

| 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 |
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| | Response | Open-Ended Response | Open-Ended Response |
| 03/30/2023 09:38:32 PM | Very Good | Appt given promptly Receptionist very professional and helpful Dr very helpful and made referral to hospital for X-ray which came through this week I felt very supported | I dont think there could have been improvement on very professional service Thanks to All Staff and Doctor |
| 03/30/2023 05:27:38 PM | Very Good | Professional and thorough | Nothing |
| 03/29/2023 04:33:24 PM | Very Good | Everything went smooth and pleasant people | Could not have improved my visit |
| 03/29/2023 01:07:08 PM | Very Good | The nurse was excellent | Nothing |
| 03/29/2023 11:32:22 AM | Very Good | No problems with seeing the nurse but you can 't see a doctor | More doctor's |
| 03/29/2023 10:39:41 AM | Good | | |
| 03/29/2023 10:15:21 AM | Very Good | Lovely lady so helpful | |
| 03/29/2023 09:51:08 AM | Very Good | I was called back in the morning, and the doctor was very helpful. | |
| 03/29/2023 08:44:01 AM | Good | Receptionist was very helpful and professional. Only marked down from very good as visiting surgery in another town is very time consuming without any other options especially if using local transport. | For patients who live in Hampden Park, it would helpful to provide basic nurse facilities (ie blood pressure and tests) at the hub located in old surgery building in Brodrick Close. |
| 03/29/2023 06:33:02 AM | Very Good | Hardly no waiting to speak to someone, had a call back within the hour | No issues via this contact |
| 03/28/2023 08:46:02 PM | Very Good | I phoned to talk to a doctor, did a specimen and the doctor phoned, and was very helpful. Thank you ! | I did try quite a few times over the days to talk to a doctor, but got there in the end. Thank you ! |
| 03/28/2023 07:51:51 PM | Good | Staff very courteous and only a short wait to see nurse .All very good as always with the nurses and reception staff. | The way things need to improve greatly is face to face visits with a doctor and the need to discuss illnesses and complaints as a whole . Do not feel it sensible or useful when we have to decide what part of our symptoms can be discussed as so many symptoms can relate to the same illness. |
| 03/28/2023 07:19:34 PM | Very Good | The doctor today was so good and asked me lots of questions and made me feel very reassured | |
| 03/28/2023 06:50:41 PM | Very Good | All the information and advise was very helpful thank you | I found the visit was fine. |
| 03/28/2023 06:40:23 PM | Very Good | Because it was good | No everything was alright |
| 03/28/2023 06:22:36 PM | Very Good | Claire was very kind and patient with me and explained everything to me | No improvement needed. Very straightforward. |
| 03/28/2023 06:22:44 PM | Very Good | Fast and efficient service. | It was OK as it was. |
| 03/28/2023 06:22:44 PM | Very Good | Professional and fast | |
| 03/28/2023 06:21:53 PM | Very Good | I was very nervous about having a blood test and the nurse practitioner put me at ease. She talked me through what was happening and informed me about each step being taken. | N/A |
| 03/28/2023 06:11:43 PM | Neither Good or Poor | I feel that the way the new system works is wrong | I feel it takes so long to get the help I needed perhaps more people on the phone |
| 03/28/2023 06:15:17 PM | Good | The receptionists were very helpful and the nurse was very caring | |
| 03/28/2023 06:14:11 PM | Poor | I feel like the doctor wasn't very compassionate | Spend a bit more time bonding with patients and really listening to them, ask them how their problems is affecting their life etc. Make them feel listened to |
| 03/28/2023 06:09:50 PM | Poor | I didn't feel supported when I became upset and I didn't feel that my concerns regarding Bile Acid Malabsorption, blood results and aching joints were being taken seriously, mostly because the GP didn't seem to understand the condition well enough. | Some empathy and compassion would have been nice! |
| 03/28/2023 06:04:41 PM | Good | As I was pleased with the service I got today. I thought | I know youâ€™re very busy but youâ€™re always willing to help. |
| 03/28/2023 06:07:29 PM | Very Good | Receptionist was very courteous and helpful and | I donâ€™t think you couldâ€¦ |
| 03/28/2023 06:02:54 PM | Good | Done the job | Take blood first time instead of third attempt |
| 03/28/2023 06:03:50 PM | Very Good | Knowing how busy the Gp surgeries are and under pressure.Very helpful and supportive | Quicker response times to see GP |
| 03/28/2023 06:02:42 PM | Good | Just what you expect. | To offer a better service. |
| 03/28/2023 06:01:55 PM | Good | The healthcare worker was friendly and efficient | It would be good if you could get a doctorâ€™s phone call/face to face appointment easier |
| 03/28/2023 06:04:37 PM | Very Good | No problems, friendly staff | Tea and coffee |
| 03/28/2023 06:02:02 PM | Very Good | Appropriate question and listened to answers and discussed decision. Also dealt with other matters. | |
| 03/28/2023 06:01:36 PM | Very Good | Kim was an excellent listener and gave clear helpful advice. | Nothing to add - was 10/10 |
| 03/26/2023 08:01:17 PM | Very Good | | |
| 03/22/2023 08:42:26 PM | Very Good | Friendly staff and efficient service. | None |
| 03/22/2023 05:43:07 PM | Very Good | I was welcomed by reception and seen on time by a lovely professional nurse. Well done.ðŸ™, | Nothing to improve on this visit. |

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| 03/22/2023 05:32:01 PM | Very Good | Managed to be first in the que, lady answered the phone and in my excitement at being the first I think I muted her, she hung up. And then called me back so I didn't have to wait. She didn't have to do that but very happy she did. Very polite and helpful | I was happy |
| 03/22/2023 05:14:54 PM | Very Good | The Doctor listened with genuine interest | Just right for me |
| 03/22/2023 04:57:24 PM | Good | I would have liked answers to all of my questions but I understand that the lady I spoke to wasn't able to answer all of my questions. | A lady who was able to answer all difficult questions I had. Not her fault. She was very helpful. |
| 03/22/2023 04:42:09 PM | Very Good | Though no time was mentioned for the call only AM it was early on in the day, which meant I could go out | It would be great if you could offer more appointments during the day by getting more GP's in or NP. I find when I call in the morning I'm immediately in a queue of 30 & it's usually not till 9:30 I speak to someone, to be told there are no face2face slots left. Which is hardly surprising as all you've got it is Dr B and Claire B. You've invited new registration, which concerns me as a practice its seems you already haven't got enough staff to accommodate this. But when I do get an appointment, you're all great, love Claire B and I know some other moaning menopausal Minnie's have caused this clinic to be cancelled, which is a proper shame as was so needed - love Claire as she's helped me loads get my meno sorted. Kim too also great and really supportive . Xx |
| 03/22/2023 04:48:12 PM | Good | | |
| 03/22/2023 04:23:51 PM | Very Good | Because I was Seen quickly the doctor was very helpful | In this case there wasn't anything that could be proved |
| 03/22/2023 04:18:44 PM | Very Good | The receptionist & Doctor were kind, empathetic & listened to what I had to say | Today was absolutely brilliant. I felt really listened to and the follow up was excellent, everything they said they were going to do, they did. |
| 03/22/2023 04:18:38 PM | Very Good | Very friendly staff and efficient in getting both a telephone appointment and face to face on the same day | Nothing |
| 03/22/2023 04:12:40 PM | Very Good | Dr Derry is a great doctor and always listens carefully and advises with caution. | You really have got to change the first-come-first-served appointments. Most of the time it's okay for me because I work from home, but I had to not go in the office today because I would be travelling when the lines opened, meaning that when I did have the time, there'd be no appointments left. It's also awful for someone like my dad who can't ring at half past eight too due to work. A booking system two or three weeks ahead with room left for emergencies would be much better. |
| 03/22/2023 04:15:19 PM | Very Good | All very helpful. | All fine. |
| 03/22/2023 04:13:40 PM | Very Good | Explained what was going to happen and carried it out perfectly | None |
| 03/22/2023 04:08:47 PM | Very Good | Nurse identified a problem, brought in a senior colleague who investigated further. Both extremely professional and kind | |
| 03/22/2023 04:07:58 PM | Very Good | Staff were spot on, polite and reassuring | Nothing |
| 03/22/2023 04:03:41 PM | Very Good | Reception and clinical staff generally very helpful. | Telephone consultations. It would be very helpful to most people if they were advised whether the call would be a.m. or p.m. some practices specify a time slot. |
| 03/22/2023 03:56:16 PM | Very Good | I went almost straight in for my blood test, then an assistant overheard me asking about my follow up app. and came in to say it was done for me, for that I was grateful. | |
| 03/22/2023 03:57:48 PM | Very Good | This lovely nurse is always caring and thoughtful when I see her | |
| 03/15/2023 09:42:31 PM | Neither Good or Poor | The reception it's were good but the doctor who I spoke to wasn't and didn't help me even though I was crying | Let patients make a precooked appointment |
| 03/15/2023 07:12:32 PM | Very Good | Clare was really kind and easy to talk to | It would be helpful to sign in electronically when you arrive so that you don't miss your appointment. A client was talking to the receptionist for a long time which meant that a gentleman was late for his appointment even though he was there. And I nearly missed mine. Though I can see that for older patients this would be a problem |
| 03/14/2023 09:23:26 PM | Very Good | Very positive. Getting my problem dealt with very quickly and a follow up appointment booked | Was happy with my experience today. Thank you |
| 03/14/2023 09:15:37 PM | Very Good | Although a little late had a good examination with advice on proceed to handle with my wounds | Nothing |
| 03/14/2023 07:15:31 PM | Very Good | I got the same day appointment. Usually it takes a very long time for this if you don't call by 8.30am. The staff were friendly and efficient. Thank you. | Sometimes I wish that we were talking more about the root of problems. Not just the surface but I realise that NHS has become deeply affected by covid and back log and the world is going through a big shift. There are only so many trained people to see the amount of people needing advice, guidance and testing. I understand this. At times I miss seeing the same person who knows me, knows my history and has time. Again, I understand there is an allotted time for each patient. Wishing you well. |
| 03/14/2023 06:33:15 PM | Very Good | I arrived at 915 for my 937 appointment and was seen early by Verity. Receptionist was polite and instructions easy to follow. Verity was lovely and professional | I don't see any area for improvement for today's visit. Perhaps some tea and biscuits at reception?! (Joking) |
| 03/14/2023 06:19:15 PM | Very Good | All the staff are so nice x | Don't no all my visits are fine receptionist are very polite and the nurses are all lovely x |
| 03/14/2023 06:21:12 PM | Very Good | The nurse who I had an appointments with was very professional. Helped me with questions I asked. | Like I said in question 2 the nurse was extremely professional |
| 03/14/2023 06:04:36 PM | Good | Did seem a bit of a waste of nurses time as I had my blood pressure taken 2wks before and have had no issues.. nurse did check.i was happy with my hrt but I hadn't requested any appointment as all was ok | I've had 3 appointments with nurses in last 3wks.....all to check my weight/blood pressure/ height!!! I cancelled 1.... but went to 2..... perhaps checking patient notes would elevate pressure on appointments and staff |
| 03/14/2023 06:02:46 PM | Neither Good or Poor | Had to wait 30 minutes after appointed time (12.56pm). | Could of been told it was running late. |
| 03/14/2023 06:02:12 PM | Good | Courteous and friendly staff no probs | Couldn't find a reason to change anything |
| 03/14/2023 06:01:29 PM | Very Good | Spoke to Claire today who is a menopause specialist. Made me feel normal again after feeling like I was going crazy. Such a lovely lady | N/a |
| 03/14/2023 06:01:55 PM | Very Good | Friendly nurses | Nothing to improve |
| 03/14/2023 06:01:31 PM | Very Good | Professional and efficient staff and visit. | Nothing - it was fine thankyou. |
| 03/07/2023 23:57 | Very Good | I was treated courteously and the nurse listened carefully and gave appropriate help and support for my situation. | I was satisfied and happy with my experience and would recommend Manor Park surgery for thorough treatment. |

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| 03/07/2023 19:40 | Very Good | My appointment was with Claire and she was very kind in explaining everything about my condition to me. | No need |
| 03/07/2023 18:37 | Good | Appointment with Claire, always a pleasure! She is thorough, down to earth. Highly experienced and generally amazing at her job. | Reception/telephone staff could do with more training. |
| 03/07/2023 18:33 | Very Good | Claire is always so kind and caring. She was very apologetic about running behind but her care is second to none as always. Thank you. | No improvements needed |
| 03/07/2023 18:20 | Very Good | Claire AP was amazing so understanding and kind. Put me at ease. | |
| 03/07/2023 18:01 | Good | At last managed to get to see a human being even if it wasn't the doctor. Practitioner was fantastic she listened to me and took time!!! Not just a call back with a crazy diagnosis. | |
| 03/07/2023 18:02 | Very Good | I was so pleased with my treatment and really pleased that the nurse could deal with me. Thank you so much !! | My visit could not be improved on. Thank you !! |
| 03/07/2023 18:02 | Very Good | Everything went smoothly and friendly helpful staff. | I can't think of anything. |
| 03/07/2023 15:39 | Very Good | The nurse was so helpful. | Very happy with the visit, and contact. |
| 03/07/2023 15:36 | Very Good | I was supported with my issue and everything was explained to me well. Advise was given. | No improvements needed. I was supported and felt cared for and valued. |
| 03/01/2023 18:29 | Very Good | All as expected if not better on time and helpful nurses you cannot ask/expected more | As always parking a problem but understand cannot increase space at current location |
| 03/01/2023 16:08 | Very Good | Quick efficient polite | N/A |
| 03/01/2023 13:26 | Very Good | Staff are friendly, efficient and very helpful. Nurse was abd us always amazing with my little boy. I also like that there's a limit to the amount if people waiting to be seen. | I can't think of anything right now |
| 03/01/2023 12:21 | Very Good | Because you are all always so helpful and are quick to get appointments booked in. Also you are always so kind and supportive with my father. Thank you | Nothing to improve - everything was taken care of thank you. |
| 03/01/2023 12:02 | Very Good | Been having injections for a year now, this was one of the better ones, no swelling | |
| 03/01/2023 11:15 | Good | Staff were very willing to explain the position of issues that were not quite clear. | I do not think I know how you could improve my visit. |
| 03/01/2023 11:16 | Very Good | Surgery phoned me back to save holding on too long. Dr phoned me as arranged. Link he sent me to send photos worked perfectly & he phoned me back promptly. Appt at hospital arranged promptly. | Told could only talk to dr about one thing not a very humane attitude. |
| 03/01/2023 11:14 | Poor | I found the receptionist very rude and did not like her attitude. I understand its a stressful job but there's no need to be short and sharp with people who don't feel very well . | Be a bit more patient |
| 03/01/2023 11:12 | Very Good | I was number three in the queue and managed to get through quite quickly ðŹ“ | Sorry, but I don't have the answer to that one. |
| 03/01/2023 11:02 | Good | | |
| 03/01/2023 10:58 | Very Good | The Staff are so good center | |