**Heathgate Medical Practice**
**Comments from Friends and Family Responses 2026 - 2027**

Here are the results of our friends and family questionnaires for the year to date – April 2026 to March 2027. This questionnaire asks patients the following national contract question.

**'Overall, how was your experience of our service'.**

There are five options for patients with the ability to make comments. We have had **49** responses to date.

- Very good – 49 responses (100%)
- Good – no responses
- Neither good or poor – no responses
- Poor – no responses
- Very poor – no responses
- Don't know – no responses

The majority of responses have comments alongside the answer to the general question.

**Comments**

These are extracted from the responses from across the year.

**Latest months comments (October)**

- I just wanted to say thank you to everyone who helped run and arrange the flu/C19 vaccination session at the Community Centre. It ran smoothly and had a lovely friendly efficient and supportive atmosphere.
- I have been meaning to write to your Garry to congratulate him and your team on a really efficient morning dealing with vaccinations. I was in and out in under quarter of an hour. Which was great!
- I have just had a consultation with Dr Baxter, and I cannot praise him more. He listened to all my concerns, no matter how dramatic/ridiculous and made me feel completely heard. An excellent experience.
- We have consistently been very happy with the care and compassion we have received. We are so grateful for your kindness through some very difficult times. Wonderful doctors.
- Dr Barton is wonderful. How lucky I feel to see her.
- Dispensary is always cheerful and yet so busy! How do they do it?
- Staff helpful, efficient, professional. A really well-run surgery.
- Please thank the Manager for helping me with a complicated matter linked to my dad's power of attorney. He gave me some good advice and saved me lots of solicitor's fees.
- I am writing to express my sincere gratitude and appreciation for nurse Jemma following my appointment with her today. I arrived at my appointment feeling incredibly anxious due to a previous negative experience. From the outset Jemma was kind, patient and

understanding. She went out of her way to reassure me, put me at ease and ensure I felt comfortable. Her compassion made a genuine difference to my experience, and I cannot thank her enough for the care and consideration she showed me. This was not my first experience with Jemma. She has also administered vaccinations to both of my children on several occasions, and she has been wonderful with them every time. Her warmth, kindness and reassuring manner has always been evident. It is clear that nursing is more than just a profession to her. The care she provides, the way she treats people and the effort she makes to ensure patients feel safe and supported are very special qualities.

**Previous months**

- Always able to get a prompt appointment or consultation. Heathgate team always helpful.
- I came with a list of 7 issues to discuss and was provided with a set of appointments to deal with all of them within a two-week window and a number within the same afternoon. Emma was very helpful and pleasant. I could not have asked for more.
- Never thought I would feel well again. I was listened to and Dr Barton is very lovely.
- Very efficient, professional and clear communications.
- Best doctor in the Practice (name not provided).
- I want to take a moment to send some praise and appreciation for Nurse Jemma. I am a new patient, and I honestly could not have asked for a nicer experience. Jemma has such a lovely way about her that I very quickly felt comfortable. It may sound like a small thing but having someone who is so kind and compassionate can make such a difference. (Full comments held).
- I just wanted to thank the Practice for providing a gynaecological wedge for cervical screening. As someone for whom the test has traditionally been extremely uncomfortable, the cushion provides the ability to carry out the test in a much easier and less stressful way.
- I am in awe of the nursing treatment I receive. High calibre nursing, consistently kind, caring, gentle and endlessly patient. In date seen order – Gemma, Paige, Carol and later more frequently the little star you have in Zena. She gave me the courage needed to say yes to surgery I was so scared of having. A true nurse, authentic, tender, bags of skill and empathy. I always feel better after seeing her. Heathgates own Florence Nightingale. And not forgetting the outstanding care, overall management and follow up of my case by Dr Ames, Dr Wallace and more recently Dr Hall. Pharmacy were great too, responsive, informative and ready to help. Led by down to earth Cara who has that knack of making difficult things easy to understand, resourceful and practical, particularly when things were not going so well on the medication post discharge. It takes a team to make things work. (Full comments held).
- Got seen on the day by the paramedic for my husband's legs that were infected. He was started on antibiotics and pain relief which helped straight away. Thank you. Very prompt treatment.

- Fiona is such a kind helpful receptionist. She has been good for my mental health as she listens to my needs and treats me with respect. Not all her colleagues are the same, which makes it hard to see a GP for mental health or physical needs.
- I just wanted to thank the reception staff and the nurses for looking after me recently. I have needed appointments at short notice, and they have been fantastic.
- Everybody is so helpful. I can not thank all the staff enough for their professional can do attitude.
- The doctor was very kind and gentle with my eye.
- I just wanted to say I always find Fiona very helpful. She is always bubbly and smiling.
- Brilliant service.
- Zena was really supportive and empathetic with my needs.
- Julie was helpful with the referral and with the details I needed for travel insurance.
- Because of the care we are given every time! (In answer to the Q). All the front of house staff down to the back-room staff, everyone is kind, considerate and caring. It is not fair to single out anyone.
- Don't do 'owt different. Start to end – brilliant.
- The reception team are fantastic, always accommodating and very helpful. Could not ask for more.
- Had a serious problem with my skin and Dr Wallace was compassionate, professional, prompt and knowledgeable. Five stars!
- Swift responses. Friendly reception. Dr Llewellyn was brilliant.
- Excellent - Dr O'Connell has picked up from where she left off after her maternity leave.
- Gareth the paramedic was very helpful, thorough and kind.
- Yesterday, I brought my daughter in for her vaccinations and Jemma was absolutely fantastic. She was kind caring and really considered everything she could do to make it a great experience for her. An asset to your surgery.
- Had a blood test with Zena – did not feel a thing. Very friendly and welcoming.
- Mr Whiting should be proud of you all. He has been here a long time and the way things are organised are excellent. Long may it continue and don't let him go.
- Carol is the best at taking bloods. Very friendly and efficient.
- Asthma review with Ellen was a very helpful and positive experience. My asthma is now completely controlled. Thank you.
- Saw Zena this morning for a blood test (I am a T2 diabetic). Her professionalism, kindness and listening skills were excellent.
- I am always treated with great care and respect at this surgery. The staff and medical staff are always kind and listen to me. Dr Barton saw me today and explained very well what was required. Very many thanks.
- Nurse Practitioner Ellen was so good. Very kind and efficient. Also thank you to the reception team who gave me a same day appointment today.
- Staff are very friendly and professional. There is no Q on the telephone to speak with a receptionist. 1st class service. Thank you.

- All services great. Caring GPs and Nurses. Reception polite and helpful. Even in these busy times, never feel rushed. Very impressive.
- Friendly efficient good Doctor – Wallace.
- I have found this surgery to be extremely helpful on my cancer journey. A GP came to my home to check my blood pressure post-surgery. He also gave my implant when the nurse was off sick. Booking regular bloods has been very easy. Thank you for being so accommodating at a difficult time. We are lucky to have you.
- Gareth ACP – was absolutely amazing. Caring, listening, kind and attentive. Excellent consultation skills. Reception team are very accommodating. Thank you.
- Very helpful. Brought all my red flags up very well. Helped with what I had to do. My goals and aim.
- Zena Nurse – on time. Very nice and professional.
- I am relatively new to this surgery and each experience with any member of the staff is superb. Very pleasant caring and professional. This is such a different experience to my last surgery. All anxiety about visiting is taken away. Thank you.
- A caring attitude from all staff and doctors willing to listen and do their very best to improve patients' health.
- What a refreshing consultation with Zena explaining the risks of a stroke via my NHS Health Check and the pros and cons of taking a statin now very clear. Thank you.

END