

Friends and Family Test

Patient Feedback Summary · August 2026

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 information: "Please tell us why you gave this answer").

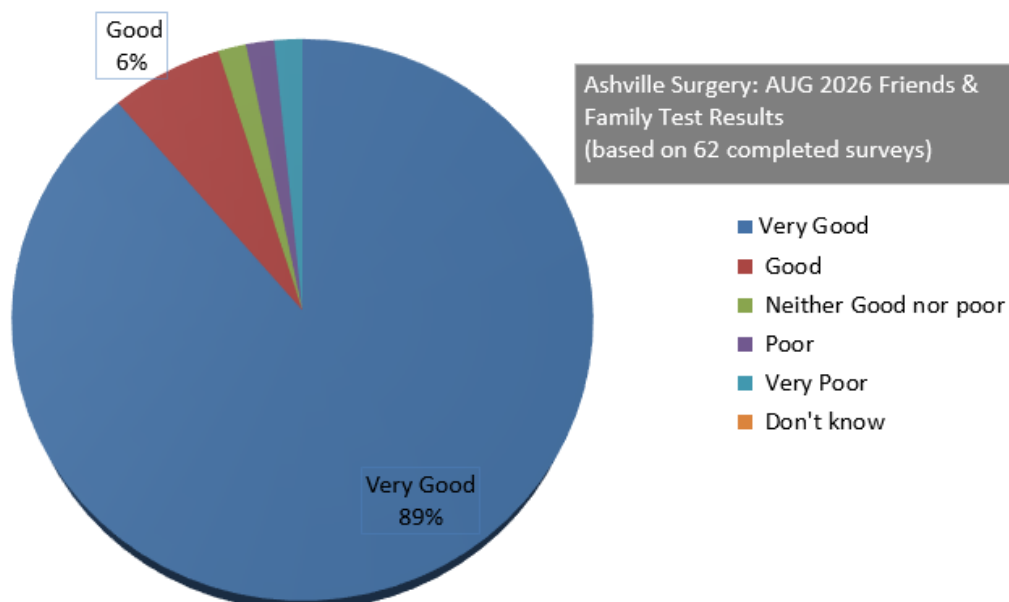
Overview



Not Recommended (%)	Neither/Don't Know (%)	Recommended (%)
3	2	95
August 2026		
All		
All		
62 Responses		
511 Appointments		
12% Response Rate		
41 Verbose Responses		

The Numbers

Very Good	55
Good	4
Neither Good nor Poor	1
Poor	1
Very Poor	1
Don't Know	0



Department	Response
HCA	I don't have any comments - the nurse was brilliant and very helpful/personable.
HCA	Reception very kind, nurse very professional.
HCA	I am a T1 diabetic. I have not been checked by a doctor at this practice for many years. The practice nurses are good and thorough. But they don't advise.
Nurse Clinic	Ashville surgery is well run and couldn't think of anything that would improve on the service I always receive
Nurse Clinic	The seating in the waiting area is quite uncomfortable especially for older people with painful back, hip etc conditions.
GP Clinic	Nothing
HCA	I am grateful to the staff who have always helped me with my problems and the service is very good.
HCA	Quicker response time to patch?s requests
Session	The waiting room could be renovated.
Session	Nothing all good
Session	No improvement needed.
Pharmacist	I am happy with my treatment
Session	I don't know anything else that would improve my experience
GP Clinic	Nothing we LOVE Dr Ryan!
HCA	All is ok.
HCA	Until now I'm satisfied with service.
Session	Patients should be informed if procedures cannot take place due to menstrual cycles before they wait 2 weeks for an appointment
GP Clinic	Dr Rasheedee was excellent....thank you.
HCA	Nothing
GP Clinic	Nothing to improve!
Session	All was fine
Session	More information about how to deal with urgent medical matters or access to my medical records or even reminders of overall check ups
HCA	Keep doing what you are doing. All good, many thanks.
Nurse Clinic	Had a lovely experience, all the staff were really helpful - thank you
HCA	Nothing to b changed
HCA	Nothing excellent
Nurse Clinic	No change
GP Clinic	Responding quicker to messages on patch system
HCA	Nothing.
HCA	No need to change anything?perfect.
Nurse Clinic	Nothing - it was efficient and prompt and clear
HCA	More empathy and kindness for a patient that they know suffers from Alzheimer?s disease.

HCA	No complaints
HCA	Go sport
Nurse Clinic	You are already performing well so nothing to change for now. Very good
Session	Very understanding and helpfull. recption is greatand kind nurse owen is doing wondfull job pharmist collin is great wish them the best great Gp
HCA	All was fine no improvement needed.
HCA	Nothing at all - prompt, efficient and professional as always
Nurse Clinic	Nothing - it was fantastic!
Nurse Clinic	The nurse was polite, friendly and professional. I was not keep waiting and she called me on time. I thank her a lot
GP Clinic	Get the time right for a start and why do we have to check if it's face to face or telephone call surely it's just as simple to tell us when reminding us of the appointment