

Date			Overall, how wa 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:
Good		11			
Very good		184			
Don't know		0			
Neither good nor poor		3			
Poor		5			
very poor		2			
Total		205			
01-Jul-25	Very Good		Helpful and prompt		
01/07/2025	Very Good		Friendly, professional, efficient		Bernie
01/07/2025	Very Good		Diagnosis quickly established and appropriate medication prescribed.		Dr Ong
01/07/2025	Very Good		Thorough, friendly, and listened		Dr Ivy
01/07/2025	Very Good		On time, polite, happy, positive practitioner whip was very efficient.		Bernie
01/07/2025	Very Good		Both Doctors were very professional and friendly towards me		Dr. Ball
01/07/2025	Very Good		As the Dr put my mind at rest		Dr Saint
01/07/2025	Very Good		Good service		Bernie
01/07/2025	Very Good		Continued excellent service		Dr Dustyn Saint
01/07/2025	Very Good		Dr was very helpful and understanding really nice man		
01/07/2025	Very Good		Efficient and pleasant people		Dr Draeger
01/07/2025	Very Good		Doctor very responsive to questions, proactive in recommending tests for emerging issues and he listened. Pleasant to deal with. Also suggested a herbal supplement which is effective in boosting resilience to issues I have. I like this broad mindedness.		Dr Saint
01/07/2025	Very Good		Appointment was late, the reason was easy to understand as the doctor was obvious spending time with her patient. My consultation was not rushed and all point covered.		Dr Loughridge.
01/07/2025	Very Good		Stephanie was very good, listened, thorough		Stephanie

01/07/2025	Very Good	The lady was very helpful	
02/07/2025	Very Good	Answered all my questions. Looking forward feeling better	Dr. Saint
02/07/2025	Very Good	Nurse realised I was not feeling so good & agreed that it would be better to wait for a month when I should feel better & not on the meds for a hernia infection	
02/07/2025	Very Good	Doctor was incredibly caring and kind. Very professional and had excellent knowledge regarding my condition. He went out of his way to make sure everything I needed was put in place taking time to explain the next steps of my treatments.	Dr Ong
02/07/2025	Very Good	The Dr was kind and helpful	Dr Kate
02/07/2025	Very Good	Excellent, friendly professional service, a great experience.	Ziggy
02/07/2025	Very Good	My appointment was ahead of time and the nurse was excellent.	No
02/07/2025	Very Good	Appointment on time	
02/07/2025	Very Good	Easy check in. Prompt appointment timing. Valuable conversation with practitioner (did not feel rushed)	Stephanie
02/07/2025	Very Good	Made to feel at ease.	Ziggy
02/07/2025	Very Good	Lovely nurse, friendly, efficient, and caring.	
02/07/2025	Very Good	Came in, auto logged on and went to waiting area 2, within minutes was seen and then all done	
02/07/2025	Very Good	Listened and understood the problems. Most helpful and caring	Tom Clinical Pharmacist
02/07/2025	Very Good	On time, friendly, clear information given, excellent all round.	Sam Taylor
02/07/2025	Very Good	The nurse was very welcoming and explained everything to me and listened to all my concerns	Lindsay Smith
02/07/2025	Very Good	Very helpful	Stephanie Timberlake
02/07/2025	Very Good	Because it was good	Diabetic nurse
02/07/2025	Very Good	Helpful and friendly staff	
02/07/2025	Very Good		Dr Gim
02/07/2025	Very Good	Friendly and in formative	
03/07/2025	Very Good	On time as usual, so very pleased	Bev
03/07/2025	Very Good	On time very professional, & friendly	Bev Calder
03/07/2025	Very Good	Emma was lovely very good 😊	Emma
03/07/2025	Very Good	On time appointment very professional.	
03/07/2025	Very Good	Friendly and professional	

03/07/2025	Very Good	Because who I saw was absolutely lovely x	Susie
03/07/2025	Very Good	very thorough with consultation explanation and done in an enthusiastic kind manner. I felt i was really being looked after	Dr joshua ball
03/07/2025	Very Good	Everything went well and Amy gave me the time to ask questions and as always, was very supportive and kind, thank you	Amy Hughes
03/07/2025	Very Good	Is it wrong to admit I look forward to the appointment? Being treated weekly it's a slow fix but getting there, but feel in such safe and capable hands and knowing that things are improving, keeping me informed, showing kind and caring skills in abundance, all goes together to make it a pleasant experience and leaves you feeling it's going the right way	Bev Carder
03/07/2025	Good	On time	Amy
03/07/2025	Poor	Wasn't helpful at all and was told completely different from the dr who called me and the out of hour dr!	
03/07/2025	Very Good	Because the sister was very attentive	Sister lindsay Smith
03/07/2025	Very Good	Fast, efficient service with anti biotics given straight away. Nurse very kind.	
04/07/2025	Very Good	Seen on time, pleasant nurse who was very efficient and made me feel comfortable.	
04/07/2025	Very Good	It was very good	Dr Voigt
04/07/2025	Very Good	Friendly and efficient	
04/07/2025	Very Good	Both nurse and receptionist very pleasant indeed	
04/07/2025	Very Good	Very efficient	
04/07/2025	Very Good	She was polite and explained so I understood what she ment	Asthma nurse
04/07/2025	Very Good	Dr Voigt was extremely empathetic and listened to everything I had to say with understanding.	Dr Voigt
04/07/2025	Very Good	I saw Karl who's was, as usual, efficient and affable. Only let down was queuing for the pharmacy who didn't have the prescription which I'm collecting a day later but really needed then. The only other option was the pharmacy in Long Stratton	Karl
04/07/2025	Very Good	Fast and efficient, with pleasant deminer. Excellent	
04/07/2025	Very Good	Dr. Ball was understanding to my issues, spent time to address them all with care.	Dr. Joshua Ball

04/07/2025	Very Good	Very informative about everything	Dr j Ball
04/07/2025	Very Good	Appointment was on time, the nurse very caring and understanding	
04/07/2025	Very Good	Because he listens	Doctor Ong
05/07/2025	Very Good	Was listened to, she was very helpful	
05/07/2025	Very Good	Physio was lovely	
05/07/2025	Very Good	Polite and on time appointment	
05/07/2025	Very Good	Sindy-marie has been kind and caring throughout all my appointments and has always put me at ease.	Sindy-marie
05/07/2025	Very Good	Always very pleasant and kind	
05/07/2025	Very Good	Professional. Used very effective distraction techniques to counter needle concerns. Friendly and interesting.	Bernadette - plebotomist
05/07/2025	Good	I went into my appointment over 10 minutes late but once in the doctor listened to my concerns, suggested a way forward we agreed upon and said she would contact me in the afternoon, which she did, to confirm the treatment plan. It also helped that the waiting room was cool with air conditioning so it was pleasant to wait.	Dr Ivy
05/07/2025	Very Good	Quick & easy	Bernie
05/07/2025	Very Good	Professional	
05/07/2025	Very Good		
05/07/2025	Very Good	Always very pleasant and efficient	
05/07/2025	Good		
05/07/2025	Good	Very informative and helpful.	Jenny Badcock
05/07/2025	Very Good	Excellent, ran to time and very friendly	Beth
05/07/2025	Very Good	Fairly easy to make an appointment and friendly and efficient staff	Ziggy Sutton
05/07/2025	Very Good	Polite, friendly staff. Made me feel at ease.	
05/07/2025	Very Good	Because she was very good.	
05/07/2025	Very Good	Appointment went without any hiccups	M
05/07/2025	Very Good	My appointment was on time, my GP was friendly, confidence inspiring and reassuring	Dr Ong
05/07/2025	Very Good	Really impressed with response when called up about my daughter and just can't fault the staff always so friendly and helpful and Carl was amazing taking to my daughter so not scared thank you x	Carl

		Treatments progressing well, always feel comfortable and able to discuss things, thoughtful and caring treatment and another week closer to fixed, to feel confident and at ease though is a far cry from the days my anxiety would build about anticipating pain during treatment, not through anyone's fault, just through how my nerves react, so I do look forward to coming in, confident of the treatment and totally at ease to the point I look forward to it as can see the progress now	
05/07/2025	Very Good		Bev Carder
05/07/2025	Very Good	Very helpful and informative	Sam
05/07/2025	Very Good	Nurse listened and very polite and caring	
05/07/2025	Very Good	The nurse was very friendly and explained why I needed the appointment.	
05/07/2025	Neither Good nor	Very nice phlebotomist but blood test left an awful mark on my arm	Bernadette
06/07/2025	Very Good	The doctor was brilliant, very helpful	Dr Lara DOUGLASS
06/07/2025	Very Good	Dr Ong was excellent and very receptive.	Dr Ong
06/07/2025	Poor	Attended at surgery request for ECG. Seen late. Equipment not working and after an hour was sent home without having had the ECG	Lindsay Smith
06/07/2025	Very Good	It because the clinician was very supportive	
06/07/2025	Very Good	The nurse was very very nice professional, but more importantly she was friendly. This made everything really pleasant, she was brilliant	
06/07/2025	Very Good	Yes, because it's true	Ziggy
06/07/2025	Very Good	Able to see someone on the day	Carl
06/07/2025	Good	On time doc was very pleasant to talk to	Dr L Douglass
07/07/2025	Very Good	It went like clockwork	
07/07/2025	Very Poor	When I pick up meds from the pharmacy counter at the surgery they always take forever to find the medicines for just about everyone in the que normally resulting in waiting about 5 mins per person in the Que. how can this happen every time I come. At this rate I will spend more than a day a year in the Que.	
07/07/2025	Very Good	Very nice Doctor.	Lara
07/07/2025	Very Good	Had time , to listen,,	Pharmacist
07/07/2025	Very Good	Listened empathetically, diagnosed accurately, explained clearly and prescribed helpfully	Carl Thomson

08/07/2025	Very Good	Doctor set my mind at rest	Dr Ball
08/07/2025	Good	good response to problem	
08/07/2025	Very Good	Nurse was very caring.	
08/07/2025	Good	True	Ziggy
08/07/2025	Neither Good	Reception staff are very accommodating and understanding . My appointment with the GP left me feeling that my concerns were not listened too or taken seriously. I felt it was a waste of my time and I am no further with my concerns. I have had to engage with other services (health visitors and physios) to seek no some support. The previous two Drs I visited were excellent.	Ivy
08/07/2025	Very Good	My doctor was friendly and efficient	Dr Nelson
08/07/2025	Very Good	Detailed review	Dr Saint
08/07/2025	Very Good	Arrived early and seen promptly	Ziggy
08/07/2025	Very Good		Gemma
08/07/2025	Very Good	Quick and very proficient	Bernie
08/07/2025	Very Good	Blood test was taken quickly and easily.	
08/07/2025	Very Good	Friendly,efficient , professionell service	Bernadette
08/07/2025	Very Good	The doctor was attentive, explained everything clearly, and provided a solution to my issue.	Dr. Joshua Ball
08/07/2025	Very Good	Appointment was straightforward and on time. Professional and friendly staff	Bernadette
08/07/2025	Very Good	Felt really listened to and there was no rush I could talk about more than one thing great	Sam
08/07/2025	Very Good	Clinician was kind and thoughtful, informative and explained what she was doing to prepare the injection. I imagine a nervous patient would be been put at ease.	
08/07/2025	Very Good	Dr was caring. He listened to me and discussed my worries	Dr Joshua Ball
08/07/2025	Very Good	Quick, on time and efficient	
08/07/2025	Very Good		
08/07/2025	Very Good	Good all round	
08/07/2025	Very Good	The practitioner (Carl) put me at ease and the outcome was excellent.	Carl
09/07/2025	Very Good	On time, very polite and friendly and efficient	Bernie
09/07/2025	Very Good	Professional, friendly, no waiting	Bernie

09/07/2025	Very Good	Given time and a lot care shown. Very helpful	Dr Hodgson
09/07/2025	Very Good	Appointment on time , I am a nervous patient to take bloods and Bernadette was amazing at distracting me and made the whole experience stress free. Well done and thank you outstanding patient care ;)	Bernadette Lovett
09/07/2025	Very Good	Seen before appointment time.	Dr Voigt
09/07/2025	Very Good	Appointment was on time and staff were all lovely	Tom
09/07/2025	Very Good	Very efficient and friendly	Bernie
09/07/2025	Very Good	The nurse was very nice and kind with me	
09/07/2025	Very Good	Friendly and efficient	Bernie
09/07/2025	Very Good	Gemma was really lovely, she made me feel at ease and was really chatty, a lovely nurse!	Gemma Chapman
09/07/2025	Very Good	Very helpful as always	
09/07/2025	Very Good	Doctor explained the my problem very clearly	Dr Draeger
09/07/2025	Very Good	Speedy, efficient and friendly service	Bernie
09/07/2025	Very Good	Kind and professional	Emma
09/07/2025	Very Good	Helpful and friendly	Richard Draeger
09/07/2025	Very Good	He made a good decision in no time	
09/07/2025	Very Good	Very professional and friendly service.	
09/07/2025	Very Good	Well looked after	
09/07/2025	Very Good	Good all round	
09/07/2025	Very Good	Karl was very knowledgeable, friendly, helpful and didn't rush the visit	Karl
10/07/2025	Very Good	Efficient and friendly service	
10/07/2025	Very Good		Sam
10/07/2025	Very Good	On time	
10/07/2025	Very Good	Efficient great advice friendly	
10/07/2025	Very Good	VERY PLEASANT NURSE	EMMA
10/07/2025	Very Good	Seen on time. Nice environment	Ziggy
10/07/2025	Very Good	Nurse was helpful and reassuring and listened to me.	EMMA
10/07/2025	Very Good	Very friendly reception ladies and doctors and nurses	
10/07/2025	Very Good	Was seen promptly & very pleased with examination & outcome	Joshua Ball
10/07/2025	Very Good	Because I didn't manages called in	Ziggy
10/07/2025	Very Good	Friendly, warm colleague. Explained what was being done and why	Gemma

10/07/2025	Very Good	From making the phone call to the surgery and discussing my symptoms, the service I have received has been professional, prompt and thorough. Tests have been carried out as required with comprehensive explanation given, thank you.	Carl
10/07/2025	Very Good	Friendly, competent and efficient	
10/07/2025	Very Good	Seen on time and doctor very pleasant	Dr Hodgson
10/07/2025	Very Good	Excellent service	
10/07/2025	Good	Pleasant and informative	
10/07/2025	Good	Very polite	
10/07/2025	Very Good	Friendly and efficient	
10/07/2025	Very Good	Just a great service. The sisters new her job.	
10/07/2025	Very Good	Doctor was very good	
10/07/2025	Very Good	Friendly, reassuring, understanding and professional	Ziggy
11/07/2025	Very Good		
11/07/2025	Poor	Felt rushed & arm is very bruised	Ziggy Sutton
11/07/2025	Very Good	I got sound and practical advice	Stephanie
11/07/2025	Very Good	Professional and confident staff	
11/07/2025	Very Good	Because Dr Katie has looked after me 🙏	
11/07/2025	Very Poor	Sent text 8 mins before appt to tell me appt was cancelled when I was already entering the surgery	
11/07/2025	Very Good	It was very good!	Carl
11/07/2025	Very Good	Reception staff helpful & friendly. Doctor very kind & patient	
11/07/2025	Very Good	No waiting	Emma
12/07/2025	Very Good	As always my appointment was good	Ziggy
12/07/2025	Very Good	Quick no hassle	Bernie
12/07/2025	Very Good	On time and friendly service	
12/07/2025	Very Good	The nurse was very kind and gentle	Bernie
12/07/2025	Very Good	Friendly and informative appointment.	Samuel Taylor
12/07/2025	Very Good	Friendly and informative appointment.	Samuel Taylor
12/07/2025	Poor	I was only given very generic that as a Nurse I knew anyway	Grace
13/07/2025	Very Good	Seen on time.Relaxed atmosphere.	Dr Voigt
14/07/2025	Very Good	Efficient helpful staff	Ziggy
15/07/2025	Good	Because it was	

15/07/2025	Very Good	Very short wait, nurse was friendly and reassuring.	
15/07/2025	Very Good	I was seen promptly and with professionalism	Ziggy
15/07/2025	Very Good	Thank-you for the service on the day. Carl was genuinely very interested in understanding my issue. Thanks so much for your eagerness to help	Carl
15/07/2025	Very Good	Very helpful and went through every thing with me	
15/07/2025	Very Good	Very satisfied, good service	Amy
15/07/2025	Poor	I was kept waiting for 25 minutes for my Appointment because of the nurse was in A meeting. This was not good enough. It should not have happened.enough it should ment	Amy
15/07/2025	Very Good	Explained the process I was to have throughly	Dr Draeger
16/07/2025	Very Good	Someone who listens	Cindy-Marie
16/07/2025	Very Good	On time Doctor very thorough.	
16/07/2025	Very Good	On time	Zizzy
16/07/2025	Very Good	LSMP has never failed me in the care that they provide	Amy and Lindsey
16/07/2025	Very Good	I was seen on the same day and the Doctor was helpful.	Dr Draeger
16/07/2025	Very Good	Seen on the same day I phoned, good advice given	Stephenie
17/07/2025	Very Good	Prompt service no waiting nurse kind and caring ! Thankyou	
17/07/2025	Good	Very helpful	Dr Ball
17/07/2025	Very Good	I didn't feel rushed.	Carl
17/07/2025	Very Good	Appointment on time and Doctor very thorough	Dr Ball
17/07/2025	Very Good	professional	Carl
17/07/2025	Neither Good no	Lost marks because the nurse took blood didn't check it had stopped bleeding before putting the dressing on. I didn't notice til I got in the car, so a result I had to sit there for a few minutes pressing it til it stopped.	
17/07/2025	Very Good	The nurses were very pleasant and very nice very efficient. Nothing was too much effort.	
18/07/2025	Don't Know	Techniques do not address the social reasons for my distress and individualise / medicalise the causes of my poor mental health	
18/07/2025	Very Good	Dr Ball was very helpful and explained everything clearly	Dr Ball
18/07/2025	Very Good	Dr Ball was helpful and explained everything clearly	Dr Ball

19/07/2025	Very Good	The young lady that took my blood was very professional, and had a lovely manner.	
21/07/2025	Very Good		
22/07/2025	Very Good	Very nice Dr easy to talk to,	RICHARD
04/08/2025	Very Good	On time, efficient and informative	Bernadette