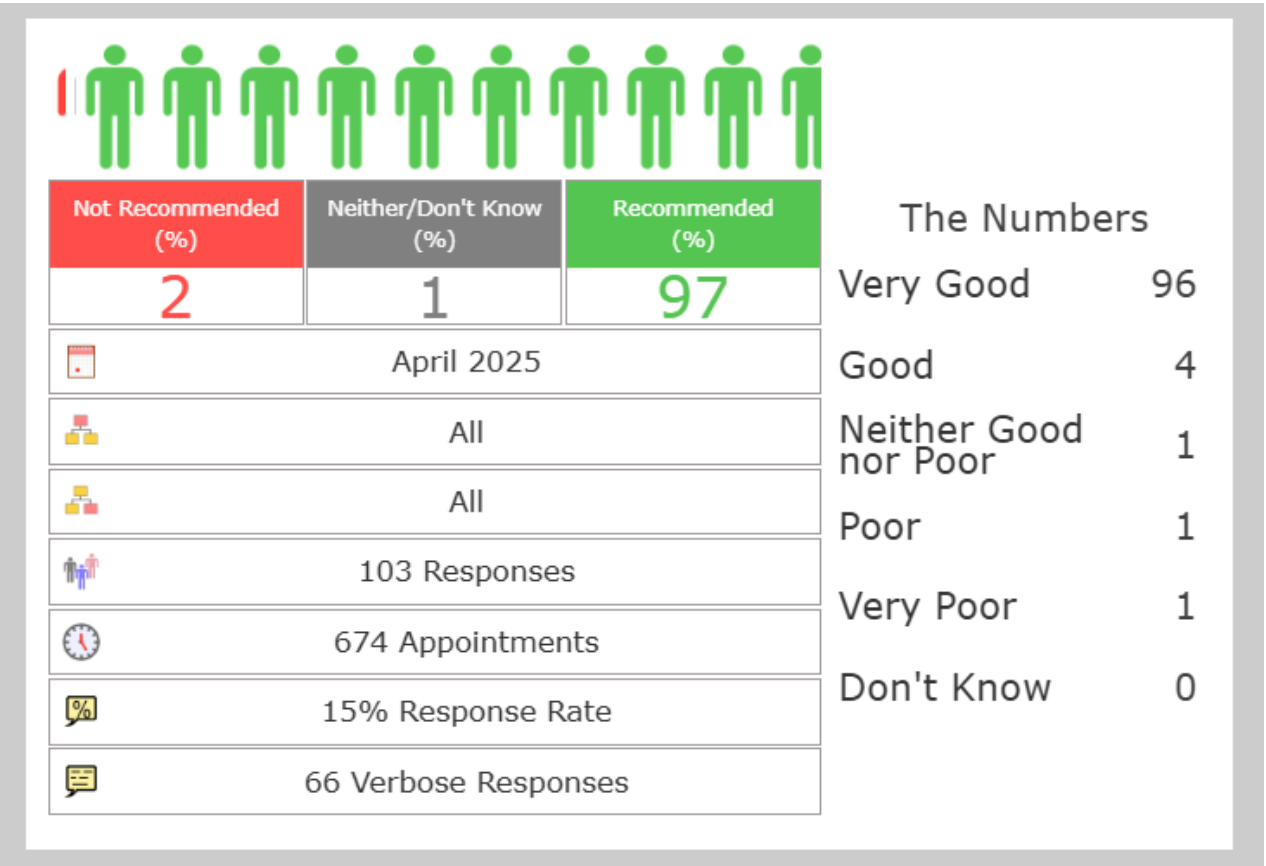


After your appointment, we will send you a text asking for your views. You will be asked *Overall, how was your experience of our service?* (with an option to add further info: *Please tell us why you gave this answer* – SEE PAGE 2).

Here are the results from APRIL 2025



Department	Response
GP Clinic	Assign an individual GP (in line with so much Government advice to 'consult your GP' in order to nip potentially resource-intensive treatment in the bud!)
Session	All was perfect this morning so nothing could be better.
HCA	On this occasion not a lot everything was very cordial and efficient.
HCA	Being greeted in reception by the very nice people seated there. Erik in particular creates a sense of humanity.
HCA	No excellent appointment
HCA	Would have liked to have had my blood tested for other things without having to make an appointment with the doctor and having more blood tests. Thought a nurse could give more information on other medical matters also than was able too. B/testv.good
GP Clinic	I am happy with your treatment so far, very helpful, caring and supportive team and professionals
HCA	Excellent service caring staff completely satisfied
GP Clinic	I do appreciate that the doctor was very patient and tried many time as the line was very bad. The third time she gave me 10 min to go out of the house to have better reception. I like this. This was just before Easter break. Many thanks .
GP Clinic	Very good service only because I was seen by Dr Ryan who is always courteous, not undermining me when I speak, listens to me and is just a kind person!!! Very hard to find GP like that these days!
HCA	Make Patches easier to operate
HCA	Very very good ?
Nurse Clinic	Very efficient, pleasant and caring nurse.
HCA	To be seen by a doctor face to face once every year or two?
Nurse Clinic	I do not think there was anything to change
HCA	Staffs are not approachable, slow service, had to wait over week even doctor to call
HCA	As a new patient, it would be excellent to be able to discuss all my pre-existing conditions at one time in one appointment/with one professional. However that said? I have been very happy with my various consultations to date.
GP Clinic	I always receive good care when I come to the surgery I have no complaints the only thing I would say is if we could see a gp more instead of phone calls and patches all the time
HCA	It is cumbersome to make an appointment -I go from website - patch- wait for text - patch again - then need to call again. The. Get told off I call and told to go to patch?.

Nurse Clinic	Nothing
GP Clinic	Nothing! Dr Beach caring responsive knowledgeable great ambassador for the NHS
HCA	As always friendly staff and good service. Thank you.
GP Clinic	I would appreciate having an appointment with the doctor that knows me best sooner rather than later when I need to see him.
HCA	Improve Patches please. I get a reply within an hour saying my request has been dealt with, only the have to wait another few week to get a proper reply
GP Clinic	I was very happy with my care and experience
HCA	Nothing I can think of, it was very quick & efficient thank you.
Nurse Clinic	Nothing, the nurse was wonderful.
GP Clinic	Nothing.
DIABETES CLINIC	No change
HCA	Unable to explain failure to prescribe medication. Only 1 hypertension reading taken .?
HCA	Today was great
Session	Faultless so far!
HCA	All very good, no changes needed
HCA	Referral to what I have to do, perhaps I've been waiting to have a abdominal scan for many years, been told to do ultrasound if I don't feel well , but still way tin for it!
GP Clinic	My experience on this occasion was very good and I don't think that can be improved this time.
HCA	Proactive regular check-ins
HCA	Everything good
Nurse Clinic	No need to change anything.
Nurse Clinic	Not required
HCA	My experience has always been good, from Reception, Nurse & the Doctors. Very attentive, takes action immediately. I have nothing but praise for the excellent service of the Surgrry.
HCA	lovely staff, efficient service, all very promp and organised. Due to my age 55, I find automated patchs? passwords etc difficult. Prefer my surgery and receptionist old style. I hate patch?s.
HCA	Nothing
Session	Appointment in time, friendly warm staff
HCA	No need for improvement.
HCA	No change. The health care practitioner was very good and made the blood test easy and comfortable.
GP Clinic	Excellent Thank you

Nurse Clinic	Please don't change a thing; it was a very pleasant experience, welcoming reception staff and the practice nurse was friendly and professional
HCA	They are always brilliant
HCA	Nothing comes to mind
Pharmacist	at this point there isn't - the nurse was very professional and helpful and clearly wants to get my asthma sorted out. I wish other nurses were this professional, Polite, helpful
GP Clinic	All great
GP Clinic	Nothing, doctor was very objective and professional during exam of possible cyst on my groin, made me feel very at ease and seemed very knowledgeable.
GP Clinic	Clean environment. Polite staff. Waiting time short. Dr v helpful.
GP Clinic	Nothing- my appointment was thorough, on time and offered solutions
GP Clinic	Esta perfecto, recibi buena atencion desde recepcion y el Dr.muchas gracias
Nurse Clinic	There is nothing to change in my view. Every thing is perfect. Thank you for your staff who are kind and professional.
Nurse Clinic	The reception staff, nurses and doctors are all amazing. Thank you.
GP Clinic	No comments, very happy with my experience!
HCA	Make the patient feel welcome and comfortable when test are being undertaken.
HCA	Every think was great
HCA	Everything looks great
Nurse Clinic	It was excellent as always. Amazing staff.
Nurse Clinic	I was very happy, the staff who served me was very professional and pleasant, I felt very happy with her, thank you very much.
Nurse Clinic	The nicest people in the world The Nurse was so professional and patient And the people in the desk was so welcoming
GP Clinic	Maybe an email or message on a summary of the appointment