

ID	Start time	Overall	Why did you give your answer?	What could we do better?
1	1/4/25 9:35:13	Very good		
2	1/6/25 12:36:56	Very good		
3	1/7/25 12:53:45	Very good	Very friendly staff and a very prompt appointment	Nothing really
			Booking the appointment was simple and straight forward; I was in the telephone queue for only a few minutes; I found the Castle Mead receptionists to be polite, professional and very friendly; from call to appointment was only 6 days - excellent for a non-urgent appointment. On my appointment day, I arrived a few minutes early to find several parking spaces available; the waiting room was clean and quiet and I was called exactly on time. HCA (Healthcare Assistant) greeted me with a friendly smile (whilst in the waiting room, I noticed that other patients were also greeted by their practitioners in the same friendly manner) and escorted me to her consulting room where she gave ample time to discuss the issue that I raised about my hearing loss. Following her examination, Hannah	
4	1/7/25 22:13:42	Very good		Excellent as is - therefore, no requirement for improvement.
5	1/9/25 10:06:02	Very good		No need to change anything.
6	1/9/25 12:19:46	Good	100% satisfied 😊❤️	Thank you
7	1/10/25 10:49:22	Very good	Nurse was very professional, apart from a short wait after my appointment time, the rest was quick &	Have names called out on the electronic system
8	1/10/25 14:17:50	Very good	I was given a thorough and informative meeting, with	Nothing really
9	1/10/25 14:18:39	Very good	On time & the nurse gave very thorough treatment &	None
10	1/10/25 18:18:08	Very good	The nurse was friendly and thoughtful.	-
11	1/11/25 14:30:18	Very good	Prompt & very friendly	Nothing
12	1/12/25 13:37:11	Very good	Didn't have to wait long. The nurse was a lovely friendly person and made me feel at ease .	Nothing. Everything was good .
13	1/14/25 10:36:52	Very good	Nurse very pleasant, thorough and helpful indeed	Nothing at all thank you, very happy with appointment
14	1/14/25 12:23:33	Very good	HCA was really friendly, knowledgeable and super	

15	1/14/25 15:11:27	Very good	Simply as it should be.	
16	1/14/25 15:43:04	Very good	Because it was very good always has been	Nothing
17	1/14/25 16:01:00	Very good	No waiting, injection done straight away Happy smiling faces	N/A
18	1/14/25 16:32:44	Very good	GP was very nice, very pleasant and explained everything. What she was going to do so thank you.	Would be nice if they could do steroid injections more often. Including Fridays. Would be a lot of help for other people. Thank you
19	1/14/25 16:48:25	Very good	GP, is very good, she explains everything that is going to	Nothing
20	1/14/25 17:13:46	Very good	Dr was lovely and had a very good bedside manner, she was very pleasant with my 88 year old dad and made	Nothing
21	1/14/25 17:22:19	Very good	Gave me answers to the procedure I was having	Nothing, All was how you'd expect it to happen
22	1/15/25 15:45:22	Very good	Dr explained very well and put me at ease.	
23	1/15/25 16:31:01	Good	Friendly atmosphere	
24	1/15/25 19:32:02	Very good	The doctors are very caring and make you feel welcome	I couldn't fault the surgery as they are always there to help you
25	1/16/25 0:44:42	Very good	Always very helpful and understanding. 10/10	Nothing!
26	1/16/25 16:36:02	Very good	The doctor took time to explain everything to me he was very polite. I found the whole experience very	Can't think of anything
27	1/18/25 16:30:42	Good	Friendly	
28	1/19/25 8:06:44	Very good	Staff are friendly and kind	Offer more appointments online so I don't have to phone up
29	1/19/25 16:13:11	Very good	I was called in promptly and questions asked were very	
30	1/20/25 13:04:35	Very good	HCA explained my treatment options well and next stages going forward. Medication arranged quickly.	Cannot think of anything.
31	1/20/25 15:24:56	Very good		
32	1/21/25 13:29:31	Good	I'm not sure if it is the GP or nurse visit but both were very pleasant and helpful.	I am still waiting to hear about an X-ray appt at George Eliot wedding GP referred me for so I will probably have to phone up Castlemead to chase this up.
33	1/21/25 16:15:11	Very good	I was seen quickly by knowledgeable staff. Reception were helpful and the facilities are good	
34	1/21/25 16:46:15	Very good	Very thorough, everything explained well	Nothing
35	1/22/25 11:12:08	Very good	The nurse I saw was very friendly and supportive.	

36	1/23/25 10:48:08	Very good	I feel comfortable with my doctors	The surgery is the best practice I've been with very helpful and understanding
37	1/23/25 18:48:45	Very good	Amanda made me feel very comfortable and at ease , explaining everything in detail .	
38	1/24/25 9:16:55	Very good	The nurse was brilliant	
39	1/24/25 11:33:12	Very good	Visit was very pleasant, was told everything I needed to know. Lovely Medical person to speak to.	Not applicable
40	1/24/25 12:49:58	Very good	All matters dealt with Very thoroughly	
41	1/26/25 13:26:20	Very good	I was listened too and action taken	Other than the inevitable time taken to get an appointment, everything else is fine
42	1/28/25 15:30:47	Very good		
43	1/28/25 16:22:31	Very good	Quick and helpful	
44	1/28/25 16:37:46	Very good	Prompt appointment, brilliant service.	A warmer waiting room!
45	1/28/25 17:13:42	Very good	I was seen promptly	The waiting room was very cold
46	1/28/25 19:33:10	Very good	Since I've joined this GP I've never had any issues regarding anything so far. I'm happy with the experience	Everything is fine for me :)
47	1/29/25 9:52:18	Don't know	Appointment was cancelled.	
48	1/29/25 16:09:29	Very good	GP explained everything and the injection went ok.	Nothing, everything was ok.
49	1/30/25 9:47:55	Very good	Polite and caring	
50	1/30/25 10:36:27	Very good	Understanding, friendly, listened to me and wanted to help me as much as possible.	Nothing
51	1/31/25 8:45:47	Very good	I was assisted and informed on some if the things I did	So far so good
52	1/31/25 13:35:19	Very good		
53	2/1/25 9:56:00	Very good	Both nurses I saw are lovely	Can't think of anything
54	2/1/25 18:05:35	Very good	Asthma review was practical and helpful. Felt really welcomed and listened to.	
55	2/4/25 13:52:41	Very good	Simply superb, understanding, consultation.	N/a
56	2/4/25 20:27:40	Very good	I have never had a problem at the surgery. The girls have always been good. GP today was amazing, gave me time and plenty of advice.All in all a good experience at the	You could have given the numbers for this week's lottery.
57	2/5/25 10:16:57	Very good	Appointment on time, nurse very knowledgeable and	

58	2/6/25 9:16:20	Very good	My routine appointment was made at a time to suit my circumstances . The reception staff were friendly and helpful . The nurse explained the procedure and follow	
59	2/6/25 9:42:02	Very good	Doctor was very attentive, personable, and professional	Nothing, all good
60	2/6/25 11:05:36	Very good	Everyone was helpful and polite.	Nothing.
61	2/6/25 11:34:09	Very good	Nothing is ever problem to the staff at pine Close. Even when they are clearly very busy they always try to accommodate. The doctors are also very good as they take time to listen, and act accordingly.	Nothing
62	2/6/25 14:07:45	Very good	I'm a frequent patient to the surgery and all the nursing staff are fantastic as are the drs.	
63	2/6/25 16:34:52	Very good	Got in quickly	
64	2/7/25 8:46:41	Very good		
65	2/7/25 11:55:31	Very good	On time and thoroughly efficient	
66	2/7/25 17:51:31	Very good	Friendly nurse, appointment started on time	
67	2/8/25 9:30:21	Very good	The surgery felt clean, welcoming and quiet	N/A
68	2/8/25 9:34:17	Very good	Nurse was very good, told me exactly what she was going to do and told me all the details why	
69	2/11/25 9:53:04	Very good		
70	2/11/25 10:51:11	Very good	Same day in person appointment, doctor did full checkup very reassuring and knowledgeable on my	
71	2/11/25 15:01:26	Good	The Doctor and nurse were both very kind and patient with me...made the whole experience much easier to cope with.	Came and told me the doctor was running late...this might of prevented my anxiety worsening as I waited to go in for a minor surgery.
72	2/11/25 15:25:40	Very good	Very prompt and pleasant appointment.	
73	2/11/25 16:39:58	Very good	GP, was very professional and informative.	No complaints or recommendations.
74	2/11/25 16:39:39	Very good	Pleasant staff,as always doctors so easy to talk to. And respect us as elderly people.	
75	2/11/25 17:03:25	Very good	The reason I put good because it was quick and painless	Everything was excellent
76	2/11/25 19:59:28	Very good	Felt listened to and given good advice	
77	2/11/25 20:48:47	Very good		

78	2/12/25 9:34:59	Very good	Able yo speak to doctor without feeling rushed. Dr explained everything well	
79	2/12/25 10:15:51	Very good		
80	2/12/25 10:16:28	Very good	I was seen with hardly any waiting time. The nurse made me feel very at ease, and was very informative.	N/A
81	2/12/25 16:51:13	Very good	Efficient, friendly and professional	Nothing
82	2/12/25 17:20:58	Very good	Appointment on time.treatment carried out by a very pleasant doctor.no complaints	Can't think of anything
83	2/12/25 17:56:04	Very good	I arrived and was seen on time. Dr who I saw gave all relevant information and performed injection with no pain except for when she was pressing to find the right spot but it was all explained.	Very happy on this occasion
84	2/13/25 9:32:19	Very good	Appointment was booked easily via NHS App. The nurse (Tamyka) was very friendly and welcoming and put me	No, nothing at all.
85	2/14/25 10:18:41	Very good	I was listened to and a plan was developed which has made me confident that my situation was taken seriously	Nothing!
86	2/14/25 10:51:27	Very good	Always so friendly and comforting and very good at	Nothing
87	2/14/25 18:46:08	Very good	The service is efficient and the member of staff who reviewed me was very professional with excellent communication skills I felt well informed.	I received an excellent service no impact required
88	2/15/25 15:30:45	Good		
89	2/16/25 19:38:14	Very good		
90	2/17/25 8:58:19	Very good	Professional approach to the patient.	
91	2/17/25 20:57:14	Very good	Friendly personal time to discuss health care and agree outcome. Followed by email infomation.	None
92	2/18/25 11:41:58	Good		
93	2/19/25 9:22:20	Very good	Telephone appointment was on time (a little early) the doctor was well prepared & I was given plenty of time to ask questions- the answers were complete & not	
94	2/20/25 9:49:01	Very good	The nurse was lovely	Nothing

95	2/20/25 10:46:20	Very good	I was able to be seen by the same doctor as before. Helped with continuity of care.	
96	2/21/25 9:52:08	Very good	The nurse providing my procedure was excellent	
97	2/22/25 9:31:43	Very good	Short wait and friendly nurse	
98	2/21/25 10:45:48	Very good	GP was attentive, efficient, kind and respectful.	
99	2/24/25 13:51:31	Very good	I'm frequently there for dressing changes and all the nursing team are fantastic nothing to much trouble and	Nothing i can think off
100	2/25/25 8:51:21	Good	Seen on time. However tried to arrange a standard appointment and it's a 5 week wait.	Would be kece to have standard appointments available sooner.
101	2/27/25 9:46:20	Very good	Doctor/ nurse was really lovely and made me feel comfortable during my appointment	Nothing, all excellent
102	2/27/25 11:37:44	Very good	The doctors were friendly and helpful. They dealt with all my problems that i felt needed to be done.	I felt that it was satisfactory
103	2/28/25 8:40:54	Neither good nor poor		
104	2/28/25 17:58:42	Good		
105	3/2/25 21:19:16	Good	I know that time is limited but I would have appreciated a bit more time with the doctor.	Provide a bit more time when discussing a sensitive issue for the first time.
106	3/4/25 12:29:24	Very good	I was able to book an appointment for today .The GP I saw went over and above to make me feel comfortable. I was given a very thorough examination, and she then discussed a plan with me. I didnt feel that the appointment was rushed at all , the GP took the time to engage with my little granddaughter prior to examining	I would just welcome the opportunity to be able to book non urgent appointments , about important health concerns in advance. I am a health professional, it's often very difficult to ring at 8am to book an appointment as I am working. If I am unwell, I wouldn't be at work , in that case ringing at 8am to book urgent appointment is a good system.
107	3/4/25 15:28:14	Good	Had a good doctor	The whole process of making an appointment not just the amount of time it takes to get one
108	3/4/25 15:56:53	Very good		
109	3/4/25 16:28:53	Very good	Excellent Medical treatment	Cup of tea, piece if cake Ha ha
110	3/4/25 16:51:02	Very good	I was was made very welcome	None
111	3/5/25 8:04:20	Very good	It is just a lovely surgery all over with some wonderful doctors, Nurses and Reception team and back staff	It not be so warm in the waiting area

112	3/5/25 14:56:04	Good	I was booked in for a steroid injection in my hip it was done efficiently.	My treatment was done professionally and courteously I do not expect more than that.
113	3/5/25 16:37:39	Very good	Everything about the procedure was explained precisely and in a very friendly manner. I couldn't have asked for	
114	3/5/25 16:53:53	Very good	I felt at ease with the Doctor and with the the treatment I had. All was explained thoroughly which was excellent. Thank you very much .No	You could not do any thing else Well Done
115	3/5/25 17:25:25	Very good	Because it was	Nothing
116	3/6/25 7:33:25	Very good	I thought I was going to have more pain, with this procedure. Doctor Abrahams was wonderful and gentle.	You couldn't have carried out this procedure any better.
117	3/6/25 8:45:58	Very good	Telephone appointment on time. Good discussion.	
118	3/6/25 9:41:23	Very good	It was easy to make the appointment and my consultation was on time.	Nothing, everything was quick, simple and efficient
119	3/6/25 16:59:09	Very good	Because I was very satisfied with treatment.	Nothing
120	3/7/25 11:09:40	Very good	Always efficient and professional very friendly staff	
121	3/7/25 15:32:25	Very good	Staff were friendly. Booking online was easy.	
122	3/7/25 16:08:22	Very good	Nurse was clear, kind, nice and professional. Went through everything we needed and very happy with our appointment, even early going in.	Nothing
123	3/7/25 16:31:12	Very good	The nurse was extremely pleasant and put me at ease	
124	3/10/25 13:17:29	Good		
125	3/11/25 10:03:20	Very good	Really thorough and very understanding.	Tea and biscuits?
126	3/11/25 17:12:09	Very good	Efficient feedback and consultation with doctor Patterson. Clearly explained. Easy to follow	
127	3/11/25 17:24:42	Very good	Treated very well listened to and the doctor showed great understanding to the problem	I thought the level of service was at it's best
128	3/11/25 18:27:37	Very good	Receptionists friendly and helpful. Doctor England took time to listen to my concerns and talked through everything with me. I didn't feel at all rushed and left feeling reassured.	I've always had excellent service at the practice. Wouldn't change anything.
129	3/14/25 9:32:34	Very good	No waiting time. Amanda was fantastic and put me at ease	

130	3/14/25 9:35:27	Very good	The nurse was very friendly and supportive and explained things to me very well	
131	3/14/25 14:21:04	Very good	Lady on receptionist was knowledgeable & b	Mark Holmes
132	3/15/25 14:15:51	Good	Appointment was kept to time and the GP was very	
133	3/15/25 17:14:55	Very good	My nurse was lovely and really put me at ease	
134	3/18/25 16:40:42	Good		
135	3/18/25 23:35:58	Good	Dr was willing to listen and made sure I was aware of his thoughts. Gave me a chance to ask questions and treated me with respect. Receptionists never seem to give the feeling that they enjoy their work and at times can be a bit abrupt when	What I feel would be an improvement in the surgery is a bit of decorating. The place is looking tired and needs a coat of paint. May make the environment a little more uplifted and therefore patients and workers may feel the same. Maybe not the answer you are expecting, it's just how I see it.
136	3/20/25 9:01:22	Very good	GP was very thorough and very personable	Nothing I can think of. Thank you
137	3/21/25 9:03:08	Very good	Competent professional and friendly service provided	Not applicable
138	3/21/25 13:32:04	Very good	Exceptional care and time afforded with every visit by all staff and highly professional doctor	