

March 2025

Positive feedback:

"Once again on time and very efficient"

"Friendly and welcoming."

"The nurse was helpful and the staff at the reception also"

"The doctor explained to me every thing that was going on with me and gave me the medication I needed and that she was sending me to hospital for a scan she explained the reason for it and I was told it was nothing to worry about"

"It was fast and efficient but thorough"

"NHS staff always helpful."

"When I checked in I was informed of a 24 min wait, it actually was much less than that, thank you! The GP was so welcoming, efficient and thorough."

"Now I am used to Systemconnect (I hated it at first) I find it a good way to get an appointment and see the right person. I've been in the surgery far more than I'd like in the last year, however everyone has been wonderful and treated me with kindness and empathy. That's very helpful and comforting."

"I was greeted by a warm good afternoon by the reception staff and the Doctor with a smile"

"I felt that I was listened to all through appointment. Given clear information about my condition and given clear instructions about the medication I was prescribed"

"Excellent service. Very well managed and organised. Absolutely couldn't fault this practice"

"The staff are responsive and attending the patient needs."

"Fast, efficient, understanding, friendly caring service"

"1st time using the booking app and it was seamless"

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Negative feedback:

"I am leaving this poor review because, unfortunately, I was not offered any real help or advice when I called the surgery specifically seeking guidance. I was not connected to my GP at all â€” instead, I was simply told to either go to the hospital for an examination or visit a pharmacy to get some painkillers. There was no middle ground, no proper advice, and no real support. I felt completely dismissed and unheard."

"Everything is too complicated to book appointment"

"Just out of hospital after tkr and was expected to come into surgery if I wanted to be seen Iâ€™m barely mobile and annoyed there was no choice there for me"

"Nurse was not friendly, did not make clear why I was there and was not able to get my blood samples. Her technique was different from any other time and I do not think using the failed needle again on the other arm is OK. I have phoned and asked it to be in my notes to not be seen by her again"

"I phoned for results of a urine test and still haven't heard back a day later"

"I think that doing things online is taking away the human element"

"Can't have extra time to ask questions"

"I went in for a follow up appointment for tests that I have been getting! First thing I was told is that the doctor was just covering and to be asked what was I here for? I found this very unprofessional and under prepared!"

"Poor communication"

"Referred to the website Medication enquiry and not heard anything. Received what was your experience like rather than received an answer to my medication query."