

ID	Start time	Overall	Please can you tell us why you gave your answer?
1	11/1/24 10:39:33	Very good	I felt heard and got some really good advice as well as an action plan
2	11/1/24 22:49:48	Very good	Prompt appointment & Annie showed a lot of empathy, made feel at ease & offered very good advice
3	11/2/24 16:23:43	Very good	I suffer with anxiety and Dr Abraham and his assistant were lovely, patient and kind and put me at ease.
4	11/3/24 23:19:36	Very good	Dr Dockrell and Nurse Lucy were brilliant Reassured me all the way through the procedure and were so kind.
5	11/5/24 11:05:33	Very poor	Waiting time is not acceptable last time we came had to wait 1hr and same today my mum is 90 and struggle sitting and walking
6	11/6/24 10:34:24	Good	Sarah is marvellous, don't need to say name, knows who people are, great service
7	11/6/24 13:19:37	Very good	Parked ok. Signing in was quick and formative. And the nurse was kind and considerate
8	11/6/24 18:31:48	Very good	Pleasant nurse who listened and did what needed to be done.
9	11/6/24 18:45:12	Very good	Friendly and efficient, service was very good as usual
10	11/8/24 9:55:12	Very good	Annie was kind and friendly, and she gave me all the information in an easy to understand way. The procedure was pain-free and quick.
11	11/9/24 17:53:29	Very good	Was looked after and treated well. Very happy
12	11/10/24 9:32:35	Very good	Very informative when asked questions
13	11/10/24 17:02:59	Very good	Put you at ease
14	11/12/24 14:11:34	Very good	Dr. Patterson is an excellent GP and very courteous and polite. Nothing to say except thank you for looking after me.
15	11/13/24 16:50:19	Very good	Anne made me feel comfortable and at ease with my appointment considering this was a smear which is usually not the nicest appointment however her friendliness and professionalism made me feel at ease. She was very helpful and asked me relevant questions about my health and also confirmed my next coil check up so I knew!
16	11/14/24 10:45:00	Very good	
17	11/15/24 10:32:24	Very good	Because the doctor was kind and patient
18	11/15/24 12:19:20	Very good	
19	11/15/24 15:23:50	Very good	Welcoming ,attentive,listened .

20	11/15/24 16:03:12	Very good	I called in with no appointment having a blood pressure of 183 followed by a second reading of 193! Annie looked after me and sent me home after a reading of 160. She was great.
21	11/15/24 17:14:24	Very good	My appointment was at 09:30, i was in before my time. The nurse was very professional, told me what she was doing through out my appointment even though i'd had the same treatment before
22	11/16/24 16:54:21	Very good	Anne, the nurse, put me completely at ease, she talked me through everything and was very kind
23	11/17/24 21:09:35	Very good	Professional staff
24	11/19/24 10:03:41	Very good	I was seen promptly at allotted time. Indeed I was due to see another health professional directly after this appointment but Helen was so thorough and efficient she was able to combine both. So convenient for me. I felt very cared for. Thank you
25	11/19/24 11:09:04	Very good	Nurse was very caring and fully explained the scope of results and when they arrived. My thanks to her.
26	11/19/24 16:19:24	Very good	Care was excellent
27	11/19/24 17:25:24	Very good	I have always had good service
28	11/19/24 17:33:40	Good	Reception always polite and helpful Didn't have to wait very many minutes to see the Dr
29	11/19/24 17:57:10	Very good	Appointment was earlier than scheduled. Dr Squires May has a sense of humour as well as being an excellent practitioner
30	11/20/24 9:37:25	Very good	Nurse was really friendly and reassuring. Gave me all the information and went above with checks.
31	11/20/24 15:19:15	Very good	Very efficient and informative. Great service.
32	11/20/24 16:02:12	Very good	Everyone is always very polite and helpful.
33	11/20/24 17:41:39	Poor	I was stood at reception for 10-15 minutes to be ignored by 3 members of staff. One in particular who was in her PC but could clearly see I was waiting to be checked in!
34	11/21/24 17:38:22	Very good	
35	11/22/24 9:42:00	Very good	Very friendly and explained everything.
36	11/22/24 11:26:03	Very good	Because Hannah was lovely and gave me my results with honest feedback and some useful tips. She even encouraged me to book an appointment I had been avoiding.
37	11/22/24 19:23:09	Very good	Both Emma and Tamyka are very professional.
38	11/23/24 9:32:25	Very good	Very kind nurse who put me at ease and asked about my family
39	11/24/24 11:01:49	Very good	Professional and friendly
40	11/26/24 14:07:14	Very good	Always a lovely nurse when we come for Alfie's asthma review
41	11/27/24 16:46:49	Very good	Prompt and polite staff

42	11/28/24 16:16:01	Very good	Reassured me with my asthma And listen to what had happened to me in hospital
43	11/29/24 9:31:26	Neither good nor poor	
44	11/30/24 8:27:14	Very good	Helen discussed my asthma thoroughly and changed my prescription. Extremely pleasant and helpful.
45	11/30/24 9:32:31	Very good	The nurse I spoke to was the best is seen in ages. Made tour feel comfortable and happy to talk with me about me starting perimenopause. Last time I spoke to a doctor they completely dismissed me starting perimenopause. Almost laughed. So it was nice to be helped and she made me an appointment tjere and then to see a nurse who can help on a couple of weeks. Really good visit
46	11/30/24 17:04:51	Very good	Very pleasant and informative

Please tell us about anything that we could have done better.

Put me in touch with this doctor sooner

Nothing - all good

Couldn't have done any better

They were brilliant

Be on time

Need to go back to 3 monthly prescriptions on a individual basis, I'm working age, on levythtrixine for life, to have to come in monthly is absolutely no benefit, in fact bad for environment and 3 times the effort for me and 3 times the workload for staff. Please reconsider, martin Tomkins

Be able to get an appointment quicker for initial visit but not had to wait long for surgery appointment

Nothing

Not a thing .

Thank you.

Nothing

Nothing could have been better.

Nothing!

Everything to me is okay

No

Nothing, I was very happy

Othing

Nothing

Warmer waiting room.

Not you fault but bigger car park my only issue

Nothing

Carry on doing what you are doing. No complaints from the service I have received.

Nothing!

Ask staff to acknowledge patients, a simple hello would be fine!

Nothing

Nothing at this appointment, Hannah was wonderful!

Nothing

Nothing

Nothing

Nothing. Always a helpful and friendly environment.

Nothing