

## November 2024

### Positive feedback:

*"On time, efficient and helpful, friendly staff"*

*"Friendly, polite made me feel at ease."*

*"First class service the nurse was very helpful"*

*"Exceptionally good Doctor in every way. Proactive caring extremely efficient. All questions answered advice received, couldn't wish for better service."*

*"Friendly staff, easy booking system and I even got parked."*

*"Nurse i seen was very nice and felt very comfortable with them"*

*"Excellent service"*

*"I sent in a query online. I got a quick response and the help I needed. I felt the effort taken to fill in the online questionnaire had been productive which is very encouraging. The staff at Thornfield are great. Thank you."*

*Very kind and friendly doctor with a good attitude"*

*"Very attentive"*

*"Appointment arranged quickly, supportive and helpful consultation"*

*"I feel like the staff at the practice are being very helpful in what has been a tough time lately."*

*"From start to finish everyone was helpful and pleasant."*

*"I accidentally went to the wrong practice, so I was a little late for my appointment, but reception staff accommodated this. My appointment itself was really good, the staff were kind and funny, which would have been enough for me. But they also listened, were attentive, trusted my knowledge and understanding of my own body, and offered good advice in a way that (unfortunately) I've not experienced from other medical professionals for a very long time. It was, very weirdly considering what the appointment was for, a very uplifting interaction."*

*"Appointments are easy and convenient to arrange, and the team are all very helpful!"*

*"The doctor I saw was brilliant. She listens and follows up on what I have explained to help me."*

*"Great service. No problem with getting things sorted promptly"*

*"The staff at reception were exceptionally helpful in organising an emergency visit"*

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### Negative feedback:

*"It took a long time to get a Doctor appointment. When I saw her I felt that she did not listen to me."*

*"Because it was not good because I still have to way I have not got time I to wait weeks"*

*"Please inform patients if they have more than one issue to book a double appointment"*

*"It took me 5 attempts to get through. A pharmacist was attempting to give the results of my health check rather than a GP."*

*"Couldn't be measured for a stocking because they didn't have a tape measure so another appoint.ent had to be arranged"*

*"I specifically asked to see a GP given my symptoms. I was seen by an ANP and had to return to see a GP, followed by a third appointment for bloods. Three appointments therefore taking place instead of one, which is not ideal when you work full time."*

*"The nurse room at Shielfield looked tacky. It felt like a 3rd world clinic and quite dated!!"*