

April 2024

Positive feedback:

"Rang in at 8.30am and was able to make an appointment at Shieldfield surgery for 10.30 that day. Dr. gave me thorough exam and reassured me regarding my concerns. Sorted out a problem online with my repeat prescription. Reception staff polite and efficient."

"I am unable to operate the new online system, and both of the care navigators. I spoke to were very good very efficient and helpful."

"Appointment on time fast efficient friendly service. Next appointment made while I was there saving receptionists & my time"

"Service was really quick and practitioner was really helpful"

"Easy to arrange appointment by text. GP was really lovely and helpful. Thank you so much"

"Brilliant Doctor who explained everything. Very thorough and helpful"

"The doctor was incredibly attentive, thorough, kind and approachable. Very willing to help and offered support for a variety of queries all whilst utilising amazing interpersonal skills to put me at ease."

"Lovely nurse, she made me feel relaxed, and we had a Chat about my health."

"Excellent service, friendly staff"

"Everything went so smoothly from making appointment to seeing a nurse"

"It was smooth and the GP was very friendly"

"Quick and efficient, thanks"

"Because everyone is so nice and you are definitely looking after me."

"Welcoming receptionist and good information on screens in waiting area. Gp very patient and helpful with my 89 year old Mother. Very happy."

"New appointment system much better as I could not always phone at 8-30 for an appointment cheers"

"I used the new online form this morning and recieved an immediate phone call for me to come to the surgery at 2pm today 12th. July . Nurse was thorough polite and reassuring and told me if i hadnt heard by end of 2 weeks from consultant to contact the surgery straight away. Its good to know im going to be seen so soon."

"Reception very helpful , efficient, quick and friendly"

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Negative feedback:

"Nobody cares about your opinion or knowing anything about you, get no where or pushed over to someone else, never see the doctor you are supposed to be with, takes weeks to get passed the receptionist if they think you're not really in need of doctors wow ."

"Second time no phone call"

"1st appointment of the day with nurse & still running 10mins late. Understandable to be running late as the day goes on but not 1st app of the day surely!!"

"Don't like the new booking system"

"Really disrespected by the doctor, very unhelpful and I left feeling terrible."

"The SMS message system doesn't say who the message is for. I am my mother's carer so receive messages for myself and her. We don't know who the messages are for so we have to ring the surgery each time, defeating the reason for having a SMS system. A simple change to adding a name to the message would solve this. The surgery cannot do this."

"Doesn't work"

"This appointment never happened ,error by admin who booked appointment didn't make the appointment time long enough"