

May 2025

Positive feedback:

"Pleasant reception staff. Clean waiting room. Seen on time. Doctor attentive and respected my worries."

"Quick reply to e consultation being submitted not much waiting in reception and nurse practitioner very good explained a lots to me"

"Time and patience was given to address my concerns."

"I always receive excellent service from Thornfield medical group. Service is quick and caring."

"The staff a friendly and lovely and itâ€™s very easy to book an appointment"

"Friendly and efficient nurse"

"Excellent service as always, friendly staff"

"Pleasant, empathetic, and understanding"

"Love the 7am appointments when I can get in an out and to work"

"Nurse was very friendly and made me feel super comfortable"

"Everything I was worried about was addressed and in a friendly helpful manner"

"Doctor very good explained everything I need ed to know"

"For a rather intimate and uncomfortable exam, the staff member (Esme?) made me extremely comfortable from the second I walked in. Very friendly, funny while professional and made the overall experience much less daunting 😊"

"Staff happy and helpful"

"Time after time, Thornfields reception and Medical Practitioners are 2nd to none! Brilliant service from all!!!"

"I was offered an immediate appointment with a higher-level practitioner and waited only 4min to be seen on arrival. She was professional, knowledgeable and put me at ease. She was open and transparent letting m ee know a gp was on hand if needed (they were not needed). She was very thorough and reassured that she would be following up on my issue - fantastic for continuity I feel having this level of service enhances what was already a great surgery."

"Friendly helpful staff got appointment straight away."

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Negative feedback:

"Felt like a number not a person"

"Receptionists are unfriendly and were very unhelpful to another patient. Nurse was disinterested and dismissive of me asking about upping my blood pressure medication despite making a big thing of my blood pressure being slightly elevated."

"Nurse was not very helpful and just done what she had to do that's it"

"pointless appointment, told I needed to book separate appointment for bloods. Waste of time and resources"

"Very abrupt"

"What could have been a telephone appointment wasted as face to face. Then when asked for advice regarding another issue, I was told to fill in an online form, I was in the surgery, it could have been sorted there and then. Instead, more communication and failed outcome."

"Didn't feel listened to. Felt like I was being rushed through the door."

"I didn't think the Dr I saw didn't take much notice of why I was there"

"Rude health staff"

"Waited weeks for an appointment, to go in and be told they didn't have what was needed for my appointment so it couldn't be done. Now need to wait again."

"Repeat prescriptions often not correct and have to phone chemist and doctors to sort it out"

"Waited 45 minutes past appointment time, doctor seemed uninterested no empathy felt as if I wasted my time considering changing doctors as it was so bad"

"Didn't really achieve much, no solution for my problem, waste of time going"