

## December 2024

### Positive feedback:

*"It was quick and easy."*

*"Excellent professional care/understanding. Which a lot of people in the medical profession don't realise that patients need a little more time 10:10."*

*"As always perfect lovely staff n lovely nurses. On time polite"*

*"Very professional and understanding."*

*"I was seen promptly and was reassured by the result."*

*"Friendly efficient staff."*

*"I got an appointment straight away and the practitioner was lovely and knowledgeable".*

*"From entering surgery, from reception area through to nurse very pleasant & accommodating ?????"*

*"Very helpful when I asked a question."*

*"The GP explained fully why he needed to see me, and I was very satisfied with the appointment."*

*"No waiting for appointments very friendly welcoming staff doctor was super nice made me feel at ease"*

*"Quick and easy to make appointment. GP answered my concerns and acted accordingly"*

*"Very polite also appointment on time"*

*"The staff are so nice and helpful. The nurse that carried out the checks on me is first class."*

*"Polite, knowledgeable, experienced, Excellent"*

*"Brilliant, knew what to do, spot on Thank you"*

*"Very friendly, clear communication, answered my questions, made me feel comfortable."*

*"I was treated with respect and helpfulness."*

*"I submitted a request to see a GP. A member of the admin team called me that morning and I was able to see a doctor at 12pm that day. Dr Tee was great: friendly, efficient, and very helpful. Thank you!"*

### Negative feedback:

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*"Finding the download form. I am not very good with technical issues and found this very very difficult to arrange the appointment".*

*"At the surgery couldn't make an appointment had to go online even though I was talking to the receptionist no good at all couldn't get to Shielfield so still no appointment"*

*"They don't listen to you."*

*"Don't listen don't do what they say there going to do."*

*"I was not informed of the fact I had to take something in with me. Thornfield do not like using a telephone anymore."*

*"The attitude of the member of staff who took my blood samples."*

*"Trying to get an appointment was daunting, I sent through an online form and heard nothing for a week leaving me in limbo, I eventually had to submit a second form, the experience was very stressful and this is from someone who works on computers, I would hate to be no technical trying to get an appointment"*