

Start Date	Thinking about your contact with us specifically TODAY, overall how was your experience of our service?	Please can you tell us why you gave this answer?	Please tell us how we could have improved your visit/contact with us
2023-12-30 09:25:06	Very Good	Prompt attention . Competent nurse . Wish all appointments were this well managed	I have no idea what could be done better
2023-12-29 21:39:14	Very Good	I was dealt with quickly and professionally and felt I was listened to	More appointment availability online, one is not enough 5 is a good start.
2023-12-29 20:05:53	Very Good	I was listened to and Kim and Dr brown were very helpful in taking the necessary actions to trying to get my problems solved the reception team were very helpful too	I felt all was done to my satisfaction thank you
2023-12-29 16:30:19	Good	Reception great. Nurse did not appreciate that I am immunocompromised	Read notes before seeing me
2023-12-29 15:49:54	Very Good	Almost on time, friendly and efficient nurse and trainees	If the nurse could book the next injection while I am there would save a lot of time for both of us. My previous surgery did it and it saves phone calls is simpler
2023-12-29 15:39:47	Very Good	I was fitted in at the last moment with a very kind doctor thank you	It was all as expected
2023-12-29 15:02:01	Very Good	The locum was interested in what answers I gave. And has followed up by blood tests. Samples. And booked a scan	No
2023-12-29 14:48:41	Very Good	I was given the blood tests request (quite a number..!) and an hour later I had the actual blood taken and sent to the lab! I will collect the results on Tuesday afternoon!	I ve seen improvement lately of which I m happy! When now I ask questions because sth is not clear to me, explanatory answers are given. As usual communication is important..
2023-12-29 14:51:13	Neither Good or Poor	Because I didn't receive it.	By trying again.
2023-12-29 14:51:25	Very Good	all questions answered	all ok
2023-12-28 17:26:35	Good	The Nurse explained everything that she was doing with this smile	

2023-12-28 16:12:41	Very Good	Punctual. Nurse Emma was well informed and had all my previous data on screen. Intelligent comment on my blood pressure situation. Responsive on request for new prostate blood test... a request she passed on to the doctor. Emma spotted a dosing error on my part ref Lisinopril and helped me to correct the error. Also responsive ref pharmacy supply of my prescribed drugs. Very good bedside manner! Excellent all round.	N A
2023-12-28 14:30:50	Very Good	Very happy with the information provided and the next step for the future.	Great service
2023-12-28 14:04:48	Very Good	Polite and friendly	I'm happy with the service I received.
2023-12-28 12:50:59	Very Good	phoned approx 0930, appt given for 1055 (Nurse Kim Wishart) Very attentive, excellent "bedside manner" Left well pleased with diagnosis.	Just wish could make appointment to see a Doctor face to face without too much delay. HATE this telephone 0830 each morning with negative result (No. 28 for example in queue)!
2023-12-28 13:32:13	Very Good	Because the nurse Kim just couldn't have been more thorough and helpful ❤️	
2023-12-28 13:28:01	Very Good	On time great staff and completed appointment as expected	
2023-12-28 12:37:38	Very Good	On time and Nurse very pleasant	
2023-12-28 12:35:48	Very Good	I was seen by my appointment time	Nothing to add
2023-12-28 12:34:00	Very Good	Because the receptionist was efficient and polite	I don't think you can expect when booking appointments make them available earlier rather than some weeks in advance
2023-12-28 12:30:36	Very Good	Efficient and considerate	No complaints
2023-12-28 11:30:36	Very Good	Friendly and efficient staff was seen before my actual appointment time.	Nothing based on my appointment today.
2023-12-28 05:06:06	Good	Nice nurse.	Easier to make appointments and see a doctor.
2023-12-27 19:31:29	Very Good	Good service stated I would get I call and they acted on it	Not having to wait a month for a telephone call ridiculous perhaps a bigger practice would deliver a more prompt appointment date I understand the service to the public is reduced
2023-12-27 19:14:07	Very Good	A reassuring welcome and experience	n/a

2023-12-27 17:30:15	Very Good	Prompt service	
2023-12-27 17:20:47	Very Good	Nurse kym is very accommodating and is always so helpful	X
2023-12-27 17:09:16	Very Good	I got a call asking me if I wanted a cancellation appointment instead of waiting until tomorrow. The doctor was very helpful.	
2023-12-27 16:58:49	Very Good	Always polite and very helpful even when I've changed my opponent several times.	No room for improvement, excellent work always.
2023-12-27 16:26:46	Very Good	Excellent service happy understanding staff.	
2023-12-27 16:23:31	Very Good	Because there was some resolution of my problem.	Being aware of what we were talking about from the beginning.
2023-12-27 15:59:45	Very Good		
2023-12-27 15:32:05	Very Good	Very pleasant	
2023-12-27 15:28:54	Very Good	Very good communication with doctor	
2023-12-27 15:25:29	Good	Dr Patel was very helpful and also diagnosed arthritis in my hands.	Face to face would always be better
2023-12-27 15:25:03	Very Good	people are very polite and helpful.	
2023-12-27 15:24:41	Very Good	Prompt and friendly	Nothing
2023-12-27 15:22:40	Very Good	All staff were welcoming as always, appointment times pretty much spot on with very little waiting around	I don't feel you need to improve
2023-12-27 15:22:46	Very Good	Helped me out with what needed to be done	Can't think of anything. Longer time with the doctor would be good I suppose
2023-12-27 15:10:34	Very Good	Always cheerful n helpful	Nothing comes to mind
2023-12-27 15:05:57	Very Good	Staff nurse and receptionist were friendly and professional. The appointment was punctual.	N/A
2023-12-27 15:06:48	Good		
2023-12-27 13:26:44	Very Good	Friendly staff and appointment was on time	None
2023-12-27 13:24:18	Very Good	Kim was very lovely and reassuring.	
2023-12-27 13:09:31	Very Good	Because I felt comfortable talking 2 the nurse who was taking my bloods very nice & freindlyi was	I was happy with the service I was provided with

2023-12-27 13:07:45	Very Good	Everything I expected from my review was achieved	When booking my review, I could have been given the urine sample bottle then, so that I could have handed it in during my review, rather than requiring a return visit.
2023-12-22 16:25:16	Good	Very nice and good staff only down side is how long it takes to get an appointment	???
2023-12-21 19:29:45	Very Good	They do the best they can for me!	Manor Park surgery needs more space....a new purpose built surgery!
2023-12-21 10:33:59	Good	Listened to what I had to say and understood why I didn't want to increase medication dose	.
2023-12-20 22:03:28	Very Good	On time and lovely nurse	Better parking
2023-12-20 18:53:57	Very Good	Little wait time, very friendly nurse, thorough examination, helpful advice given, not rushed.	No disrespect to the lovely nurse I saw, but I had hoped to see a doctor. Also, a prescription for cough medicine would have helped greatly. I've spent a small fortune on the above over the past 4 weeks and have had a prescription for cough medication in the past.
2023-12-20 18:41:10	Neither Good or Poor	I think that a surgery should have space and capacity to allow patients to see a doctor or nurse without having to wait most of the day, Triage calls are in some cases acceptable in my case my issues were resolved.	To Improve services the patients in this small town expect and should receive a one to one with health professionals and the current service is not fit for purpose it's a cheap way of stretching a service to meet targets but I am sure the patients of Polegate will let you know.
2023-12-20 18:39:15	Good		
2023-12-20 17:40:23	Very Good	At last I managed to see a real DOCTOR. Got some answers NOT told I had a 10 min appointment. Only had to wait 6 weeks to see a doctor. Had to go online seems the only way now.	As above Impossible to get an appointment with a doctor, unless you book online.
2023-12-20 17:37:26	Very Good	Pleased how I get treated	
2023-12-20 17:22:27	Very Good	Answered courtesy, Delt with very professionally, Excellent service.	None
2023-12-20 17:23:40	Very Good	Thorough testing and explaining to us.	Lights in the Car park in winter!!

2023-12-20 17:22:08	Good	Staff are very welcoming	Not waiting 10 minutes or more after your appointment time
2023-12-20 17:14:43	Very Good	Due to calling for an appointment his morning I was surprised to get one so quickly.	Everything was fine not sure how improvements could be made. Just grateful I was able to see a doctor so quickly.
2023-12-20 17:14:37	Very Good	Ran on time.	More GP's to improve waiting time for appointments
2023-12-20 17:15:01	Very Good	Always helpful and caring at Manor Park Surgery.	
2023-12-20 16:56:01	Good	It was adequate but not as good as an appointment in person.	To be seen quicker and face to face by the doctor.
2023-12-20 17:09:57	Very Good	Receptionist and Nurse friendly.	N/A
2023-12-20 17:06:20	Very Good	Friendly & professional manner	No need
2023-12-20 17:04:52	Very Good	The doctor was helpful and explained the problems very well and efficiently.	Could not have been improved.
2023-12-19 11:47:49	Good	I was seen 1/2 hour later than my appointment time, but otherwise I was attended to very well.	Not to sure..
2023-12-19 07:56:20	Very Good	Answered all my questions promptly and provided useful feedback.	Formalise the queue system as some people pushed ahead of me.
2023-12-18 18:16:58	Very Good	Dr efficient and kind	More available consultations and booking made easier
2023-12-18 17:44:37	Good	No queue at reception and seen by practice nurse early.	NA on this visit
2023-12-18 17:45:05	Very Good	Kindness.	All good.
2023-12-18 17:20:54	Very Good	I got an appointment today plus the staff were very friendly.	Can't think of anything.
2023-12-18 17:19:04	Very Good	Was happy to get a call back and an appointment in the same day. Prescription and empathy from the doctor.	I waited 20 minutes to be seen, if someone had let me know it was going to 20 minutes late when I signed in, that would have been better.
2023-12-18 17:12:07	Very Good	Really helpful GP and sensible about sorting out repeat prescription to prevent future unnecessary appointments	No very pleased with Dr Derry
2023-12-17 10:11:32	Very Good	The clinician and nurse were very helpful	All ok this visit
2023-12-15 15:34:15	Very Good	Because she answered my questions	By Getting my operation
2023-12-15 14:50:18	Very Good	Kind, understanding and sympathetic. On time.	Would appreciate being able to contact through email rather than have to wait for the understandably long wait for the initial phone call to be answered.

2023-12-15 13:57:18	Very Poor	Don't feel like I was listened to. Doctor basically told me to get over it. Was difficult to discuss and took a lot of courage to discuss left feeling useless and like I was wasting her time. Had other things to discuss but not addressed. I appreciate there is a time slot and tried to discuss things as quickly as I could.	Treat mental illness with compassion and acknowledge patient distress
2023-12-15 13:49:19	Good	I can't tell you what I wanted, to say even though I've had a stroke.	My daughter, Laura, can cope .even though I can write with what I wanted to say!!!
2023-12-15 13:47:55	Very Good	Really early telephone appointment call. Very pleasant lady. All good.	Would sometimes really like face to face instead of telephone.
2023-12-15 13:41:22	Very Good	Sharon was so lovely and thorough during my appointment. I really felt listened to and reassured.	n/a
2023-12-15 07:45:46	Good	The nurse have availability for a blood test whilst we were there and invited us in so my mother didn't have to book another appointment . The reception staff were very friendly and efficient .	The nurse we saw for the appointment was lovely although she kept reminding us she only had ten minutes for the appointment and looking at her watch, she informed us we had to decide the most important issues and to make another appointment for anything else . My mother has dementia so has a little difficulty being quick . I live over 120 miles away and it's only me or I have to arrange carer carers to get my mother to see you . I was told to make another appointment for someone to look at her new possible skin cancer growth which she has a history of and is worried about . As we were there I did think it would have been efficient for both parties to have checked her new growth whilst she was sitting in front of the nurse , I know times are tough but 2 more minutes x Merry Christmas to you all .
2023-12-14 19:56:01	Very Good	Very helpful	No improvement
2023-12-14 17:45:57	Very Good	Dr Brown was very welcoming to me	I don't have any suggestions
2023-12-14 17:33:05	Good	Not easy to make an appointment of bring 2 points together eg health check and discussion about something g else	More appointment availability

2023-12-14 17:24:12	Very Good	There was no 'excellent' option to select so I had to choose 'very good'. Reception staff wonderful! Nurse amazing! Thank you Manor Park!	No improvement possible!
2023-12-14 17:25:37	Very Good	Receptionist really pleasant (Not always thought that)	No issues
2023-12-14 17:19:35	Very Good	I was seen very promptly and was listened to and had all my questions answered clearly. A Follow up appointment was made for one issue of concern, which was very reassuring.	No extra comments.
2023-12-14 17:06:37	Very Good	Because the service was good!	Nothing. The service was excellent.
2023-12-14 16:44:49	Very Good	Nurse Kim was so kind and reassuring. Afterwards the receptionist took the time to help me with the blood pressure machine and explained I could come in anytime to use it.	Today was perfect, couldn't have asked for more. Thank you especially as this was my first time of visiting for an appointment.
2023-12-14 16:26:03	Very Good	It was the type of appointment that no-one wants to come in for but your nurse was able to put me at ease, keep me distracted and get the procedure over with quickly. You couldn't ask for better.	Nothing. Manor Park is the best surgery I know. I've been registered with surgeries in Bexhill, Hastings, Little Common & Tunbridge Wells, even the other one in Polegate when I first moved here. Your surgery has always stood out because staff are still emphatic (I find sometimes people working in healthcare can get 'empathy fatigue') and you have always been quick to adopt new things like the patient access portal which is super helpful, so thank you for providing such a wonderful service.
2023-12-14 16:09:22	Very Good	I have no faults with the surgery. 27 years ago I sought help for drug and alcohol addiction, after being made an orphan at 23. The nhs was of absolutely no help to me. The last 3 years have been a very good experience	The hedge on the left as you come into the car park, I parked my van there this morning, close to the hedge just enough room to get out, there are some thorny twigs and bramble sticking out, eye and face height. If they could be removed?
2023-12-14 16:28:24	Very Good	Receptionist was free & only 10min wait to be seen	N/a
2023-12-14 16:28:19	Very Good	Prompt very polite and helpful	
2023-12-14 16:26:56	Very Good	Very swiftly dealt with and I was listened too. The receptionist and Dr made me feel at ease.	Nothing, very happy.
2023-12-14 16:17:59	Very Good	Nurse was good at explaining	No complaints

2023-12-14 16:15:22	Good	Reception staff efficient and helpful. Had a call back from advanced nurse practitioner, very understanding, informative and helpful.	A rough idea of when the call back will be, it's tricky to keep an eye on phone and keep the line free all day.
2023-12-14 08:22:06	Neither Good or Poor	Nurses are very helpful and friendly. But no doctors	
2023-12-14 00:49:42	Very Good	Because I got answers I wasn't expecting which was good	N A
2023-12-13 19:58:03	Very Good	I was in contact with a doctor within 1/2 hour	
2023-12-13 19:52:19	Very Good	Dr Patel listened to my health concerns and offered further investigation into my health concerns.	I had to wait several weeks for this call.
2023-12-13 19:42:23	Very Good	I was listened To and didn't feel like a nuisance	No improvement needed
2023-12-13 18:03:37	Good	Appointment was only a few minutes late. Staff were fine today	Had a message at noon after my 11-30 appointment saying I needed a blood test. Having just had a blood test, this new one had obviously been missed. Have to wait until after Christmas now for this to be done. When I phoned whilst no 1 in queue I waited for nearly 20 minutes to sort out response to message
2023-12-13 17:21:08	Very Good	I was expecting a phone call first thing and was not let down by Sharon. Sharon was extremely helpful to me on my visit to her 4weeks ago and today. Thank you Sharon.	As far as today was concerned, you could not improve the contact.
2023-12-13 17:21:49	Very Good	Pleasant and efficient nurse	
2023-12-13 17:20:06	Good	Managed to get a phone call from a clinician in good time.	It would be nice to have some idea of an approximate time for the phone call.
2023-12-13 17:19:12	Good	I had two concerns and was informed that only one could be dealt with	I would have been happier for both my concerns to be dealt with.
2023-12-13 17:16:50	Very Good	Polite & very helpful & friendly	Keep the good work up
2023-12-13 17:17:55	Good		
2023-12-13 16:56:06	Very Good	I had questions to ask the receptionist and she was very approachable and efficient.	I have no complaints about my visit but what i will say is please oh please change of that whiny telephone greeting to something more upbeat and please, oh please change the music.
2023-12-13 16:18:40	Very Good	Appointment on time. Doctor was knowledgeable and helpful and had time to discuss my issues.	No need for improvement today.
2023-12-13 11:26:36	Good		
2023-12-13 07:44:00	Good	Because I was very happy with how the Dr dealt with me.	In this occasion it was good

2023-12-13 04:29:40	Very Good	As your nurses were polite professional and with excellent attitude as usual	Nothing
2023-12-12 20:58:31	Very Good	Apointment given that day was good	All satisfactory
2023-12-12 20:27:51	Very Good	Dealt with me in a caring manner	Not enough time to discuss any problems
2023-12-12 20:06:50	Very Poor	You did not email me with referral so I have no idea what you are talking about	Send the details to my email
2023-12-12 19:00:56	Good	Appointment with doctor, he arrived on time, was efficient and professional answered all my questions. Good experience.	Don't see how you could have!
2023-12-12 17:49:24	Very Good	Very polite , friendly , and professional staff	Pleased with all
2023-12-12 17:29:42	Very Good	Friendly and understanding	I can't think of any
2023-12-12 17:26:34	Very Good	Friendly and understanding	I can't think of any
2023-12-12 17:22:44	Very Good	Friendly and understanding relaxing	I can't think of any
2023-12-12 17:15:48	Very Good	Friendly made you feel very relaxed and comfortable c	I can't think of any
2023-12-12 16:55:02	Good		
2023-12-12 16:46:56	Good	The nurse I see was very nice and helpful and explained everything to me	Make online appointments easier as I have been unable to access this service
2023-12-12 16:40:51	Very Poor	Waiting time over the phone ridiculous, had connections 8.30 am and I was 17 in the queue went done 4 then my call was disconnected.made call again and I was over 30 in the queue, after one hour and 30 minutes got connected finally!	Not saying anything
2023-12-12 16:40:19	Very Good		
2023-12-12 16:38:15	Very Good	Was given time and listened to	Face to face is always preferable
2023-12-12 16:34:45	Very Good	Everyone was kind, caring and extremely efficient	Nothing
2023-12-12 16:21:30	Very Good	The reception team were really understanding and helpful, and Ruth the new nurse practitioner was.so kind and gentle with my daughter. She listening and checked her thoroughly.	Nothing. It was a very positive visit.
2023-12-12 16:19:46	Very Good	Because The surgery is very professional. The doctors are very good and friendly.	Get rid of the cars that don't belong there in the car park because you can never park
2023-12-12 16:17:26	Very Good	The receptionist were lovely and helpful and the doctor also was very helpful	There's nothing I would want to change

2023-12-12 16:11:32	Good	I was given the appointment I required, and the blood test which resulted from appointment	Having my name added for the blood test would have been nice.
2023-12-12 16:09:07	Good	My appointment was on time	Bigger, waiting room, more staff
2023-12-12 16:03:28	Very Good	Practice nurse had a cancellation and you immediately contacted me. Practice nurse and clinician were very helpful in identifying the cause of my pain.	
2023-12-12 15:53:29	Very Good	Both Kim the nurse and the new lady on reception were really polite and friendly.	Cannot think of anything
2023-12-12 15:53:11	Very Good	Appointment on Time. Both Nurse and Receptionist very helpful	All okay this time
2023-12-12 15:49:45	Very Good	I all ways find staff very helpful kind and caring. Very lucky to have a Dr surgery like ours. Thank you . M Hernon	Mybe Easier way to get an appointment with a GP.
2023-12-12 15:41:50	Very Good	Very helpful from all the staff	All was very good!
2023-12-12 15:34:12	Neither Good or Poor	I submitted the form for vaccinations some time ago. It would have been helpful if someone had got back to me and let me know which jabs are not covered by nhs as this now leaves me short of time to organise them	See above
2023-12-12 15:26:02	Very Good	Early telephone call, did not have to wait around all day. Would prefer face to face	As above would prefer a surgery visit when I can be sure my notes can be seen by GP
2023-12-12 15:14:39	Very Good	Dr Ruth from polegate was very kind and understanding and asked me questions concisely. She had a really professional and patient demeanour in our conversation.	I'm kindly requesting the reception team to try and be more patient and compassionate in their tone of voice when on the phone and less condescending and patronising.
2023-12-12 15:25:02	Very Good	Dr and nurse Kim (very helpful)	N/a
2023-12-12 15:13:46	Very Good	Friendly efficient & helpful staff	Nothing to improve today
2023-12-12 14:57:17	Very Good	Very polite staff and very quick to be seen	
2023-12-12 15:00:32	Good	Seen on time , efficient service	Would have liked more information about my tests which wasn't available.
2023-12-12 14:54:37	Very Good	All where very polite and friendly	Not at all was lovely
2023-12-12 14:37:10	Very Good	Quick and efficient	
2023-12-10 12:54:35	Good	It was good.	Why?
2023-12-08 16:52:11	Very Good	Everyone I spoke to was efficient and very kind	Everything was fine

2023-12-07 19:49:43	Very Good	Prompt,pleasant and professional nurse	Nil
2023-12-07 19:27:32	Very Good	The receptionist was a very nice lady unlike a previous experience I've had at the surgery... she was kind helpful and very polite. Ruth is Amazing and I have confidence that my health issues are being chased up. Thank you both .	You already have ... I had a very stress free experience.
2023-12-07 18:41:16	Very Good	Appointment time kept nurse was very pleasant.	Nothing really you all do your best.
2023-12-07 18:27:10	Very Good	Friendly, professional staff who were helpful and provided first class support. Well done all	You can't improve on excellent..
2023-12-07 18:06:19	Very Good	Prompt and professional attitude.	On this occasion, nothing.
2023-12-07 18:00:02	Very Good	I had a call from the Nurse Practitioner who seemed well informed on my case. It was a nice early call.	Nothing
2023-12-07 17:51:55	Very Good	My appointment was kept on time. Ruth explained her status listened to what I had to say & then advised me what she could do to get an answer to what my health issue could be.	Whilst I Recognise all the issues involved in getting an earlier appointment it would of been preferable than having to wait two weeks to have my blood taken for testing.
2023-12-07 17:57:08	Good	Being helpful and kind	Today no improvement needed
2023-12-07 17:55:11	Very Good	The Doctors & The nurses in particular (Kim & Claire) are outstanding. They go above & beyond every visit. Kind, caring & compassionate.	No improvement needed
2023-12-07 17:55:46	Very Good	Felt comfortable with the service thank you	
2023-12-07 17:52:28	Very Good	We got an appointment, the appointment was on time, reception was welcoming, the doctor who saw our son was kind and put him at ease, we got the medication quickly, a perfect example of prompt, kind and precise healthcare.	Today was perfect for our son.
2023-12-07 17:53:35	Very Good	The clinician I saw was absolutely lovely, efficient, reassuring I couldn't have had a better consultation. Reception staff lovely too.	I honestly don't think you could
2023-12-07 17:47:22	Very Good	Because the person who I saw me was very kind and pleasant	Having more persons like her
2023-12-07 17:47:55	Very Good	Staff always efficient	One can only improve if more resources are available
2023-12-07 17:46:55	Very Good	Service I got today made me feel good	N/a

2023-12-07 17:44:51	Very Good	Very nice staff	Alright as it is
2023-12-07 17:47:09	Very Good		
2023-12-07 17:45:32	Very Good	Seen on time not rushed very helpful	
2023-12-07 17:41:24	Good	Very professionally handled	New surgery would be better
2023-12-07 17:40:11	Very Good		
2023-12-07 16:31:36	Very Good	Appointment on time, the nurse was very friendly with very good patient interaction.	This visit was excellent. Still impossible to see a GP, which is the whole point of a GP service.
2023-12-06 19:33:53	Very Good	Kim is lovely friendly care	nothing today
2023-12-05 18:30:22	Very Good	Of course you have difficulties in the morning getting through but this is of no fault of the practice once through we was offered an appointment so my child could attend and again all ran smoothly. This is a fantastic GP practice for children especially children with SEN needs.	There was nothing to improve. Keep up the good work!
2023-12-05 18:04:35	Neither Good or Poor	The time of my original appointment was changed without my approval.	Could have seen me on time.
2023-12-05 17:46:57	Very Good	I was sent a text appointment reminder	Bring back Hampden park surgery
2023-12-05 17:43:39	Very Good	Appointment was on time. Quick & efficient. All queries answered.	
2023-12-05 17:31:38	Very Good	Trying to book an appointment is soul destroying! The service I received once there amazing!	If you listen back to my call I didn't "meet criteria" for even a Drs call back, I pushed out of desperation and after seeing Kim (asthma nurse) I am on steroids, antibiotics and 2 inhalers. At one point I was told to see a pharmacist. This is concerning. I hate calling for an appointment for any reason as it feels as though you need a golden ticket and have to argue the toss. It shouldn't be like this. For me calling the dr is a worst case scenario, today I was told off for not taking better care of myself but as previously stated trying to get an appointment is hard and off putting. The service you supply once in is great but not every medical problem fits into a tick box.

2023-12-05 17:29:31	Poor	Used callback facility for appointment after 40 mins phoned in again and joined queue in 4th place when got to 1st phone dropped so had to call again this time joined 8th place	Sort system great idea but fell short of expectations Once got call from doctor was great service
2023-12-05 17:31:44	Good	On time and a good experience	None
2023-12-05 17:29:40	Very Good	He was running to time and explained what was wrong. Very nice care.	It was fine all round, thank you.
2023-12-05 17:27:23	Good	Because my appointment was on time	I don't know
2023-12-05 17:23:57	Very Good	The nurse was very helpful and polite and very informative and sensitive to my needs and concerns	You couldn't have
2023-12-05 17:21:46	Good	I gave this answer as I was pleased with my visit.	I am happy with my visit and with the contact with you.
2023-12-05 17:22:56	Very Good	Seen on time, duty doctor very friendly, always receive friendly care here.	
2023-12-05 17:20:30	Very Good	Very clear and transparent explanation regarding my illness	No comment
2023-12-05 17:19:58	Very Good	Nothing to complain about, all good.	You couldn't.
2023-12-05 09:35:47	Neither Good or Poor	Fair advice	?
2023-12-04 22:51:18	Very Good	Receptionist asked the right questions and got me an appointment	All was good.
2023-12-04 20:08:15	Very Good	Polite, efficient, got an appointment/call within half hour. Well informed.	
2023-12-04 19:27:45	Very Good	Lovely nurse who appreciated I didn't enjoy needles as old as I am.	Always a lovely approach from your staff . Service from your medical team excellent.
2023-12-04 19:26:59	Good	Receptionist very helpful & empathetic.	Not drop my sample down the sink!
2023-12-04 19:08:30	Good	The information was collected efficiently.	Being able to tell how I felt and what the questions and blood tests were indicating. How I might adapt/ accept my situation. But pleased to be seen in these difficult times, when time is limited so conversations are a luxury.
2023-12-04 18:31:19	Good	Explained well	The telephone call was well explained. I don't think it could have been improved.

2023-12-04 18:00:47	Very Good	Was given appointment and the nurse was so friendly on the phone and prescribed the antibiotics needed	
2023-12-04 17:31:28	Poor	40 minute wait on phone, phoned from 8.30am	A prompter answer. I do not know how many people you have answering the phones? Option to press 1 fir a call back could be after the phone has stated your place in the queue.
2023-12-04 17:30:43	Very Poor	The lady at the reception I've spoken to on the phone was very rude.	It is hard enough to get treated in England. Having someone that rude and who sounds judgmental is way beyond limits. You should maybe consider hire someone that likes their job and make it easier on the patients.
2023-12-04 17:25:50	Very Good	This was a follow up call. Covered all I needed to know Thank you	As this was a follow up to check on how I was doing was happy with this
2023-12-04 17:28:43	Good	Finally got an appointment	To be honest I don't think the problems lie with this surgery it's staff or procedures. The problems are rather more attributed to conservative govt attitudes to overcrowding our health services in an effort to drive them into the ground allowing them to sell off the NHS and install an American style health care system, which is the express goal of the conservative govt for the last 40-50 years
2023-12-04 17:08:05	Very Good	Everyone at the surgery was very kind	My appointment was half an hour late which had a huge impact to my day. My appointment was at 10:30, so I didn't think it was acceptable time of day to be so behind.
2023-12-04 17:05:17	Very Good	Felt listened to and understood. Thorough follow up and investigation planned to be able to give me the right advice	The only shame was the fact that an appointment for bloods couldn't be booked for over 3 weeks.
2023-12-04 17:01:34	Very Good		
2023-12-04 16:54:04	Very Good	Polite staff. Didn't have to wait long to be seen.	Nothing I can think to improve. Everything was fine.
2023-12-04 16:53:27	Very Good	The appointment was on time and easy to get to.	
2023-12-04 16:33:11	Very Good	Because you safely removed the staples which barely hurt and as ever you took so much care	No improvement necessary

2023-12-04 16:42:14	Very Good	Very efficient	Just more availability of appointments
2023-12-04 16:27:32	Very Good		
2023-12-04 16:16:34	Good	Just straight forward	
2023-12-04 16:11:51	Very Good	Very friendly contact with receptionist and nurse Verity . Professional throughout .	Pleased with how it was .
2023-12-04 16:08:30	Very Good	I'm a new patient and found everyone very friendly and helpful. Especially Kimberly Wishart.	No improvement needed thank you.
2023-12-04 16:12:56	Very Good	Efficient, very friendly, very professional	No suggestions
2023-12-01 09:37:44	Very Good	Very nice receptionist,excellent nurse could not fault anything.	None

