

Friends & Family March 2026 responses:

| Experience Rating | Count | Percentage |
|-----------------------|-------|------------|
| Very good | 102 | 80% |
| Good | 23 | 18% |
| Neither good nor poor | 1 | 1% |
| Poor | 0 | 0% |
| Very poor | 2 | 2% |
| Do not know | 0 | 0% |

| Date | Experience Rating | Experience Description |
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| 01/03/2026 | Good | The receptionists are very helpful within the remit you set. Better than my last surgery where they were basically negative. However whilst the clinician was a lovely man I did find him a bit remote and clinical lacking the empathy and connection one might find in a Doctor. He said my second bout of earache in a month is because of wax in the inner ear, use eardrops which I am doing to no effect. Only because of my proactivity and that of your reception i realise you offer microsuction. |
| 01/03/2026 | Very good | I was kept informed following blood tests and an appointment with clinician. |
| 03/03/2026 | Very good | Best doctors ever everyone is first class |
| 03/03/2026 | Very good | |
| 03/03/2026 | Very good | Extremely caring & efficient |
| 03/03/2026 | Very good | Generally reception staff and nurse that does bloods are always very helpful |
| 03/03/2026 | Very good | Always on time and friendly. |
| 03/03/2026 | Very good | Very informative and very helpful |
| 03/03/2026 | Very good | |
| 03/03/2026 | Very good | Appointment was on time friendly greeting good treatment all round |
| 04/03/2026 | Very good | I went into the practice at the time my appointment was also the nurse lovely and polite |
| 04/03/2026 | Good | Generally a good practice. Can usually get an appointment with nurse within a few days, which is very helpful. Not so easy to get an appointment with a doctor sadly. My GP is Dr El-Amin who knows and understands me. I cannot pre-book an appointment with her at all. You have to ring on the day which is very frustrating as by the time you get through to the surgery, even though I ring at 8.30am, all her appointments have all gone ðŸ˜” |
| 04/03/2026 | Very good | This is because the practice to time to investigate and properly advised us on do and don't that will help our well-being. |
| 04/03/2026 | Very good | Can book non urgent appointments easily. Friendly staff and efficient |
| 04/03/2026 | Very good | All went well with my appointment. Reception staff are amazing. Christine the nurse is the best. |
| 04/03/2026 | Very good | I have always been very pleased with the service I have received from all the staff at the clinic. Thankyou. |
| 05/03/2026 | Very good | |
| 05/03/2026 | Very good | Didn't have to wait. Nurse was on time. The staff were very friendly. |
| 06/03/2026 | Very good | Seen earlier than appointment time and very quickly and efficiently |
| 07/03/2026 | Good | Only because test results aren't communicated so easily. However I feel the team at the surgery, particularly lately I feel the team is being so helpful. There are caring there. So thank you. |
| 07/03/2026 | Very good | Appointment making was easy to make and the receptionist knew exactly what she was doing, she was very pleasant and helpful. The nurse I had the appointment with was chatty, friendly and gave good advice and service. |

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| 07/03/2026 | Very good | Very professional |
| 08/03/2026 | Very good | Caring of staff excellent. I find it appalling when it comes to making an appointment with the doctor. Phone at 8.30am and you are number 19 in the queue. Ridiculous! |
| 08/03/2026 | Good | First appointment good second one not so good waited to long |
| 09/03/2026 | Very good | Staff very good and helpful . B |
| 10/03/2026 | Very good | Doctor helpful and thorough |
| 10/03/2026 | Good | Problems with appointment |
| 10/03/2026 | Very good | Excellent care and also very informative. |
| 10/03/2026 | Very good | Elaine always makes you at ease and answers any questions you have |
| 10/03/2026 | Very good | I arrived one hour early for a blood test but they kindly fitted me |
| 10/03/2026 | Very good | Quick and efficient service. |
| 10/03/2026 | Very good | |
| 11/03/2026 | Very good | Always very helpful and clear on test results |
| 11/03/2026 | Very good | Always very helpful and clear when giving test results |
| 11/03/2026 | Very good | My appointment was easy to make on line and I was seen on time. |
| 11/03/2026 | Very good | Very prompt Very efficient Very polite |
| 11/03/2026 | Very good | Always very good, friendly, helpful and first class, many thanks. |
| 11/03/2026 | Very good | Elaine and Chris were both very caring |
| 11/03/2026 | Neither good nor poor | |
| 12/03/2026 | Very good | Quick and efficient |
| 12/03/2026 | Good | My disability due t o a stroke was coped with at the surgery and the nurse consulted a phyician |
| 13/03/2026 | Good | Always helpful |
| 13/03/2026 | Very good | My appointment was with one of the nurses at the practice, called Sheleigh and she is absolutely fantastic. Consistently over the years she has been the same lovely person and caring nurse you see every time you have an appointment with her. She is brilliant at her job, friendly, caring and an asset to the doctor's surgery. In fact all the nurses are |
| 13/03/2026 | Very good | Very helpful |
| 13/03/2026 | Very good | |
| 13/03/2026 | Very good | |
| 13/03/2026 | Good | |
| 13/03/2026 | Very good | Helpful and efficient |
| 14/03/2026 | Very good | The practice continues to look after me very well. |
| 14/03/2026 | Very good | Came for 6th monthly diabetes blood test. Was in and out quickly. Although I had to chase surgery for appointment. Did not get any reminder, which I had previously been told I needed to wait for. |
| 14/03/2026 | Good | The appointment was on time and very quick |
| 14/03/2026 | Good | My initial comment on the NHS app for a blood test was ignored, but on phoning the surgery after a couple of days I was given one next day. |
| 14/03/2026 | Very good | First Class attention and treated with high skill respect knowledge |
| 14/03/2026 | Very good | Always polite and helpful. |
| 14/03/2026 | Good | |
| 15/03/2026 | Very good | |

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| 15/03/2026 | Good | |
| 15/03/2026 | Very good | I had an appointment with a Nurse to have staples removed and was extremely apprehensive! Nurse Maria put me at ease and although there were 25 staples it was over very quickly. |
| 15/03/2026 | Good | There was a 10 minute appointment delay due, I think to the previous patient needing extra treatment, but otherwise I received friendly and careful treatment |
| 15/03/2026 | Good | Getting an appointment is extremely difficult. I requested an appointment with my GP with 3 weeks notice but was told it was not possible and closed. There must be a better system. Once I finally got to see my GP, it was a very positive experience. |
| 15/03/2026 | Very good | A GP called me to discuss my problem and then made an appointment to see me. He listened to my concerns. Thank you. |
| 16/03/2026 | Good | Have kept me up to date with appointments and changes as they occur |
| 16/03/2026 | Very good | |
| 16/03/2026 | Very good | amazing surgery always try there best |
| 17/03/2026 | Very good | Saw the Practice Nurse who was extremely kind & very helpful |
| 17/03/2026 | Very good | The nurse was excellent and took her time to explain everything |
| 17/03/2026 | Very good | The nurse was excellent took her time to explain everything |
| 17/03/2026 | Very good | They are always willing to try and resolve whatever query you have. |
| 17/03/2026 | Very good | Because I always receive the best treatment at the Surgery and everyone is always polite and helpful. |
| 17/03/2026 | Good | Managed to get the expected treatment |
| 17/03/2026 | Very good | Helpful staff and it's easy to book appointments on the phone or online . Great doctors and nurses. |
| 18/03/2026 | Very good | Experienced doctor who took time to explain possible side effects of the treatment. Made the process as easy and comfortable as it could be. |
| 19/03/2026 | Very good | Very professional |
| 19/03/2026 | Very poor | Nurses are brilliant and some of receptionist. I work in the healthcare field myself and was really shocked when I knew more information about a contraceptive injection then the doctor herself especially after it was expressed to me I must have a chat with her before seeing the nurse about contraception options. The nurse however gave me more information and was much calmer , clearer and nicer. Felt the Dr just wanted to get me off the phone no actual care for her patients . |
| 20/03/2026 | Very good | The appointment was easy to book. The wait time was reasonable. The pharmacist was helpful, informative & carried out a full asthma check |
| 20/03/2026 | Good | Vanda (Pharmacist) always has time to listen and ensure that she goes through everything thoroughly . So nice not to be rushed |
| 20/03/2026 | Very good | |
| 20/03/2026 | Very good | I saw the nurse Elaine about the wound in my elbow last Friday I had the plate and pins removed. She checked that it was not infected and redressed the wound. She was very caring and efficient and friendly. |
| 20/03/2026 | Very good | Always very helpful, proactive and friendly. |
| 21/03/2026 | Very good | Appointment was on time and the nurse was very helpful and extremely professional as always |
| 21/03/2026 | Very good | |
| 21/03/2026 | Very good | Very quick to respond to my problem receptionist very efficient and friendly. |
| 21/03/2026 | Very good | I was given a prompt appointment at a time and day that suited me |
| 21/03/2026 | Very good | After a face-to-face appointment with Dr El-Amin (very helpful), I was able to book a blood test for a date within a week (alternative option being sooner at a local hospital). |

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| | | Blood test very quick, painless, efficient: I had particularly wanted a PSA test (history of enlarged prostate) but this test checked for various other potential issues as well. |
| 21/03/2026 | Good | All of the interview was conducted in a relaxed and informative way |
| 22/03/2026 | Very good | Appointment on time and achieved the result o was seeking |
| 22/03/2026 | Very good | I had a call from Dr Raiken ? Her manner was both professional and warm and interested. She was very informative regarding my difficulties and the first GP to explain this in some detail for which I was grateful. |
| 22/03/2026 | Very good | |
| 22/03/2026 | Good | Overall very goodâ€¦ but would like to just ring up and make an appointment, I have had excellent experiences from all members of staff without exception..thank you |
| 22/03/2026 | Very good | Friendly, helpful and considerate. Felt at ease |
| 23/03/2026 | Very good | Helpful. Friendly and informative |
| 24/03/2026 | Very good | I was seen on time and the nurse was very efficient, pleasant and professional. |
| 24/03/2026 | Very good | I was able to park easily, reception was clean and efficient. I was called on time and nurse was friendly and extremely good at drawing my blood test. Complete satisfaction |
| 24/03/2026 | Very good | Seen on time and problem diagnosed and treatment prescribed |
| 24/03/2026 | Very good | Great reception staff, always keeping appointments on time and great nurse. |
| 24/03/2026 | Very good | Kind positive result very attentive. |
| 25/03/2026 | Very good | I had no difficulty getting an appointment to suit me the receptionists are very efficient and polite and I was seen on time. Perfect! |
| 25/03/2026 | Very good | Very good experience For a injection. |
| 25/03/2026 | Very good | I was able to book an appointment as I needed it. The appointment itself was amenable and professional. Follow-up appointment were quickly made. And so far I have appreciated the continuity of talking with a single doctor. |
| 25/03/2026 | Very good | Had my test the next day. Fast turn around |
| 25/03/2026 | Good | Friendly staff |
| 25/03/2026 | Very good | Excellent service |
| 25/03/2026 | Good | Christine is friendly and explains well. |
| 25/03/2026 | Very good | |
| 25/03/2026 | Very good | Got results clearly and positively. |
| 26/03/2026 | Very good | |
| 26/03/2026 | Very good | |
| 27/03/2026 | Very good | The nurse was incredibly friendly and calming - made me feel comfortable and at ease |
| 28/03/2026 | Very good | |
| 28/03/2026 | Very good | Nurse Chris very informative and attentive |
| 27/03/2026 | Very good | |
| 28/03/2026 | Very good | Christine is always on time and friendly. |
| 27/03/2026 | Very good | Very helpful staff, has always taken time to help especially with using tech. |
| 28/03/2026 | Good | |
| 28/03/2026 | Very good | |
| 28/03/2026 | Very good | |
| 28/03/2026 | Very good | Seen on time, friendly staff. |
| 29/03/2026 | Very good | |
| 29/03/2026 | Very good | Good appointment availability Prompt and effective service in surgery |

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| 29/03/2026 | Very good | They were very attentive, welcoming and polite |
| 30/03/2026 | Good | Appointment on time & professional. |
| 31/03/2026 | Very good | Friendly service as usual with nurse Christine. |
| 31/03/2026 | Very good | Prompt hassle free service |
| 31/03/2026 | Very good | In and out very quickly. Very polite staff |
| 31/03/2026 | Very good | I had a diabetic check appointment and Christine is very knowledgeable on the subject. |
| 31/03/2026 | Very good | Kind nurse. |
| 31/03/2026 | Very good | Service was excellent booked myself in and within 5 minutes was seen and procedure carried out. |
| 31/03/2026 | Very poor | I was promised a telephone appointment as a follow-up to blood test results. A specific day was given but not narrowed down to even a broad window of time. I gave up the entire day so as not to miss the appointment but nobody called. And nobody called to say there were extenuating circumstances for the cancellation, which would have been courteous and understood. |