

Timestamp Thinking about your recent visit, overall, how was your experience of our service?

07/07/2023 12:36 Very good

07/07/2023 15:42 Good

07/07/2023 18:06 Very good

07/07/2023 19:28 Very good

10/07/2023 09:34 Very good

11/07/2023 14:03 Very good

12/07/2023 12:29 Very good

12/07/2023 16:05 Very good

12/07/2023 16:10 Very good

13/07/2023 13:28 Very good

13/07/2023 13:48 Very good

13/07/2023 13:50 Very good

13/07/2023 13:58 Very good

13/07/2023 16:18 Very good

14/07/2023 11:36 Very good

17/07/2023 22:47 Very good

20/07/2023 12:47 Very good

21/07/2023 11:31 Very good

24/07/2023 13:19 Very good

24/07/2023 15:59 Very good

24/07/2023 17:44 Very good

25/07/2023 15:30 Good

26/07/2023 18:36 Very good

28/07/2023 13:47 Very good

28/07/2023 13:51 Very good

28/07/2023 13:57 Neither good nor poor

28/07/2023 14:46 Very poor

08/11/2023 18:18 Very good

08/11/2023 18:35 Good

08/11/2023 18:47 Very good
08/11/2023 19:51 Neither good nor poor
10/11/2023 18:08 Very good
10/11/2023 18:11 Very good
10/11/2023 18:15 Very good
10/11/2023 19:50 Very good
13/11/2023 17:27 Very good
13/11/2023 17:41 Very good
13/11/2023 17:44 Very good
13/11/2023 17:59 Very good
14/11/2023 09:21 Very good
14/11/2023 17:59 Good
14/11/2023 18:24 Very good
15/11/2023 06:01 Very good
16/11/2023 17:30 Neither good nor poor

16/11/2023 18:04 Good
17/11/2023 18:26 Very good
17/11/2023 18:31 Very good
18/11/2023 05:42 Very good
18/11/2023 11:10 Very good

20/11/2023 17:12 Very good
20/11/2023 18:12 Very good
20/11/2023 18:21 Very good
20/11/2023 18:22 Good
20/11/2023 18:25 Very good
21/11/2023 08:33 Very good
22/11/2023 19:48 Very good
23/11/2023 17:07 Very good
24/11/2023 09:20 Very good
24/11/2023 17:21 Very good
24/11/2023 17:25 Good
24/11/2023 19:56 Very good
25/11/2023 12:47 Very good
27/11/2023 15:42 Very good
27/11/2023 15:56 Very good
27/11/2023 16:42 Very good
27/11/2023 16:51 Very good
27/11/2023 17:32 Very good

27/11/2023 19:29 Very good
27/11/2023 19:39 Very good
28/11/2023 00:11 Very good
29/11/2023 18:07 Very good
29/11/2023 18:07 Very good

30/11/2023 17:12 Very good
30/11/2023 17:17 Very good
06/12/2023 18:30 Very good
06/12/2023 19:20 Very good
07/12/2023 18:32 Very good
07/12/2023 18:44 Very good
08/12/2023 17:20 Very good
11/12/2023 17:28 Very good
11/12/2023 17:35 Don't know
11/12/2023 17:52 Good
11/12/2023 18:14 Very good
11/12/2023 19:16 Very good
12/12/2023 08:54 Very good
12/12/2023 17:28 Very good
13/12/2023 17:57 Very good
13/12/2023 17:59 Very good
18/12/2023 16:17 Very good
18/12/2023 16:17 Very good
18/12/2023 16:19 Very good
18/12/2023 16:41 Very good
18/12/2023 16:46 Very good
20/12/2023 19:26 Very good
21/12/2023 17:18 Very good
21/12/2023 17:38 Very good
21/12/2023 17:45 Very good
22/12/2023 16:46 Very good
27/12/2023 18:22 Very good
27/12/2023 18:23 Very good
27/12/2023 18:39 Very good
27/12/2023 23:55 Very good
28/12/2023 13:32 Very good
08/01/2024 17:03 Very good
08/01/2024 18:18 Very good
08/01/2024 20:46 Very good
10/01/2024 18:07 Good
10/01/2024 18:10 Very good

11/01/2024 17:54 Very good
11/01/2024 19:10 Very poor
11/01/2024 19:12 Very good
12/01/2024 18:20 Very good
12/01/2024 21:29 Very good
13/01/2024 09:13 Very good
15/01/2024 14:53 Very good
16/01/2024 13:16 Very good
16/01/2024 16:05 Very good
16/01/2024 17:50 Very good

16/01/2024 20:24 Very good
17/01/2024 08:22 Very good
20/01/2024 16:48 Good
23/01/2024 10:00 Very good
23/01/2024 10:08 Very good
23/01/2024 12:01 Very good
23/01/2024 15:41 Very good
23/01/2024 16:05 Very good
24/01/2024 09:14 Very good
24/01/2024 12:35 Very good
24/01/2024 14:28 Very good
24/01/2024 15:35 Very good
24/01/2024 15:47 Good
24/01/2024 21:47 Very good
25/01/2024 07:45 Very good
25/01/2024 14:19 Good
25/01/2024 15:10 Very good
25/01/2024 15:42 Very good
25/01/2024 16:53 Very good
25/01/2024 19:46 Very good
25/01/2024 22:22 Very good
26/01/2024 07:01 Very good
26/01/2024 09:27 Very good
26/01/2024 09:41 Very good
26/01/2024 12:36 Very good

26/01/2024 13:04 Very good
26/01/2024 13:52 Very good
26/01/2024 13:55 Very good
26/01/2024 14:35 Very good
26/01/2024 16:15 Good
27/01/2024 10:43 Very good
27/01/2024 11:54 Very good
27/01/2024 12:24 Very good
27/01/2024 13:08 Neither good nor poor
27/01/2024 14:03 Very good
28/01/2024 09:14 Very good
28/01/2024 11:33 Very good
29/01/2024 11:11 Very good
29/01/2024 12:11 Very good
30/01/2024 10:28 Very good
30/01/2024 11:22 Very good
30/01/2024 12:05 Very good
30/01/2024 15:23 Very good
30/01/2024 16:11 Very good
31/01/2024 06:38 Very good

31/01/2024 09:28 Neither good nor poor
31/01/2024 10:34 Neither good nor poor
31/01/2024 10:38 Very good
31/01/2024 11:26 Very good
31/01/2024 11:40 Very good
31/01/2024 11:44 Very good
31/01/2024 12:20 Very good
31/01/2024 13:13 Very good
31/01/2024 14:05 Good

31/01/2024 16:01 Very good
31/01/2024 16:32 Neither good nor poor
31/01/2024 16:38 Very good
31/01/2024 20:46 Very good

01/02/2024 10:33 Poor
01/02/2024 10:58 Very good
01/02/2024 12:14 Very good
01/02/2024 14:04 Very good
01/02/2024 14:42 Good
02/02/2024 08:24 Very good
02/02/2024 09:04 Very good
02/02/2024 10:30 Very good
02/02/2024 13:12 Very good
02/02/2024 15:24 Good
02/02/2024 15:53 Very good
02/02/2024 16:03 Good
02/02/2024 16:18 Very good
02/02/2024 19:49 Good
03/02/2024 09:12 Very good
03/02/2024 11:54 Very good
03/02/2024 11:56 Very good
03/02/2024 13:25 Very good
03/02/2024 13:36 Very good
03/02/2024 14:42 Very good
03/02/2024 14:46 Very good
03/02/2024 14:57 Good
03/02/2024 15:37 Very good
03/02/2024 17:53 Good
03/02/2024 18:15 Very good

04/02/2024 14:56 Very good
05/02/2024 20:37 Good
06/02/2024 09:53 Very good
06/02/2024 10:05 Very good
06/02/2024 11:36 Very good

06/02/2024 13:37 Very good
06/02/2024 14:52 Good
06/02/2024 17:09 Very good
06/02/2024 19:45 Good
07/02/2024 09:07 Very good
07/02/2024 09:07 Very good
07/02/2024 09:57 Good
07/02/2024 10:01 Very good
07/02/2024 10:07 Very good
07/02/2024 10:16 Very good
07/02/2024 10:41 Good
07/02/2024 11:23 Good
07/02/2024 11:50 Very good
07/02/2024 12:12 Very good
07/02/2024 15:05 Very good
07/02/2024 15:28 Very good
07/02/2024 15:29 Very good
07/02/2024 16:07 Very good
07/02/2024 17:01 Very good
07/02/2024 18:24 Very good
08/02/2024 04:45 Very good
08/02/2024 08:33 Very good
08/02/2024 08:54 Very good
08/02/2024 09:37 Very good
08/02/2024 10:39 Very good
08/02/2024 11:34 Very good
08/02/2024 11:39 Very good
08/02/2024 11:43 Good
08/02/2024 11:44 Very good
08/02/2024 11:53 Very good
08/02/2024 12:44 Very good
08/02/2024 13:00 Very good
08/02/2024 13:07 Very good
08/02/2024 15:31 Neither good nor poor
08/02/2024 15:57 Very good
08/02/2024 18:20 Very good
08/02/2024 18:33 Very good
09/02/2024 02:21 Very good
09/02/2024 09:06 Good
09/02/2024 11:01 Very good
09/02/2024 13:43 Very good
09/02/2024 13:51 Very good
09/02/2024 14:29 Very good
09/02/2024 15:40 Very good
09/02/2024 16:26 Very good
09/02/2024 16:50 Very good
09/02/2024 16:58 Very good
09/02/2024 19:18 Very good

09/02/2024 22:59 Very good

10/02/2024 09:10 Very good
10/02/2024 09:43 Very good
10/02/2024 09:53 Very good
10/02/2024 10:46 Very good
10/02/2024 10:59 Very good
10/02/2024 12:41 Very good
10/02/2024 13:53 Very good
10/02/2024 14:30 Good
10/02/2024 14:51 Very good
10/02/2024 15:05 Very good
10/02/2024 17:47 Very good
10/02/2024 19:45 Very good
11/02/2024 22:30 Very good
12/02/2024 14:21 Very good
12/02/2024 17:29 Very good
12/02/2024 18:46 Very good
12/02/2024 20:59 Very good
13/02/2024 09:46 Very good
13/02/2024 10:13 Very good
13/02/2024 10:15 Very good
13/02/2024 11:37 Very good
13/02/2024 15:32 Very good

13/02/2024 15:52 Good
14/02/2024 08:22 Very good
14/02/2024 10:14 Very good
14/02/2024 10:38 Very good
14/02/2024 12:13 Very good
14/02/2024 12:37 Very good

14/02/2024 13:45 Very good
14/02/2024 14:03 Very good
14/02/2024 15:14 Good
14/02/2024 15:26 Very good
14/02/2024 16:35 Very good
14/02/2024 16:37
14/02/2024 16:45 Very good
14/02/2024 16:57 Very good
14/02/2024 19:17 Very good
14/02/2024 20:13 Very good
15/02/2024 09:21 Very good
15/02/2024 11:53 Very good
15/02/2024 12:10 Very good
15/02/2024 12:52 Very good

15/02/2024 13:25 Good
15/02/2024 15:02 Good
15/02/2024 20:13 Very good
16/02/2024 08:54 Good
16/02/2024 09:43 Very good
16/02/2024 10:16 Very good
16/02/2024 10:29 Good
16/02/2024 11:06 Very good
16/02/2024 11:22 Very good

16/02/2024 12:06 Poor
16/02/2024 15:08 Very good
16/02/2024 19:14 Very good
17/02/2024 09:04 Very good
17/02/2024 11:44 Very good
17/02/2024 13:45 Good
17/02/2024 19:06 Good
18/02/2024 08:14 Good
18/02/2024 10:32 Very good
18/02/2024 17:06 Very good
19/02/2024 09:08 Very poor
19/02/2024 12:10 Very good
20/02/2024 15:17 Very good
20/02/2024 15:35 Very good
20/02/2024 21:09 Very good
21/02/2024 08:57 Very good
21/02/2024 09:24 Very good
21/02/2024 11:36 Very good
21/02/2024 12:08 Very good
21/02/2024 16:41 Very good
22/02/2024 09:45 Very good
22/02/2024 10:18 Very good
22/02/2024 11:06 Very good
22/02/2024 13:16 Very good
22/02/2024 16:15 Good
22/02/2024 16:15 Good
22/02/2024 16:41 Very good
22/02/2024 17:01 Very good
22/02/2024 17:14 Very good
23/02/2024 09:59 Very good
23/02/2024 10:18 Very good
23/02/2024 10:50 Very poor
23/02/2024 12:04 Very good

23/02/2024 13:41 Good
23/02/2024 15:11 Very good
23/02/2024 17:06 Good

23/02/2024 19:38 Very good
24/02/2024 09:53 Very good
24/02/2024 16:29 Good
25/02/2024 15:44 Very good
25/02/2024 16:24 Very good
27/02/2024 10:06 Very good
27/02/2024 12:59 Good
27/02/2024 14:13 Very good
27/02/2024 14:25 Very good
27/02/2024 15:33 Very good
27/02/2024 15:55 Very good
27/02/2024 16:15 Very good
28/02/2024 08:38 Very good
28/02/2024 09:48 Very good
28/02/2024 10:55 Very good
28/02/2024 10:59 Very good
28/02/2024 14:05 Very good
28/02/2024 14:14 Very good
28/02/2024 14:27 Very good
28/02/2024 14:40 Good
28/02/2024 16:06 Very good
28/02/2024 16:23 Very good
28/02/2024 19:14 Very good

28/02/2024 23:32 Very good
29/02/2024 08:29 Very good
29/02/2024 09:05 Very good
29/02/2024 09:05 Very good
29/02/2024 09:46 Very good
29/02/2024 09:55 Very good
29/02/2024 10:43 Very good
29/02/2024 11:24 Very good
29/02/2024 11:28 Good
29/02/2024 14:39 Very good
29/02/2024 19:12 Good
01/03/2024 09:07 Very good
01/03/2024 09:26 Good
01/03/2024 11:51 Very good
02/03/2024 08:56 Very good
02/03/2024 12:09 Very good
02/03/2024 14:18 Very good

02/03/2024 14:22 Very good
02/03/2024 16:26 Poor
02/03/2024 17:09 Very good
02/03/2024 21:23 Good
03/03/2024 09:43 Very good

03/03/2024 12:36 Very good
04/03/2024 11:16 Very good
05/03/2024 09:17 Very good
05/03/2024 09:33 Very good
05/03/2024 11:04 Very good
05/03/2024 11:33 Very good
05/03/2024 11:39 Good
05/03/2024 15:22 Very good
05/03/2024 17:39 Very good
06/03/2024 09:04 Very good
06/03/2024 09:11 Very good
06/03/2024 09:17 Very good
06/03/2024 10:20 Very good
06/03/2024 12:04 Very good
06/03/2024 12:39 Very good
06/03/2024 13:39 Good
06/03/2024 13:54 Very good
06/03/2024 14:03 Very good
06/03/2024 14:12 Good
06/03/2024 14:14 Very good
06/03/2024 14:34 Very good
06/03/2024 15:10 Very good
06/03/2024 16:14 Very good
06/03/2024 16:30 Very good

06/03/2024 17:26 Good
06/03/2024 17:33 Very good
07/03/2024 08:41 Neither good nor poor
07/03/2024 09:03 Very good
07/03/2024 09:20 Very good
07/03/2024 09:22 Good
07/03/2024 09:26 Very good
07/03/2024 09:36 Very good
07/03/2024 10:13 Very good
07/03/2024 10:59 Very good
07/03/2024 11:34 Very good
07/03/2024 11:53 Good

07/03/2024 13:48 Very good
07/03/2024 14:34 Very good
07/03/2024 19:13 Very good
07/03/2024 22:17 Very good
08/03/2024 08:27 Very good
08/03/2024 08:29 Very good
08/03/2024 09:10 Very good
08/03/2024 17:03 Very good
09/03/2024 10:30
09/03/2024 11:50 Very good

09/03/2024 14:01 Very good
09/03/2024 14:15 Very good
09/03/2024 15:05 Very good
09/03/2024 16:45 Very good
09/03/2024 19:54 Very good
10/03/2024 06:36 Very good
10/03/2024 09:21 Very good
10/03/2024 09:21 Very good

10/03/2024 12:46 Very good
11/03/2024 14:37 Very good
12/03/2024 09:07 Very good
12/03/2024 09:30 Neither good nor poor
12/03/2024 09:51 Very good

Please can you tell us why you gave your answer?

Everything was explained to me in detail. There was time to discuss options and way forward.

Short wait on the phone (10 minutes) receptionist was polite and pleasant. Doctor phoned me back for an initial t

The doctor listened to my concerns . We discussed outcomes and have a planned wayforward. I have another app

Almost on-time of appointment. Friendly profession personnel. No rush

Nice friendly people only to happy to help always get an appointment always looked after my family over many yea
Bp Review.

Nurse was very good., very informative and very caring with good advise.

I have a flare up of my MS symptoms accompanied by acute pain. The service was excellent, from speaking with th

Nurse very meticulous and helpful

Clear, thorough, checked everything.

They explain everything to you and make you feel at ease

Once again I received an exemplary service.

All my questions were answered and understood

Doc rang to give results of recent blood tests

And also progress of referral to hospital for an ongoing problem

and arranged an appointment with physio

No rush

I felt he was really concerned

Dr Henderson was wonderful

Dealt with extremely and efficiently

Simple visit with clear advice on time

Because it was excellent

Phoned 8.00am. My call returned at 8.30ish.

Appointment booked for same day at 10.10 am. Appointment went well couldn't really have gone better

The lady I seen had time to listen to me & suggested I talk about things & don't let it build upas I recently lost my

Appointment on time - greeted warmly by the practice nurse - cha.tted away in a very friendly manner putting me a

Prompt & sympathetic

The GP that I saw was very polite, kind, considerate and competent.

The kindness and patience the nurse afforded me today was second to none

Limited contact, no questions asked to help understand any diagnosis

Serious lack of understanding

Very efficient

I rang surgery for an appointment with a doctor. Rang at 8am and didn't get a call back till 2pm

The treatment I have had for my age has been first class,
Wrong medication issued for problem. No face to face appointment offered.
Able to see GP and consultation helped
The doctor was thorough and of a caring nature.
I was telephoned by the gp, told to go down straight the way and seen immediately, you can't argue or complain with
Quick response to request for an appointment. Dr Henderson was very professional and has a lovely manner
Very efficient and empathetic
Dr Hall , was very thorough with his examination , kind and caring , lovely Dr ,
Because I was made to feel like I counted and was as important as anyone
Seen same morning and good advice
Very conscientious nurse
Very good doctor and I'm pretty sure they knew what they were on about. And very good advice too.
Nurse Shelley was wonderful and made me feel that I was worthy and not wasting her time. She examined me carefully
Excellent response time, clear explanation and very supportive. Additional services arranged promptly.
I didn't visit the surgery. The doctor felt she didn't need to see me to prescribe medication for my symptoms. I would
I had a face to face appointment (unusual) and the doctor listened to me and examined me.
I had to return a sample to Reception, who are always polite and helpful.
Professional and friendly
The Physiotherapist listened to my issues and acted on them straight away which I have been asking forfor over
The service was very professional from all the staff at the surgery. The staff were helpful and kind.
Because when I spoke to this particular nurse I felt that she was really listening.
Appointment on time.
Nice welcome.
Staff conducted blood test effectively.

Very efficient and clearly instructed in sending over my picture of my problem.
Quick call back and helpful
Polite pleasant efficient medic that saw me. List a mark as I had to wait 25mins to get through to the surgery despite
Quick response and helpful
Nurse Sue was very thorough and checked me fully.
fast, efficient & the fastest nhs referral I have ever received! Back home in Scotland a referral would take between 4-6 weeks
Help when I needed it, helpful reception and doctor gave me the medication I needed
Had call back and was seen by doctor same day
Seamless service
The return call was made within a reasonable time.
Fantastic doc who was so helpful and reassuring
I am housebound so needed a home visit
I was called by reception to arrange a telephone consultation, which was arranged for the morning. The GP called
very prompt service after my blood test
My son was seen by the doctor very quickly and he was very thorough
The reception desk ladies were helpful and the doctor ,listened and helped me, I felt calmer for seeing someone
Receptionist arranged a phone consultation with a doctor, he had rung me within the hour. He then arranged an appointment
Nurse Chambers carried out blood tests and an ECG for me today. My appointment was on
time. She is always very professional, but also puts you at ease. Explained in full when and how I would receive
I was called by Dr Hall as my doctor was away and was due to call me . He took time to gather information and it was
The nurse I saw put me at ease whilst taking several phials of blood, she was very efficient and really friendly.
The service I received was second to none. So thorough and really informative!
Prompt call back from gp short wait to see gp excellent consultation very caring explains clearly makes you feel calm

Although had to explain my health conditions and medication when I was called the doctor resolve the issue which I was able to make an appointment that was really appropriate for my current needs and I am very grateful for the
A prompt response to my request for a doctor's appointment. Doctor very helpful to my medical condition
Dr Simpson was very professional and understanding
Phone call with doctor was clear and informative with a definite outcome and plan of action.
Excellent clinician. Seen promptly and examined. I left with an answer and a follow up.
I was listened to the Dr was really understanding of my health problems I feel I am being understood as for 5 years
Very efficient and friendly.
This appointment was a telephone consultation.
Quick service
The nurses was efficient, kind and caring
Appointment on time with an excellent clinician who explained everything
The nurse was very helpful and very thorough
Efficient, friendly staff.
Very efficient. Seen the same day after telephone contact. GP was very thorough. Listened to my concerns. He explained
The initial wait wasn't too long. And it was great to receive a call from a Dr knowing how much pressure and how busy
Quick to be seen
Dr Hall is very good. He's quick and efficient and compassionate.
Clear advice over telephone consultation followed by appt same morning full explanation of my symptoms and treatment
Blood test taken successfully
Excellent GP, efficient and arranged an urgent appointment at the UTC, who were then able to rule out a DVT. Thank you
On time, efficient, friendly
From talking to Dr. Goldie and then seeing Fay (both professional and pleasant people) everything was so smooth.
He put my mind at rest
Very efficient, the doctor was able to diagnose over the phone and through pictures and prescribe medication
I was treated with respect and care through out my consultancy period, appointments were quick and results confirmed
Because I got a face to face appointment which I think is how it should be & I saw Dr Henderson who I haven't seen
All staff friendly, polite, helpful & professional people. Unfortunately I need to access the surgery frequently, and
I was able to have a telephone appointment with a doctor and the treatment plan was agreed in consultation with
Everyone is polite and helpful
The nurse made me feel at ease
Checked me thoroughly and reassured me
Because it was. A check call by Dr Gordy always a pleasure.
Easy check-in. Promptly seen and friendly atmosphere. It is nice to talk to people with personality. No complaints
Helpful and straightforward
Looked after by the doctor really well and understood my problem Richard
The reception team were polite and understanding, I was able to ring the same day and book an appointment.
The doctor allowed me time to talk through my symptoms and explain further treatment thoroughly.
I left feeling reassured that I was understood and I didn't feel rushed.
No appointments available for months and very unsympathetic staff
Staff are sympathetic and efficient whilst remaining caring.
The Dr didn't rush me & was very helpful
Prompt, efficient and caring
Efficient, on time, answered my questions
Prompt friendly & efficient
Gave good quick service polite pleasant and helpful
Extremely prompt decisions reached by Doctor regarding my health, resulting in quick admission to hospital. High
I arrived early and was seen early. Lovely lady did my blood test, she was very reassuring.

Friendly and professional

Excellent and thorough check of my health. Empathetic and caring - thank you

Every thing went well and was cheerful

My visit was exactly as expected at this surgery, friendly and efficient service.

Pleasant staff

Easily booked appointment, seen on time, condition listened to, clearly dealt with and next steps set out. Did not f

Seen almost immediately by the nurse, who was very efficient and friendly

As all ways very good and helpfull fab team xx

The medical and office staff generally do their best to help.

I didn't have to wait long, very efficient and nurse Georgina Walters was very pleasant.

Seen in time. Friendly and efficient.

On time, given lots of information and very helpful

No issues.

Fast efficient service

Everything went smoothly in on time

Professional and kind

I spoke to a person who was very helpful

In time and looked after

Excellent review of results following a health check up.

Easy to check in. Pleasant and welcoming staff. Appointment on time.

Reception helpful and was seen quickly on time and the nurse went through test outcomes clearly

Didn't have to wait. Very efficient

Polite compationate very helpful

Extremely friendly and reassuring

Easy to check in for the appointment didn't wait very long before the nurse welcomed me Made me feel at ease an

Excellent treatments

friendly and efficient.Absolutely no complaints from this client.Thank you all very much

On time and efficirnt

The response to my early phone call was excellent

I was seen promptly, examined and given advice on follow up.

Am happy with service but had to wait some 3 months before I was assessed.

On time

Because there were no problems and the staff were all very helpful

We are fairly new patients and have nothing but praise for the whole practice. The service is excellent. The doctors

I was asked to come in for a medical it lasted 8 min, took my weight and blood pressure and that's it seemed like a
got good answers to the questions I asked

Christie the nurse was so helpful. I had various worries playing on my mind and she was able to reassure me . I wa

I handed in BP results in morning. Fay contacted me at lunchtime for me to come in the afternoon for an ecg. Follo

Prompt appointment with a very pleasant doctor.

Kind and efficient

Always found all staff very helpful an caring never had a problem getting an appointment thank you for all you do

Very kind, friendly nurse; felt very much listened to; felt comfortable with all the tests being taken.

Blood test and asvice-good.

Always is

My blood test was quick overall 2-3 minutes and the receptionist was very helpful with helping me book another ap

Professional knowlegable and friendly staff

You come in you sit there there is no interaction with anyone it's bland
And I got there 10 mins early but I saw a nurse 20 minutes after my appointment time

Nurse was rushing and didn't explain to me about the use of the blood pressure machine which I was to use. I've n
Easy to sign yourself in and seen at the appointment time given. Excellent service from the nurse.

In surgery waiting times were minimal and my blood test was carried out efficiently. In and out in 10mins total.

Because it is true

The practitioner remembered difficulties I had undergone previously and was prepared so that my treatment was :

Quick, easy, polite service

Helpful and listened

Well I wasn't feeling very well and giving blood was painful.

From the initial phone call to make an appointment to speaking to a medical professional all within 4 hours it was
all really good & actually very easy. The advice I was given was clear, concise, not rushed and I felt reassured.

The surgery cancelled my Appointment

Prompt and very pleasant consult with the nurse

Quick easy and on time

waste of time and any review should be made face to face with your gp or copd nurse.

Very efficient and friendly approach by Fay

Staff very very helpful and polite

I felt listened to. The surgery is extremely well managed, I can always get the help I need. Thank you

I saw a very nice young nurse who explained all that she had done with me thank you

Efficient service , professional service

On time quick and thorough appointment

Very friendly, understandable and helpful

I've always found Barrow upon Soar Health centre and it's staff considerate, communicative, and very efficient. Th

Friendly professional hrlp

Quick prompt treatment !

Onetime appointment and quick treatment

The appt was 22 mins late.

Good all round

Appointment was carried out at the time booked, promptly and efficiently

Didn't have to wait long, the nurse was very pleasant and explained the procedure clearly.

Prompt and .nurse made me at ease

Friendly efficient service and information and care was exactly what was required .

Very thorough discussion and proposed treatment

Because I was very pleased with the service I got

The Service was good during my recent appointment. The staff who attended to me prepared the wrong treatment,

GP took time to listen, was proactive and explained next steps.

Replace dressing and check discharge book next appointment very good

quick service and lovely doctor & nurse

technicalities

Christie, the nurse was not only very professional, she was patient, informative and kind. The apt was then followe
Quick turn around, clean environment

Appointment on time and Nurse noticed I had a second blood test in 4 days time, so took extra blood for second te

On time appt - very pleasant nurse who was very friendly and efficient

Quick service with the nurse for blood test
Was good
Seen straight away

Recent appointment on time and dealt with in a professional manner
I had my treatment 10 minutes before I was due.

Everything was good. Prompt, caring, thorough doctor. Easy to get appt.
Though I had to wait several weeks to get the appointment to have a blood test, the appointment itself was over in
Quick and easy appointment
Friendly and efficient
Friendly and on time
Friendly and efficient
Quick, efficient,, reminder sms
Very friendly and helpful 😊
Taking more blood to do other routine tests to save returning to have that done
On time and cared for by cheerful nurse
Prompt and efficient attention
Always helpful
Great service
My appointment was quick and efficient.
Seen quickly and efficiently
My concerns were listened to. I received excellent advice.
On time and given time to ask questions
Because the Physiotherapist was very helpful, kind and professional. She also gave me the opportunity to take my
Appointment on time & practitioner clear,concise & friendly.
I was seen quickly and the Dr & Med Student were thorough in taking my symptoms, asking questions and I felt ver
On time. Friendly.
The Dr I saw was very down to earth and she put me at ease immediately.
On time, professional and friendly

On time and efficient friendly service
Friendly, efficient, on time, good communication beforehand

I was really worried and quite depressed after injuring my knee but the physiotherapist was so encouraging and ha
Very efficient , caring and very professional.
Approachable and Friendly reception staff and Doctors.
I have had to visit the surgery twice this week. I saw the practice sister who was lovely. Very professional, kind, car
Staff an doctors always care an explain things so I can understand caring surgery that have looked after my family
No waiting ,friendly
Signed in for my appointment and got called straight through. Blood test was quick and efficient. I was at the surge
Dr. Hall is a very good doctor. He cares for his patient 's concerns and clear explanation and plan for the next step
Easy to check in appointment on time and the nurse very welcoming and friendly putting me at ease and easy to cl
Nurse was very helpful and professional.
Because it was very good.
Had a lovely consultation with Dr Hall full explanation given and explained by him to my father and I, had plenty of
Was seen on time, received a friendly greeting and required procedure was carried out. Info was provided ref likely

Hassle free /in/out sorted

We are very fortunate to have such a good surgery in our village. The medical receptionists are always professional helpful and understanding- nothing is too much trouble- thank you so much.

Georgina was very efficient and friendly

Treatment was done very no pain and arranged next visits sorted all good

Had my blood test at allocated time and very efficient and staff listened to you

No waiting, pleasant staff, very professional

It was on time and efficient

prompt attention, quite professional,

Prompt friendly service

It went well no waiting no complaints

Very quick and great service

Efficient and on time, cheerful practioner

The doctor and the two students were very helpful and thorough

It was for giving a blood sample and it was done efficiently and without fuss.

On time. Kind and courteous staff.

Timely help and advice from physio. Only a phone call from gp so actually seeing physio and being examined was

On arrival it is easy to check in. Waited for a few minutes and I was called in on time. The nurse that attended to m

Very good service.

Bloods being taken

On time, caring nurse, very satisfied

No "Superb" option

Seen on time and good consultation with the doctor

Good is right they did what was needed to improve my pain at by dressing all the problems they could see

.Swabbed open sores and waiting for result .Really needed to speak to doctor to try to improve me getting there

Good, friendly and obviously knew what she was doing

The nurse I saw was very friendly and helpful.

Good friendly service, promptly followed up when further investigation needed

Seen promptly, not rushed, very pleasant staff member

Excellent

Thatspeaks for itself

Quick efficient and polite

On time and efficient

Because my appointment was on time, my B12 jab was carried out efficiently by Christie and no time was wasted.

I felt understood and care for

Efficient, on time, polite, competent, kind

Very nice nurse. Very engaging

Seen on time. Nurse very efficient

Very prompt.very nice nurse. Painless.

Very satisfied with outcome

On time, swift, friendly, professional

Nurse was very nice and took time to listen to me.

As usual, excellent service on time

I got a face to face appt with a doc and the skill of Fay to take bloods is exceptional
I was treated with respect & dignity
Appointment on time. Nurse conducting test was polite and professional although perhaps a little more friendly in
I only had to wait a couple of minutes and the blood test was quick. I was a bit disappointed though as apparently
Thorough consultation and I was pleased with the outcome
The Doctor was very thorough and understood my worries. The 2 students asked clear questions and were interested
Was a follow up phone consultation and all went well, although face to face would be a change
It truthfully was
Practice nurse was efficient and caring
Asked to visit the surgery at Barrow H S, for appointment, arrived on time, electronic system said no appointment
found, went to reception desk, it took the nice lady to eventually find that the appointment was a COPD telephone
consultation. I missed call as I was travelling to yourselves at the time of the call. REGARDS
Helpful staff efficient service what's not to like
Always courteous and helpful
Just an easy and efficient service as usual.
Kind caring nurses. Loads of helpful text reminders. Easy to change name with the receptionist
Satisfied with the service I go
The nurse was very professional
Nurse was pleasant, efficient and effective. But there was a 15 minute delay in the appointment
Very friendly and explained everything very good

Patient sits tucked in behind a filing cabinet, making it difficult to speak to clinician and build a rapport with them.

Because it was
Dr Henderson was very thorough and easy to talk to
Came in the surgery went straight in to see the nurse in and done blood test in 5 minutes
Bang on time no wait professional and pleasant staff
Went in on time for my blood test, very efficient
Very understanding and caring
Good communication, friendly staff

My appointment for my hormone injection was on time and the nurse was very friendly and chatty
Going straight into the surgery and booking in on the screen
Was fast and efficient.
Not rushed. Listened. Gave choices re next steps
My experience was good.
Pleasant but busy staff
Appointment was on time and efficient.
Appointment on time. Pleasant nurse.
On time and friendly
In/out sorted
Friendly and helpful
Phoned at 8.00. Long delay before being told position 8 but after that only to say we're very busy. Booked a call from
Very good care, caring nurse
Wait time from booking to appointment 1 day (great)
Service was efficient and thorough. Left, feeling I had been 'treated'. Appointment was with physio.
All the staff I met were helpful and friendly. I couldn't fault anyone
Provided change of medication and answered questions

Because you asked
Because it was
Nurse called in Dr to look at my problem .Positive move forward and a good result
No fuss and I was dealt with professionally
On, efficient , pleasant
I felt listened to and supported
Called in on time and approachable clinician
Very efficient service
Prompt and efficient
Dr Henderson was wonderful, caring and professional.
Appointment on time. Quick & efficient process
Quick, friendly and as I was asked to come in for a blood test, pleased to see I am still pro actively being monitorec
Dead on time
On time and questions answered
Very friendly staff, the nurse who took my bloods was lovely and very professional
On time and friendly advice.
Frendly
The nurse I saw was very helpful and caring,
Appointment time was kept, the nurse was very helpful and friendly.
Good
Hca was very kind and friendly and procedure completed well excellent care
A very efficient and friendly service as always, thank you.
Lovely staff
Appointment on time, very friendly and helpful.

Appointment was an annual blood test. It was on time and nurse was pleasant
Quick, efficient, friendly
Very efficient
An excellent personal appointment.
Because the nurse was very efficient, competent and friendly.
The nurse put me at ease and made the appointment very pleasant
Quick, professional service
Polite staff and seen that on time
Well organised
Was as expected 👍
Appointment on time, pleasant efficient staff
Short waiting time
Easy to sign in friendly staff and not more than 5 minutes waiting to see the nurse very impressed
Saw both doctor and nurse both very good caring and clearly explaining what they thought my problems and how t
Everything went ok
Al
NHS health check
Nurse very good
I rang for appointment for my B12 and health check bloods and was informed by receptionist that I was due my B1
I was given excellent service
Let down by Boots pharmacy who supplied the wrong.injection powder and we had to dash around for the correct
Helpful, friendly service from staff

In on time and good advice

Fay thank you

Appointment seen on time. Process was quick and efficiently dealt with.

Prompt kind service

In and out very quickly, on time, friendly and polite nurse

The nurse who took my blood was pleasant, quick and good with putting the needle in easily

Faye Chambers who carried out my blood test was as always efficient and very kind

Polite reception staff, timely appointment, nurse was helpful and friendly

Very quick and professional

Fast efficient service

My blood test was 5 minutes ahead of time and the nurse was very welcoming and friendly.

I thought the staff were thorough and pleasant

Unlike on other occasions when I was kept waiting up to 10 minutes past my booked appointment time, I was seen

Saw Fay she is lovely

All going forward I hope more tests to come but happy with the service

On time and very friendly

I was very pleased with my experience

Visited at home

Professional and on time

Great service

The appointment was on time and the nurse was professional and had a sense of humour making the whole appointment

The clinician was very thorough and helpful

face appointment after waiting three long weeks .

Always is

First appointment offered was 2 weeks then another two and half weeks for review that's a total 5 weeks from text

Came for a blood test appointment 10 minutes earlier than the booked time and was immediately seen to

The nurse who did my smear test was nice, asked if I needed anything or had any questions and made it as good as

Lenna was excellent in giving me a good examination and explanation as to why and where my nerve pain was coming from

The nurse had a very pleasant yet professional manner giving clear feedback on my test results.

Fast and efficient. Staff friendly.

All went as expected

No waiting, appointment time spot on

The nurse was efficient

Efficient

I was able to get appointment at short notice and blood tests completed efficiently

Doctor explained everything about my injection that I was having in my knee

Prompt and efficient experience

The blood test was administered painlessly and Faye was kind and friendly, efficient and swift.

Dr Hall was thorough and had some ideas to follow up to investigate my condition. He carried out x-Rays and blood tests

Quick efficient and friendly

I was seen on time by an efficient and friendly nurse. Also the receptionist sorted out a one off urgent prescription

Appointment was cancelled due to illness

Both the nurse and the doctor I saw were brilliant during my appointment

I was seen very quickly, the nurse was incredible.

Staff very friendly was not rushed in and out felt at ease nurse was kind even though just having a blood test she al

Good communication and friendly service. Competent nurse

I was dealt with courteously and with great care by the staff who very much had my wellbeing as the priority.

Everyone was kind and caring

It was so good to have a face to face appointment rather than a telephone appointment.

Could not fault the

Service

Polite and professional service

I called at 8am and by the time I got through there were no doctors appointments available. I was seen by a nurse

Blood tests, quick and friendly, ordered meds great reception staff

Do you consent to us publishing your comment anonymously on our website?

Yes

Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

Yes
Yes
Yes
Yes
Yes

Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

Yes
Yes
Yes
Yes
Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

Yes
Yes
Yes
Yes
Yes

Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

Yes
Yes
Yes
Yes
Yes