

April 2024

Positive feedback:

"Friendly and helpful"

"Fast friendly and efficient caring service"

"Staff very helpful. Take time to listen and reassure you"

"The doctor was very good in the way he explained everything and I left feeling good in the way dealt with me"

"I was treated very well and I came away very satisfied."

" Receptionist was very helpful, and Doctor was lovely very understanding and helpful."

"The doctor listened to me and referred me to relevant service."

" The doctor I seen today was friendly down to earth, Explained everything so I could understand and put you at ease"

"On time. Clean and spacious. Doctor friendly and approachable."

""Everything was explained good before and after the Procedure."

"Friendly helpful quick and exceptionally professional"

"The doctor answered all of my questions,"

"Was in for my appointment early and the nurse was very happy and chatty and puts you at ease"

"The reception staff are very welcoming to myself and others as well as very helpful to people who had enquiries or needed guidance which I noticed when I was awaiting my appointment this was very nice to see as nothing was a problem to them, they deserve credit. My appointment with my gp was great she was very professional, with great listening skills, guidance, and support to myself a credit to the practice".

"Prompt brilliant staff easy going and able to put you at ease."

"Everybody is so nice and helpful."

"A very friendly and informative consultation"

"Appointment was on time very friendly and professional staff"

"Friendly staff app on time"

"Took really good care of me and listened to what I had to say. A lovely friendly service from the Receptionists"

"Nurse was really lovely made me feel relaxed"

"Fast friendly service, seen on time, treat with care & respect"

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Negative feedback:

"No solution offered."

"I felt rushed and not listened to. I didn't feel as though my doctor had much understanding of what medicines I was on or was willing to listen long enough to understand. Appointment lasted 2 minutes in total (phone)"

"30-minute wait after appointment time"

"Didn't feel listened to and felt like I was being patronised."

"Appointment 25 minutes late"

"I went to see my gp for my blood test results everything great, I mentioned my 2 swollen feet which I have had for months but the doctor did nothing about my swollen feet in which I am in constant pain with he said just to elevate my legs I've tried all of that and I'm no further forward I'm in agony with my swollen feet"

"Did not feel listened too"

"Extremely rude reception staff. Customer service training needed."

"Lack of communication between medical staff"

"The nurse that took my bloods didn't follow the correct venepuncture protocol. She didn't clean my skin, didn't hold the needle so it was hanging out and she took the needle out before taking the tourniquet off. I've been left with a big bruise from a vein that was palpable and visible without the tourniquet".

"Not very helpful quite disappointed"

"Tried twice with the check in machine first time gave someone else's name second time it said report to Reception then there was only two of us waiting at Reception two receptionists sitting looking at computer screen not even apologising for the wait I was a Receptionist for 47 years I have never experienced anything like this and their attitude is very non Chalfont and unprofessional."

"I was 100 metres away from surgery when I got a call to cancel my appt. The appt was for 11:15 the call was 10:56!"

"I rang in the morning to see which practice I would be at- either the one on Stoddart street or the walk-in centre in Byker. After requesting to be at Stoddart as it's closer to my accom and I don't drive, the lady on the phone told me to go to the mollenoux. I got to the walk in and sign in just for the reception lady to tell me I'm in the wrong place. The same thing happened on my last appointment, and same lack of consideration and lack of sympathy was shown. I'm disappointed by the incompetence of this practice, as well as how unwelcoming and run down it is. I won't be returning."