

ID	Start time	Overall	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done
222	9/3/24 16:40:03	Very good	was seen on the day at short notice ,doctor spent a lot of time with me,and was very sympathetic to my problem.	nothing very pleased with the service
223	9/4/24 13:35:17	Good	Good with repeat prescriptions	Easier to get an appointment PLEASE
224	9/9/24 9:07:23	Very good	Dr Patterson was very thoughtful and considerate in her approach to my young daughter, made her feel at ease in quite a sensitive situation.	In this case, not a thing. Perfect.
225	9/10/24 12:01:40	Very good	You are looked after so well by all the staff.. They really care about your health and wellbeing	Nothing the level of care I have always had is exceptional
226	9/12/24 12:01:22	Very good	Dr Paterson was phoning to tell me the results of a ct scan , I had seen the specialist at hospital this week. So pleased the Dr called to tell me anyway.castle mead has always been great at looking after my health, can't thank them enough.	Nothing
227	9/13/24 19:04:20	Very good	A really good experience from start to finish. We called for my daughter late on a Friday afternoon and we had a phone call and an appointment arranged in under an hour. The receptionists were really empathetic and very efficient. Dr Patterson was truly amazing with Ella who is only 3 and naturally finds going to the surgery a little daunting. Dr Patterson was so kind and made Ella feel at ease and really comfortable from the moment we walked into the room. A brilliant family practice-please pass on our thanks to your wonderful staff at Castlemead who couldn't have been more accommodating in arranging to see us late on a Friday afternoon!	Nothing!
228	9/14/24 19:47:54	Very good	Very professional	
229	9/19/24 8:39:48	Very good	fast, informative, great with kids	
230	9/19/24 11:26:11	Very good	Engaging and child friendly	
231	9/19/24 13:21:04	Very good	Friendly staff and making my son feel more at ease with what was happening.	
232	9/19/24 15:08:54	Very good	Lovely nurse, excellent with both children getting their flu vaccines	Nothing

		Lucy saw us very quickly and kept my little one happy and calm. He actually enjoyed his visit instead of the crying I was expecting. She was absolutely brilliant with my little one. thank you	
233	9/20/24 8:17:46	Very good	
234	9/20/24 14:30:36	Very good	Efficient, Professional Staff and very friendly environment
			Another brilliant experience at the practice. Ella came in for her flu vaccine and Lucy was brilliant, Lucy really took her time and made sure Ella felt comfortable, Ella even said when we got back to the car completely unprompted "that nurse was lovely wasn't she". Lucy was very friendly, knowledgeable and the fact that she enjoys her job so much is very evident! We are very lucky to be registered as a family with such a kind and caring practice.
235	9/21/24 19:00:57	Very good	Thank you again to the wonderful staff at Castlemead! Nothing at all!
236	9/23/24 22:18:07	Very good	Dr Brown gave me an explanatory and comforting chat - much appreciated.
			Every time my daughter has been ill and needing to be seen late in the evening the team from reception through to the GPs have always helped. The reception team are always very friendly and helpful and go above and beyond to help. The GPs are always friendly and explain things well. Dr Brown was so good with my three year old yesterday, playing with her to examine her and making it less scary for her. You are all amazing, keep doing what you do! Thank you.
237	9/24/24 14:36:17	Very good	
238	9/25/24 9:22:16	Very good	Convenient appointment, on time and Lucy was great with my children
239	9/25/24 11:04:51	Very good	Calm approach from the nurse put me at ease. Nothing. Good experience today
240	9/25/24 14:48:10	Very good	
241	9/25/24 14:49:03	Very good	Easy to book appointment, seen on time, lovely nurse
			Went for flu spray, Vinnie is under investigation for autism/ LD and the nurse was very patient and understanding. Made a lovely calm environment and gave lots of praise and empathy. Nothing, perfect experience
242	9/26/24 9:11:22	Very good	

243	9/26/24 10:06:42	Very good	Very polite and excellent with my daughter 👍👍	Couldn't of done anything better
244	9/26/24 16:40:09	Very good	Very good at making my very nervous daughter feel comfortable. She actually enjoyed the doctors office for once!	Nothing!
245	9/26/24 20:30:03	Very good	Lucy was really informative and kind and caring with my daughter. The stickers and certificates were a great idea too. I felt fully informed and she put my daughter at ease.	I felt a little judged when I was asked if my daughter was only vegetarian because I was. I don't think there was any malice in it but sometimes a little more sensitivity to peoples beliefs can be adhered to. But I was really happy
246	9/27/24 10:55:47	Very good	The appointment was arranged quickly by the receptionist. The doctor listened, provided clear explanations and was empathetic and reassuring.	
247	9/27/24 18:27:33	Very good	Dr Patterson was absolutely brilliant, can't thank her enough for seeing me at short notice. What a wonderful doctor she is.	Nothing