

Friends and Family - May 2025

Good	32
Very Good	406
Don't know	3
Neither good nor poor	6
Poor	8
Very Poor	4
Total	459

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:
01/05/2025	Very Good	Informed me of what was being looked for	Stephen
01/05/2025	Good	Covid jab	
01/05/2025	Very Good	Seen before appointment time and dealt with in a friendly professional manner	
01/05/2025	Very Good	Emma is wonderful she has looked after me before and always has a wonderful bedside manner and is beautifully professional thank you.	Emma
01/05/2025	Very Good	Seen before appointment time, nurse really friendly	
01/05/2025	Very Good	Efficient and informative	Ziggy
01/05/2025	Very Good	Emma was very kind and helpful	
01/05/2025	Very Good	Usual good appointment friendly efficient and very good	Bev
01/05/2025	Very Good	Easy to talk to put my mind at ease	
01/05/2025	Very Good	Friendly	
01/05/2025	Very Good	Dr was very understanding	
01/05/2025	Very Good	I saw dr Saint and he was excellent as usual	Dustin Saint

01/05/2025 Very Good	Absolutely "got it" in terms of understanding what I was going through and has a wonderful clear compassionate "bedside manner"	Dr Saints
01/05/2025 Good		
01/05/2025 Don't Know	Both appointments were cancelled	
02/05/2025 Poor	I arrived and logged in. I sat and waited for 10 mins before I was approached and told that the nurse I was seeing was ill.	N/A
02/05/2025 Very Good	I have been grateful for the continued support from my GP following my back surgery.	Dr Dustyn Saint
02/05/2025 Very Good	Quick and efficient	Bev
02/05/2025 Very Good	Appointment on time. no waiting	Amy
02/05/2025 Very Good	Appointment on time all was okay	Emma
02/05/2025 Poor	Cancelled appointment.	
02/05/2025 Very Good	Wery helpful	Jamie McPherson
02/05/2025 Very Good	On time and very quick	
02/05/2025 Very Good	Seeing someone so quickly, getting bloods so quickly, beingThis visit will make a big difference to me moving forward 🙏	Phlebotomist at Newton flotman
02/05/2025 Very Good	When I entered I was met with a lovely smile and a lovely good morning Can I help you So.polite It so impressed me To your staff I congratulate on the lovely Welcome Well.dome xxx	
02/05/2025 Very Good	The diabetic nurse is always lovely and reassuring and helps dad to understand	
02/05/2025 Very Good	Seen on time. Nurse very helpful	
02/05/2025 Very Good	Waiting time was short and the appointment was very positive	Dr Saint
02/05/2025 Very Good	I was able to explain my condition	Dr Saint
02/05/2025 Very Good		
02/05/2025 Very Good	Thorough discussion about treatment	
02/05/2025 Very Good	Usual good consultation	Loughridge
02/05/2025 Very Good		Dr Watchman
02/05/2025 Very Good	Excellent dressings done. Kind and friendly	Nurse Amy
02/05/2025 Very Good	I consider him to be very thorough, very sensitive and efficient.	Dr Watchman
02/05/2025 Very Good	Practitioner easy to talk to and underdand.	Samuel
03/05/2025 Very Good		

03/05/2025	Very Good	Timely professional caring	
03/05/2025	Very Good	I did not have long to wait for the covid jab.	
03/05/2025	Very Good	The doctor was helpful and kind	
03/05/2025	Very Good	Seen promptly and thoroughly explained	Ziggy Sutton
03/05/2025	Very Good	Underlying problem picked up and saw aGP to check this out. Additional BP tablets prescribed.	Bev + Dr Voight
03/05/2025	Very Good	Minimum time in the waiting room. Doctor was very nice and easy to talk to.	
03/05/2025	Very Good	There for a blood test. Expertly executed.	
03/05/2025	Neither Good nor Poor	Dr didn't really want to know about referral. Just gave me more pain relief medication	
03/05/2025	Very Good	Nurse was friendly , and good	Ziggy
03/05/2025	Very Good	Fast and efficient. Friendly and made me feel at ease.	Ziggy
03/05/2025	Very Good		
03/05/2025	Very Good	Quick to be seen, friendly staff, doctor answered all my queries	Dr Ong
03/05/2025	Very Good	Very efficient all round	Dr Draeger
03/05/2025	Very Good	Efficient, useful advice given.	Bev Calder
03/05/2025	Very Good	Kind and supportive doctor	Ivy Mbon
03/05/2025	Very Good	On time & doctor very through before giving diagnosis	Dr.Ball
03/05/2025	Very Good	I was seen right on time and the doctor was very friendly and helpful	
03/05/2025	Very Good	Very friendly, very efficient and helpful	Ziggy
03/05/2025	Very Good	I was listened to referrals made, treated with respect, the practitioner showed care and consideration.	Carl
03/05/2025	Very Good	Very good service	
04/05/2025	Very Good	Appointment on time	Dr Voigt
04/05/2025	Very Good	To me she seemed to know what I had done !	Grace stonehill
04/05/2025	Very Good	Very pleased with the service	Jenny
04/05/2025	Very Good	Fast, friendly and efficient	
04/05/2025	Very Good	Few minutes late going in but Dr Ivy treated me as expected. She was very friendly and put me at ease.	Dr Ivy
04/05/2025	Good	Nurse explained about all actions being tested and why.	
04/05/2025	Very Good	Dr. Ong was smashing	Dr Ong

05/05/2025	Very Good	The receptionist was very helpful and the doctor was very professional.	
06/05/2025	Good	Still have a problem with my hearing	Carl Thompson
06/05/2025	Very Good	friendly efficient service	
06/05/2025	Very Good	Bev fills me with so much confidence each visit, which helps a lot when you're preempting pain during treatment is wonderful when there is minimal pain, just a shame the nerves don't let the rest of my week be so pain free. Have total trust, faith and belief when with Bev	Bev Carder
07/05/2025	Very Good		
07/05/2025	Very Good	Clare was so approachable and friendly.	Clare Cork
07/05/2025	Very Good	On time, professional, proper job	Dr Kate Voigt
07/05/2025	Good	Quick and easy	
07/05/2025	Good	My appointment was a couple of minutes late but the nurse was very professional and helpful.	Mrs Ziggy Sutton.
07/05/2025	Very Good	GP was very easy to talk to with no pressure on time during the appointment	Richard
07/05/2025	Very Good	Seen on time by efficient nurse	
07/05/2025	Very Good	Everything was on time and efficient	Williams
07/05/2025	Very Good	Staff efficient, cheerful & courteous	Nurse
07/05/2025	Very Good	Punctual, friendly, professional, informative .	
07/05/2025	Very Good	Treated with care and respect	Lindsey Smith
07/05/2025	Very Good	Really friendly and I felt looked after	Emma
07/05/2025	Very Good	Nurse very helpful	
07/05/2025	Very Good	I saw pharmacist who was excellent explained all my medications and changed some things.	Sam
07/05/2025	Very Good	Very efficient	Emma - nurse
07/05/2025	Good	Had to be rearranged but then quick and efficient. Although had a really bad reaction lasting nearly 2 days!	Nurse
07/05/2025	Good	Was offered a cancellation so was able to see a nurse sooner. I had to call up 3 times as I was given incorrect information by reception staff	Stephanie
07/05/2025	Very Good	Every thing was explained nicely	

08/05/2025	Good	The Dr listened and helped solve my issue	Dr Ivy
08/05/2025	Very Good	As always good appointment can't fault it	Emma
08/05/2025	Very Good		Ziggie
08/05/2025	Very Good	All very friendly staff	
08/05/2025	Very Good	Very relaxed and informative	Lindsey
08/05/2025	Very Good	Great service thanks	
08/05/2025	Very Good	Kind and gentle	
08/05/2025	Very Good	Friendly receptionist, friendly nurse	
08/05/2025	Very Good	Very informative and offered some useful guidance.	Linda Long
08/05/2025	Very Good	Clear instructions and directions on signing in, went in on time and had the procedure done quickly.	
08/05/2025	Good	Short wait time and friendly staff members within a clean and quiet space.	Emma Chadwick
08/05/2025	Very Good		
08/05/2025	Very Good	Dealt with my concerns professionally and with empathy	Stephanie Timberlake
08/05/2025	Very Good	Could not fault at all	Dr
08/05/2025	Very Good	On time, friendly nurse	
09/05/2025	Very Good	Excellent service given . I was given the name of some support if I need it.	Dr Katie Voigt
09/05/2025	Very Good	Same day appointment and seen on time	Lyndsay
09/05/2025	Very Good	On time nurse very pleasant	
09/05/2025	Very Good	The healthcare assistant was very professional	Mrs Ziggy Sutton
09/05/2025	Very Good	On time and professional	Mrs Bev Carder
09/05/2025	Very Good	It was nice to have a face to face appointment with a doctor ,who I felt was very helpful	
09/05/2025	Very Good	They she was very good	Bev
09/05/2025	Very Good	Very efficient I was early and they did the Covid injection straight away	EMMA
09/05/2025	Very Good	Always first class service	
09/05/2025	Very Good	On time, friendly and helpful nurse	Bev
09/05/2025	Very Good	Very thorough service	Sindy Marie
09/05/2025	Very Good	Personable clinician	Ziggy
09/05/2025	Very Good	The whole experience was very good	Emma

09/05/2025	Very Good	All my concerns were acknowledged	
09/05/2025	Good	Quick and professional.	Nurse
09/05/2025	Very Good	Kind caring.	Bev
09/05/2025	Very Good	It was very relaxed and easy	
09/05/2025	Very Good	For once I was treated seriously at reception and given an appointment date that made some sense. I recent immediate nurse practitioner appointment. She was very helpful.	Stephanie
09/05/2025	Very Good		Grace Stonehill
09/05/2025	Very Good	Professional friendly thorough	Stephanie
09/05/2025	Very Good	Very understanding	
09/05/2025	Very Good	Listened to my concerns and prescribed medication to help me.	
09/05/2025	Very Good	Easy check in and appointment was pretty much on time.	Emma
09/05/2025	Very Good	Prompt and professional	
09/05/2025	Very Good	Seen on time and efficient	Lara Douglas
09/05/2025	Very Good	Appointment on time	Lizzy
10/05/2025	Very Good	Appointment on time and bloods taken quickly	
10/05/2025	Very Good	Exceptionally understanding	DR R DRAEGER
10/05/2025	Very Good	Appointment was on time, Dr Ong made me feel very comfortable, he was knowledgeable on the particular topic and really supportive.	Dr Ong
10/05/2025	Very Good	I was put at ease straight away .the treatment was carried out with the utmost care .	Nurse lindsey
10/05/2025	Very Good	DR Hodgson is so kind and compassionate. I never feel rushed and she listened to everything my son needed to say. She was also incredibly thorough	As above
10/05/2025	Very Good	The doctor was pleasant and gentle in her manner and took interest in what I was saying. I came away feeling I'd had a worthwhile consultation with her.	Ivy.
10/05/2025	Good	In appointment in good time.	Ziggy
10/05/2025	Very Good	The GP Dr Ong was really professional and had a very good manner	Dr Ong
10/05/2025	Very Good	Brilliant service by nurse	
10/05/2025	Very Good	N/A	N/A
10/05/2025	Good	30 minute delay but I understand why	Sister Smith

10/05/2025 Very Good	My appointment on the 6th may was on time and sam was thorough and professional e and sam was thorough	Sam
11/05/2025 Good		
11/05/2025 Very Good	The HCA was prompt in calling me in for my blood test. She was friendly and polite. She checked what was happening with my results for the hospital bloods and a separate for the GP.	Ziggy
11/05/2025 Very Good	Doctor very good, answered all questions	Dr. Nelson
11/05/2025 Very Good	Lovely staff	
11/05/2025 Very Good	Gp appt, quick referral to hospital	Amy Hodgson
11/05/2025 Very Good	Wait time and greeting from medical practitioner	Cannot remember
11/05/2025 Very Good	I received helpful information.	Dr Omg
12/05/2025 Very Good	Seen on time.Very professional.	
12/05/2025 Very Good	Because the service and treatment I was given was very good	Bev - Nurse
12/05/2025 Very Good	Very good dressings.	Nurse Bev
12/05/2025 Very Good	she was very friendly & helpful	no sorry
13/05/2025 Very Good		Gemma
13/05/2025 Very Good	Doctor was brilliant, as usual. Gave me medication to help with my problem.	Dr Nelson
13/05/2025 Very Good	Polite and friendly attitude	
13/05/2025 Good	Proper consultation.	Dr Ong
13/05/2025 Very Good	As the appointment was for a child they were very accommodating	
13/05/2025 Very Good	Excellent dressings	Nurse Lindsay
13/05/2025 Very Good	Very professional and friendly appointment. Explained that physiotherapy was the first course of treatment.	Grace
13/05/2025 Very Good	Dr was well informed of my condition and fully explained with the use of his hand drawn diagrams of the issues with my complaint and why the medication prescribed by the NNUH should be taken. The potential problems of my condition developing further were explained and any action that I should take if symptoms change.	Dr Ong
13/05/2025 Very Good	Kept well informed and friendly.2	Dr Ong

13/05/2025 Very Good	I checked in via the screen very easily no problem Dr Saint called me for my appointment five minutes early I had a really good experience Dr Saint explained my test results in detail & at no point did I feel rushed I felt that I mattered I'm very grateful thank you	Dr Saint
13/05/2025 Very Good	Always have a positive experience when I visit the doctors.	Dr Douglas
13/05/2025 Very Good	Weekly visits are positive and the treatment I would feel anxious about I now feel really positive with, it's a great team at the surgery and feeling positive and confident with a knowledgeable, caring person who puts you at ease from the off can't be faulted, I hear stories of the problems my Dad gets with his practise and feel so blessed with those who deal with me	Bev Calder
13/05/2025 Very Good	Nurse was care, professional and supportive, patient..	
13/05/2025 Very Good	GP showed empathy, made me feel cared for	DR. Douglas
14/05/2025 Very Good	It's true	Dr Katie
14/05/2025 Very Good	Dr Draegar went through test results and reassured me.	Dr Draegar
14/05/2025 Very Good	A very thorough and detailed assessment of my problems and a clear plan for dealing with the issues.	Dr Loughridge
14/05/2025 Very Poor	The nurse was 35 minutes late. I had two young children with me but still managed to arrive to my appointment on time. I was then told I couldn't have a smear because I am 10 week postpartum. This was not made aware to me when I booked my smear. The receptionist had all my details so they should have advised me that I couldn't have my smear done until 12 week PP. My midwife only said I couldn't have one done when pregnant as this could cause complications. I then asked the nurse if she could check something out in that area as I was already there and she said I would have to make an appointment, I said that this was my appointment and she was 35 minutes late for it, she then refused and said I would have to make another appointment.	
14/05/2025 Very Good	Patient & Calm	Emma
14/05/2025 Very Good	Dr Nelson listened to everything I had to say & checked me over. Gave advice on things to do & arranged a blood test.	Dr Mini Nelson

14/05/2025 Very Good	Excellent treatment	Nurse/Amy
14/05/2025 Very Good	very polite, had trouble finding a vein but kept at it and found one in the end	
14/05/2025 Very Good	Very helpful nurse.	Stephanie
14/05/2025 Poor	I would have liked to have been warned of the potential of 'flu like' symptoms associated with this shingles shot. I've had a fever and body aches for 48 hrss	Gemma Chapman
14/05/2025 Very Good	Nice nurse	Ziggy
14/05/2025 Neither Good nor Poor	I had to cancel appointment at short notice due to emergency family needs. Have rebooked appt.	
14/05/2025 Very Good	GP listened and we discussed options	
14/05/2025 Neither Good nor Poor	I don't feel I was properly listened to .as a result only half the diagnosis was made and I left in pain and continue to be in severe pain	
14/05/2025 Very Good	Very efficient and polite	
14/05/2025 Very Good	The staff are always helpful and polite	Ziggy
14/05/2025 Very Good	Very helpful	
14/05/2025 Very Good	On time; very good discussion of my condition and progress made in attempting to pinpoint the difficult to assess and analyse the painful problem.	Dr Richard Draeger
14/05/2025 Very Good	Took blood from me with no marking or bruising whatsoever.	Stephen
14/05/2025 Very Good	Didn't have to wait too long for my appointment and my issue was dealt with satisfactorily.	Dr Katie Voigt
14/05/2025 Very Good	Was able to see my own Doctor	Dr Douglas
14/05/2025 Very Good	On time	Dr ong
14/05/2025 Poor	Given wrong dosage of medicine, so took a few phone calls and waiting around to amend	Locum doctor
14/05/2025 Good		Dr. Ong
14/05/2025 Very Good		Carl
14/05/2025 Very Good	My problem was dealt with efficiently.	Stephanie
14/05/2025 Very Good	Extremely helpful, in her advice, and seemed very knowable, and so pleasant.	

14/05/2025 Very Good	Easy to check in and made to feel at ease. The nurse was amazing and I'd certainly feel happy to see her again	Nurse Emma
15/05/2025 Very Good	Everyone very pleasant and helpful	Sister Emma
15/05/2025 Very Good	Quick and efficient	Nurse
15/05/2025 Very Good	Friendly, efficient and helpful nurse	Emma
15/05/2025 Very Good	The lady was quick on time and giving information	
15/05/2025 Very Good	Everything was so good	
15/05/2025 Very Good		
15/05/2025 Very Good	Seen quickly	Nurse Lyndsey
15/05/2025 Very Good	I enjoyed learning about why I was I was taking a certain medication and what would happen if I didn't	Dr Dustyn Saint
15/05/2025 Very Good		Dr Saint
15/05/2025 Very Good	On time, professional and polite.	Ziggy
15/05/2025 Very Good	On time	
15/05/2025 Very Good	Detailed discussion on my medication	Sam Taylor
15/05/2025 Good	Not perfect but good	Linda
15/05/2025 Poor	Really didn't need to be there as everything already done via doctor	Linda
15/05/2025 Very Good	I was investigated really thoroughly with an unusual and unexpected situation. The Dr. was very thorough and explored the condition	Dr. Yong
15/05/2025 Very Good	Quick easy to see dr	
15/05/2025 Very Good	Listened to all my moans and was very sympathetic	Doctor Saint
15/05/2025 Very Good	My GP is a great support to me, I suffer with my mental health and he is kind and understanding.	Dr Saint
15/05/2025 Very Good	Carl was very professional and made me feel at ease thank you	
15/05/2025 Very Good	Everyone very pleasant and helpful	
15/05/2025 Very Good	Quick and very pleasant manner	Ziggy
15/05/2025 Very Good	Clinician was very professional / very friendly	
15/05/2025 Very Good	Not long to wait , Doctor very good .	
16/05/2025 Very Good	Dr listened to me and explained things clearly. Happy with the outcome.	Dr Tweedle

16/05/2025	Very Good	Sam was very attentive prepared to listen and didn't rush over the appointment	Sam Taylor
16/05/2025	Very Good		
16/05/2025	Very Good	Very good professional doctor	Dr gim ong
16/05/2025	Very Good	Staff very friendly and very helpful and I thought very professional	Not sure
16/05/2025	Very Good	Very knowledgeable and professional put me at ease	
16/05/2025	Very Good	Sam Taylor was so helpful and had time to go over my problems and medication he was excellent.	Sam Taylor
16/05/2025	Very Good	Very professional and caring,	Stephanie
16/05/2025	Very Good	The Dr was reassuring and arranged a blood test for the next day	Dr Omg
16/05/2025	Very Good	Nurse was very efficient and explained each step	Nurse Carver
16/05/2025	Very Good		
16/05/2025	Good	Everything dealt with	
16/05/2025	Very Good	Very kind lady, remembered me and efficient	She was a nurse from Dermatolog
16/05/2025	Very Good		Bev Carder
16/05/2025	Very Good	Nurse was excellent. Explained why she was taking bloods and arranged for me to have bp machine to record my be	
17/05/2025	Very Good	Quick, efficient, on time	
17/05/2025	Very Good	Great help	Malaysian doctor ong
17/05/2025	Very Good	Seen promptly by friendly, competent staff.	Bev
17/05/2025	Very Good	On time, friendly helpful doctor	Gim ong
17/05/2025	Very Good	Professional, kind and brilliant care as always	Bev and karl
17/05/2025	Very Good	Very prompt and efficient professional service.	
17/05/2025	Very Good	As always brilliant, kind took time to listen and is helping with my problem	Dr Voight
17/05/2025	Very Good	Explained some things I didn't know	
17/05/2025	Very Good	Friendly, knowledgeable nurse	Lindsay Smith
17/05/2025	Very Good	Very good and kind	Had blood tests and EC
17/05/2025	Good	Bloods taken as required. Seems new and lacks warmth and friendliness but with experience will come	Bev
17/05/2025	Very Good	All good, no issues	
17/05/2025	Very Good	Friendly , professional and informative practitioner	Sam Taylor
17/05/2025	Very Good	GP was very approachable	

17/05/2025	Very Good	Nice nurse .on time	Bev
17/05/2025	Very Good	Very kind and helpful nurse :)	
17/05/2025	Very Good	On time and very afiecent	Bev Carder
17/05/2025	Good	Everything went well	Stephenie
17/05/2025	Very Good	Great service always.	Dr Nelson
17/05/2025	Very Good	The nurse was excellent and made me feel at ease	
17/05/2025	Very Good	Prompt and not rushed through consultation	
18/05/2025	Very Good	Seen before my appointment time.	Dr Vougt
18/05/2025	Very Good	Very helpful and informative	Dr tweddle
18/05/2025	Very Good	On time and very friendly	Bernadette
18/05/2025	Very Good	Fast efficient and informative www	Mr Morford
18/05/2025	Very Good	My phlebotomist was running late and a colleague stepped in to help her and me	
18/05/2025	Good	The person taking bloods was very good. Whilst I may have missed it when signing in I couldn't initially find waiting room 2	
18/05/2025	Good	Dr Draeger was very good	Dr Draeger
18/05/2025	Very Good	Puts u at ease, confident and good at what they do	Bev
19/05/2025	Very Good	Because he listened	Doc Gin
20/05/2025	Very Good	Pleasant staff and no waiting	Dr. Loughridge
20/05/2025	Good	Treated with respect and dignity	Sorry can't remember
20/05/2025	Very Good	Treated with respect and care	Amy
20/05/2025	Very Good	Friendly, helpful, prompt.	
20/05/2025	Very Good	Very prompt, had time to listen and inform myself	Dr Ball
20/05/2025	Very Good	Because Dr voit has time to listen to what I have to say and put in right direction and give operate meds	Katie Voit
20/05/2025	Very Good	Took time, was thorough and helpful	Dr Josh
20/05/2025	Poor	I give blood very easily but this time it was uncomfortable and quite a bruise this morning.	
20/05/2025	Very Good	Dr took the time to look at my medical history and were very thorough.	
20/05/2025	Very Good	Very good care very understanding, and kind and sorted out my problem	Carl thomson

20/05/2025	Very Good	Very professional and thorough appointment. Exactly as you always hope for.	
20/05/2025	Very Good	Thank you	Carl, Dr Practitioner
20/05/2025	Very Good	Very efficient	Nurse
20/05/2025	Very Good	All questions answered in a way I could understand. Very helpful appointment.	Sam
20/05/2025	Very Good	Excellent dressings and very kind	Nurse Lindsay
20/05/2025	Very Good	Caring professional and pro active treatment and advice given	Dr Loughridge
20/05/2025	Very Good	Felt comfortable and got dealt with quickly	Dr Saint and Steph
20/05/2025	Very Good	I was dealt with thoroughly	Dr. Saint
21/05/2025	Very Good	Kind helpful nurse no issues	Bev
21/05/2025	Very Good	Always friendly professional and courteous	ASTHMA NURSE
21/05/2025	Very Good	Was dealt with in a thoughtful kind and caring manner, was understanding on the pain levels and was really well treated throughout	Emma Chadwick
21/05/2025	Very Good	Quick service	
21/05/2025	Very Good	Amy was very efficient and addressed every question I asked	Amy
21/05/2025	Very Good	Appointment on time and good consultation.	Dr Voigt
21/05/2025	Very Good	Very thorough, and caring	
21/05/2025	Very Good	Dr Hodgson is always so welcoming and helpful. She always listens and is so proactive. I really appreciate her time and thank her for being amazing!	Dr Hodgson
21/05/2025	Very Good	Only a heath check	
21/05/2025	Very Good		Stephanie
21/05/2025	Very Good	Very quick and efficient	Bernadette
21/05/2025	Good	I went in on time and the nurse was efficient.	Ziggy
21/05/2025	Very Good	Super efficient friendly and didn't even feel it	Think it was Emily
21/05/2025	Very Good	Good review with informative suggestions on diet etc by an efficient and friendly practitioner .	Lindsay
21/05/2025	Very Good	As usual staff were friendly and professional. Appointment was on time.	
21/05/2025	Very Good	Staff were very helpful and supportive	Carl Thompson
21/05/2025	Don't Know	Didn't have to wait for covid injection and never felt a thing	
21/05/2025	Very Good	Appointment on time and an efficient and friendly clinician	Amy

21/05/2025	Very Good	No problem plain sailing	Kizzy
21/05/2025	Very Good	Quick and efficient	Ziggy
21/05/2025	Very Good	On time. Good empathy by clinician	MILES KEMP
21/05/2025	Very Good	Hopefully sorted out my problems	Josh
21/05/2025	Very Good	As always professional informative caring!!feel completely satisfied and at ease	
21/05/2025	Very Good	Very pleasant and caring	Sister Emma Chadwick
21/05/2025	Very Poor	Appointment was cancelled with less than 1 hours notice, I had travelled home from work to attend, six weeks wait for next rescheduled appointment, a seperate complaint form has been completed, awaiting response	
21/05/2025	Very Good	Amy is very pleasant, knowledgeable and efficient	AMY
21/05/2025	Very Good	Appointment on time. Staff and Nurse very helpfull went above and beyond basic requirements.	Nurse doing Covid jabs
21/05/2025	Very Good	Staff and Nurse very helpfull went. Nurse went above and beyond basic requirements.	Nurse doing Covid injections
21/05/2025	Very Good	Good overall appointment	Dr draegar
21/05/2025	Very Good	Both receptionist and doctor was very good and professional in their responsibilities	Not sure
22/05/2025	Very Good	My appointment was running 20 minutes late and another phlebotomist took my appointment to relieve the pressure on the system and help out her colleat	
22/05/2025	Good		
22/05/2025	Good	All very good	Dr Hodgson
22/05/2025	Very Good	Doctor was extremely friendly and could have a good laugh... helped me make the right choice for me	
22/05/2025	Very Good		
22/05/2025	Very Good		
22/05/2025	Very Good	Staff was very professional, quick, and patient..	Linda Long
22/05/2025	Very Good	On time	
22/05/2025	Very Good	Doctor was very thorough and informative	Dr Granger
22/05/2025	Very Good	On time, kindness and professional.	Sam Pharmacy clinician

22/05/2025 Very Good	Check in easy . Appointment only few minutes late . The meeting with Doctor was relaxed experience and not rushed	Dr. ONG
22/05/2025 Very Good	Efficient and pain free blood test thank you!	Ziggy
22/05/2025 Very Good	Appointment on time	
22/05/2025 Very Good	Easy check in. Polite, helpful service	Carl
22/05/2025 Very Good		
22/05/2025 Very Good	Always a good experience when seeing Dr Saint. Very helpful, and on the ball with anything I have a query or worry with.	Dr Saint
22/05/2025 Very Good	The nurse spent time with me, listening to my concerns and I felt I was being properly looked after.	
22/05/2025 Very Good	On tone. Lovely nurse	
23/05/2025 Good	Practitioner fine but some of his not not 100% accurate	Miles mh nurse
23/05/2025 Very Good	Clinician was on time, I was treated with respect, and all queries answered to my satisfaction.	Sister Amy Hughes
23/05/2025 Very Good	Clinician was on time, I was treated with respect, and any queries were answered to my satisfaction.	Nurse Bev
23/05/2025 Very Good	Clinician was on time, I was treated with respect, and any queries were answered to my satisfaction.	Sister Amy Hughes
23/05/2025 Very Good		
23/05/2025 Very Good	On time - swift, easy & painless blood test - in & out in no time at all	Bev Carder
23/05/2025 Very Good	Pleasant receptionist and lovely nurse who took my blood.	Ziggy
23/05/2025 Very Good	Appointment to time, nurse friendly and helpful	Bev
23/05/2025 Very Good	Seen on time and clear medical advice.	Dr Adewale
23/05/2025 Very Good	Nurse was lovely	
23/05/2025 Very Good	Always very professional and caring,a nice friendly atmosphere	
23/05/2025 Very Good	Quickly seen on the day	Dr Ivy
23/05/2025 Very Good	On time, very pleasant	Sorry
23/05/2025 Very Good	Pleasant , quick and on time .	Amy
23/05/2025 Very Good	On time, very personable nurse.	?Ziggy
23/05/2025 Very Good	Bev was lovely	Bev
23/05/2025 Very Good	Because I was seen within a hour of phoning	Karl thompson
23/05/2025 Very Good	Always first class service.	
23/05/2025 Very Good	Dr Watchman always handles things efficiently	Dr Watchman

23/05/2025	Neither Good nor Poor	The Disabled doors still don't work in reception area	N/A
23/05/2025	Very Good	On time	Dr ong
23/05/2025	Very Good	On time and carried out very professionally by the friendly nurse,	
23/05/2025	Very Good	Efficient	Sister Lindsay
23/05/2025	Very Good	Good doctor	Dr Ball
24/05/2025	Good	My appointment time was 16:50 I did not get seen till 17:20. I feel it would of been nice for the reception team to inform patients if there is a significant delay.	
24/05/2025	Very Good	Dr hodgson is such a lovely caring and helpful dr	Dr Amy hodgson
24/05/2025	Very Good	My appointment was on time and I'd got a cancellation	Nurse
24/05/2025	Very Good	On time	
24/05/2025	Very Good	On time	Lyndsey
24/05/2025	Very Good	No issues	
24/05/2025	Very Good	Friendly, efficient and no waiting.	Bernadette.
24/05/2025	Very Good	Very informative & thorough	Amy
24/05/2025	Very Good	Seen quickly and friendly staff	
24/05/2025	Very Good	As always so efficient and professional	Bev
24/05/2025	Very Good	Appointment was on time and very efficient	Bonnie
24/05/2025	Very Good	On time and very professional	Bev.Carder
24/05/2025	Very Good	The surgery staff are amazing and always helpful and polite	Bernie
24/05/2025	Very Good	I had an appointment with a lady pharmacist whose name I cannot recall but she was excellent. We chatted about meds, previous results and going forward	
24/05/2025	Very Good	Seen on time no waiting, friendly efficient and professional staff	No
24/05/2025	Very Good	Treated on time and with curtisy 8	Miss Lovett
25/05/2025	Very Good	I have now seen my doctor three times in a row and it makes such a difference to meet with the doctor who knows what is happening and shows an interest. And also is very experienced and knowledgeable	Dr saint
25/05/2025	Very Good	Easy check-in, seen on time, helped by receptionist, able to collect prescription without issue.	Dr Joshua Ball
25/05/2025	Very Good	Was seen on time and very informative and helpful	Lindsay smith
25/05/2025	Very Good		Jenny Badcock

25/05/2025	Very Good	On time and thorough	
25/05/2025	Very Good	Excellent service	Nurse
25/05/2025	Very Good	Prompt appt, didn't wait long whilst at surgery, treatment given and my concerns taken seriously- blood test and follow up offered	Dr Douglas
25/05/2025	Very Good	Was treated very well , and given appropriate medicine	CARL THOMSON
25/05/2025	Good	Lovely nurse good at explaining my reading of ECG and what to do next.	Lindsey
26/05/2025	Very Good	It was a blood test and done quickly and efficiently. I felt no pain.	Bernadette Lovett
27/05/2025	Very Good	Because it was good	Richard
27/05/2025	Very Poor	No further information given, despite two follow-ups by phone & in person!	Sam ? (physio)
27/05/2025	Very Good	Quick, straightforward and friendly	Bev
28/05/2025	Very Good	Was painful but I appreciate necessary and was thoughtful, caring and also appreciated that Emma looked to other issues that may have treatment to provide a solution for better health long term, went above and beyond	Emma Chadwick
28/05/2025	Very Good	Blood test for all sorts friendly, thoughtful, caring, informative and dealt with swiftly which was appreciated by taking straight from back of hand as in years gone by trying to take from the arm has been hit and miss	Ziggy Sutton
28/05/2025	Very Good	Convenient service location. Friendly clinician who carried out the test efficiently.	Stephen
28/05/2025	Very Good	Appointment was spot on time and jab was over quickly.	
28/05/2025	Very Good		Emma
28/05/2025	Very Good	I was running late, (which I hate), but it made no difference, I was seen quickly and with kindness.	Stephen
28/05/2025	Don't Know	Appointment cancelled due to staff shortage	
28/05/2025	Very Good	Emma was very friendly, professional, and I found all questions answered	Emma
28/05/2025	Very Good	Painless and left no mark.	Stephen
28/05/2025	Very Good	Fast, efficient, friendly, helpful.	Stephanie
28/05/2025	Very Good	The nurse was lovely and efficient	Can't remember
28/05/2025	Very Good	Have good information and reassurance	Sr. Emma.

28/05/2025	Very Good	Polite, helpful, was for covid jab, but the nurse put us both at ease.	
28/05/2025	Very Good	Friendly knowledgeable	Pharmacist
28/05/2025	Very Good	Pharmacist explained matters fully and understandable	Sam - PHARMACIST
28/05/2025	Very Good		
28/05/2025	Very Good	Took blood from me	Lindsey
28/05/2025	Very Good	Friendly, efficient service.	Emma
28/05/2025	Very Good	Because it's true	Dr. Katie
28/05/2025	Very Good	I visited along with my partner for our COVID injections. Both the nurse and the admin lady were polite. They asked if we were both ok. They explained what vaccine we would get and told us what to do if we had any problems after the injections. It was nice to see the nurse again as I had not seen her for awhile.	Emma
29/05/2025	Very Poor	This appointment was cancelled 45 minutes before it was due , the surgery cancelled not me	
29/05/2025	Very Good	Very pleasant and helpful appointment.	Lyndsay
29/05/2025	Very Good	The doctor was very thorough while discussing my issues	Thomas Watchman
29/05/2025	Very Good	Great surgery and staff	Bev
29/05/2025	Very Good	First time of meeting Lindsay, I felt very comfortable with her professionalism, explained everything very well	Lindsay
29/05/2025	Very Good		
29/05/2025	Very Good	Professional and courteous	
29/05/2025	Very Good		
29/05/2025	Very Good	Doctor excellent	Mr ong
29/05/2025	Very Good	Dr Josh was very easy to talk to and really seemed like he was listening to every word I said.	Dr Josh Ball
29/05/2025	Very Good	Dr Voight always shows empathy together with knowledge & efficiency - she will be missed and is a tremendous loss to LSMP	Dr Katie Voight
29/05/2025	Very Good	Good appointment as usual	Bev
29/05/2025	Very Good	The Nurse 'Lindsey Smith' is always friendly and helpful and professional and I feel confident in her	Lindsey Smith
29/05/2025	Very Good	Very pleasant	Gemma

29/05/2025	Very Good	I was referred by the LS pharmacy who had identified an irregular heart beat following 24 hour monitoring. Despite not having an appointment the receptionist consulted the on call doctor and I was booked in for an ECG an hour later	
29/05/2025	Very Good	All good and quick	
29/05/2025	Very Good	Excellent service and advise	
29/05/2025	Very Good	Prompt consultation when I was in a lot of pain. Linda, was very caring and professional and helpful of pain	Linda a Nurse Practitioner
29/05/2025	Very Good	I was in and out of the Surgery in a flash!	Nurse
29/05/2025	Very Good	Very straight forward	
29/05/2025	Very Good		
29/05/2025	Very Good	On time, efficient	
29/05/2025	Very Good	I was seen on time	Josh
29/05/2025	Very Good	Amy was very helpful and booked me an appointment with the doctor to see if it's anything else other than asthma	Amy the nurse
29/05/2025	Very Good	In appointment in good time.	Emma
29/05/2025	Good	Very informative	Linda Long
29/05/2025	Very Good	The doctor was very, very thorough, kind and attentive	Dr Josh
29/05/2025	Very Good	Very helpful and efficient health professional	Stephanie
29/05/2025	Very Good	On time and extremely helpful nurse	Amy Hughes
29/05/2025	Very Good	Very efficient I was in and out before my appointment.	Bev
29/05/2025	Very Good	Efficiency	Bev
30/05/2025	Neither Good nor Poor	It felt like a strange appointment - I had already said my Asthma was well managed and had an Asthma plan sent by Amy. We didn't really discuss that or the medication in the appointment. I'm not sure what it was for.	
30/05/2025	Very Good	He sat and listen to me	Dr Thomas ball
30/05/2025	Very Good	The lady I saw was very friendly easy to talk to and it put me at ease	
30/05/2025	Very Good	All staff were very helpful and kind	Dr Gim
30/05/2025	Very Good	Very prompt appointment when requested and good service	
30/05/2025	Very Good	Just very good	Bev

30/05/2025 Very Good	The doctor recognised immediately that I needed to go to hospital, and arranged an appointment for me over the phone. As efficient, professional and kind as my visit the previous day.	Dr Josh
30/05/2025 Very Good	Very punctual , pleasant and professional appointment .	
30/05/2025 Very Good	Avery punctual, professional and pleasant appointment.	
30/05/2025 Very Good	Efficient	
30/05/2025 Very Good	Lovely, happy and helpful nurse, explained things well	Lindsay Smith
30/05/2025 Very Good	very understanding and caring	Sorry I don't
30/05/2025 Very Good	everyone was very helpful and friendly.	
30/05/2025 Poor	You mananaged to lose another prescription repeat request that I gave to the dispensary staff member on the 29th May	
30/05/2025 Very Good	First class service	Dr Tom Watchman 29
30/05/2025 Very Good	As LwYs everything was done in a professional manner can't	Cant remember
31/05/2025 Very Good	Very thorough and empathetic	Dr Watchman
31/05/2025 Poor	Appointment cancelled twice and haven't been seen	No appointment attended
31/05/2025 Very Good	I was only attending for a blood and it all went straight forward with no problems	The door read Bev
31/05/2025 Neither Good nor Poor	Sadly at time they couldn't change the dressing	Long Stratton
31/05/2025 Very Good	Friendly and informative	Dr Thomas Watchman
31/05/2025 Very Good	So professional and inspiring	Dr Lara Douglas
31/05/2025 Very Good	Seen promptly. Vaccination given painlessly by a cheerful and kind nurse.	Amy
31/05/2025 Very Good	I was seen very quickly on time and my blood test went very smoothly and efficiently	Bev Carder
31/05/2025 Good	Dr Ball excellent - but disappointed I'm not allowed the 24 hour urine test	Dr Ball
31/05/2025 Good	Answered many questions I asked. Learnt so much about my problems at this moment in time.	Abdul
31/05/2025 Very Good	Comprehensive appointment	Jenny
31/05/2025 Very Good	Gemma was great	Gemma
31/05/2025 Very Good	Staff very good	Beverly
31/05/2025 Very Good	The pharmacist I spoke to on the phone was so lovely and polite made me feel very comfortable	

31/05/2025 Very Good

Lovely Nurse

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