

Friends & Family December 2025 responses:

Experience Rating	Count	Percentage
Very good	78	79%
Good	20	18%
Neither good nor poor	1	1%
Poor	1	1%
Very poor	0	0%
Do not know	0	0%

Date	Experience Rating	Experience Description
02/12/2025	Good	
02/12/2025	Very good	Always friendly and very helpful
02/12/2025	Very good	Efficient and one time
02/12/2025	Very good	Very gentle with my leg and very friendly abd caring
02/12/2025	Very good	
02/12/2025	Very good	All the staff are friendly and i believe care for theor patients . I am so happy they are my practice
02/12/2025	Very good	Excellent service
03/12/2025	Very good	No problem- seen early
03/12/2025	Very good	Seen on time in a caring manner.
03/12/2025	Very good	Competent , efficient and understanding staff
03/12/2025	Very good	Urgent appt quickly arranged same day and arrangements for fit and blood test made
04/12/2025	Good	
04/12/2025	Very good	
04/12/2025	Very good	My appointment was on time and the clinician was very pleasant, efficient and informative.
04/12/2025	Good	
04/12/2025	Very good	
04/12/2025	Very good	Receptionist managed to find an appointment for me for suture removal despite being full
04/12/2025	Very good	Good timekeeping
04/12/2025	Very good	Seen without delay.
04/12/2025	Very good	On time, friendly service
05/12/2025	Very good	
05/12/2025	Very good	Booked appointment quickly and appointment on time and quick
05/12/2025	Very good	Very efficient
05/12/2025	Very good	Appointment kept on time
05/12/2025	Very good	Staffs - courteous and co-operative.
05/12/2025	Very good	I attended to discuss various test results and the doctor was friendly and explained the results and what I should do going forward.
05/12/2025	Very good	I was not kept waiting, and the Dr made me feel very relaxed and comfortable listening to all that I was bothered about could not ask for more.
06/12/2025	Very good	Because it was
06/12/2025	Very good	Very efficient
06/12/2025	Good	All satisfactory
07/12/2025	Very good	All staff that I've dealt with are very helpful and the treatments that I recieve are good
08/12/2025	Very good	
08/12/2025	Very good	As always first class ðŸ™„ Larry Burr ridge
09/12/2025	Very good	Fast, very friendly, and understanding

09/12/2025	Very good	I was looked after very well by the nurse for a number of weeks.
09/12/2025	Good	
10/12/2025	Very good	
10/12/2025	Good	Clinician very good . Would help if surgery opened on time for 8.30 appointment !
10/12/2025	Very good	Quick
10/12/2025	Very good	Nurse Sheila was excellent when removing my suture. Great after care explanation
11/12/2025	Very good	Receptionist very pleasant and helpful. Very quick telephone response from dr. Appointment made with nurse for blood tests etc. Seen by nurse exactly on time. Excellent.
11/12/2025	Very good	Elaine is always very professional. I am very fortunate to have her as my diabetic nurse. And Christine.
11/12/2025	Very good	All very good
11/12/2025	Very good	As good as usual
11/12/2025	Very good	Good quality service
11/12/2025	Very good	10out of 10
11/12/2025	Very good	
11/12/2025	Very good	Efficient receptionist, short wait for an appointment. Good quick appointment on the day
12/12/2025	Very good	Excellent service, care and help.
12/12/2025	Very good	Excellent ive never had an occasion when i wasnt impressed by their care
12/12/2025	Very good	I've recently had a Hernia Repair operation and I had it done on NHS at Ashted hospital, for which I'm very thankful. My appointment yesterday with the nurse was a good service.
12/12/2025	Very good	
12/12/2025	Very good	Lovely staff And able to get an appointment
12/12/2025	Good	
13/12/2025	Very good	Fast and efficient and friendly staff
13/12/2025	Very good	Puntual, profesional and efficient service
13/12/2025	Very good	Christine Kendall was very professional
16/12/2025	Very good	
16/12/2025	Very good	No complaints about the service
16/12/2025	Very good	
17/12/2025	Very good	Lovely staff very helpfull
17/12/2025	Very good	Good service today
17/12/2025	Very good	
17/12/2025	Poor	The appointment was cancelled on the day I was supposed to come in.
17/12/2025	Very good	
17/12/2025	Good	I was able to park, appointment on time
17/12/2025	Good	Telephone call dealt with efficiently.
17/12/2025	Good	
18/12/2025	Good	
18/12/2025	Very good	Receptionist and nurse very pleasant, kind and helpful.
18/12/2025	Very good	Prompt and friendly
19/12/2025	Good	Accurate in my opinion
19/12/2025	Very good	Very helpful people at reception and got the results I was looking for
19/12/2025	Very good	One phone call, appointment quickly booked, in/out for my jab without fuss, friendly nurse.
19/12/2025	Very good	
20/12/2025	Very good	Good service
20/12/2025	Good	Well once you can get to see a GP it's good service.

		Trying to get an appointment is awful. You can no longer pre-book an appointment with a GP. You have to ring on the day at 8.30am. Even though you do that by the time you get to speak to a receptionist, all the appts have gone. It has been like this since covid in 2020. I think a much better system needs to be in place. As it used to be before covid 2020
20/12/2025	Good	Overall good but sometimes difficult to get appointments
21/12/2025	Very good	Very friendly and professional service
21/12/2025	Good	
21/12/2025	Very good	Clinician was friendly and informative
23/12/2025	Very good	On time and easy
23/12/2025	Very good	Nurses and receptionists are helpful and courteous.
23/12/2025	Very good	
23/12/2025	Very good	Seen on time. Fast and efficient.
23/12/2025	Very good	On time , professional and very helpful
24/12/2025	Very good	
24/12/2025	Very good	Answered all my questions and seen straight away
24/12/2025	Good	
24/12/2025	Very good	
24/12/2025	Good	Promot efficient service
24/12/2025	Good	All went smoothly.
25/12/2025	Very good	
30/12/2025	Very good	Dry careing and understanding
30/12/2025	Good	
30/12/2025	Very good	
30/12/2025	Very good	I telephoned in the morning to see a doctor and an appointment has been booked for me early afternoon. Very pleased.
30/12/2025	Neither good nor poor	It was normal. I didn't feel warmly welcomed. The staff appeared doing their work diligently as expected but a higher level of passion and enthusiasm was missing. Hardly noted any smiles!
31/12/2025	Very good	Receptionists very helpful. Nurses lovely. Dr El-Amin exceptional.
31/12/2025	Good	