/01/2025	Very Good	The Dr was friendly, he listened well to my queries, answered all of my questions and I was happy with the medication I was given.	Dr Adewale

30/01/2025 Very Good	Stef was a kind and knowledgeable nurse practitioner and diagnosed my illness.	Stephanie
30/01/2025 Good	All information was given in an informative friendly professional manner	
30/01/2025 Very Good	I was put at ease and was informed in ways I could understand.	
28/01/2025 Very Good	Nurse friendly and polite	
30/01/2025 Very Good	Was seen before my appointment time very efficient and pleasant	Saw physiotherapist and nurse for flu jab
29/01/2025 Very Good	Attentive and not rushed	Beth?? Respiratory nurse
30/01/2025 Good	Thorough examination	Stephanie
29/01/2025 Very Good	I was in on time & the nurse made me feel at easy.	
30/01/2025 Very Good	Pleasant, helpful and knowledgeable nurse.	Nicola
30/01/2025 Very Good	Excellent consultation Seeing a GP!	Dr Voight