

ID	Start time	Overall?	Why did you give your answer?	What could we have done better?
421	2/1/25 9:56:00	Very good	Both nurses I saw are lovely	Can't think of anything
422	2/1/25 18:05:35	Very good	Asthma review was practical and helpful. Felt really welcomed and listened to.	
423	2/4/25 13:52:41	Very good	Simply superb, understanding, consultation.	N/a
424	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 surgery. Thankyou very much.	You could have given the numbers for this week's lottery.
425	2/5/25 10:16:57	Very good	Appointment on time, nurse very knowledgeable and reassuring.	
426	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 up well and was very caring and empathetic	
427	2/6/25 9:42:02	Very good	Doctor was very attentive, personable, and professional	Nothing, all good
428	2/6/25 11:05:36	Very good	Everyone was helpful and polite.	Nothing.
429	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. So well done Pine Close	Nothing
430	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.	
431	2/6/25 16:34:52	Very good	Got in quickly	
432	2/7/25 8:46:41	Very good		
433	2/7/25 11:55:31	Very good	On time and thoroughly efficient	
434	2/7/25 17:51:31	Very good	Friendly nurse, appointment started on time	
435	2/8/25 9:30:21	Very good	The surgery felt clean, welcoming and quiet	N/A
436	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	
437	2/11/25 9:53:04	Very good		

438	2/11/25 10:51:11	Very good	Same day in person appointment, doctor did full checkup very reassuring and knowledgeable on my condition	
439	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
440	2/11/25 15:25:40	Very good	Very prompt and pleasant appointment.	
441	2/11/25 16:39:58	Very good	GP was very professional and informative.	No complaints or recommendations.
442	2/11/25 16:39:39	Very good	Pleasant staff,as always doctors so easy to talk to. And respect us as elderly people.	
443	2/11/25 17:03:25	Very good	The reason I put good because it was quick and painless	Everything was excellent
444	2/11/25 19:59:28	Very good	Felt listened to and given good advice	
445	2/11/25 20:48:47	Very good		
446	2/12/25 9:34:59	Very good	Able yo speak to doctor without feeling rushed. Dr explained everything well	
447	2/12/25 10:15:51	Very good		
448	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
449	2/12/25 16:51:13	Very good	Efficient, friendly and professional	Nothing
450	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
451	2/12/25 17:56:04	Very good	Appt came through quicker than expected. 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
452	2/13/25 9:32:19	Very good	Appointment was booked easily via NHS App. The nurse was very friendly and welcoming and put me at ease throughout.	No, nothing at all.
453	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!
454	2/14/25 10:51:27	Very good	Always so friendly and comforting and very good at what they do	Nothing

455	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
456	2/15/25 15:30:45	Good		
457	2/16/25 19:38:14	Very good		
458	2/17/25 8:58:19	Very good	Professional approach to the patient.	
459	2/17/25 20:57:14	Very good	Friendly personal time to discuss health care and agree outcome. Followed by email infomation.	None
460	2/18/25 11:41:58	Good		
461	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 truncated	
462	2/20/25 9:49:01	Very good	The nurse was lovely	Nothing
463	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.	
464	2/21/25 9:52:08	Very good	The nurse providing my procedure was excellent	
465	2/22/25 9:31:43	Very good	Short wait and friendly nurse	
466	2/21/25 10:45:48	Very good	GP was attentive, efficient, kind and respectful.	
467	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 they really care.10/10	Nothing i can think off
468	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 kce to have standard appointments available sooner.
469	2/27/25 9:46:20	Very good	Doctor/ nurse was really lovely and made me feel comfortable during my appointment	Nothing, all excellent
470	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
471	2/28/25 8:40:54	Neither good nor poor		
472	2/28/25 17:58:42	Good		
473	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.

474	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 me. Im very happy with the service I recieved today.	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
475	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
476	3/4/25 15:56:53	Very good		
477	3/4/25 16:28:53	Very good	Excellent Medical treatment	Cup of tea, piece if cake Ha ha
478	3/4/25 16:51:02	Very good	I was was made very welcome	None
479	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
480	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.
481	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 better. Thank you.	
482	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
483	3/5/25 17:25:25	Very good	Because it was	Nothing
484	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.
485	3/6/25 8:45:58	Very good	Telephone appointment on time. Good discussion.	
486	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
487	3/6/25 16:59:09	Very good	Because I was very satisfied with treatment.	Nothing
488	3/7/25 11:09:40	Very good	Always efficient and professional very friendly staff	
489	3/7/25 15:32:25	Very good	Staff were friendly. Booking online was easy.	

490	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
491	3/7/25 16:31:12	Very good	The nurse was extremely pleasant and put me at ease straight away.	
492	3/10/25 13:17:29	Good		
493	3/11/25 10:03:20	Very good	Really thorough and very understanding.	Tea and biscuits?
494	3/11/25 17:12:09	Very good	Efficient feedback and consultation with doctor Patterson. Clearly explained. Easy to follow communication post consultation.	
495	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
496	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.
497	3/14/25 9:32:34	Very good	No waiting time. Amanda was fantastic and put me at ease	
498	3/14/25 9:35:27	Very good	The nurse was very friendly and supportive and explained things to me very well	
499	3/14/25 14:21:04	Very good	Lady on receptionist was knowledgeable & b	Mark Holmes
500	3/15/25 14:15:51	Good	Appointment was kept to time and the GP was very helpful.	
501	3/15/25 17:14:55	Very good	My nurse was lovely and really put me at ease	
502	3/18/25 16:40:42	Good		
503	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 answering questions.	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.
504	3/20/25 9:01:22	Very good	GP was very thorough and very personable	Nothing I can think of. Thank you
505	3/21/25 9:03:08	Very good	Competent professional and friendly service provided	Not applicable

506 3/21/25 13:32:04 Very good

Exceptional care and time afforded with every visit by all staff and highly professional doctor