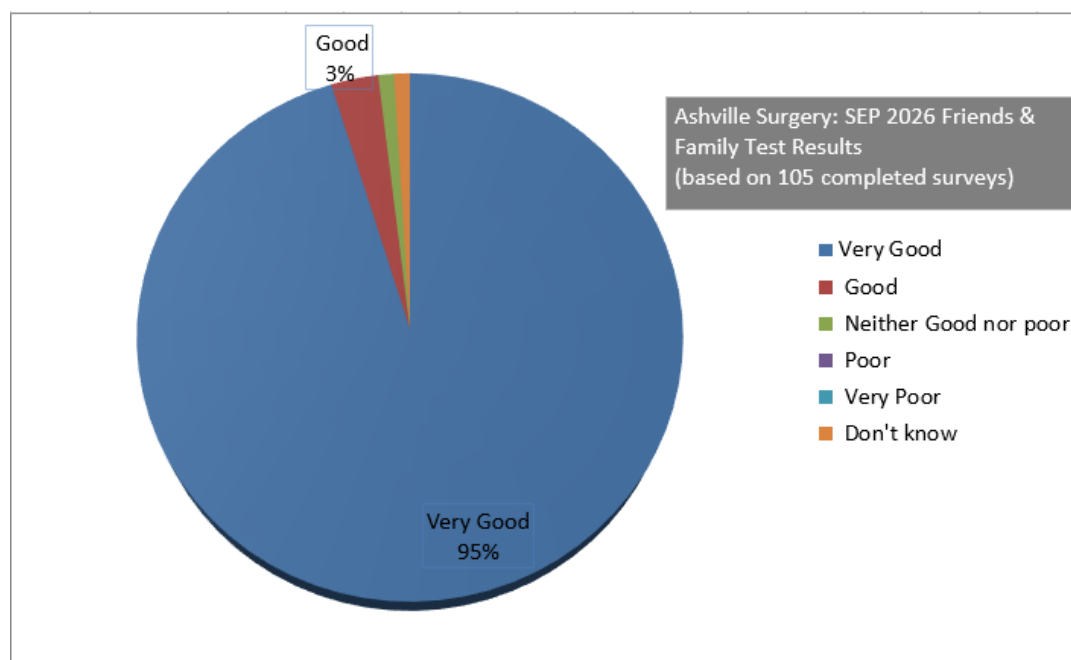
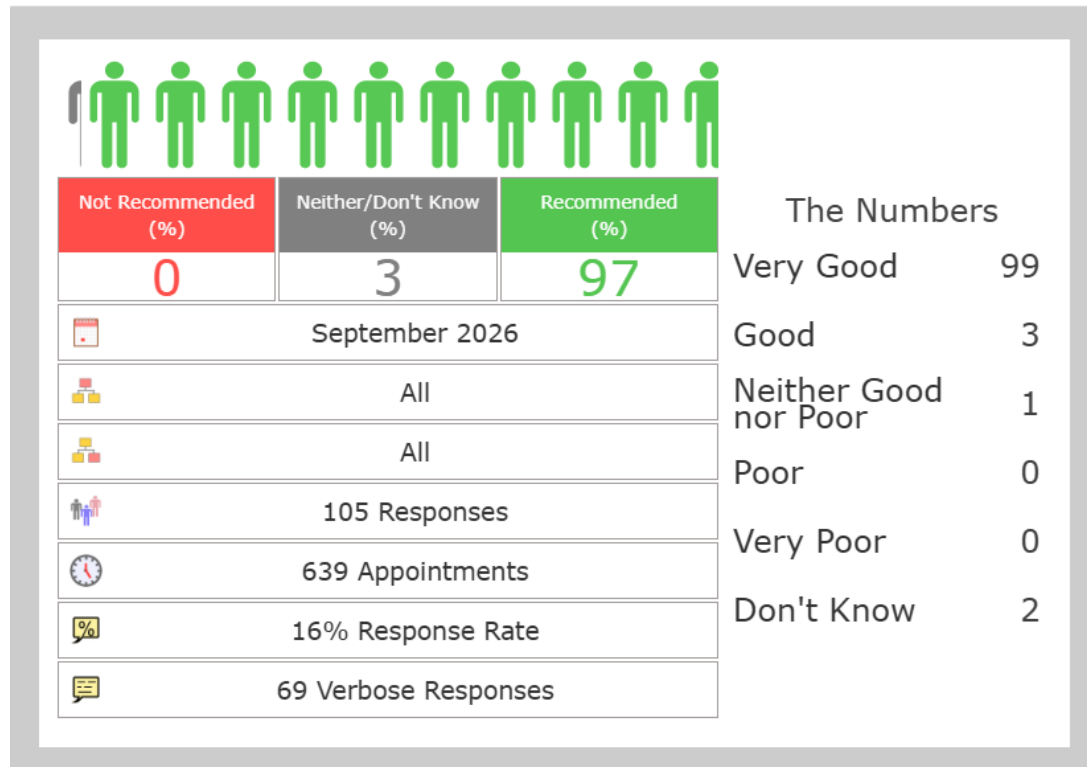


Friends and Family Test

Patient Feedback Summary · September 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



Department	Response
GP Clinic	An excellent consultation with a charming GP, Dr Beach. Nothing to change.
HCA	Punctual and professional.
HCA	Good service Kindly staff And Quick service Well done all Ashville members
GP Clinic	
HCA	You are doing an excellent job
HCA	Nothing
HCA	Nothing
HCA	
HCA	Get an appointment Easier. For older people
Nurse Clinic	
Nurse Clinic	?????
Nurse Clinic	Less systems, at the moment it feels like NHS app, patches, systems online and text message. Helpful if this is simplified. Aside from that, as always, everyone super helpful.
Nurse Clinic	Nothing. I don't ever have any issues with appointments or timings for them. My smear test was quick, painless and dignified. Thanks so much!
GP Clinic	
HCA	Dr Nina De La Cruz was exceptional in her professionalism, her understanding and empathy!
HCA	Always excellent nursing
HCA	There is nothing to add.
HCA	We went for an EEG for adhd meds and I didn't realise my daughter would have to take her top off. She's 10 and the male nurse was very professional but if I'd know I would have requested a female. 10 is a really sensitive age.
HCA	
HCA	
GP Clinic	Nothing at all. Lovely people
HCA	
Nurse Clinic	
GP Clinic	Everything was perfect as I could explain all my problems and got the correct answers. The doctor I saw Dr. Rashid was very understanding of my problems. Hopefully things will be better.
HCA	
HCA	When you give appointment to someone ,can you send them the address . I have an appointment with you but I don't know how to find you . Thank you

HCA	I be would not alter a thing - greeted by a cheerful receptionist - Scott was his usual charming self - great empathy and personal interaction for my BP reading. Explained it was a very stressful week - thank you. Totally appreciated.
Nurse Clinic	Helpful, informative and a quick response.
Nurse Clinic	
GP Clinic	I am happy with my GP, he makes me feel at ease and very kind and understands fully my illness and treatment accordingly with compassion and respect
HCA	Nothing to comment
HCA	Impossible as it was wonderful as it always is .
HCA	It was very good
Nurse Clinic	The nurse was professional and friendly no issues there. From a feedback perspective, having all patient records on one system accessible to the GP would make a lot of sense from a preventative care perspective
Session	Owe the pharmacist was very caring and attentive Just the type of service you wish to receive
HCA	
HCA	So far so good
Nurse Clinic	
Nurse Clinic	Nothing - it was very good
Nurse Clinic	None
GP Clinic	Nothing
HCA	Nothing - keep up the good work!
HCA	It's very good just keep it
HCA	
HCA	The method of Blood Test feedback, is - 'no news is good news'. A text or email reporting 'your results are back - no action required' would be very reassuring. It would also negate any reflective ideas of forgotten, lost, ignored, misplaced etc
GP Clinic	Get rid of patch's!
Session	During blood test or any vaccination with this nurse is always easy, I never fell pain at all. He is very professional
Session	I'm not sure there is any need for improvement. Every time I have a blood test it's done so quickly and no tapping and pumping and extensive looking, it's pain free and done ??
Nurse Clinic	Honestly, I wouldn't change anything about my experience. Sally was so lovely, kind and reassuring, and made me feel really comfortable throughout. I'd be very happy to see her again next time!
HCA	
HCA	
HCA	Nothing at the moment thank you
Session	The PATCHs channel seems to work well, response was quick, telephone call was very helpful.
GP Clinic	Nothing
GP Clinic	
HCA	Nothing
Nurse Clinic	

Nurse Clinic	The resident nurse, Sally, dealt with my infected toe perfectly and to such an extent that, when I attended a follow up appointment on 16th September, it had completely healed and no further treatment was required. Thank you very much.
Session	I have no complaints. Everybody has been lovely. Thank you ?
Session	I am very pleased with the advice given . A very positive meeting.
Session	Dispose of patches like other surgery's have some of us find this very long and awkward to do and also do not always have access to Internet. I feel very frustrated and I suffer with mental health issues.
HCA	All is well so far ?
HCA	Nothing, all great.
HCA	Quicker and simpler processes. So informal.
Nurse Clinic	Can't think of anything to add.
GP Clinic	
HCA	
Nurse Clinic	
Nurse Clinic	No issues so far with my experience.
Session	Everything was spot on!
Session	Nurse Scott is exceptionally professional and a credit to your practice
Session	Not much!
GP Clinic	
HCA	THE MEDICAL STAFF WAS WELCOMING AND VERY PROFESSIONAL :PROFESSIONAL IS THE WORD THANK YOU
HCA	Nothing needs changing.
HCA	
HCA	
Session	
GP Clinic	
GP Clinic	
HCA	
HCA	
Pharmacist	Long wait for Patches reply from GP
HCA	No1 service thanks you
HCA	Nothing to change everything was very good
Session	Nothing to change. I felt i was treated with an understanding of being asthmatic. Very helpful.
Session	
Session	
Session	
GP Clinic	Don't know
HCA	
HCA	
HCA	
GP Clinic	Satisfactory and understanding.
Session	Nothing to change !
Session	

Session	
Session	I am happy with the interactions I have with front of house staff and Clinical staff too.
GP Clinic	We've had excellent support from Dr Beach.
Session	Excellent care from pharmacist Obi, very thorough indeed, thank you!
Session	polite and knowledgeable. a good listener. happy with the clinical plan
Nurse Clinic	Care was excellent
Nurse Clinic	Nothing I can think of!
Session	
Session	All good. Perhaps tell me how long it takes to get a blood test back.