

January 2025

Positive feedback:

"Very quick response and great advice from the doctor."

"The surgery was very clean easy to check in on the monitor as well friendly staff"

"The nurse was excellent and listened to what I had to say."

"My appointment was on time and the doctor was very professional and polite and talked me through a plan to address my ailment"

"Staff all great and very helpful"

"Easy check in. Appointment on time. Good doctor."

"Very friendly and professional."

"Good communication, on time, efficient service."

"Doctor listened. Did not rush and explained everything"

"First class service. Helpful and reassuring."

"Everything done professionally and promptly, and all my questions answered"

"Nurse very friendly and supportive"

"As soon as I had completed a request to book an appointment with a GP online, I immediately received a telephone call from Ellie who confirmed she had made an appointment with a GP at 3 pm the same day. I was very impressed with the speed of the appointment and the professionalism of the GP who carried out a thorough examination and prescribed the relevant medication"

"Treatment was very good everything was well explained"

"Absolutely brilliant a really caring nurse saw me very professional friendly & all done quickly credit to the NHS this is a very good surgery with excellent staff thank you for all your help..."

"The Doctor was thorough and really seemed to want to get the best outcome for my condition"

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Negative feedback:

"Not sure about the medication offered and left the surgery to read up on the medication"

"Computer not working properly so couldn't pull up my file to see previous communications, seen 30 mins after appointment time, felt like I wasn't listened to very well when communicating past appointments and prescriptions, saying to use something that the previous doctor said shouldn't be used, was rushed out the door within a few minutes"

"Could be better if receptionists stopped chatting to each other and ending a queue of patients waiting."

"Far too long in the call queue - 42 mins & 45 seconds !"

"Not impressed at all."

Attempted to talk about symptoms I was concerned about and I was ignored"

"Nurse was late arriving"

"Waiting second in line on the phone for 45 min to be answered is absolutely ridiculous!!"

"Because I am in pain my GP sent me to X-ray after 2 weeks I couldn't see the GP to analyse the result for me , while I am still suffering with the pain."