

April 2025

Positive feedback:

"Excellent advice and service"

"I got an appointment very quickly to see a Dr and the Dr I saw was very friendly and helpful."

"The nurse was really lovely and very helpful"

"The employees were friendly and helpful"

"Used the online consultations form, received a phone call within 30 minutes of submitting it . After a brief consult with a practitioner I was offered an appointment to see a nurse practitioner the next day and received a prescription. Excellent service ."

"Iam not great with tech/iPhones. Explained to the lady on reception, she was so helpful. Showed me the app, took details no problems."

"Friendly GP who listened and did thorough exam. Talked about treatment and explained well. Advised re follow up."

"Pleasant receptionist. Seen on time, nurse pleasant and surgery was very ckean."

"It saves a lot time and waiting. Itâ€™s a very good system"

"Timings where spot on and eve w as of its normal high standard"

"Got a appointment straight away and felt very at ease excellent treatment"

"The doctor That I saw was approachable, actively listened to me and explained everything . She also examined my wound. I am very satisfied with my experience with the doctor."

"Doctor was running slightly late but we were kept informed. Pleasant staff and helpful"

"The consultation was conducted with clarity and respect"

Easy to book appointment online, was able to get appointment quickly, didn't have to wait long on the day of appointment. Check in system straight forward. GP knowledgeable and helpful"

The Thornfield staff are always very nice and helpful. Ten out of ten."

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Negative feedback:

"Just seems like a case of in and then out. Didn't get checked over very thoroughly and doctor didn't seem to know what was wrong with me. So instead of checking more or doing a test he simply prescribed something and said this may work if not come back and we try other things. Not very happy at all with this. I was insisting on getting a test and was just told pretty much no"

"Just not happy with the service, doctor didn't really listen too me, he was unsure about what was wrong. Didn't know what the medication he was prescribing me was, luckily I had reseached it"

To busy typing rather than listen"

Reception staff gave the wrong message to the nurse so she thought I was there for some thing else"

"Told to wait to see doctor to increase pill dosage . Receptionist forgot I was waiting sat in reception for two hours"

"My child thought she was rude and kept asking me if she was OK or if we did something wrong."

"All I wanted to do was to get an appointment with my doctor but I think it's easier to break into fort knox"

"Appointment 10.45.never got seen 11.15"

"Wrong date and reason given on fit note took over 20 minutes to get through to GP and still gotvreadon wrong on fit note"

"For the second time in 2 weeks I was not booked in for the requested treatment"

"Karen is best asset I am frustrated though that you have nothing to offer that will actually take me back to where I would like to be I know your doctors are competent but the I connect system is a nightmare"