

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
2023-04-13 22:11:23	Good	The doctor put my mind at rest about the decision to take my medication was mine and probably have no bad affect on my health at my age.	I'm not in a position to tell you how to improve your system.
2023-04-13 22:07:18	Very Good	Kim spent a lot of time with me ,she did not rush me & was extremely caring & informative.	I cannot fault my visit in any way
2023-04-13 18:53:37	Very Good	I was seen promptly and had no problem parking my car.	You can't improve on this. The practice nurse was very efficient and everything went smoothly.
2023-04-13 18:26:22	Very Good	Very friendly, and helpful	Nothing
2023-04-13 18:09:42	Very Good	I was contacted so quickly and offered a face to face appointment the same day.	N/a
2023-04-13 17:55:29	Very Good	Kim was very supportive and very helpful.	Could not have improved
2023-04-13 17:54:50	Very Good		
2023-04-13 17:53:10	Very Good	The nurse was excellent and caring.	None really
2023-04-13 17:49:50	Very Good	Were really helpful and instructions were clear . Nice to have people with patience and kindness.	I don't think I can but maybe suggestion of a text service with appointment details . That's not an issue though
2023-04-13 17:44:21	Very Good	Was able to ask a couple of questions, answers not really enlightens.	Limited information but efficient.
2023-04-13 17:45:36	Very Good	They were very quick in sorting my pain out and were very helpful when asking about my problem	Cut the covid message now
2023-04-13 17:42:37	Good	It is not easy getting through at the exact time to get an appointment or call back from the doctor. If your 5 minutes late you don't stand a chance getting an appointment.	Unfortunately, it is something that maybe out of your hands. People need appointments readily available as it was in the past.
2023-04-13 17:42:34	Very Good	Answered awkward query clearly	Could not
2023-04-11 16:12:44	Very Good	Dr Costello was clear as to what she was doing.	Make it easier to make an appointment. Other surgeries use a booking system for those who can't wait on the phone to speak to someone.
2023-04-09 11:39:38	Very Good	Didn't have to wait. Nurse very kind	Use land line instead of mobile
2023-04-05 17:46:57	Very Good	Pleasant staff and quick	None
2023-04-05 06:10:53	Very Good	My call was answered quickly and when the doctor rang she was very helpful	Nothing on this occasion
2023-04-04 18:27:14	Good	Dee was friendly and reassuring	Whilst the nurses are fantastic, it would be good to see a doctor when you're being told to have a load of tests as the nurses aren't able to answer all the questions I have
2023-04-04 18:22:34	Very Good	I was seen today after requesting concerns. The doctor was so lovely made me feel at ease and very thorough.	No improvement needed. Thank you.
2023-04-04 18:16:00	Very Good	Nurse was very kind and helpful	Make it easier to get appointments.
2023-04-04 18:15:10	Very Good	Staff welcoming and efficient	None
2023-04-04 18:02:13	Good	Lovely nice nurse (verity) for a very worried patient Went in 10 minutes late.	On time. Or at least advised me she was late on booking in.
2023-04-04 18:01:28	Very Good	Staff on duty well presented and very helpful	From my visit today do not think improvement necessaty
2023-04-04 18:00:39	Very Poor	Called at 829am, got 4th in queue, given phone appt, zero missed calls yet receive a o2 notification re voicemail. Receptionist advised trued call twice - again zero missed calls. Sent email with proof of no missed calls, received a reply back patient's can't email in to the surgery, even though its what I was told to do. Never received a phone call / no missed calls / no appointments and out of pain medication.	If given an appointment, then you need to actually provide said appointment.
2023-04-04 18:01:56	Good	Nurse was patient and personable as had blood test but my veins were pricing difficult	Appt was 5 mins late