

Apr-24	Very good	Good	Neither good nor Poor	Poor	Very Poor	Don't know
	742	283	41	23	70	13

## Comments

Very quick response to my econsult and a very kind Gp  
 Very little waiting time and explained clearly the problem  
 Excellent Doctor  
 This was a follow up from 5 weeks ago, the doctor was on time and most helpful  
 The guy receptionist was very helpful and understanding. Good doctor too  
 I used econsult today and got an appointment for the same day  
 Very polite and friendly staff. Seen on time  
 Lovely polite Nurse very caring  
 Somewhat easy to navigate  
 I called this morning, was offered a same day appointment and as soon as I walked into the surgery I was called into my appointment.  
 Dr Smart answered all my concerns helpfully  
 Dr Smart listened to me about my symptoms and carried put various tests.  
 Bloods nurse was excellent  
 I rang this morning in pain and was amazed to be given a face to face appt with my own Dr  
 Got an appt with my own Dr on the day I rang. So pleased as in pain . My Dr referred me and gave me medication , so couldn't ask for more  
 She was helpful and worried about my misscarriage  
 She was helpful and knowledgeable  
 Very nice staff and quick  
 Very friendly very helpful , made me feel comfortable  
 Because they took time to explain to me about my blood test results  
 Very helpful and efficient  
 r smart is always very good , listens and gives good feedback  
 Very helpful and sent information to me straight away  
 I was seen on time and the service given was of a high standard  
 Good polite service  
 Helpful receptionist & informative efficient telephone conversation with doctor  
 phone apptment was next best thing to seeing a gp  
 Appointments ran on time and staff were accommodating and helpful  
 A doctor who knows how to treat a patient  
 Got an appointment. Doctor very pleasant and listening not rushed  
 Thorough and caring and with follow ups  
 Dr was good but machine for booking in in the oaks wasnt working so had to queue for 15/20 minutes at reception to book in  
 Everyone was friendly and polite.  
 Seen on time , Dr explained everything well  
 Main issue was not being able to give alternative number via txt.  
 Reception staff mot polite very snippy and have a very bad attitude  
 50mins late. Think this is totally unacceptable and made me late my afternoon commitments.  
 didnt get a phone call at all?

Kind, listened and patient in approach

Polite

Efficient check in, seen almost immediately and lady taking blood was very friendly and explained it all well

Nurse was extremely helpful and informative thank you

"It was very direct and helpful"

Very helpful, clear and knew all the answers to help"

The issues I reported were followed up urgently with the right investigations and tests

Unrushed, helpful, constructive and empathetic.

Dr was very very reassuring and helpful

Excel service

Arrived early for blood test and was seen early, very efficient.

Trying to get an appointment with a doctor or a practitioner can be quite difficult by the time you get through to the surgery all the appointments have gone

"I was seen within ten minutes of arrival. The lady I saw was very good and helpful. A really good service

Very efficient and friendly

Haven't been to doctors for long time

Same day appointment, Gp doctor very professional"

Managed to get an appt that morning, the PA took her time to investigate her problem and was thorough

Friendly and helpful

Very efficient.

"The GP was very good and understood my symptoms

I phoned the surgery just after 13.00 and was given an appointment with a G.P. for 15.30

Very professional and reassuring- top marks cederâ€™s

Because the doctor gave me a good examination and asked me a lot of questions regarding my health

Exactly on time. Very professional nurse. Explained everything to me.

Very helpful and friendly

Very helpful and understanding

Always pleasant and understanding

I had an appt with Paula, Nurse, who is so kind and understanding

Unrushed, helpful, constructive and empathetic.

Appointment on time, efficient, professional and friendly

I was seen immediately and greeted by smiling staff

Was great experience

The nurse was very professional and extremely helpful

Quick and nice person taking my blood

My nurse was beyond lovely. She was reassuring from the outset

Appointment on time, check up efficiently carried out

The nurse was friendly, informative and very professional

Quick response

"I spoke to the Doctor very helpful very informative

Helpful on reception and appt on time and nurse easy to talk to

Phone call at promised time. Pleasant Dr who knew my history and was v helpful

The practice reached out to me quickly to book an appointment.

Person rang back a second time after I missed the first call.

Excellent GP knowledgeable, listened to me, reassured me"

Received lots of helpful knowledge and able to have a positive conversation on options available to me

Nurse/doctor was really good

Nurse was very helpful and offered alternatives to current medication.

Because the person talked me through what was going to happen before during and after so I was fully informed

Was able to speak to receptionist privately who booked an appointment with the doctor.

Because the physio was very helpful

This was my first appointment with the diabetic nurse Karen Manning at The Oaks. She explained everything that will happen and was very concise and friendly

I was able to get the same day appointment

very helpful and friendly

Nurse Paula is just so helpful and nothing is a problem she really puts me at ease

Dr. Smart was very kind and understanding.

Empathy

Excellent service Doctor was brilliant thank you

Right from call waiting to getting an emergency appointment same day the service was prompt and professional.

We were fortunate to get prompt emergency call back & diagnosis with prescription organised for collection within 30 minutes - excellent.

Doctor was very thorough

The Doctor was very nice and patient, gave a lot of information and made me feel at ease

Very helpful

Went in on time, booking in machine working so didn't need to speak to a receptionist

The doctor rang promptly & advised me of what's happening about my problem

The nurse listened to everything i said.

The lady I spoke to was very informative and explained things to me.

Very good appointment was on time keep up good work

Acceptable wait in phone queue less than 5 minutes, helpful courteous booking clerk and receptionists

All staff that I met were helpful & friendly

Staff were accommodating and the phlebotomist was quick and professional

Because it was very good most informative and helpful"

Doctor was kind and took all concerns seriously

Kate Manning is wonderful, friendly and helpful

Doctor really good

Comprehensive information from Vivian

I am happy with the service. GP called me back and attended to my needs

Appointment was an hour late

Easy to book self in, tv notice board to let you know when and where you are to see Dr

Polite professional staff. No waiting.

The phone call was at the time of the appointment said and the discussion to the point

Didn't wait too long past appointment time and was treated very well

Information explained by the doctor in plain language

Listened

I felt I was listened to and consultation was long

Good service

Early phone call helped and was helpful

Response was quick

Varied"

The doctor was lovely and given medication needed for painful ear infection

Could have been better. 45 minutes late being seen. Booking appointments should be able to be booked for a later date over the phone

Surgery is keeping me informed with my complaints.

Very thorough and reassuring

Straightforward with explanation

The Dr was polite, informative and nice"

Always great with Dr Smart - very thorough consultation and helped with my ailment - not so good in terms of getting through/appointments etc

I can usually get hold of someone and get an appointment if I need to

Zoe discussed the findings of my recent X-ray result and will refer me on to one of her senior colleagues

"Explained fully what was wrong and what they would do going forward.

Quick blood test, no hanging around and nice friendly staff

Clearly informed about blood test results

very positive and kind doctor

Very helpful

On time

Firstly I was expecting a face to face appointment & was informed on the NHS app that it was a telephone appointment

"It's so hard to get an appointment. You have to start ringing at 8am, wait in the queue

Unable to access test results

"Person spoke over me and didn't solve the problem. Just wanted to get rid of me to go A and E

So difficult to get an appointment

Third time trying to get a smear test done. Now rebooked for 23 April after much toing and froing.

I waited over an hour to be seen only to find out the person who I was meant to have an appointment with had left

I did not receive the arranged phone call appointment.

They never even bothered to call me back

I went for a scheduled appointment and the surgery was closed . I hadn't been notified a difficult walk for me and it was raining

If not waiting on the phone for 40mins to an hour is an issue then walking in and being told no appointment go to A&E will get seen quicker

I have not received any phone call

excellent service

Diabetic Nurse was very pleasant made me feel at ease

It was my first visit to the Ceders surgery, as normally i was linked to the Oaks surgery, but the standard of treatment was very good

The Doctor listened carefully and gave me excellent advice.

My appointment was on time and very nice nurse

Karen who was the young lady that I saw was incredibly helpful in helping me to get the NHS app on my phone

They've been highly responsive to my requests and needs

Daughter had a blood test and the lady was so patient and kind

Great efficient service and friendly staff

Good services

Efficient, in good time and a very helpful receptionist

Has a medical problem and was given an emergency appointment same day Was treated with care and consideration

Service excellent

The receptionist was very helpful and pleasant

Service was excellent & friendly staff"

Nurse very kind and gentle

My econsult was responded to very quickly and I was also given an on the day appt

The nurse I saw was very nice and professional"

I got to the surgery and was seen straight away not too crowded in there

First Class service, friendly, helpful and clear about next steps to resolve my hip and knee problems.

Responded quickly to my request  
Dr Igbekele phoned to give test results. She was clear, took time over discussing the issues, gave clear explanations and started me on new medication. Excellent

Paula reassured me by saying she would call me once the results were back.

Quick appointments for GP and bloods, referral made

Excellent service

Dr Balendran very helpful

The receptionist was very helpful and pleasant

Very quick. Very pleasant nurse

Nice

The doctor was very helpful and pleasant

Easy to check-in and I was seen to right away

You're always ready to help online as that's the only way I can get through to you

He was able to listen and lift my spirits up with some advice because I was grieving and cried

Friendly, on time and sorted my issue

Doctor was brilliant, listened carefully and explained all well with providing necessary tests to be done

Very good and helpful and friendly

The doctor was very kind and helpful

The doctor I saw at the Cedars very thorough. Thank you didn't feel rushed at all

"The system works!!"

On time and very reassuring

Pain free blood test and kind and caring, thank you Karen

The doctor listened to my concerns

Professional and accommodating

I was seen straight away without having to wait at all. The nurse Karen took my blood without causing any pain.

Very friendly and professional member of staff who took my bloods

Efficient and lovely lady taking bloods

Very pleasant nurse

The doctor answered all of my questions and I feel reassured

I arrived early went upstairs for my test was seen immediately

I have no problems

Helpful

"Very prompt service

A very pleasant and friendly nurse.

Quick and efficient, friendly nurse"

Dr was clear on my blood results

Had blood test & went in on time & phlebotomist was very good

someone could have answered the phone to book appointments instead of 3 persons standing around talking ?"

Got a quick and informative reply

Dr very thorough, diagnosis was chest infection given antibiotics

Very helpful and so pleased to be able to see Dr Smart in person

Helpful information and plenty of time to talk about my case

The phlebotomist at the Oaks surgery is always efficient and friendly

Spotted problem I set off await scan to confirm good result

Seen on time and blood test taken efficiently

Was on time

I didn't have to wait long and the Nurse was very nice.

She was prepared for me. Showed concern and showed me pictures that related to my situation  
Sorted out what I needed  
Made sense.  
Seen on time  
I had a good experience  
Just tried to tell me what was wrong with me before doing any tests or anything and was arguing with me about having a blood test  
The phone rang twice and ended  
Helped with my problem  
The cedars have been amazing helping me with recently. Receptionist Iris was fantastic!  
Really easy to check in, Saturday makes so convenient - saw Kate manning and all good  
Thorough exam and explanation of new treatment options. Kate is superb.  
Didn't feel comfortable  
"I was very pleased with the nurse  
Great service. Keep it up. Thank you  
Appointment on time, excellent phlebotomist  
The Dr was very pleasant  
Was quick response and thorough docto  
Fine  
Was seen promptly  
Excellent communication & prompt assessment by Doctor  
Happy helpful staff and didn't have to wait long  
Convenient, on time and friendly  
I was on time , and the lady that took me blood was very caring  
Had a good blood test.  
Seen immediately. Excellent clinician. Blood taken with no problems  
No waiting, straight in for shingles vaccination, met with smiling face. What more could I ask  
Fast response  
Doctor Smart excellent at explaining various medications.  
On time. Nurse very good.  
Very efficient  
Very helpful and explained things to me  
Had excellent treatment at my surgery waiting time for appointment good on time in the surgery  
Good response  
I was seen on time  
Happy staff  
Very helpful kind receptionist  
Very prompt service"  
Appt on time nurse very nice gave blood told me when to expect the results  
Warfarin checkâ€¦Lynne is always considerate and happy to see you  
When phone got though quite quickly and got appointments. For that day and the doctor was nice  
I accidentally cut off my call mid way through but received a text with appointment! Excellent service by receptionist.  
"I am still waiting for results and my situation is ongoing  
Because I am satisfied  
Very pleasant and attentive, sought superiors advice as needed  
I was in and out within 5 minutes. The GP was polite and efficient and I was seen on time  
Very pleasant in Manet and I felt as though the doctor was listening

Quick response from my econsult and helpful advice given  
Good service  
Wait was long dr listened put a plan in place  
Helpful and courteous staff  
Staff were very helpful and I was seen straight away.  
Wanted help but did not get it. Was told to make another appointment  
The receptionists are rude, got attitude and are not very helpful  
Admin was in turmoil and had to really stand my ground to finally get my referral letter  
Knowledgeable staff  
Arrived early for appointment and was seen straight away  
The doctor was very understanding and supportive  
Because the doctor was very understanding and supportive  
Had Joanne Stanley. I hate needles, was very careful  
. I did econsult yesterday and within a few hours got a link to book blood test for today.  
Blood appointment. Very quick to be seen and dealt with. Friendly  
Easy to use machine for height, weight & blood pressure. Blood test all fine & no wait.  
Dr really friendly and good examination  
Was very gentle and no bruising  
She was very helpful and thorough  
Dr was very helpful listened and gave good advice . I like that I saw same de with my ongoing issues  
Dr was very thoughtful and thorough. It was obvious she cared about me as person.  
The nurse listened to my queries and answered them which helped me understand  
Ok  
Efficient friendly staff  
Phlebotomist was lovely and helped reassure me. Very nervous with needle  
Very nice very good  
I was put at ease  
Very kind and helpful  
The practice is always clean and tidy, easy to access , simple signing in. Staff very friendly  
On time & a very pleasant nurse  
Because I finally saw a doctor face to face  
I did not have to wait.  
Everything ran smoothly  
Reception and nurse both welcoming and friendly  
Very prompt and efficient  
she listened. n explained.  
Appointment easy to make(in person rather than by phone) and was seen on time for my blood test."  
"I had an appointment for bloods . Was seen at exactly my appointment time . Was very quick process  
brilliant people  
Good  
Because the Dr Dooa was very nice and explained me very well about my situation  
Happy with the service I received  
The nurse was extremely helpful  
Karen is the best at taking my blood as it can often be quite difficult due to my veins.  
Beautiful doctor, and so informative  
Helpfulness

Quick response

Very pleasant all on time

Receptionists was helpful and the doctor I saw was very good, listened and explained things

Clinician explained my test results in detail and discussed treatment plans going forward

Patients are seen quickly, a bell and screen alerts you when to go into the doctors room, the GP gives good advice."

The nurse was helpful and she also listened to me.

Helpful service

The doctor was very pleasant and listened to my concerns

Apart from the very long waiting time before the phone was answered the service was good, efficient and friendly

Appointment on time

Got seen on time

Basic service

It took 2 weeks just to sort out a referral letter. Each time I spoke to someone, I had explain everything from start. Some people thought it was funny

No call

I wasnt examined properly And hard to understand the doctor. This resulted in me having to pay for a second opinion, I do not trust what the doctor said

Doctor was on time, very thorough, and I was very pleased with result.

Doctor was very good

On time. Very friendly.

Quickly in and out job done

Ruse was very professional and pleasant

On time. Efficient.

It was a very good experience informative and helpful

Zoey physio very polite

Seen on time

Helpful information .+ efficient

Seen promptly, excellent nurse feel very comfortable with her thank you

Clear delivery of information.

Had good experience

I felt Barbarie is very good I like her

"I saw Paula Ryan for my follow up appointment and I cant express how grateful I am to this nurse. She is very approachable, supportive and knows what she is doing.

Accessed well and did the needful unlike saying it is very common

Very prompt to get back to me when I requested appointment (although e-consult long-winded

Never had a problem with appointments or Drs at the oaks, always listen, treat and follow up

Friendly, informative, time taken to discuss concerns

Friendly, informative, time taken to discuss concerns

Because I got an appointment and the doctor was very helpful and polite

Seen on time. Got results

Discussed symptoms offered advice and recommendations

On time and Dr. Smart was superb

Gave me a clear view of what I needed to hear

I was pleased that I was able to discuss things with my Gp

After arriving early and registering my appointment confirmation I was seen to almost immediately.

Lucy rang to discuss cholesterol levels. She was very encouraging & also listened to my concerns of having full blood check annually.

Good service



Because I am happy  
Because the doctor was very nice  
Staff polite, seen quickly  
Very caring, compassionate doctor who took the time to really listen to provide the best support  
Always exactly what's required  
Very helpful and friendly  
Straight in on time expertly executed blood test  
Appointment on time, Nurse very friendly and caring  
The doctor was very pleasant and caring  
The appointment was made with no problems and the doctor was very pleasant and helpful  
"I was seen on time and the nurse was efficient  
Very understanding  
Happy enough but felt rushed  
Polite Helpful on time  
"Early for my appointment but nurse saw me straight away she is always kind and chatty  
I was happy to get a phone call from a doctor after my first e-consult.  
Doctor was very clear and I understood all she said  
Very pleasant experience  
I was seen on time  
My nurse was gentle with me  
Very relaxed atmosphere. Friendly and helpful staff.  
Polite and appointment was on time  
I had a smear test, no lubricant was used and the nurse was not gentle at all. In fact she made me bleed  
booked a call appointment was never called"  
Because you can never get to speak to anyone  
I didn't get a call  
Nice helpful polite service.  
Very helpful and understanding Dr  
The doctor was very helpful and sorted me out  
Nurse knew exactly what was required  
I got an appointment very quickly and the nurse was very efficient  
The reception staff were so helpful and DR Nathan is so professional and competent and supportive  
Dr Chumbet has been a massive help to me. He takes time to listen. I have not had this from a doctor in years.  
Very helpful information  
"Very helpful and got a referral  
The doctor was very helpful and understanding  
Very supportive  
Effortless procedure  
The Dr was very pleasant and sorted me out with my medication  
Very helpful and efficient  
Reception ladies really nice and friendly. Nurse was really too  
"I was really pleased when I was seen by Paula. I could not fault her"  
Very helpful  
Lovely doctor  
Very good  
Well attended to

My visit with Dr Ganathe was very good, she listens and then will explain what help you may need or if it's a case of wait and watch receptionist is also helpful

Knowledgeable staff

My appointment was on time and the nurse made me feel very at ease

Didn't have to wait too long, Doctor was good.

Prescription sorted by GP

The doctor is well pleasant to talk to

My appointment was on time

Quick and professional . Appointment was on time.

The doctor nurse I saw Lucy Griffiths Was extremely thorough. She made me feel comfortable she checked me over. I didn't feel I was rushed like normally do with other doctors.

He listened to me and was very helpful

I like the lady paramedic/doc very good and helpful

I previously saw Nurse Paula who listened and made efforts to reassure me.

Spoke to Dr Smart who listens and is lovely.

The doctor I saw was very helpful, informative and professional

"I found Dr Brown very efficient in the way he explained everything

Really nice support and polite person who seemed interested and wanting to help

very understanding and explained my recent Ultrasound results.

Seen on time and Emily very nice

Very professional helping and made it easy to understand

I felt that I received a good service

Lucy is very helpful and Polite

I found the doctor very helpful she sorted out all the things I needed to know and got me appointments

The nurse I saw was lovely and supportive

The receptionist and Doctor were very helpful.

Appointment on time. Dr very attentive and generally helpful

Getting appointment was easy, doctor was fabulous, Receptionist for some time and did not acknowledge patient waiting, until the patient said how wrong they they were being treated.

Helpful and not pompous

Helpful

worried about my husband doctor called back to say paramedic came to check my husband which was very reassuring she was lovely and helpful

After a few problems trying to get an appointment with perseverance, I eventually got an appointment with the doctor

The GP rang me and understood my problem

Prompt appointments

Quick referral for a scan

My visit to the doctor was very nice. I called in the morning and I was immediately scheduled for appointment.

8am appointment was 10 minutes late ? However health professional was very good

Best experience I've had so far at this GP"

Got a call when you said I would and very pleasant dr

Because I was able to see a GP and discuss my health issues"

She was very good at helping with my visit for pressure tab

Doctor very very helpful

Doctor was running a bit late, but she was very good and give me time to explain myself

Very pleasant experience

Nurse apt booked 4 times and cancelled 4 times. Asked to rebook each time but impossible to get through on the phone

I find it difficult as I had to speak to two representatives and as yet do not know if the problem has been sorted out

I was 5 mins late because of traffic and got refused and I called the surgery telling them about traffic  
I was emailed an appointment at the surgery for 9.20. I arrived and waited 20 minutes only to be told that the visit was for a pharmacist not a doctor.  
I was told I had a face-to-face appointment. I waited for 20 minutes and then was told it was to see a pharmacist who hadn't turned up

Appointment cancelled after 3 months waiting for it

Nobody informed that my appointment was cancelled to have my Inr checked

Couldn't understand the pharmacist due to strong accent on the phone

Waited over an hour and a quarter to be told the doctor had gone missing

Nice to talk to Emily. She kept me informed and rang on time

GP excellent. Phoned in time. Explained treatment and why so I could understand it

Very on the ball and listened to what I said. Believed what I said.

Staff lovely and friendly

Thorough examination and good interpersonal skills

Very understanding

Lucy was very thorough when helping me with my medical problem

I had my contraceptive implant changed. And usually I feel ill after but. I didn't even know the nurse had done it today

Very supportive staff and minimal waiting time

No problems, I went in straight away, staff very friendly

Blood tests - great experience for something not so great

Are punctuality

Prompt, friendly and informative

Very helpful, very friendly

Managed to get through within ten minutes, got appt for the same morning

Toni is best nurse her blood tests are painless she is fabulous and won't book in with anyone else

very helpful and knowledgeable

The nurse was very pleasant and on time, new what she was doing and why I was there first class

Paula totally put my mind at rest and listened. She was really knowledgeable on HRT and really helped me. Thank you so much and sorry for crying

Really happy and informative

Good automated service and efficiency

Was satisfied with the Doctors service!

Friendly and expertly controlled

The doctor was attentive, observant and unrushed.

The doctor was very friendly concerned about my daughter, she phoned me after we left her surgery and said I was to go up there tonight, seen straight away, the service today was excellent

the receptionist was very helpful and polite and friendly service

Doctor was very thorough and checked all my results without any problems.

The gp put me at ease and staff was very helpful

Prompt friendly kind caring knowledgeable considerate helpful courteous

The doctor I spoke to today was very clear and helpful and was able to answer all my questions.

Very prompt to my request

Listen to my problem suggested some options.

Dr. Nathan is excellent and offers good practical advice too.

Quick service

A satisfactory response

Pleased with everything

The GP who I did not know previously was empathetic and I felt that she really heard what I had to say

Satisfied

I didnt have to wait too long

I only had a blood test, but it was quick pleasant

Offered useful advice

Because I got answer I needed.

It took a long time to get through to speak to somebody but I was dealt with efficiently by the receptionist and by the Dr.

Got the service I expected

On time

Some staff very unhelpful

Because Nurse Emily Twist was very good: a kind listener and carried through with promised text

The call didnt happen

Your telephone systems are a total disaster

No communication

Called for 2-4 seconds and then hung up

After several attempts at getting an appointment the Doctor was very helpful in explaining and prescribing a course of treatment

I was seen by the nurse very promptly and she was very professional

Very Good

Pleasant and excellent experience

It was lovely to meet Karen today. Her positivity is amazing - I feel like she really wants to help and did so with a smile.

The nurse was very nice,gentle and process was fast and painless

Had a Blood Test & the Nurse was friendly & efficient

Excellent

All good

Friendly kind efficient member of staff who put me at my ease

I went for blood testing by Toni - she was superb with me.

I did an econsult, was contacted the next day book me in for a face to face app. My appo ran on time and they booked me in for a blood test while I was there.

See nurse every week for leg redressing. Quick and efficient.

Needed urgent treatment for chest infection and got what I wanted after thorough checks

Very helpful

Helpful kind staff. I feel lucky to be under cedars/oaks team

No waiting around

Extremely efficient and pleasan. Quite the expert

Explained blood test results in detailed and offered a advice on ways to stay healthy

They looking aftet my mum very well"

Seen on time , nurse very friendly

My Gp is a very considerate lady and because of my illness that is very important.

Able to get a face to face appointment after initially being unsuccessful getting through on the phone, tried again after doing the econsult.

Doctor was very thorough

The Dr I saw on the day was patient to listen to my concerns. She was in agreement with request I previously made and discrepancy in notes

Dr called in allotted time & dealt with my issue. She also recommended a course of action & a follow up.

The nurse was very accomodateing and friendly

I had a quick service having a vaccination

Appointment was convenient

Easy check in, advised of late running appointment

Asked to see a GP and got to see i believe a health care physician that looked about 18 yrs old, she was reluctant to give me antibiotics for another chest infection

The doctor was dismissive, rushed and sarcastic throughout

There is no wheelchair friendly access, the door is blocked by surplus furniture and half the double Doors remain locked

No proper checkups

Was not helpful gave me wrong information

"Due to heavy traffic I was not allowed my appointment, They turned me away.

The GP that called me today was very friendly and helpful

The staff answered my question and this time I was seen early which at times we have a long wait

I really liked the doctor

Very happy with my asthma appointment every thing was explained well

Beth is a lovely girl

Zoe was excellent and explained every thing

"The doctor was on time and listen to me and did everything she could to help me

Seen immediately

Very good service well done

Jo Williams answered all my questions

Very nice chat with the pharmacist, very helpful

I got a same day appointment and saw a advance nurse which I was very happy with

Absolutely on time. Covered all my questions perfectly, good information given, put my mind at rest

The person was professional and understanding of my condition. She had a very pleasant manner too.

GP was excellent, taking time to listen and was very thorough in her examination and diagnosis

Very good on time and very happy with the dr

all my concerns were dealt with efficiently And My appointment was on time

Very please with the doctor

Dr Abbira Gananathan is very patient,kind and caring

Check in machine working

Helpful doctor

Really friendly

Friendly and helpful surgery

Because the receptionist was very helpful in rescheduling the appointment.

Yes 100% good it is to see a doctor that can help you

Such nice ladies taking blood

The staff are very friendly

Student doctor had a very welcoming tone and showed consideration.

Dr was very thorough and listened to me

The clerical staff and medical staff are very pleasant and helpful.

Khyja was very happy understanding and helpful. Thank you.

Nice staff, quick service

Kind and friendly staff.

Informative, caring doctor who listened and acted speedily

The Doctor was very helpful and Im very happy with what was discussed

Seen promptly. Was listened to and medication given. Plan put in place if further treatment needed.

Straight in on time and very efficient

Excellent

Friendly and speedy

Quick and friendly. Phlebotomist booked next appointment to avoid queuing downstairs again

All good very nice nurse

Managed to get an appointment for a blood test on the same day

Dr was very attentive, listened and discussed issues, in a very friendly but professional manor.

I managed to find an appointment, gp was running on time, reception booked me in a convenient time for me for my follow up

The doctor was wonderful and talked and helped me so much. I am very grateful to her

Karens blood taking is as brilliant as ever never has a problem.

Blood test local and on time

"Lovely doctor

It was a quick and easy service

It was a really great service and it was smooth and easy.

The doctor was very good

I went for my shingles injection and the nurse was very good .

I got an urgent app very fast and had a lovely Dr that listened to my problem and prescribed treatment

She was lovely. Very helpful and informative.

The doctor was very help full and sorted out my tablets

As long as the follow up is carried out it will be very helpful.

Dr was very kind and I felt happier after talking with him and reassured. Thank you

Very good polit service

Very polite lady who took my blood not impressed with reception down stairs

My appointment was dealt with efficiently and in a friendly manner

Really good service

Every time Toni does my bloods i have no problems she always makes me feel as if I am a friend not a patient and that puts me at rest

As always Dr Smart was really good and listened and I felt she was very understanding

receptionist was excellent and very helpful.

Rapid response

Appointment was on time & nurse was efficient & friendly.

Doctor was very helpful

Nurse was really nice

Friendly clear professional contact

I have no problems"

Very helpful and listened to me

Because I felt I had the service I needed

I was given a double appt which was good for me to be able to express concerns for my mother. And Dr Smart was able to fulfil most of my concerns today.

To the point

Came for a blood test, and the nurse was very efficient and helpful

On time, lovely lady done my blood test , 10/10

I can usually get appointment with a doctor when i need one and receive the help i need

Appointment was on time so seen quickly

Receptionist very helpful, doctor very thorough and explained follow efficiency

"Very under standing and listened to me"

Gp was nice and listened to the problem. She did not dismiss any symptoms and recommended next steps.

Signed in on auto check in, it confirmed my app. But I was at wrong surgery sat for 20 mins it should confirm Oaks Cedars or Hextable.

very pleasant practitioner and on time

The staff was helpful

I will see in the same day

Dr listened

She took all my blood lol Very friendly lady always, and very good at taking blood

I was very pleased to actually get a Doctors appointment."

Managed to get the through on the phone without too much difficulty. Able to see a GP.

Happy with the service

Easy check in, not too long delayed appointment

Doctor very good.

Had blood test done. Very nice assistant

On time and doctor very professional

Didn't have to wait long, had phone call this morning with the blood results

Helpful

I was on time for my appointment , but was made to wait for half hour

It was a telephone consultation, which due to various reasons, never happened

My appointment was 25 mins late and I was the 2nd person to go in

45 minute wait

Booked In at the TV screen there was a sign on the screen saying bloods upstairs,went upstairs receptionist upstairs asked if I booked in downstairs- she was quite rude

The older lady on the front desk wasn't very welcoming.

Was having an appointment at 9am, but after an hour wait I decided to ask reception have I been booked in, she checked and said that I had an appointment in the other surgery

Spoke to a doctor today to update my wifes meds still not correct.

I felt like the doctor didn't listen to concerns about my child and didn't want to see him in person

I called at 17:50, was on hold until 18:29 then the phone was put down.

Receptionists and practice manager don't seem to know what's going on.

Receptionists rude, unaccommodating and obstructive.

The Doctor I spoke to was extremely rude

Rude staff member on reception

I didn't receive a call from a doctor and I've waited since 9am.

Beth was really lovely considering I was having a bad day, crying.

Diabetics Nurse (sorry forgot the name) was so well prepared with all information and with great and very professional approach

Efficient service and polite

Very thorough and helpful

Staff all polite and lovely doctor

Polite people

We arrived early for a blood test but were seen immediately. Excellent treatment.

Very thorough and helpful

Dr was very thorough and helpful and I came away very happy.

Excellent service, very prompt and appointment was on time.

The nurse I saw (Jo) was very informative and kind.

Very helpful with clear instructions

Sent e consult and got a phone call from the doctor

Was explained in detail about my health and what steps to take.

Everything explained easily for me and no rush. Appointment on time also. Very satisfactory

Dr was very nice and helpful

Receptionist was very helpful and I was able to see the nurse promptly

The gp I saw was very attentive, really listened to me and gave clear medical advice.

Very friendly and helpful

Very helpful excellent

Very helpfull

Girl on reception was helpful, and the nurse practitioner was very thorough

Nice friendly person did my blood test and it didn't hurt.

On time and polite.

Doctor very helpful

booked my app at Hextable surgery and the confirmations stated Hextable. 30 minutes before the apptime, I received a telephone call to tell me that I had to go to the Oaks surgery.

Helpful and prompt.

Quick service

Friendly, efficient service. While waiting to check in at The Oaks, I overheard the receptionist reassuring an anxious patient. She has a lovely manner.

Good response

Very good conversation with the doctor

Brilliant service , lovely staff

Appointment on time Nurse was good a d friendly

It was a very pleasant experience from the receptionist to Dawn Respiratory Nurse and Bairbre

Very easy to book , be seen quickly and friendly staff , could not ask for better service

Staff vary nice

staff were extremely helpful

Quick and efficient

The doctor was very patient with me. She understood everything I told her even with my thick African accent. She made me feel better

Very pleasant welcome, and very informative of my situation.

On time explained the problem

Because dawn is lovely

Lovely nurse and even went in early

DR Barbara was very thoughtful and caring and went through everything

Dr Smart has a lovely manner and was very thorough and professional, it was the first time I had seen her but would definitely recommend her and would be very happy see her

Dr smart was very helpful and very understanding

As always very caring and concerned

Understand staf on reception

So nice

No problem getting an appt with the doctor I had asked for.

The staff were excellent and waiting time was kept to a minimum.

Reception very helpful doctor attentive

I got better answers today

On time and very professional

GPS are very good. But one of your staff do not take my calls she must af a problem with me

Very good service thanks

Very good very good reception & helpful I was very pleased with the lady I saw nice lady

Receptionist very helpful when trying to book appointment and doctor very kind and attentive

Was expecting problems to be dealt with in the surgery I went given time and suggestion to make another appointment

Took 2 days to try to get an appt holding on phone twice for 45 mins no-one answered at the oaks a truly appaulling experience

Receptionists and Secretaries didnt seem to know how to handle my situation.

40 mins late, daughter missed school



My appointment was booked for the wrong surgery. I was only informed 5 minutes before my appointment and I was already there

Waiting for the call, but didn't come.

Nurse was lovely and very careful

Very nice doctor and appointment was in time

Toni was very good with me for my bloods

They phoned when they said they would.

Really nice, easy to talk to & made things happen pretty quickly

Great communication with either the Doctor or Pharmacist-not sure who it was.

They located my paperwork from KCH so I could have a blood test for an important procedure

very helpful

Because Dr Zaidi is a delight to see, such a beautiful person

The nurse was very helpful and did a good job of cleaning and sealing my cut

The dr was clear and concise and friendly

Pleasant staff who worked quickly and efficiently.

Doctor was very thorough and professional

I had a blood test upstairs. I did not have to wait long because the lovely phlebotomist was well organised and on time with her patients.

Used e consult, very easy and got a response

Speedy appointment. Staff were excellent

Excellent service and very polite staff.

Very fast, excellent service

Nice attendance

Very nice doctor. And very informative. And had time to listen to me. Very friendly

Professional friendly staff. Efficient phlebotomist.

Kind GP who really listened, advised and reacted quickly.

Polite, informative Nurse who dealt with my enquiry.

On time and a very friendly blood nurse thank you

Polite and efficient no problem

Was very kind and answered all my questions.

Very helpful and friendly Dr

Very efficient. Appointment on time.

No waiting. Friendly service.

My appointment began almost on time so I didn't have to wait too long and my problem was taken seriously

Professional GP and very thorough

Very helpful, felt relaxed talking to nurse practitioner. Very happy with surgery in general, I am a new patient

Doctor was so polite

Helpful receptionist and caring Dr

Dr was thorough, sympathetic and reassuring.

The doctor reassured me that all was ok and suggested due to dry skin to use Aveeno products. As happy it was not serious

Very friendly and asked after my family

She was very polite and patient with me. She understood what I was going through.

Very helpful and got what I needed

Doctor very good

Very helpful and thorough

Doctor was so polite

The Dr that I saw was very good at explaining the probable cause of my symptoms (the only person who has taken the trouble to draw a diagram)

Very polite and very professional

very nice doctor

Response was timely and helpful

Doctor, listened to me very carefully and understood my problem.

The ANP Bairbre was amazing such a lovely lady, put my mind at rest. Nothing was too much trouble

Good straight forward advice

Very helpful, problem solved quickly

Didn't have to wait long and hopefully my problem is sorted out, excellent doctor.

Quick efficient service

Polite, friendly, informative

Had an appointment same day. Excellent treatment!

Seen quickly and satisfied with the course of treatment

The staff are professional and provides patient's centered care.

On time, very thorough and efficient

Was very understanding and helpful

"The nurse was very gentle when taking my blood

I am terrified of having bloods, but after today I can honestly say that my experience was amazing, no more fear of having blood taken

On time, politeness from staff and smooth appointment

Seen to on time. Zoe was very nice, professional & listened.

Because the dr was very thorough

Very thorough explanation given when asked.

Easily booked an appointment this morning over the phone, saw a lovely ANP who was very helpful

Just very good

Very quick and easy, friendly staff

A very informative doctor. Explained to me how I was and very much put my mind at rest.

Doctor had great knowledge & listened to the problems

Got an appt very quickly via econsult although I did need to cancel and had a long wait on the phone to cancel

Very prompt call, very helpful

Straight to the point and polite.

Reception staff polite.

I was seen almost on time by a very friendly nurse

Every thing was ok with the Urine test. Very quick reply from a Doctor. Very good service.

was seen on time plus explained my medication here

GPS was efficient and helpful

Appointment the same day and dealt with the problem.

Receptionist was friendly and nurse was good

To make a another appointment

My experience with the doctor was very good, actually getting to that point was a task and a half

All running well. Not a long wait.

Still only in training, and showed a little nervousness, but more help was shown by Dr Best, than had been forthcoming recently.

Very helpful. And kind

Checked me over very thoroughly

Seen on time and the nurse I saw was very nice and helpful

I tried several times to ring the surgery & didn't get a reply after 20 minutes each time but Econsult worked well and the GP was lovely

Quick booking, almost on time

receptionist dealt with my problem and I got an appointment for that afternoon.

Good follow up and positive action

First impressions

Dealt with all my requests

Good consult

Saw female doctor and received excellent treatment

Good

They were very efficient.

Running late

Nine times out of ten the lines are full. It's ridiculous when I need blood tests, don't have to wait that long. My test today was perfect.

Because you not make appointments on the phone can never get through and you have to complete a e consulate form that is to rigid

Very difficult to understand the caller and, to be honest, I still dont know why the call was made.

Had a phone call appointment, wasnt called.

Abysmal, no reply to my asking for a sick note even though I had visited the surgery and phoned on several occasions

The clinician was very rude and laughed at me

I just feel the doctor was very unconcerned

I was driving to a hospital appointment when you called me. I then held My phone in my hand for the next hour to the amusement of other patients. Not impressed.

Not polite, didnt listen to my problems

Staff member missed crucial information relevant to the discussion and provided information only on how to improve diet without asking what my diet was like. It was condescending.

Because my child had a blood test went to get the results and they didnt even test them for the reason we spoke about.

Dont know yet havent had my phone call

Quick and efficient friendly staff

I had two trainees they were great

Staff friendly and helpful

No wait very nice nurse

Very friendly & prompt

Because it was on time and the dietitian was lovely and helpful

Because you asked

Very nice staff, short waiting times

Very good treatment recommendations, clearly explained what i need to do Thank you very much

Good recommendations as for my state of heath , thank you

I actually got called in early

Very professional and kept me at ease

Seen on time Kate manning great

Prompt on time and good manner

I was seen very quickly and the doctor was most helpful I came away feeling good

The doctor was very keen to help. Was very kind and gentle to my baby!

Dr. Best was very considerate and took all my symptoms under review, listened well and was very empathetic

Staff were polite and nurse was very informative

Got the answer of a diabetic problem

Getting checks done . Friendly staff.

It's good to know I could have my blood taken on a Saturday

I was happy the doctor was very good and what my problems were

Because I would prefer to have an appointment which is face to face. Booking appointments is not straightforward

She told me I had run out of time to listen to all my concerns  
I had to leave without seeing the nurse due to her running late for the very first appointment and nothing being communicated by receptionist  
Highly knowledgeable and professional GP  
"Good service very professional  
Sign in was easy, seen on time, nurse was really nice and got my blood results same day  
Very reassuring and helpful  
Very helpful and helped alot  
Made to feel relaxed, dealt with a caring manner by the nurse, and very helpful  
Friendly, polite and I was listened too  
No waiting and nice staff  
Because Dr Chris was kind caring and understanding. Felt he really cared  
Prompt response to my econsult . Very good service. More efficient than before  
The nurse was very informative and thoroughly explained anything to look out for during my period of recovery.  
Appointment on time Doctor was attentive and helpful  
Very friendly staff  
Explained in detail my blood test results  
I found the lady very helpful and explained what was happening in a not to complicated way it goes in your brain easier when you get older don't have a digital brain.  
All very straightforward and did what I needed to do  
Always receive a prompt response to my requests. Staff helpful and polite  
The Doctor took his time to listen to me and he was very sympathetic and empathetic about my long term illness and suffering with pain.  
In and out no waiting  
Very useful and informative  
On time, quick, no fuss  
I called for an on the day urgent appt and was given an appt for within the next couple of hours. The doctor listened and advised as appropriate  
Made to feel relaxed, dealt with a caring manner by the nurse, and very helpful  
Very good doctor  
Very good painless blood test, no waiting ,thank you  
Appointment on time. Karen who was taking my blood was very efficient and friendly as usual.  
Helpful and caring  
Caring and helpful.  
Great seevice. Helpful and caring.  
Saw the nurse who was as usual friendly and professional  
Prompt to be seen, friendly professional service and bloods taken fine  
The doctor I saw was the best I have had in years she was very laid back professional and easy to talk to. The score I am giving is for the doctor  
I could get an appointment on the same day  
Went there hoping I could get an appointment on the day. They found me one at 10:20 that morning  
medical practitioner phoned on time  
Nurse was very friendly and felt with me on time and quickly  
Blood test taken person was pleasant and very polite  
Don't know yet havent had my phone call yet  
He will make a great doctor, unfortunately he has already learned not to listen to his patients, even if we are wrong we should still be heard  
Nurse was lovely and very gentle taking stitches out  
Doctor was very helpful and provide much needed insight  
As a rule things work well. The econsult is onerous and those with low levels of literacy would find it impossible

Clean. Quick.

I was seen on time. The nurse was very good and felt no pain in the process  
Phoned Friday, nothing on Monday, affected my health because paperwork sent by my specialist on 11th March still wasn't on your system by 22nd April.

Appointment was over half an hour late, to then be told they wasn't able to do the procedure.

The doctor took time to listen and understand what I was saying

Great service very helpful, very prompt with dealing with me, very professional

I was sent for a xray and got my results asap

The telephone consultation this morning was really thorough and this afternoon gp face to face really really good.

Lovely nurse always friendly helpful and caring

I called at 8.10, got through on the 2nd try, didn't get put on hold forever, receptionist was efficient but nice, gave me an 11am appt at the surgery.

Fast response from econsult with an appointment on the same day!

Simple to book in. The doctor was great

The Doctor was very helpful and we reached a resolution for further pain control. Thank you

Because I was taken on time and gave blood, best is no bruise afterwards. Very friendly staff.

Very prompt friendly nurse

Everything was dealt with efficiently. Thank you.

Very thoughtful and thoroughly went through the results.

Because I'm completely satisfied with good service.

HIS EXPLAINING WAS BRILLIANT

Prompt and no fuss blood test

Brilliant service, changed app time to suit me, no problem arrived 1/2 hour early for app managed to see doctor before my app, doctor was very nice helpful person

Very helpful doctor

Appointment brief but thorough. Advice very clear.

Very good everything explained well

Everyone is always helpful and makes u feel or being listened too

Quick

Very punctual, approachable, efficient and considerate. Thank you!

Dr Nathan was very kind and compassionate! My call was not rushed and I felt he was very interested in my overall welfare. A great doctor, we need more like him!

Nice clean environment greeted by friendly staff and seen on time Thank you

Very friendly, and very good at her job.

Arrived at surgery, checked in, was seen in 4 minutes

The doctor gave me a good examination and sorted out my tablet

Doctor has been ver thorough & explained everything very clearly

Gp has explained everything in detail

Managed to request a blood test successfully.

Very thorough

The Dr was helpful, listened and gave me helpful information.

The GP I saw today was very good and came up with a treatment plan.

The nurse practitioner was helpful and considered my feelings.

Dealt with my current issue

Good service

Good receptionist and a good Dr who listened to me

The lady that attended to me was very good, professional and helpful.

That answer is for the doctor that called me this morning, She was brilliant. Not for the cedars surgery

Was quick and fast done and see fast

Was quick and fast done and see fast

Nurse was very friendly and felt with me on time and quickly

Enquiry in the morning about my repeat prescription. Phone appointment made for afternoon and positive outcome

Because I spent too long waiting in a queue on the phone waiting to make an appointment.

Blood test results were not from most recent blood test so of no use

Nice staff, but surgery is a dump

"I waited 40 minutes for my appointment

Wouldn't check in said missed appointment as saying 30 mins earlier had text with correct time so got seen

Because the Nurse was running late, the reception wanted to cancel my appt? I had to argue to make her not do as so disrespectful I have to take day off for what?

Met with the Dietician and she was utter useless.

No body called

Because nobody will listen and I was told they have to move on two days in a row still not sure were I stand

The pharmacist was very helpful

The doctor was very helpful and worked with professionalism

Helpful, friendly, compassionate GP who listens and is genuinely interested. Just talking to him made me feel better.

Excellent and thoughtful manner. Really appreciate the above and beyond approach given by this practitioner.

Because it was a selection of the one I agreed with

Lynne the nurse is a very pleasant person. Always nice to talk to

Really helpful and was willing to assist me with other issues

Had no problems, quick and easy

Nurse was very reassuring, covered most of my questions & offered I could go back to her if recurrence

First class service

The Doctor was very kind and professional

Appointment brief but thorough. Advice very clear.

Happy with the discussion I had

Clinician very friendly and efficient

On time. Efficient. Helpful.

Very friendly

Clear feedback and clear next step

The phlebotomist Joanne was very efficient and helpful

Very helpful and understanding

Impossible to get through on the phone and difficult to find the econsult form.

"It was a complete and utter waste of time. That Dietician you have is not worth even a penny of her salary. She requires training.

Sat waiting 35 minutes for a blood test that I had booked first thing in the morning before work. How can you be 35 minutes behind schedule at 8:45am and with no explanation as to the delay whilst sat there waiting.

I booked a blood test at Hextable surgery for 24 April at 8,10am . I turned up and the surgery was closed because of lack of staff.

I had more response with face to face receptionist than phoning

They were polite and prompt

Very satisfied

Good appointment system and Dr was very courteous and gave all the information I needed.

The medical advisor listened to me and has acted on it very kind and helpful lady

Prompt service, friendly, helpful staff. It was a positive experience. Thank you

Super friendly & efficient Staff. Painless blood test. Thank you

Seen immediately. Friendly helpful receptionist. Excellent nurse.

Efficient

I have every confidence in my doctor always explaining or drawing to help.

The person I saw was absolutely brilliant! Very informative, caring and professional. Can't praise them enough.  
Dexa scan referral ...appointment for scan..feedback at surgery in an amazing short time...pre rheumatology appointment on 15 May

Dr was thorough and helpful

Great visit thank you

Because the doctor was patiently thorough and incredibly empathetic. I was not rushed. Very pleased indeed.  
"Fitted in with GP appointment following a telephone call with a nurse the day before. Kindness and efficiency very much appreciated

Helpful staff

Lovely kind Doctor who actually listens

My consultation with Emily was extremely thorough, explained everything clearly. Lovely clinician

Doctor explained herself perfectly  
This was a new doctor for me, They gave very good advice, listened and gave some great suggestions. I left feeling very optimistic about my future health and how we can progress.

"I liked the way (Zoe) looked after me, and told me what to do for my back and leg,

Appointment on time and nurse who saw me was very nice, professional and efficient

The doctor put me at ease straight away and he listened

Appt. Was on time, friendly and highly efficient.

Appointment with Physio, Zoe - on time - she was very thorough and called in a Doctor for a second opinion. Good result

Good & quick service

The doctor I saw was very polite and professional. She displayed very good knowledge of her job

Very helpful with my problem

Kate was brilliant. Fully understanding of our situation. Put us at our ease. Happy to spend time listening to us.

She listened to me and she was very nice.

Easy to make appt staff very helpful and friendly, GP was very thorough and helpful

Good helpful doctor

Friendly and helpful

The e consult was good. A very nice lady phoned me to try and arrange 2x appointments close together. Nice clinician and Dr.

"Dr Ballendan was very helpful and understanding

The nurse was very friendly and professional

Went in for my blood test on time. Very friendly efficient phlebotomist. Didn't hurt one bit.

"Only because I was waiting 50mins

Was checked out well and given medication

No issues. All as planned.

I arrived on time for my appointment, did check in on the machine, waited 40 min, when I asked at reception the machine didn't record my check in.

Several health issues were happening and response not joined up to explain why certain issues are occurring.  
Waiting for long time and system no longer tells you where you are in queue. Very helpful receptionist once I finally got through.

On every occasion I get a prescription from either the hospital or the Ellenor hospice that are marked urgent attention I wait around 5 days or more before the doctors send it to the chemist

They wouldn't give me the information about my test results.

I had blood tests. Dr didn't know why I was there. When I told him he glanced at the screen and said they're fine. Why if they are fine was I asked to come in ...or are they not fine and doctor didn't realise that?? Worrying

GP was well spoken and helpful. Most impressed

Seen promptly, friendly reception, very good communication and advice from GP"

The doctor was very helpful and explained everything to me

Prompt, informative and friendly.

Best Doctor ever, polite didn't rush me for answers

Appointment was on time

Nice doctor gave me very helpful information

Dr Cato very kind and took time to explain everything to me

On time and nurse was excellent for my blood tests

reassuring and all around made me feel comfortable i often struggle to attend the practice and shes given me confidence to do so and confide in doctors.

Friendly, informed and moving forward with my issue.

Telephone call to surgery was answered quickly and I received a call from doctor same day.

She had looked at my file , understood what the issue was and was listening

Because the service went as I expected

They listened to my concerns

"Issue solved with care and treatment on the spot. Very helpful and kind nurse

Seen on time and dr barn was lovely

Everything is was good

Excellent service. Very helpfull and informative. Thank you Dr Nathan

Good service

Excellent service

On time, lovely doctor

Doctor was on time and also very attentive.

Professional manner and treatment by Chis.

The doctor had time to talk about me

Dr Nathan was very helpful

"E consult was so efficient and so much easier than face to face appointment. When there was an issue with the prescription, it was quick and easy to sort it

The nurse was very professional and was antentive to me

Dr Igbekele did extend appointment time and I was grateful even if I didn't express it properly

Dr Chumber made me feel comfortable and listening with patience and was very pro active in wanting to resolve the issue

Doctor listened and was thorough and made appropriate plan re further tests

The doctor sorted out my tablets over the phone but it would be better see the the doctor at the surgery

She explained everything I needed to know, was very helpful and polite

The doctor was lovely and very helpful

Very helpful & good service.

Easy to book and got appointment on the day

Was seen on time

Please the doctor was very helpful

I feel better informed about my issue, with a route forward from this point.

The Nurse Julie was very nice and helpful with an enquiry I had that has been going on for some time.

Very polite To deal with

Because my physician (Lucy) was patient understanding and helpful to my needs and at referring me to the appropriate health section

Went in on time

Because he told me good news

Very patient and understanding of a complex issue.

Results of recent blood test explained clearly.

I'm happy with the checks carried out and the friendly service

Easy to book

GP was very concise, communicative and helpful



Quick response to E consult and easy to book an appointment

Looked at and given good advise and future appointment

It was run of the mill and didn't really address my problems

Didn't really help with my problem

I'm afraid I have to say I really struggled to understand what she was saying and that's said without prejudice but English was obviously not her first language.

Sam never called me back

I called because I need to speak to somebody about my cholesterol and a nurse called me back and started giving me blood results that were nothing to do with cholesterol

Didn't have the appointment

The nurse was amazing and she put my daughter and I to ease

She was very helpful and thorough

On time friendly nurse helpful staff

On time. Very pleasant receptionist and doctor. GP took time to examine me and discuss condition. Put my mind at rest.

The doctor was caring and attentive.

Quick, efficient, and a lovely staff member

Polite and helpful

Reassuring and warm and genuine

Appointment on time and efficiently carried out.

Helpful and friendly.

The doctor really listened to me and understood how I was feeling

Excellent, knowledgeable and friendly service

Prompt appointment. Listen to. Caring.

Waiting time very short

Dr Zaidi was very patient in explaining the issue at hand. She provided all the documents required and also offered support for my mental wellbeing at this difficult time

Very polite and helpful

Got an appointment. Dr pleasant and he listened

Went for a blood test and decided to get to my appointment 20 minutes before and fortunately got seen straightaway

Excellent service, on time and very helpful

Because I'm completely satisfied with good service.

Thorough examination, clearly explained condition and explained course of medication

On time. Efficient helpful

She was very helpful

Wasn't waiting long, had a blood test very quick after econsult

Most caring and professional service by nurse practitioner Paula

I felt like I was really listened to, Dr made sure I understood everything, very pleasant and overall a good appointment.

Always an easy experience when dealing with the Cedars

Doctor was very kind and understanding and very thorough

Asked for telephone conversation all done with in two hours

Smashing and very helpful G P A bonus for this practice I hope the Dr stays

The Gp was very caring and explained what my problem was

Request dealt with efficiently

Didn't have to wait long. Had a good understanding Asthma nurse who got me sorted after a few problems not only with my Asthma but with some side effects from new medication

Because she did well

Gave me some choices not pills

Got drugs sorted

Dr explained everything in detail with my test results

Good.

Doctor phoned me on time. All sorted

No delays and the nurse I saw very helpful

Very good

Very nice nurse

Nurse Davies was very professional and personable

Dr tosin was very helpful over the phone regarding blood test results

Everyone was very helpful

Nothing to report, phone calls advise was good

Had appointment with a doctor which was very good

Nurse kind and helpful

Paula was very nice, listened patiently to everything I had to say & helped me with advice about what would help

Waited 45 minutes to be seen.

Because I was ment to have a phone call with DR SALINI RAVEENDRA this morning but no one called to discuss my blood results

Because I had a text from the doctors saying they had given me an appointment and when I went he asked what can I do for you he didn't know what I was there for.

All way get sent to the wrong area

Wasn't completely happy with what the doctor had said

Have been told that I will get a call between 1:30 and 3:30 but I didn't. And when I went back to work got a call at 4:20

Can't get appointment

I was meant to have a telephone appointment but noone called

I was asked to attend via text Hextable surgery, the text was sent to me a number of times to make sure I could go. I turned up and the surgery was closed.

We dont fell satisfied with the input. GPs behaviour was not appropriate to understand the patients conditions/problems.

They sent me 3 reminders but never called me

By joining other practices your practice is outdated and even worse now.

Sent for two x-rays in 4 days. Dangerous actions luckily stopped by the hospital. No answer to complaint

Neither doctor or receptionist helped

Because I have always been pleased with the people I have seen or spoken to

A friendly professional who is competent

Excellent, condiderate, professional, and painless experience. Best jab ever!

Staff are friendly and accommodating

The doctor seemed to listen and didnt rush at all. He seemed very knowledgeable

The nurse was very reassuring, made me feel comfortable

The PA my daughter saw was lovely. Appointment was on time and very thorough

The staff are great

Reception staff that booked us in and Rosie the nurse that gave my husband and myself our Covid vacs were very attentive kind and professional

Very good and helpfull

All the staff were very helpful. Very efficient and well organised.

Good service & very helpful.

Very nice staff and almost on time

Dr. Chumber was excellent

Seen on time, listened to my concern and acted upon it. Now I await results

Great service

The staff helpful and polite couldnt find fort with them

Great

Excellent

Friendly and professional

The nurse taking my blood was friendly polite and so gentle

Doctor contacted us quite quickly

Seen on time and had a blood test taken.

Staff friendly and helpful.

Kate diabetic nurse is excellent

Even though the surgery was very busy with a covid vaccination clinic, my appointment was close to being on time and went well. The surgery and staff as usual were brilliant.

On time, very pleasant and professional blood test.

Very friendly

Very quick service and helpful staff

No problem

Excellent

Listened to me and check my chest

She was interested, knowledgeable and very helpful

Very quick and easy

The call was informative but over an hour late

Because it wasn't too bad

Did not have to wait long

Although had to wait over my appointment time the vaccination went smoothly

Seen on time

I feel less concerned by my condition

Good BUT door access not possible in my wifes disabled wheelchair!

Easy check in procedure, room to sit and wait. Lovely nurse

Went for a blood test ,surgery was very busy people waiting for covid jabs ,but I was called in on time

Seemed very thorough"

Appointments should either be for everyone not combined with open house not good

Staff were lovely but the system doesn't work for a walk-in clinic.

Was told that todays covid jabs was a walk in clinic, but had to to make an appointment and return to surgery at a later time!

Covid jabs were substantially behind time.

Was told I could have a Covid jab. Went to the surgery and booked an appointment. Receptionist did not pick up from my dob that I was not eligible as I am only 72.

The lady Nicola who did my FIRST smear was lovely, but wasn't happy when another Dr didn't knock and just walked into the room while I was on the bed

Went to book in on Thursday, was told a walk in on Saturday, Saturday they ask for a time? Very Kaotic!!

Covid vaccine programme poor. Booked appts waste of time if walk ins are allowed. Should be booked only. Then have a day for walk in.

Seen on time. Nurse was friendly and did a good job

The Dr today managed diagnosed scarlet fever. She was very thorough and polite

The doctor I asked about problem she was excellent told wha I should do thank you very much

She listened and helped

Doctor was very nice, explained everything, all good

Seen on time

The Doctor was so thorough and helpful I was very well looked after

this is the second time that I have seen this doctor and she always makes me feel at ease and shes very knowledgeable. I would say the best doctor Ive seen so far.

Very happy how the doctor lady deal with my son

I was seen ontime!

Seen on time

On time and friendly, explained everything

My experience of Oaks and Cedar clerical and medical staff is that I do not have anything but praise for all concerned. Everyone has been helpful, pleasant and friendly.

Lucy explained everything clearly and answered all the questions I asked was very helpful

Nurse Ruth was lovely and gentle, i hardly sat down in waiting room when called in to surgery 5stars

Appointments were on time and both the doctor and nurse were extremely friendly and professional.

Easy check in, appointment on time. Very nice doctor who was thorough.

Excellent friendly service, on time and identified and help solve my issues. Thanks

It was impossible to get through on the phone but reception was very helpful

I'm happy things are moving forward

My doctor was very kind and helpful

GP was great

Very polite and caring nurse

spoke to the doctor very helpful

Seen on time pleasant phlebotomist professional

Had blood test at Hextable. Lovely nurse

Covered all issues raised satisfactorily

Very quick and caring service

They are very patient and listened to my issue and gave proper medication

Just so nice made my old mum welcome !

All staff were very pleasant & polite. I was seen promptly

Helpful and polite

Was seen promptly in local surgery

Got appointment very easy on Thursday for Monday. Doctor very thorough

The doctor was very knowledgeable and informative

Excellent assuring manner set me at ease

Dr Jones is very very good

The staff at the Hextable surgery are always polite, friendly and helpful.

Dr mcalla really listened to my needs and reassured me in my treatment

Quick and friendly

I was taking time with an examined. Im very pleased with my consultation.

Because Hextable surgery has always given excellent service and compassion

Nurse was very good

Every one was so helpful

I was able to see a GP to discuss my medical condition

Good service

Needed help and actually managed to get an appointment

Karen as usual and on time. Also helpful in answering some queries I had.

Although it was by appointment it was still very chaotic

They were supposed to phone at 8:30 this morning and havent yet.

Meant to have phone call on Friday afternoon 1500-1800, no call received, no follow up message or anything,

The doctor listened to me with compassion and answered all my questions

Got seen on time ,by a professional person in a professional manner ,she listened to my problem and gave me great advise

Professional, experienced and helpful

Iâ€™m all ways happy there

Wet efficient

Spoke to Pharmacist and she was extremely helpful and answered all my questions very patiently.

I was able to make an appointment quickly, and when I got there I more or less went straight in

Very quick...understanding and helpfull...thank you

Everyone is being so kind and there was a problem prior to my appointment which was solved brilliantly by the nurse

In and out before my time

Lovely lady. Quick , painless

The doctor was very friendly and has suggested some great things to try. She also took my BP and ordered blood tests

Lovely calm surgery with very friendly staff

Had a good appointment with your nurse. Very friendly & explained what she had to do. Put me at ease.

I arrived early and was seen straight away. The nurse treated me with kindness and did her job exceptionally well.

Joanne is so lovely and never hurts me whilst taking blood.

In pharmacy was very good

Good

I got the help a f referral that I needed.

Friendly reception ( Oaks) proffesiinal nurse very helpful and kind.

Today I visited the Oaks surgery, which was a good experience

Generally very good, but notices about blood tests and check-in were confusing.

Just good

Fantastic doctor, cold atmosphere in gp surgery"

Was kept waiting for 40 mins

Its my mother that is registered with you, she lives at Birchwood heights so why you keep sending me questioners I dont.

I was told my telephone consultation was 9:30am and its 11:44 and I havent heard anything

I asked to see a Doctor about my leg and changing my med, the text was for me to see a gp but got an msk lady who I've seen before could not give me any medication so it was a waste of my time

"I never received a phone call

The Dr was very attentive, friendly and professional

Took blood test always on time and always manages to do it with no problems

Efficient and friendly

Although we were seen late, the doctor was very thorough and very good with our 3 year old, whose appointment it was. Everything was explained and we felt reassured after the appointment.