

ID	Start time	Overall	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done
1	12/2/24 21:51:01	Very good	Friendly and helpful. Listened to issues and provided pain relief required	
2	12/3/24 8:48:14	Very good		
3	12/3/24 11:02:02	Very good	Respectful, helpful and polite reception staff, great gp	
4	12/3/24 11:21:38	Very good	Patient and thorough	Nothing
5	12/3/24 11:26:56	Very good	Listened to our issues and helped out the best that she could	Nothing can be done about NHs waiting times at the moment and that's not a fault of the GPs but families are suffering in the mean time (families that genuinely need the help)
6	12/3/24 12:01:55	Very good	Punctual, efficient and effective.	
7	12/3/24 13:43:51	Very good	All staff were friendly and polite actually felt like I had been listened to	
8	12/3/24 16:26:59	Very good	GP and nurse removed my skin tag , both very professional yet friendly chatty and just nice people	
9	12/3/24 16:38:35	Very good	Friendly, reassuring, explained procedure, caring & professional.	Nothing.
10	12/4/24 8:59:28	Very good		
11	12/4/24 10:11:50	Very good	Dr. Was very Friendly she told me everything regarding the test.	I have nothing to say. just they are doing great.
12	12/4/24 16:46:23	Very good	Very helpful and Friendly. Thank you very much.	All Good.
13	12/4/24 20:19:29	Very good	Friendly and caring nurse	
14	12/5/24 0:00:48	Very good	It is far easier to come to the surgery for a minor operation rather than waiting forever on a secondary care list. GP and the nurse were fantastic	Nothing other than to offer me a coffee ☺
15	12/5/24 16:02:57	Good	Cervical screaming is never a nice experience.	Nothing to mention.
16	12/6/24 12:37:54	Very good	Appointment on time, Helen very pleasant	N/A
17	12/6/24 16:12:28	Very good	Asthma review friendly able to discuss care plan well informed advise received with prompt reply via text to continue self help treatment.	None

18	12/10/24 11:18:35	Very good	The receptionists went out of their way to help me and to get me the treatment I needed. The call back service is very efficient and I was given an appointment for the same day. The doctors are very professional and understanding. A five star service ☆ ☆ ☆ ☆ ☆.	
19	12/10/24 11:29:44	Very good	The asthma clinic nurse was so lovely and kind, very thorough and answered all my questions	
20	12/10/24 14:55:47	Good	It wasn't absolutely that good	
21	12/10/24 17:31:18	Very good	Friendly, professional, attentive, I was listened to and advice given. Procedure was explained fully Reception staff were great. As a new patient I am so very impressed with this surgery and so far, cannot fault it in any way.	Nothing
22	12/10/24 18:51:46	Very good	On time Dr very pleasant & polite.	
23	12/11/24 17:07:35	Very good	GP is a top doctor	
24	12/11/24 17:07:38	Very good	GP was amazing. Put me at ease and whilst remaining professional was very informal. Most fun steroid injection I've ever had! Please pass on my thanks	Nothing. Castle Mead staff are amazing
25	12/11/24 17:52:13	Very good	Service was amazing doctor made me feel at ease for my interaction	Nothing thank you
26	12/14/24 23:17:35	Neither good	Couldn't have my smear because I had had an internal ultrasound less than 12 weeks previously.	If I had been asked/warned when I had the ultrasound or when I made the smear appointment I would have waited until after the 12 week point.
27	12/15/24 13:02:21	Very good	Everyone is doing their best under difficult circumstances, even though the surgery was experiencing technical challenges without access to certain IT, I was seen promptly. The person I saw was so friendly, calm & had an excellent manner, taking time to listen to my concerns.	Given the tech wasn't working maybe a sign on the welcome screen to say online check in wasn't possible. But sure there were reasons. No improvements suggested in care.

			On time, very polite, very friendly and really took an interest in why I was attending the surgery. Hannah explained what she was doing and gave me tips regarding the timings of my medication.	
28	12/16/24 12:27:30	Very good	Very polite and friendly Reception staff as well.	Nothing today.
29	12/17/24 9:34:27	Poor	GP appointment went well and GP was very thorough.. however trying to get a form for the stool sample has taken 3 visits to the practice.. a waste of my time.. child has had to do two samples as no form on Friday.. still no form by Tuesday	Ensure they are a little more organized for something which should be very simple
30	12/17/24 15:43:02	Very good	Because I'm very grateful to be receiving my joint jab as it gives me some relief from the pain..	There is nothing that could have been done better
31	12/17/24 17:42:19	Very good	Efficient and fast service,all sorted very quickly	
32	12/17/24 17:45:45	Very good	Fast and efficient,all sorted very quickly	Nothing
33	12/18/24 9:53:10	Very good	On time and Dr was polite & helpful	
34	12/18/24 12:54:56	Very good	I know most of your Staff and they all give the help I require.	Build a bigger car park!
35	12/18/24 18:04:33	Very good	Always friendly staff and feel doctors listen and understand our needs	Warmer waiting area.
36	12/19/24 10:46:03	Very good	Efficient pleasant clean	
37	12/19/24 12:17:30	Very good		
38	12/19/24 16:37:16	Very good	I was seen on time and the nurse put me at ease and was very nice	
39	12/19/24 16:48:11	Very good	I wanted no longer than 2 minutes to get called through to the nurse and the procedure was completed very quickly and I was talked to throughout	All perfect
40	12/20/24 10:31:10	Very good	Nurse was very helpful and pleasant. Thank you.	N/A
41	12/20/24 15:36:05	Very good	Nurse was lovely and got called in early	
42	12/21/24 15:00:32	Very good		

43	12/21/24 15:40:38	Very good	Both Dr and nurse very professional and kind throughout	
44	12/22/24 9:33:10	Very good	Very friendly and supported	Nothing
45	12/23/24 11:02:57	Very good	Staff very friendly always got a smile for you & answer your questions	Nothing better you have it all in control
46	12/24/24 11:40:22	Very poor	The surgery was freezing. It was colder inside than outside.	Put alittle heating on.
47	12/26/24 10:57:09	Very good	Although my smear test didn't go as planned, I was felt assured by the treatment given and subsequent advice given for the next attempt	Nothing
48	12/26/24 18:29:30	Very good	Dr Abrahams and nurse Lucy could not have been better. Everything was explained really well and the procedure undertaken with care and skill. A credit to the practice.	Only the making of the apportionment really. You are sent an appointment but don't seem to be able to call and arrange one that is convenient.