

ID	Start time	Overall	Why did you give your answer?	Is there anything else we could have done better.
5	6/3/25 9:11:36	Good		Stated it was a phone appointment within the text message
14	6/7/25 8:50:08	Good		
41	6/16/25 10:55:57	Good	Just a routine meds check up didn't see anyone just spoke on	
42	6/17/25 9:16:54	Good		
55	6/24/25 17:41:49	Good	I was happy and reassured by the service I received	
23	6/10/25 19:54:34	Neither good	I was told that my recent MRI Scan, which I still haven't heard back about, would have to chased up by myself! I would have thought chasing it up would carry more weight if	
49	6/22/25 8:46:48	Poor	I had a cholesterol check and the app said borderline no further action , I came for an asthma review and she explained that it was very high again ,I then went for my cholesterol review as organised with another nurse , I had to change shift for that appointment and she said to me I don't even know why im seeing you! And after I told her , she just	More training
1	6/1/25 9:29:18	Very good		
2	6/1/25 11:13:30	Very good	I was quickly given an appointment with GP who is so good.	
3	6/1/25 17:06:03	Very good	She listens and treated me as an individual	
3	6/1/25 17:06:03	Very good	All people are very nice, very professional and very friendly.	Since there is a new phone system everything is really good
4	6/2/25 8:53:28	Very good	Because I received excellent care & attention.	Nothing
6	6/4/25 16:21:06	Very good	Prompt appointment	No
7	6/4/25 16:34:25	Very good		
8	6/4/25 16:34:42	Very good		
9	6/4/25 16:51:33	Very good	GP did my injection and went above and beyond to sort out another problem that I had..bless him is a very kind and caring doctor and I thank him.. I hope he continues to work	
10	6/4/25 18:06:42	Very good	Always lovely to visit and staff are friendly.	
11	6/4/25 20:36:25	Very good	Not difficult for me to provide feed back re my visit ""EXCELLENT""	Absolutely nothing.. My visit was to see GP He was so focused on me explained things and was quick to sort out treatments This and Vine Close Stoke Goding are great and
12	6/5/25 9:41:00	Very good	Fitted me in a the last minute	
13	6/6/25 8:32:44	Very good	The reception team is very helpful and the gps actually take	I don't think I can
15	6/7/25 9:01:12	Very good	Relaxing and pleasant chat	

16	6/7/25 10:21:32	Very good	Efficient , kind and professional	No
17	6/7/25 11:24:19	Very good	No problems with having to wait very pleasant and helpful	Nothing
18	6/8/25 12:12:45	Very good	Doctor was very kind and thorough and had a nice manner. Got in within an hour for appointment	Nothing
19	6/10/25 10:03:44	Very good	Very good doctor	Every thing was fine
20	6/10/25 11:18:12	Very good	The nurse was very polite and compassionate	None
21	6/10/25 12:31:24	Very good	Helpful, understanding, caring and supportive	
22	6/10/25 12:35:24	Very good	Always very pleasant and kind.	All was as well as it could have been.
24	6/11/25 10:28:31	Very good	Prompt timing, friendly manner of nurse, explained process clearly and made me feel at ease.	
25	6/11/25 16:19:06	Very good	Everything explained to me by the doctor prior to giving me a Cortizone injection Very pleasant and very caring	
26	6/11/25 17:44:13	Very good	Well looked after by Doctor Abraham. Treatment- injection given in the knee to relieve pain. Thorough explanation beforehand.	Nothing.
27	6/12/25 7:44:48	Very good	Appointment was on time. Calm atmosphere in the building. Easy booking in for appointment Staff I spoke to were helpful and polite.	For my appointment yesterday I don't think anything could have been improved
28	6/12/25 9:22:07	Very good	The doctor was lovely and kind and on time	Nothing
29	6/12/25 9:37:13	Very good	Dr followed up on blood test results with next step advice. Also arranged for me to contact physiotherapy.	Nothing.
30	6/12/25 17:58:52	Very good	Got an appt same day and at a time to suit. Mind put at rest and advice/prescription given to solve issue	No improvement to suggest Thank you
31	6/12/25 22:28:03	Very good	Seen promptly, staff very kind and professional, explained clearly putting me at ease	Nothing
32	6/13/25 8:46:57	Very good		
33	6/13/25 9:14:45	Very good	Very professional	
34	6/13/25 10:14:59	Very good	Extremely satisfied	Not sure
35	6/13/25 11:34:04	Very good		
36	6/13/25 12:06:12	Very good	Helen was very thorough & asked questions & listened.	Nothing, everything was really good.

37	6/13/25 21:09:51	Very good	Because it was excellent	N/a
38	6/14/25 9:16:53	Very good	Nurse the nurse is lovely. She listens and helps	
39	6/14/25 15:21:53	Very good	Nurse nurse explained everything to me and was very assuring and comforting	
40	6/16/25 7:34:46	Very good	Excellent service as usual	
43	6/17/25 10:10:35	Very good	Really helpful service from castlemead	
44	6/17/25 21:59:08	Very good	Felt heard and listened to and helped	
45	6/18/25 16:45:33	Very good	The staff was very kind and gentle on me.	You guys are wonderful and outdid yourself in ensuring everyone is effectively seen. Nothing to do better.
46	6/19/25 18:35:02	Very good	Nurse listened to me	
47	6/20/25 1:03:59	Very good		
48	6/20/25 9:51:50	Very good		
50	6/22/25 11:00:06	Very good	As usual Reception and Doctor very helpful	
51	6/23/25 16:57:47	Very good	Didn't have to wait long after appointment time. Good GP who listened. Appointment wasn't rushed	
52	6/23/25 17:01:32	Very good		Your automated text messages come across as rather curt and blunt. Whoever your provider is that words these messages Well I was told that I would need the following *** Physiotherapy re shoulder injury. I received a message on my mobile (from Physiotherapy in Hinckley They said they would. Phone me on the 12th of August More than 2 months after my doctor appointment *** Doctor told me that I needed a ultra sound scan . To date a month later and no action this despite making 3 phone calls and no reply I have been in pain and nothing done . I don't get a good night sleep because of shoulder pain . ***** THIS IS NOT TYPICAL OF SERVICE I NORMALLY RECIEVE
53	6/23/25 21:19:38	Very good	Well, everything relating to the practice is excellent. Every member of staff gives great service	

54	6/24/25 11:20:36	Very good	Very quick appointment given, which was needed, with very experienced doctor.	Got onto telephone system at 8.02am to be number 27 in the queue but know it's a difficult situation.
56	6/25/25 9:51:53	Very good	The doctor listened to my explanation of symptoms, did some exercises with me to check mobility, explained the likely progression of my arthritis and the possible treatment,	
57	6/25/25 17:00:43	Very good	Nurse was very thorough, listened and delivered excellent care during the appointment - thank you.	N/A
58	6/26/25 19:17:06	Very good	The nurse was friendly, kind and reassuring.	
59	6/27/25 17:45:00	Very good		
60	6/28/25 9:09:28	Very good	I was given excellent advice and treated with care and	No
61	6/28/25 10:50:54	Very good	Friendly reception staff and a very understanding doctor	Difficult to say, maybe background music in the reception?
62	6/28/25 12:30:06	Very good	The nurse was absolutely brilliant. She was very kind and understanding of my nervousness.	Nothing at all
63	6/28/25 12:34:47	Very good	very friendly, made me feel relaxed despite what could have been an uncomfortable appointment	N/A
64	6/28/25 14:35:12	Very good	Very lovely nurse understanding very helpful but phone call	
65	6/28/25 17:07:57	Very good	Brilliant nurse took her time was very thorough, listened and was so friendly	Nothing
66	6/29/25 9:40:34	Very good	Nurse took time to explain things,give evidence to help with my concerns. She was very careful when doing the test to be gentle and explained things after. Thank you	Nothing specifically on this occasion