

## October 2024

### Positive feedback:

*"Dr was welcoming, patient and very thorough. She had a lovely personality."*

*"Nurse was very helpful and explained my problem in great detail".*

*"Contacted surgery in the morning and saw Dr in the afternoon."*

*"Doctor I seen was very nice and thorough"*

*"Outstanding as always"*

*"Very quick and professional service"*

*"Always staff are pleasant and informative."*

*"Easy to get an appointment -booked online. Saw the GP of my choice which was great for consistency. Had a really productive discussion about my medication for arthritis pain and get a new prescription."*

*"I got an almost immediate response to my website query and an appointment on the same day which was on time. The nurse practitioner spend time listening to my problems and we devised a plan of action."*

*"Appointment was scheduled quickly and with care and concern. The professional who seen me had the best bedside manner I have ever experienced from a medical professional. She was kind, thorough and knowledgeable throughout my appointment and put me at ease as to what my condition was, how to treat it plus included follow-up plans and support for other related issues."*

*"Friendly, polite, and well organised,"*

*"Filled in econsult, contacted immediately, seen the same day by most appropriate person, assessed and treated."*

*"Appointment was on time and nurse was very friendly. All staff are always very friendly and helpful at Thornfield."*

*"Excellent understanding. Well explained advice and treatment. First class manner and interaction. Unhurried and felt like a very valuable consultation. Couldn't ask for more."*

*"Using the online form to book appointments is really easy and saves time on the phone. I was seen by Dr Senior who was brilliant, as always. Dr Senior is attentive and listens to my concerns, providing reassurance where required and is always thorough. She is understanding and I always come away from appointments feeling like my issue is being taken seriously."*

*"As soon as I got in the practice, I was greeted with warm friendly staff who showed me where to go and after showed me the way out due to me being partial sighted."*

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### Negative feedback:

*"I'm feeling like I'm getting neglected by you"*

*"Felt like I was being tarred with the same brush of people with issues, due to the demographic of the area we live in."*

*"I've been given strong painkillers, despite saying I didn't want to take painkillers. They would mask the issue rather than treat it."*

*"Disgusting to find that they couldn't take off dressings I myself bought and put on my leg as they didn't have any in surgery to put on again"*

*"Was 7 mins late due to buses wasn't my fault , my son was getting his needles and weighed I felt like they just rushed me they didn't even let me strip him off properly & then when they were done with needles stuck plaster on wrong place not even were needle was & then they rushed me out room didn't even let me get the baby ready they took my stuff and put me back in waiting area & yet I had an appointment at 11 and didn't get seen to till 11.20 but that was ok how is that fair?"*

*"Miscommunication"*

*"Left the appointment without an answer to my 2 year recurring problem and every time I get the same thing back, just waisting my time going over and over to explain the same thing"*

*"I had been given the wrong sort of appointment so I didn't actually get the annual review I was expecting which became a waste of an appointment for myself"*

*"I was rushed cos the lady said i have 5 min apointments i was in and out in 3 mins"*

*"Difficulty ordering medication & booking doctors appointment"*

*"Receptionist very mean and unprofessional"*