

July 2025

Positive feedback:

"Nurse was lovely. Seen on time, friendly and welcoming."

"Medical staff listened to our concerns & gave good advice"

"Because the doctor was so friendly and detailed"

"Nice waiting room Helpful staff Great response to my concerns"

"Short waiting time and helpful, friendly staff"

Easy to make appointment, didn't have to wait too long for appointment"

"Very good service wonderful I am really happy thanks"

"Appointment the same day, absolutely lovely helpful and professional physician"

"Fast service from the phone call to getting prescription"

"Was given an appointment very quickly using the online booking service and the doctor I saw was empathetic and supportive"

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Negative feedback:

"I Was in for my yearly review, the person I was seen by was rude, my chair was directly behind her so no eye contact was made. She asked her questions from computer screen. Then turned to take a blood sample then complained my veins were narrow as she struggled to get blood. Overall I felt very uncomfortable not the normal interaction i normally have with medical staff."

"the NHS is extremely inefficient, the staff are poorly trained in technology, which I don't blame on the individuals, but the system as a whole. It took almost 30 minutes for them to take 1 singular picture of the tumour on my hand, and after the lengthy appointment the only thing they were able to do was to refer me to another service, which would take another 2 or 3 weeks."

"My appointed time was 1.45pm I was there at 1.30pm checked in & wasn't seen till 2.05. Very dissatisfied"

"Just so exhausting to get a appt."

"Nurse who did checks was not very chatty not as pleasant as they usually are although not rude"

"the gp is dismissive"

"I'm requesting my medicals and not getting this ."