

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
2023-05-24 20:45:35	Very Good	Excellent quick response to request we feel cared for.	You couldn't be the best
2023-05-24 17:44:52	Very Good	I had a prompt call back and Dr Patel was very helpful and a prescription was waiting for me at the chemist.	Nothing
2023-05-24 13:50:46	Very Good		
2023-05-24 13:34:09	Good	The nurse I saw redressed my arm well and said to phone surgery if any problems as she was concerned about the arm becoming infected as I had finished my antibiotics.	When my hand swelled up by this morning I did as nurse asked and phoned the surgery only to be told by the receptionist to call 111 or go to A&E. As I had spent all night just over a week ago in A&E and phoning 111 who wouldn't be able to see my hand was not an option I decided to take my chances and wait until my appointment on Friday. As a 79 year old patient who never abuses the NHS system or bothers the surgery unnecessarily I was not impressed.
2023-05-24 12:24:09	Neither Good or Poor	You have to call at 8.30 am to get an appointment. Otherwise the Doctor was really helpful.	Be able to prebook appointments and not have to set an alarm for 8.29 whenever I want to make an appointment.
2023-05-24 10:51:25	Very Good	Treated efficiently and kept informed throughout, friendly HCA	
2023-05-24 09:56:49	Very Good	Doctor rang at a reasonable time and was very helpful	Don't think this contact could have been improved on
2023-05-24 09:48:06	Very Good	On time, Dee was engaged, friendly and helpful.	Perhaps reminded me to bring a urine sample with me.
2023-05-24 09:16:35	Good	I was given an appointment with no problem and the doctor I saw was absolutely lovely. Thank you	I still think it is very stressful having to do battle in the morning to get an appointment. If you want an appointment for an important but non urgent condition you have to choose a day when you have no engagements because you are not given a scheduled call back time so have to be free to take a call all day. This happens once in a blue moon in my diary so it's a case of cancelling engagements which often involves inconveniencing other people. I just find the whole process very stressful.
2023-05-24 09:23:39	Very Good	On time, kindness, patience and answered all my questions	I was satisfied with the visit
2023-05-24 09:18:05	Very Good	The reception staff and the nurse that I spoke to were very helpful	Nothing to improve at all
2023-05-24 09:11:09	Very Good	Quick, efficient, thoughtful, kind and polite staff.	It was all I wished for in terms of a visit. Hard to improve on what was already a great service.
2023-05-24 09:09:05	Very Good	The nurse was very nice and polite and also very helpful in explaining ways that would benefit me getting healthier and better	None that I can think of
2023-05-24 09:09:42	Good	Prompt and very efficient.	
2023-05-24 09:05:51	Very Poor		
2023-05-17 18:22:56	Very Good	I was seen by a very friendly Nurse. Who explained everything she was doing. She treated me with courtesy, and was very supportive about a personal matter. I felt she cared about me as her patient, and that she was very efficient.	It was perfect from the greeting at reception to my consultation. I always receive brilliant support from the staff at the Centre
2023-05-17 16:53:23	Very Good	He was very helpful and understanding. Dr Patel	To let us see the doctor instead of a telephone appointment
2023-05-17 16:04:39	Very Good	I had a health issue so rang the surgery and explained my problem. They said they would give me a call back later. This they did and I spoke to a Dr about my problem. It was resolved with antibiotics later and I collected them from the pharmacy.	Not really. What you said to me over the phone worked out. From a patient's perspective the system worked well.
2023-05-17 15:51:45	Very Good	She was prescribed and now she feels better	
2023-05-17 14:32:42	Very Good	The doctor was very perceptive to my questions and we were both able to make a satisfactory decision	Happy with the service
2023-05-17 12:25:01	Very Good	Appointment was on time and relaxed	None
2023-05-17 10:58:22	Good	Kit was ready to pick up when I came to the surgery after the phonecall	I would prefer to speak to the doctor face to face with my granddaughter present
2023-05-17 10:45:21	Good	The staff are excellent was waiting 30 minutes over appointment time...just how it is what can you say	It's just unbelievably difficult trying to get an appointment it's beyond ridiculous I was trying for 3 days before I got in the queue to get an appointment something should be done about this you can't even get a call back from the doctor because they're all gone the pharmacist advice is see your doctor but it's incredibly hard to get an appointment.... 80% of my immediate circle of friends say exactly the same ...difficult getting through same thing
2023-05-17 10:51:56	Very Good	Dr was happy to listen to my concerns and give me honest feedback on how we will go about dealing with it.	Can't think of anything to improve on other than wait times but I understand the NHS and doctors in UK are under strain.
2023-05-17 10:26:51	Very Good	I was impressed with the professional way everyone carried out their duties	I can't think of anything at the moment I'll be in touch if I think of something
2023-05-17 10:28:49	Poor	Long wait no apology. Lack of courtesy.	Talk to people. I always arrive early. If you're running late just tell me.
2023-05-17 09:52:27	Good	The nurse Kim was very helpful as usual	
2023-05-16 08:26:38	Very Good	Helpful, informative and caring doctors and staff.	Good quality service.
2023-05-12 08:08:27	Very Good		
2023-05-10 19:00:06	Good		
2023-05-10 17:48:37	Very Good	Doctor explained everything clearly in a friendly manner.	Contact with you very helpful & efficient.
2023-05-10 14:41:33	Very Good		
2023-05-10 14:33:52	Good	Staff were friendly and pleasant.	I would like confirmation that it has been possible to record in my notes that most successful place to take bloods is on my wrist. This would avoid being unnecessarily pricked with a needle in other areas which do not give blood willingly! I have requested this is recorded verbally previously and think it should be possible for this to come up on the system should I need to give bloods again. Thank you in advance
2023-05-10 13:51:02	Very Good	Because I was satisfied	

2023-05-10 13:29:57	Very Good	I was offered an appointment immediately - receptionist was very helpful, kind and efficient and sorted out my various queries. Nurse was reassuring.	No improvements
2023-05-10 13:28:17	Good	Because this time I managed to get a phone appointment with a doctor first time. Last time it took five days.	N/A
2023-05-10 13:25:34	Very Good	Good communication	N/a
2023-05-10 12:59:10	Very Good	Perfect results to what treatment I needed	At the moment non at all
2023-05-10 12:48:05	Very Good	Seen quickly, doctor listened to my concerns and took action. Reception were polite and helpful	No improvement very happy with service
2023-05-10 12:48:23	Good		
2023-05-10 12:44:44	Very Good	Helpful friendly service from arriving at reception to seeing my dr who listened to my issues and showed empathy and helped with referral's, I was not made to feel a burden which goes a long way with me .thank you all at my surgery.	N/A
2023-05-10 12:41:13	Very Good	Nurse was very helpful and explained everything please	Pleased with the way I was already contacted
2023-05-10 12:24:31	Very Good	The staff member who saw me was very professional, friendly and made feel at ease.	Shorten waiting times for appointments.
2023-05-10 12:14:42	Very Good	I was cared for in a wonderfully kind and professional way by Kim and Dee & the admin team. A special schedule of visits was arranged for each working day, over several weeks, enabling me to plan around them.	I'm just very grateful.