

ID	Start time	Overall	Why did you gave your answer?	Could we have done better?
1	8/1/25 16:57:04	Very good	The nurse who dealt with me was very calming and professional.	
2	8/1/25 19:49:07	Very good	Friendly helpful service. Patient centred consultation.	Nothing.
3	8/2/25 16:41:38	Very good	Everyone is helpful	
4	8/2/25 17:21:50	Very good	Easy check in. Cortisone injection is always fairly quick (but not painless, lol)	
5	8/2/25 17:22:47	Very good	On time and friendly and efficient service	Nothing
6	8/2/25 18:15:06	Very good	Appointment exactly on time when I saw Helen,one of the practice nurse team who was very personable and professional and put me at ease very quickly.	
7	8/4/25 11:08:34	Very good	Efficient and knowledgeable	N/A
8	8/5/25 8:08:08	Very good		
9	8/5/25 13:41:18	Very good	Job done thoroughly	
10	8/5/25 16:47:30	Very good	I was treated with courtesy and was given excellent service.	Nothing
11	8/6/25 16:20:55	Very good	The nurse and doctor were reassuring and were efficient in completing my surgery	Nothing
12	8/7/25 8:58:16	Very good	Everyone was very nice and kind	Perfect 😊
13	8/7/25 9:31:45	Very good	Nurse was excellent.	
14	8/7/25 11:13:52	Very good	Dr was friendly, approachable and helpful. It was nice to also get a text regarding blood test results.	
15	8/7/25 14:41:02	Very good		
16	8/8/25 9:03:25	Very good		
17	8/8/25 10:15:36	Very good	received the treatment I required, Doctor very pleasant and explained what was happening	no
18	8/8/25 22:51:50	Very good	Very friendly reception staff along with a very professional doctor.	Difficult to say but maybe soft background music in the waiting area. Although quiet is nice too!
19	8/9/25 11:05:08	Very good	Fast, friendly and I was listened too.	

			Nurse was very thorough, kind and respectful, putting me at ease and not feeling rushed. She also booked a blood test for me to ensure I am moved through a treatment process smoothly and in a timely fashion.	Nothing - very impressed
20	8/9/25 11:43:13	Very good		
21	8/12/25 16:04:25	Very good	Not really	
22	8/13/25 11:50:24	Very good	GP was so thorough explaining everything	Nothing
23	8/13/25 13:55:56	Very good	Reception staff friendly and efficient. Doctor was welcoming listened carefully and managed my examination and details of way forward proficiently	Na
24	8/13/25 16:31:20	Very good		
25	8/14/25 9:31:24	Very good	Very welcoming, made me feel very calm and spoke me through everything	
26	8/15/25 11:03:55	Very good	Good information given	Nothing
27	8/15/25 15:19:15	Very good	Very reassuring. And helpful	No always very good with me and my family
28	8/16/25 10:06:24	Very good	The nurse I saw was very informative and very reassuring. Difficult situations were spoken about and I've never been made feel more at ease or cared for.	Nothing 😊
29	8/19/25 7:08:48	Good	I was seen by a doctor who gave me the time to say what I wanted.	Getting a appointment is not so easy.
30	8/19/25 10:52:02	Very good	Admin staff supportive, helpful and pleasant. Dr was engaging and supportive and gave confidence in his approach and attitude that made me feel comfortable.	
31	8/19/25 10:58:18	Very good	I was very pleased with the service I received, from booking the appointment with the receptionist to the consultation with the doctor	I was 20 minutes late going in for a 10am appointment
32	8/19/25 11:35:28	Very good	The service was very good	Everything was good
33	8/19/25 15:55:49	Very good	Very caring and understanding	
34	8/20/25 0:53:06	Very good		

35	8/20/25 9:18:34	Very good	Very friendly and supportive, felt that I was taken seriously and really supported next steps to sort out my isduedy	Nothing
36	8/20/25 12:13:35	Very good	Very helpful	
37	8/20/25 15:03:41	Very good	Efficient procedure.	
38	8/20/25 15:25:11	Very good	GP was thorough, professional and kind	
			On time	
39	8/20/25 19:13:39	Very good	Pleasant doctor and quick painless procedure.	The waiting time for the procedure.
40	8/21/25 9:31:21	Very good	The Dr listened too me & is very good at her job	Not with the Dr
41	8/21/25 16:26:06	Very good	Very thorough and helpful	N/A
42	8/21/25 19:19:25	Very good	I visited for my cervical screening, Helen was wonderful at explaining every step of the process, when I should expect results and was so warm.	
43	8/24/25 11:29:02	Good	I was seen on time	
44	8/28/25 11:34:09	Good	Because you ask me	Waiting time could improve
45	8/28/25 11:53:10	Very good	Reception staff always very friendly and helpful. Doctor's always reassure and put in appropriate measures.	
46	8/29/25 10:48:51	Very good	Doctor very helpful and friendly	Nothing, service was excellent
47	8/29/25 11:30:58	Very good	Took time to listen and listen explain things. Friendly and professional approach gave me confidence and made it easier to talk.	
48	8/30/25 9:25:11	Very good	Friendly staff. I've had multiple chronic physical and mental health issues over the last 18 months and staff have been efficient, professional and understanding.	
49	8/30/25 16:16:10	Very good		All good
50	8/30/25 16:31:50	Very good	The nurse listened to me and was very considerate, patient and understanding. I wasn't rushed and I was put at ease	.

51 8/30/25 16:46:08 NGNP

Every person I spoke to was kind and understanding. However, nobody had told me until I turned up for the appointment that I couldn't have a smear test until it had been at least 3 months after an ultrasound. I have chronic fatigue and I lost my job for medical reasons, so I wasted my energy and money going to an appointment for something that couldn't happen!

It would be great if the different parts of the NHS could have coordinated so that I didn't get the text message to book in for a smear test until the appropriate amount of time had passed since the ultrasound, or if someone had reviewed the file the day before the appointment to check if I was eligible.