

Friends and Family - June 2025

Good	31
Very Good	416
Don't know	3
Neither good nor poor	10
Poor	4
Very Poor	4
Total	468

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:
02/06/2025	Neither Good nor Poor	As after blood taken ! Big bruised area! Never had this before as I have excellent veins!!	
02/06/2025	Very Good	Very kind, helpful and informative	Dr Loughridge
02/06/2025	Neither Good nor Poor	I feel there is ongoing treatment of symptoms, rather than sorting the root cause.	
02/06/2025	Very Good		Bernie
02/06/2025	Very Good	Dry caring and listened	Dr Saint
02/06/2025	Good	Even though I felt the GP was helpful I did feel that I was being rushed so they could stick to the allotted time. I am very grateful for the appointment and in reflection maybe should have asked for a double appointment.	Katie Voigt
02/06/2025	Very Good	No delay. Treatment was carried out professionally and with a good cheery attitude.	Bernadette
02/06/2025	Good	Very good and polite	
03/06/2025	Very Good	Friendly timely appointment	
02/06/2025	Very Good	Friendly timely appointment	

02/06/2025	Very Good	Very kind and gentle	
02/06/2025	Very Good	Very helpful	Gemma
02/06/2025	Very Good	Polite, had a leaner with nurse, and introduced correctly. Was only for blood sample, but nurse was very nice. I've found all the nurses at the surgery to be excellent.	
02/06/2025	Very Good	Punctual, friendly, competent and efficient service.	Ziggy
30/05/2025	Very Good	I was listening to and my views were taken into account.	Jenny Braddock
02/06/2025	Very Good	The clinician was attentive friendly and informative.	Dr Ong
29/05/2025	Very Good	Doctor was efficient and covered all my concerns	Dr Abiodun Adewale
30/05/2025	Very Good	Efficient, friendly.. as always	Amy
30/05/2025	Very Good	Very friendly very efficient didn't feel a thing	
02/06/2025	Very Good	Very punctual, understanding, polite and made me feel valued	Ziggy
02/06/2025	Very Good	Pleasant and informative	Ziggy
02/06/2025	Very Good	Because it was good	Dr Saint
02/06/2025	Poor	Appointment was made the previous week by nurse who dressed leg wound for redressing. Arrived at Surgery 15 minutes before appointment and used machine to book in. It confirmed booking. Waited in reception until 15 mins. After appointment and approached receptionist who informed me nurse I am booked to see nurse at Newton Flotman. Newton Flotman was never mentioned as I would not have excepted appointment. Unable to get it dressed now until Friday. Why did the appointment machine confirm appointment that was not at Long Stratton?	
02/06/2025	Very Good	Appointment was on time. Friendly healthcare professional. Quick and efficient.	Ziggy
02/06/2025	Very Good	Always first class service	
28/05/2025	Very Good	Always feel really at ease speaking about stuff and dare I say magic hands as experience was pretty much painless which is always welcomed, felt really at ease, as always kind thoughtful and caring which is a team trait I think at Long Stratton	Bev Carder
02/06/2025	Very Good	On time	Bernie

03/06/2025	Very Good	The reason I gave the above was- parking great, not waiting great, meeting Clare for the first time great, everything sorted and out with 20 mins great. What more could a girl want leaving with a pleasant experience	Clare N&N diabetic nurse
27/05/2025	Neither Good nor Poor	I wanted to speak to my doctor, could only see a nurse practitioner	
03/06/2025	Very Good	I attended early for a blood test and was called in 10 mins early. Good new phlebotomy. Painless and swift. I was out of the building before my appt tome.	Newish female phlebotomist.
03/06/2025	Very Good	Ease	
04/06/2025	Very Good	On time and painless	Emma
03/06/2025	Good	Acted fast due to dangerous high blood pressure	GC nurse. Lovely lady.
03/06/2025	Very Good	Prompt and efficient	
03/06/2025	Very Good	It was the first time I had spoken with someone who actually made me feel they were helping me. I came away very happy after the appt.	Claire
03/06/2025	Very Good	Dr was extremely understanding and compassionate.	Dr Amy Hodgson
03/06/2025	Very Good	Arrived early and was seen straight away no waiting	Bernadette
03/06/2025	Very Good	Absolutely on time. Very cheerful clinician with a very happy disposition. A painless blood sample taken. Excellent!	Bernie
03/06/2025	Very Good	Very good service	Bernedette
03/06/2025	Very Good	On time, professional, good advice, friendly.	
03/06/2025	Very Good	Brief and clear appointment	Amy Hughes
04/06/2025	Very Good		Dr Hodgson
03/06/2025	Very Good	Very efficient yet personable and helpful nurse	Ziggy
03/06/2025	Good	Appointment on time pleasant nurse	
02/06/2025	Very Good	Friendly, efficient, time to listen.	Ziggy
03/06/2025	Very Good	Easy parking, quick checkin and seen by clinician slightly earlier than appointment time	Phlebotomist
03/06/2025	Very Good	Helpful,friendly and understanding	Stephanie
03/06/2025	Very Good	Nurse was polite and on time	
03/06/2025	Very Good	Best smear test ever!	Emma
03/06/2025	Very Good	Efficient	
03/06/2025	Very Good	The receptionist was very kind and the emergency practitioner we saw was professional and gave great advice	

03/06/2025	Very Good	On time, friendly, blood test didn't hurt a bit	
03/06/2025	Very Good	Usually get to see someone when I have health concerns	Carl Thompson
03/06/2025	Very Good	Pleasant very happy with consultation	Amy
03/06/2025	Very Good	Always an informative appointment	Clare
02/06/2025	Very Good	The surgery called to book the appointment and everything worked smoothly; the team were caring and really professional	Phlebotomist
04/06/2025	Very Good	Very nice nurse	Ziggy
04/06/2025	Very Good	Quick procedure	
04/06/2025	Very Good	always quick, no nonsense but always friendly	
03/06/2025	Very Good	Managed to get an appointment in Newton Flotman where I live which is a big help, seen on time, receptionist on arrival was friendly, Emma Chadwick (Sister) was fantastic, put me at ease and very professional and efficient. Cannot fault my experience at all!	Emma Chadwick (Sister)
02/06/2025	Very Good	They listen to what I had to say and us hopefully sorting it	Stephanie
03/06/2025	Very Good	The nurse was excellent very quick and efficient	
03/06/2025	Very Good	Clinician was polite and listened to me and at the end of the appointment I felt very positive.	Claire
04/06/2025	Very Good	Seen spot on time. In and out in 7 minutes.	
04/06/2025	Very Good	On time and fully explained reason for referral	Steph
27/05/2025	Very Good	Appointment was on time. All staff were extremely kind. Nurse took my blood. Reception staff sort couple other things on appointments. 👍	Bernadette
03/06/2025	Very Good	Appointment in time. Staff all very positive	Bernadette
04/06/2025	Very Good	Not too long ago wait, nice music in waiting room	Dr Balls
04/06/2025	Very Good	I was given an appointment on the day I called and tug doctor I saw was so kind and helpful	Dr Hodgeson
04/06/2025	Very Good	Lovely friendly nurse	
03/06/2025	Very Good	From moment I walked in those I spoke with & nurse I saw were friendly, helpful & explained things well & clearly.	
04/06/2025	Very Good	I was seen virtually on time and Dr Saint was able to answer my questions and concerns	Dr Saint
04/06/2025	Very Good	All went well.	Ziggy

05/06/2025	Poor	I have not been diagnosed yet with autism but have the diagnosis of adhd. It upsets me that I can't do my appointments by email-as I struggle to interact in person still after 53 years. I become frantic inside and I'd rather go through a list I make as unstructured situations scare? me. I need a clinician that understands female adhd/autism and PTSD and their impacts. I think I'm again just being classed as difficult or emotional and I really need help. I don't want the focus to be my poor mental health as that detracts from the underlying neurodivergence issues.	Dr Nelson
02/06/2025	Neither Good nor Poor	I had to wait past my appointment time, after arriving punctually, while the clinician chatted with another staff member. The clinician was very business-like during the appointment. Other clinicians always book my next visit but I was abruptly informed I needed to do this at reception. I did this and had to explain in front of the waiting room what the appointment was for.	Ziggy
03/06/2025	Very Good	Prompt, caring and thorough	Gemma
05/06/2025	Very Good	Very pleasant and cheerful clinician.	Bev Carder
05/06/2025	Neither Good nor Poor	Appointment cancelled due to staff sickness	
05/06/2025	Very Good	Doctor was excellent, gave me plenty of time to explain my issues.	Dr Tweedlie
04/06/2025	Very Good	As allways , friendly service	Dr hodgson
05/06/2025	Very Good	Dr is an asset to lsmc	Dr omn
05/06/2025	Very Good	Wonderfully kind doctor	Dr Tweedlie
05/06/2025	Very Good	Blood test was completely pain-free with no mark or bruising whatsoever.	
05/06/2025	Very Good	Amy is superb. I felt reassured following a change in medication	Sister Amy Hughes
05/06/2025	Very Good	Great service, appointment on time no waiting	
05/05/2025	Very Good	Very friendly nurse and on time	
23/05/2025	Very Good	No waiting	Dr loughridge
05/06/2025	Very Good	The person was very unstanding and I feel that I was in good hands.	Bernadette
05/06/2025	Very Good	Because my appointment was excellent.	Amy
04/06/2025	Very Good	Friendly and professional	Dr hodgson
05/06/2025	Very Poor	Very bad	

04/06/2025	Very Good	Was pain with clean which can happen, treatment was caring, thoughtful, understanding and appreciated as always, was also happy to have a colleague observe and the session with both was a good and informative experience and hope I had helped too in seeing what was done in my situation	Amy Hughes
05/06/2025	Good	Seen quickly and good at taking blood	
04/06/2025	Very Good	I consider all the staff brilliant at their jobs.	Ziggy
05/06/2025	Very Good		
02/06/2025	Very Good	The doctor was thorough and very kind and friendly	Dr Loughridge
04/06/2025	Very Good	I see my doctor regularly, he is an amazing support to my mental health problems	Dr Saint
03/06/2025	Very Good	So efficient very professional	Carl
06/06/2025	Very Good	Friendly and efficient	
06/06/2025	Very Good	On time and very efficient. Very friendly and professional.	Bernie
06/06/2025	Very Good	On time and great support from Grace	Grace
06/06/2025	Very Good	On time friendly	Oliva
06/06/2025	Very Good	Very helpful and supportive	Grace
06/06/2025	Very Good	The perfect GP surgery. Friendly staff, impeccably run and clean , bright and spacious and on time	Emma
06/06/2025	Very Good	Nurse was lovely	
06/06/2025	Very Good	Appointment ahead of time. Procedure quick	
06/06/2025	Good	I was expecting some physio rather than discussing about it as symptoms known prior to appointment	Grace Stonehill
06/06/2025	Very Good	Dr very easy to talk to and understood my problem	Dr Hodgson
05/06/2025	Very Good	Everyone involved in the appointment process was from booking, being welcomed to the practice and the person I saw were polite, friendly, helpful and thorough.	Richard Morford
06/06/2025	Very Good	Appointment very punctual, in fact slightly early	Bernie
06/06/2025	Very Good	Friendly staff	
05/06/2025	Very Good	The Dr was very thorough and asked very relevant questions	Dr Josh Ball
06/06/2025	Very Good	Nurse we saw was very kind and helpful and was very professional. Made me feel at ease.	
05/06/2025	Very Good	I was listened too and advised what to do to help me	

06/06/2025	Very Good	Because it was how it happen	Ear nurse
06/06/2025	Very Good	Sister Lindsay excellent	Sister Lindsay
05/06/2025	Very Good	Fast and efficient.	
05/06/2025	Very Good	Very good very pleasant indeed	
06/06/2025	Very Good	Politeness, listening got job done	Joshua Ball
06/06/2025	Very Good	On time. Cheerful nurse.	Bernie
07/06/2025	Very Good		Richard
06/06/2025	Very Good	I was seen quickly and the Doctor explained everything well.	Dr. Ong
05/06/2025	Very Good	Prompt appointment and seen on time	
05/06/2025	Very Good	High standard as always at LSMP	Dr Watchman
06/06/2025	Very Good	Appointment went very smoothly	Dr Ong
06/06/2025	Very Good	My experience was very good	Ziggy
06/06/2025	Very Good	Lovely nurse	Lindsay
10/06/2025	Very Good	My mind was settled that I had nothing to be worried about.	Dr Douglas
09/06/2025	Very Good	Explained very well about my issues very satisfactory visit	Joshua Ball
09/06/2025	Very Good	Very good service, efficient and caring	Berni
09/06/2025	Very Good	I was seen on time, nurse was very friendly and appointment was very quick	
09/06/2025	Good	Phlebotomist was very good, on time and professional. I needed to collect an urgent prescription for my spouse. Whilst pharmacy staff were helpful the process didn't work as the meds weren't available. I was sent to a chemist who was unable to process the prescription so there was much back and forth.	Bernadette.
09/06/2025	Very Good	Didn't have to wait all done in 5 minutes	
10/06/2025	Very Good	My appointment was on time and Lindsay the nurse was very friendly and made me feel at ease. It was a procedure that I don't particularly like but she made the whole thing a lot easier.	Lindsay
09/06/2025	Very Good	On time and polite staff	Lyndsey
09/06/2025	Very Good	Very good and asked lots of questions	Dr Ivy
09/06/2025	Very Good	Seen on time and thorough analysis of my problem	Stephanie
10/06/2025	Very Good	On time and very friendly	
09/06/2025	Very Good	I went in before time & the nurse was efficient	

09/06/2025	Good	I went in slightly late but felt I was given attention without being rushed.	Dr Ivy
09/06/2025	Very Good	Expedite response to my request for an appointment.	Stephanie
09/06/2025	Very Good	The asthma nurse was very good	Lindsay smith
09/06/2025	Very Good	Very efficient & helpful	Ziggy
09/06/2025	Very Good	Prompt and efficient service	
09/06/2025	Good		Long Stratton GP
10/06/2025	Very Good	Carl was great	Carl
09/06/2025	Very Good	Sister dealt with taking out my surgical stitches very calmly and reassured me	Sister Lindsay Smith
09/06/2025	Very Good	Didn't wait too long and the nurse was very efficient	
09/06/2025	Very Good	I was given an appointment on the same day, I was seen in time, the doctor talked me through their decision and we agreed how to move forward	
09/06/2025	Very Good	Satisfied with outcome	Doctor Douglas
09/06/2025	Very Good	Friendly, warm and professional nurse	
10/06/2025	Very Good	Got me seen quick. Listened to me.	Carl and Gemma (bloods)
10/06/2025	Very Good	Knowledgeable, friendly service from both clinician and receptionist.	Amy
10/06/2025	Very Good	The staff were extremely professional.	
10/06/2025	Very Good	The appt was on time, staff friendly, put me at ease, in and out with no problems.	
05/06/2025	Good		Richard Morford
10/06/2025	Very Good	I couldn't fault it	
10/06/2025	Very Good	Polite and efficient staff	Stephanie Timberlake
10/06/2025	Very Good	Kind, reassuring when taking bloods	
10/06/2025	Very Good	Mrs Timberlake was so helpfull	Mrs Timberlake
10/06/2025	Very Good	Pleased with the outcome	Dr Richard Daeger
10/06/2025	Very Good	On time	

05/06/2025	Very Poor	Staff member was extremely rude and proceeded to make me feel like a inconvenience despite the fact you cancelled my appointment in error and did not inform me. This resulted in a extremely high blood pressure reading far outside the norm and instead of helpful sent me away with a sheet of paper had my blood pressure really been that high it would be a medical emergency and I should not have been allowed to leave the surgery. I have made a complaint to the practice manager but have yet to had a reply.	Nurse
10/06/2025	Good	Appointment went quite smoothly and to time	Bernadette Lovett
09/06/2025	Very Good	Achieved what I wanted	
01/06/2025	Very Good	Young nurse was polite and explained every move and carried out B12 very well	Gemma
11/06/2025	Very Good		
11/06/2025	Very Good	I received thorough explanations which alleviated some fears I had regarding my health.	Dr Saint
10/06/2025	Very Good	Was listened to and a plan put in place	Stephanie
11/06/2025	Very Good	Doctor was very friendly	
11/06/2025	Very Good	Very efficient and appreciative that this appointment was rearranged for me at short notice . I did however experience post phlebotomy bruising	
11/06/2025	Very Good	The receptionist was very efficient and pleasant	Nurse Linda
11/06/2025	Very Good	Polite staff and efficient	Ziggy
11/06/2025	Very Good	Very comprehensive consultation	Dr. Bull
11/06/2025	Very Good	Seen on time and Dr Douglass as always thorough and supportive. I am lucky to have her as my GP.	Dr Douglass
11/06/2025	Very Good	Reassured to have medication requests checked by a doctor.	Dr Voigt
11/06/2025	Very Good	Kind and courteous and very efficient	Ziggy
10/06/2025	Good	Warm well timed meeting. Had to be referred to Elsie Bertram Clinic for solutions. However this was swiftly done.	Amy Hughes
11/06/2025	Very Good	Bev was very welcoming, explaining everything to me	Bev
11/06/2025	Good	Waited 6 weeks for appointment then left waiting 25 mins even turned up early .	

09/06/2025 Poor	I was informed that I had to have another blood test as the sample taken was contaminated. This was subsequent to finding out that there was no results for specific areas where my blood had previously been taken despite it clearly stating on the request from my doctor that these aspects needed to be tested.	
12/06/2025 Very Good	Prompt and efficient	
12/06/2025 Very Good	Appointment was on time. Staff member was very friendly and made me feel at ease	Phlebotomist
12/06/2025 Very Good	The doctor was very attentive and friendly. Listened to me and gave me good advice	Abiodun
12/06/2025 Very Good	Appt on time and very efficient	Bernie
12/06/2025 Very Good	On time, pleasant manner, polite and friendly staff	
12/06/2025 Neither Good nor Poor	The Pharmacy often have just one member of staff and I feel it's too much as I've often seen them quite overwhelmed and stressed with trying to serve at the hatch and dispense. They do a wonderful job but in these circumstances could easily make an error.	
12/06/2025 Very Good	Because the staff are very friendly and helpful, thank you	
12/06/2025 Very Good	On time and efficient	Bernie
12/06/2025 Very Good	I like this surgery as it's a smaller surgery	
12/06/2025 Very Good	Very efficient and friendly nurse	
13/06/2025 Very Good	I felt that I was given time and was interested in what I said	
13/06/2025 Very Good	It was because of the way everything felt right	Dr Ball
12/06/2025 Very Good	On time and professional	
12/06/1947 Very Good	Very short wait and a pleasant phlebotomist plus the signposting for the exit from the labyrinth of corridors is excellent. I could get lost just walking next door!	
12/06/2025 Very Good	Friendly warm and efficient	Bernie
12/06/2025 Very Good	Efficient, friendly and kind	Stephanie
12/06/2025 Very Good	Because it was very good and informative	Carl
12/06/2025 Very Good	Efficient and professional Physio giving superb advice to help with my recovery	Physio at NF
12/06/2025 Very Good		

12/06/2025 Very Good	On time and Amy is always gives me lots of information and answers any questions I have	Amy
12/06/2025 Very Good	Dr Josh is very professional, thorough and has a lovely manner.	Dr Josh
10/06/2025 Very Good		
13/06/2025 Very Good	Efficient. Pretty much on time.	Bev C
10/06/2025 Very Good	Was shocked and pleased I was able to get an appointment!!!	Stephanie Timberlake
12/06/2025 Very Good	All on time, very friendly & and positive outcome	Dr Voight
13/06/2025 Very Good	Grace was very helpful.	Grace
13/06/2025 Very Good	Phlibotom was Friendly, and capable. No black arm!	Bernie
13/06/2025 Very Good	Doctor listened, was so nice to see a familiar face	Mini Nelson
12/06/2025 Very Good	On time	
13/06/2025 Very Good		
13/06/2025 Very Good	So kind and understanding	Dr Nelson
13/06/2025 Very Good	The HCA introduced herself. Confirmed my details. She was happy to have a quick chat. She did not make me feel rushed.	Bernie
13/06/2025 Very Good	A good team	Doctor Nelson
13/06/2025 Very Good	Short wait, friendly nurse	
13/06/2025 Very Good	Bev considered that not all the stitches in my face were ready for removal so she made me another appointment	Bev
13/06/2025 Very Good	very efficient and pleasant	Ziggy
13/06/2025 Very Good	Quick and friendly service.	
13/06/2025 Very Good	dr abi is so lovely and accommodating	dr abi
12/06/2025 Very Good	Dr Josh was very thorough and explained everything clearly	Josh
13/06/2025 Very Good	On time, cheerful, quick and very accurate taking my blood, first time I haven't bruised for a long time.	
13/06/2025 Very Good	Everything went smoothly	Bernie
12/06/2025 Very Good	Professional, friendly understanding and to time.	Different nurses
13/06/2025 Very Good	I was treated with great empathy	Doctor Mini Nelson
13/06/2025 Very Good		Bernie
13/06/2025 Very Good	Dr Nelson always explains things so that I can understand them, she always has time for me.	Dr mini nelson
13/06/2025 Very Good	Because it was very informative	Carl
12/06/2025 Very Good	On time and very pleasant nurse	

12/06/2025 Very Good	Actually saw my doctor for a change. She u deaths the problem and explained every	Dr Katie Voigt
12/06/2025 Very Good	They knew what they were doing. Kept me calm, polite and understanding.	Bernie
15/06/2025 Very Good	appointment was on time everything was good thankd	
13/06/2025 Good	Appointment on. Felt safe, extremely nice and caring person. Gave good information on blood test	Bernadette
12/06/2025 Very Good	Attentive and efficient doctor who both listened and explained course of treatment	Dr Watchman
13/06/2025 Very Good	Very thorough	Carl
12/06/2025 Very Good	I went to the appointment with several queries regarding my heart rate and medication and possible conflicts of the above. The clinician answered all my queries satisfactorily.	Dr Lara Douglass
13/06/2025 Very Good	Fast Friendly and very efficient	Bernice
13/06/2025 Very Good	I felt I was given a really good amount of time to discuss my issues. Our GP is very kind and knows me well so I always feel in safe hands!	Amy Hodgson
16/06/2025 Very Good	Professional and very friendly	Bernadette
17/06/2025 Very Good	I was seen within 5 minutes of my appointment time. It was conducted in a professional but friendly way.	
16/06/2025 Very Good	Excellent dressings.	Nurse Lindsay
16/06/2025 Very Good	Efficient and explained everything fully	
16/06/2025 Good	No complaints at all	
16/06/2025 Very Good	Appointment on time	
16/06/2025 Very Good	Everything went smoothly, on time, and nurse taking blood was great - hardly felt it!	
16/06/2025 Very Good	Punctual, caring, informative and helpful.	Carl
16/06/2025 Very Good	Kind and caring on the day I needed it most	Katie Voigt
16/06/2025 Very Good	The pharmacist I saw was very good at what either my pleasure to speak to him	Sam Taylor
16/06/2025 Very Good	Efficient, kind and professional help, as always	Dr J Loughridge
17/06/2025 Very Good	Nurse very understanding	Amy Hughes
28/02/2025 Neither Good nor Poor	Cos all the doctors was saying about 12 months to live	Jane
16/06/2025 Very Good	Very kind helpful and understanding	Dr Douglass

16/06/2025	Very Good	Professional and quick	Ziggy
16/06/2025	Very Good	Nothing wrong	Amy
11/06/2025	Very Good	Treatment and dressing went smoothly, as always, friendly, thoughtful, caring and kind. A real credit to the team	Bev Carder
16/06/2025	Very Good	The Dr was pleasant, asked the right questions and made me feel like my issue was important to her	Dr. Voigt
16/06/2025	Very Good	Because the nurse took some blood without bruising me at all	
16/06/2025	Very Good	Very efficient nurse, an asset to the team, having done 4 yrs in AE	Ziggy
17/06/2025	Good	Great service but needed to book another appt in Sept for follow up blood tests given chg in surgery IT systems	Amy Hughes
17/06/2025	Very Good	Everything was good	
17/06/2025	Very Good	Everything was explained and to the point	Richard Draegar
16/06/2025	Very Good	Very pleasant and informative	
17/06/2025	Very Good	Arrived late but was seen soon after. Everyone was very helpful as usual!	Ziggy
17/06/2025	Very Good	Carl was very helpful	Carl
17/06/2025	Very Good	Went for blood test, done very quickly and painlessly, although appointments appeared to be set too close together .	Bernadette
16/06/2025	Very Good		
11/06/2025	Very Good	Th Dr listened to me and clearly discussed the outcome	Dr Joshua Ball
16/06/2025	Very Good	On time. Quick and efficient blood test	Bernie
17/06/2025	Very Good	Seen quickly and blood test done professionally.	
17/06/2025	Very Good	He listened to me well, and heard me out and asked proper questions to understand my problem more	Mr Carl
17/06/2025	Very Good	Very helpful	Sam
17/06/2025	Very Good	Very informative, beneficial and didn't feel any time pressure	Sam
16/06/2025	Very Good	Friendly, considerate and professional.	Ziggy
17/06/2025	Good	Got the help I needed	
12/06/2025	Very Good	Appointment was on time and efficient	
17/06/2025	Very Good	On time. Friendly	
18/06/2025	Very Good	Nurse very kind as always	Ziggy
18/06/2025	Don't Know	Appointment has been cancelled twice from surgery	

06/06/2025 Very Good	The nurse was very friendly and explained everything clearly putting me at ease. My appointment was punctual and very efficient.	
17/06/2025 Very Good	On time , efficient consultation. Did not feel hurried.	Amy Hughes
18/06/2025 Very Good	Welcoming manner and atmosphere. Apologised for running late. Appointment was thorough.	Stephanie Timberlake
18/06/2025 Good	Knowledgeable advice that made me feel better about the problem I went to her with	
18/06/2025 Very Good	Polite, friendly and compassionate. Efficient service	
18/06/2025 Very Good	So polite, really lovely staff made me feel really comfortable with my little girl	
19/06/2025 Very Good	Unfortunately, I missed my appointment. I attended the surgery to apologise, the reception staff were understanding and extremely helpful.	
19/06/2025 Very Good	My GP is amazing answers any questions I have and gets things done	Dr Ong
30/06/2025 Very Good	All staff were nice and helpful	Mrs Bev Carder
19/06/2025 Very Good	Administered B12 injection and tested my blood pressure at my request as I had concerns.	Bev
19/06/2025 Very Good	The nurse was incredibly helpful and supportive.	
18/06/2025 Very Good	Prompt, efficient action	Stephanie
19/06/2025 Very Good	I found it very informative	Sam Taylor
19/06/2025 Very Good	Appointment on time. Dr helpful, changed medication. Offered advice	Tom Watchman
19/06/2025 Very Good	Very friendly and efficient.	
19/06/2025 Very Good	Appointment on time and paramedic was thorough and spent a lot of time explaining things	
19/06/2025 Very Good		Bev
19/06/2025 Good	Very easy and straightforward	Lindsay
19/06/2025 Good	Very easy and straightforward	Lindsay
19/06/2025 Very Good	As always, Dr Gim Seong Ong was on time, very helpful and friendly	Dr Gim Seong Ong
19/06/2025 Very Good	friendly and efficient	
19/06/2025 Very Good	I was seen and advised very efficiently.	No
19/06/2025 Very Good	Very helpful lady and very friendly. Very good experience	Lindsay
19/06/2025 Very Good	Quick abd easy visit	
19/06/2025 Good	Fast to get an appointment. Practioner helpful	Carl

19/06/2025	Very Good	On time, friendly and professional.1906	
18/06/2025	Very Good	It was quick and efficient	
19/06/2025	Very Good	For the past 20 years I have experienced true professionalism and commitment from this practice	Bev
19/06/2025	Very Good	Was seen promptly. Nurse very kind and efficient	
19/06/2025	Very Good	I felt relaxed and encouraged by the blood test results. I was given good advice on how to plan my daily diet.	Sister Lindsay Smith
19/06/2025	Very Good	Was seen quickly, friendly nurse	
19/06/2025	Very Good	Fantastic in regards to getting same day appointment and very accommodating with working hours in the nhs	Steph
19/06/2025	Very Good	Very quick	Bev
19/06/2025	Very Good	The doctor was excellent.	
16/06/2025	Very Good	Because the staff were very helpful and very enjoyable experience	Pharmacist
20/06/2025	Very Good	No waiting around and friendly staff.	
20/06/2025	Very Good	It was professional and the nurse was very friendly.	
20/06/2025	Very Good	Staff are always very helpful and friendly	
20/06/2025	Very Good	Very polite and friendly and early	Phlebotomist
20/06/2025	Very Good		
20/06/2025	Very Good	My symptoms and concerns were listened too and acted upon	Dr Ivy
20/06/2025	Very Good	Seen early and nurse excellent	
21/06/2025	Very Good	We have good attention	Dr Saint
21/06/2025	Neither Good nor Poor	Slight problem with taking blood but very pleasant nurse	Bev
20/06/2025	Very Good	All aspects ran smoothly	
19/06/2025	Very Good	Appointment on time and Nurse was very pleasant	Bev
20/06/2025	Good	Nurse was brilliant but taking blood was not good	
20/06/2025	Very Good	On time and very friendly	
20/06/2025	Good	I was listened to and he got a second opinion	Doctor Ball
20/06/2025	Very Good	I saw my GP	Dustyn Saint
20/06/2025	Very Good	Perfect blood test didn't feel a thing and no bruising	Bernie
20/06/2025	Very Good	Slick operation	
21/06/2025	Very Good	On time, efficient and very pleasant clinician	Phlebotomist
20/06/2025	Very Good	Never seen Dr before, made me feel very much at ease and easy to talk to	Dr A Hodgson

20/06/2025	Very Good	Prompt, polite experience	Bernadette
20/06/2025	Very Good	The nurse I saw was just lovely, friendly, kind, calming, just a wonderful wonderful person.	
20/06/2025	Good	Nurse was very good at taking bloods	Miss Bernie Lovett
19/06/2025	Very Good	Very competent lovely person whom I saw	Steph Timberlake
19/06/2025	Very Good	I was treated so well by the Doctor	Dr Voight
20/06/2025	Very Good	Was only a diabetes test but it went smoothly I also asked about a raised protein problem the test for which is overdue and a Dr has been notified to arrange	Beverage Carder
20/06/2025	Very Good	Had to attend for blood test which was taken by a very pleasant and competent young lady.	Ms Lovett
18/06/2025	Very Good	Linda listened to me while I explained my foot problem. She was informative, offered some good advice and suggestions. A friendly and positive visit.	Linda Long
20/06/2025	Very Good	Excellent Dr . Felt he really cared. Went the extra mile to help Felt total confidence in him. Organised a follow up with him. Giving me the continuity of care that has been sadly lacking in my care.	Dr J Ball
20/06/2025	Very Good	Seen on time and make to feel welcome	
20/06/2025	Very Good	Put you at ease, lovely lady	Dr Hodgson
04/06/2025	Very Good	Polite & punctual.	
13/06/2025	Very Good	Friendly Nurse, helped me relax	
23/06/2025	Very Good		Nurse
23/06/2025	Very Good	On time and very professional	
23/06/2025	Very Good	The staff were polite and a nice relaxed atmosphere	Bernie
23/06/2025	Very Good	Very efficient service .	Miss Bernadette Lovett
23/06/2025	Good	Good service. Was seen 15 minutes later than appointment time.	Richard Draegar
23/06/2025	Very Good	As always the support I get from the doctor and staff are amazing, can't thank them all enough.	Dr Saint.
23/06/2025	Very Good	When I arrived without paper work the receptionist was very good and told the nurse I would be a few minutes late	
23/06/2025	Very Good	Very friendly and helpful	Ivy
23/06/2025	Very Good	Seen on time. Blood taken first attempt, no bruising, which doesn't always happen.	Bernie

23/06/2025	Very Good	The nurse I saw was very efficient! First time I haven't had a problem giving blood!!	
23/06/2025	Neither Good nor Poor	I waited 20mins after my appointment time but I understand appointments overrun. I unfortunately did not get the answers I was seeking for my appointment and need to book another.	Dr Ivy
23/06/2025	Very Good	Quick and efficient.	
24/06/2025	Very Good	Very polite and caring	
23/06/2025	Very Good	Appointment on time, quick & pleasant even though it was a blood test	
23/06/2025	Neither Good nor Poor	Not very understanding of me	Richard Draegar
23/06/2025	Very Good	Dressings excellent. Friendly nurse	Nurse Lindsay
23/06/2025	Very Good	Because the service was very good	Bernadette
23/06/2025	Very Good	I feel the attention I receive for my diabetes is first class	Lindsay
24/06/2025	Very Poor	Over 30 min delay without any management of expectation and had to leave as had another apt to attend.	
23/06/2025	Poor	Actual consultation was good, but as usual was let down by Dispensary. Meds prescribed were not in stock, so returned the next day to collect. Queue for dispensary was 7 strong, and after waiting for 15 minutes I had to leave for another appointment without prescription. Meds eventually collected by family member later in the day.	
24/06/2025	Very Good	On time and friendly	Miss Lovett
23/06/2025	Very Good	Stephanie was very kind made time to listen and very professional came away feeling cared for	Stephanie
24/06/2025	Very Good	On time and Stephanie was very pleasant and professional	Stephanie
24/06/2025	Very Good	As always our dr is so kind caring and really supportive get excellent service	Dr Amy Hodgeson
24/06/2025	Very Good	Overall calming, understanding and helpful.	Stephen
23/06/2025	Very Good	The Dr was very thorough in her examination	Dr Ivy
24/06/2025	Very Good	All very promptly, pleasantly and efficiently carried out.	Bernie
24/06/2025	Very Good	Everything went smoothly.	
24/06/2025	Very Good	Efficient, painless.	
24/06/2025	Very Good	If a service is good, it should be recognised	Miles Kemp
24/06/2025	Very Good	On time, very polite, helpful and not rushed	Sam (clinical pharmacist)

24/06/2025	Very Good	No pain	Newton Flotman
24/06/2025	Very Good	My appt was a review only	Emma (Sister)
24/06/2025	Very Good	Looked after very well	Bev
24/06/2025	Very Good	Appointment was on time and the HCA I saw was polite and efficient	
		I had to wait over 45 mins in waiting room . And was last patient in building. The nurse said she was a practise nurse but had only been dealing with asthma for a couple of weeks. I asked about a rattling and wheezing in my chest on my left side when laying down at night. She said she didnt know much about chests. I left feeling like i hadnt been listened to and what i went for hadnt been addressed in my chest	Sister Lindsey
24/06/2025	Very Poor		
24/06/2025	Very Good	Very pleasant and reassuring	Stephanie Timberlake
23/06/2025	Very Good	So very friendly efeciant professional	
25/06/2025	Very Good	Had time to listen	Sam Taylor
25/06/2025	Very Good	Excellent service and dr.	Dr. Hodgson
25/06/2025	Very Good	Very prompt	Stephanie
25/06/2025	Good	It will not fix or alleviate the issue at this moment in time	
25/06/2025	Very Good	I was not rushed, Dr explained every thing clearly.	Dr Ball
25/06/2025	Very Good	Always professional and efficient	Linda Long
24/06/2025	Very Good	Overall very efficient, friendly, and helpful	Dr Ong
25/06/2025	Good	It was nice to meet my doctor,that I haven't met.	Dr Drager
25/06/2025	Very Good	Effective appointment	
26/06/2025	Very Good	Brilliant	Kate Voight
25/06/2025	Very Good	On time and straightforward. Pleasant nurse	Ziggy
24/06/2025	Very Good	Diabetic nurse was professional and answered all my questions .	Emma
25/06/2025	Very Good	Everything went very well at the appointment, couldn't fault anything	Ziggy
25/06/2025	Very Good	Very informative	Miss Badcock
25/06/2025	Very Good	She makes me comfortable and talking to me before and after I have my test .	
26/06/2025	Very Good	Very pleasant and informative	
25/06/2025	Very Good	It was the truth	
25/06/2025	Good	I was seen only very shortly after my appointment time, was listened to and given a diagnosis (subject to further blood tests)	Dr Draeger
25/06/2025	Very Good	I received exactly the advice I needed	Linda Long

25/06/2025	Very Good	Things have got a lot quicker and better 👍	Mrs nelson
25/06/2025	Very Good	Quick to see me and very informative	Stephanie Timberlake
25/06/2025	Very Good	The young Dr was very attentive to my issues	Dr Ball
25/06/2025	Very Good	I was given lots of clear understanding and treated with the greatest of kindness and respect	Jenny Badcock
25/06/2025	Very Good	All my questions were answered fully and the doctor explained everything fully.	Dr Drager
25/06/2025	Don't Know	I don't understand the referral text	
25/06/2025	Very Good	Lindsay was very lovely and didn't rush. She has a very calming presence	Sister Lindsay Smith
26/06/2025	Very Good	Friendly and efficient reception and dispensary staff and a doctor who takes the time to listen, explain and provide easy to understand advice.	Dr ONG
26/06/2025	Very Good	Was very friendly and quick	The nurse
23/06/2025	Very Good	dr Ivy listened patiently to things I wanted to discuss and she gave a clear explanation to each one and methodically organised things for me extremely reassured she would do the things she said I also said they could text me with updates rather than use their time on appointments etc as I am very conscious they are extremely busy!	Dr Ivy Mbon
26/06/2025	Very Good	Didn't have to wait.	
26/06/2025	Very Good	Painless, on time, very nice staff.	Phelbotanist
24/06/2025	Good	Lack of confidentiality to Reception Area	
26/06/2025	Very Good		Prompt and made you at ease
26/06/2025	Very Good	On time and friendly nurse	
26/06/2025	Very Good	All my questions were answered, with empathy and advice, such as good "bedside" manner.	Dr Ong
26/06/2025	Very Good	Friendly and informative appointment.	
26/06/2025	Very Good	Efficient , pleasant service	Practise nurse
23/06/2025	Very Good	I was given an appointment the morning I called, the receptionist was polite and dealt with my call in a very professional and caring manner	Mr Carl Thomson
26/06/2025	Very Good	On time a pleasant experience	
24/06/2025	Very Good	All are so kind	
26/06/2025	Very Good	Appointment on time and staff were friendly	Phlebotomist

26/06/2025	Very Good	Friendly doctor put me at ease	Dr Ball
26/06/2025	Very Good	Friendly, informative and efficient	Bev
26/06/2025	Very Good	Very thorough	Bev
25/06/2025	Good		
26/06/2025	Very Good	I was able to get a same day appointment even though just a routine due to a cancellation. My appointment was very useful too	Dr Ong
26/06/2025	Very Good	Very friendly and helpfull	
26/06/2025	Very Good	Prompt and efficient	
26/06/2025	Very Good	He listened to my explanation and asked questions	Richard Morford
27/06/2025	Very Good	Was easy to get the appointment and Dr was very helpful & thorough.	Gim Seong Ong
25/06/2025	Very Good	The nurse treated me with respect and it was reciprcated	Ziggy
26/07/2025	Very Good	I got the help I needed and was listened to and taken seriously	Dr Thomas Watchman
26/06/2025	Very Good	Informative and helpful	Dr.Balls
24/06/2025	Very Good	As always very friendly and friendly staff	
26/06/2025	Very Good	Because he was very good	
27/06/2025	Very Good	My appointment was relaxed and when I left I felt everything was attended to in a knowledgeable and friendly manner.	Carl Thompson
27/06/2025	Very Good	Very efficient	Grace
27/06/2025	Very Good	A very informative, thorough, unhurried consultation	
27/06/2025	Very Good	Clinic ran on time, doctor understanding	Dr Dreager
26/06/2025	Very Good	The practitioner I see was very pleasant discussed what we needed to do which made me feel at easy.	
27/06/2025	Very Good	I went in to my appointment on time and felt listened to.	Bernie
27/06/2025	Very Good	A really positive appointment with my named Doctor, not seen him for sometime	Dr Watchman
27/06/2025	Very Good	The clinician was very welcoming and friendly. Appointment was at 11:20am	
27/06/2025	Good	I answered "good " because it was "good ".It's a great shame that the NHS is having to finance a private company to fulfill this service.	Nicola Outen
27/06/2025	Very Good		Nicola
26/06/2025	Very Good	Very efficient	
27/06/2025	Very Good	Ms Lovett very efficient. In and out in minutes. Kind reception team as well	Ms Lovett

27/06/2025	Very Good	Blood was taken with no fuss very efficient	
27/06/2025	Very Good	On time and very welcoming	Bev Carder
27/06/2025	Very Good	Because the nurse I saw wasCalming and excellent	Ziggy
27/06/2025	Very Good	I was given a prompt appointment & she was very efficient & friendly	Ziggy
27/06/2025	Very Good	Very understanding and considerate	
27/06/2025	Very Good	Seen same day	Carl Thomson
27/07/2025	Very Good	She was very nice and made me feel at ease	
27/06/2025	Very Good	Got the answer I needed	Doctor
28/06/2025	Very Good	Went in and out quick nice person	
27/06/2025	Very Good	The clinician was very thorough, helpful, pleasant came away happy with outcome	Grace Stonehill
27/06/2025	Don't Know	Unfortunately I missed my appointment on Friday because of a bereavement, are you able to book me in again please before 3rd July?	
27/06/2025	Very Good	1st class service	
25/06/2025	Very Good	Kind , efficient and on time	
28/06/2025	Very Good	Got appointment easily.	
27/06/2025	Very Good	Seen on time	Bernie
27/06/2025	Very Good	tha nurse was very friendly & I didn't even feel the needle go in .	
27/06/2025	Very Good	Very polite team	Nurse
28/06/2025	Very Good	All though late the session was very professional	Dr Ball
23/06/2025	Very Good	Exactly as would expect,considerate & efficient	Dr Mini Nelson