

ID	Start time	Overall	Please tell us why you gave your answer?	What could we have done better?
1	10/1/25 10:12:46	Very good	I arrived at the surgery two minutes prior to my appointment and was seen within five minutes. The receptionist was friendly and helpful and the Doctor was attentive.	Nothing, every one was very helpful and professional
2	10/1/25 15:18:09	Very good	Polite explained everything put me at ease	Nothing
3	10/1/25 15:44:01	Very good	I was put at ease by the lovely GP and the procedures was carried out quickly job well done	Not one thing
4	10/1/25 17:14:31	Very good	The doctor was just brilliant	Nothing, was on time and really put me at ease
5	10/2/25 9:15:41	Good	Good talk	
6	10/2/25 11:24:13	Very good	Felt comfortable talking to the Doctor who was very polite and explained what he was going to do and felt just a little pain which went away very quickly	Nothing I just felt at ease .Thank you
7	10/2/25 14:47:09	Neither good	The nurse didn't check my blood pressure., pulse or my technique.	See above
8	10/2/25 15:58:08	Very good	Friendly nurse. Good advice gave up to date information and recommendations	
9	10/2/25 19:42:44	Good	I had to wait for more than 30 minutes after my appointment time	See above
10	10/3/25 11:06:56	Very good	As is normal the experience was perfect . I have said before and will.repeat ""This surgery and the one at Castle Mead are first class LUCKY ME ""	Not able to respond as I can't see what can be done
11	10/4/25 9:41:55	Very good		
12	10/5/25 10:45:53	Very good	The staff are always as helpful and pleasant as they can be .Plus the surgery kept clean and tidy with so many people in and out .	
13	10/7/25 10:03:13	Very good	GP was very good, discussed everything. Arranged another appointment for me for more treatment. Great Dr a credit to the profession	Nothing i can think of, more than happy
14	10/8/25 12:30:43	Very good	Nurse is friendly & approachable. I feel very comfortable about talking what I am concerned with.	Continue as is. There is nothing I can think of.

15	10/8/25 16:44:38	Very good	I was listened to attentively, given the information I requested & obtained useful guidance.	If there is time in the 10 minute appointment I would like to be able to address another problem.
16	10/10/25 9:47:10	Very good	Very supportive and lovely staff	Nothing at all
17	10/10/25 11:43:36	Good	Reception was very nice	
18	10/10/25 11:58:19	Very good	Very friendly staff	No
19	10/10/25 14:23:28	Very good	Polite friendly staff	
20	10/10/25 16:44:36	Very good		
21	10/11/25 16:15:46	Very good	Nurse made me feel very relaxed and looked after	
22	10/12/25 9:32:06	Very good	Professional, attentive and reassuring. The doctor was genuine and caring	On this occasion there was nothing I can think of. My appointment was on time and I left feeling reassured.
23	10/12/25 10:59:41	Good	the doctor i had was very helpful and told me exactly what i need to do and she was very nice and easy to talk to	nothing
24	10/13/25 9:23:45	Very good		
25	10/14/25 11:26:14	Very good	Quick appointments, very helpful and professional	
26	10/14/25 13:32:59	Very good	GP was thorough professional and kind	
27	10/14/25 16:57:29	Very good		
28	10/14/25 17:41:35	Very good	When you have someone who has experience treating the symptoms it makes all the difference, not only is the treatment more focused but their in a genuine understanding. It's refreshing and very helpful.	My baby is 8 weeks old and has seen 5 different doctors in that time, it's really inconsistent and would be better to have one focused doctor especially for infants. I appreciate doctors work different days but unless it's an emergency parents would be happy to wait a day to get the consistency of one doctor rather than being passed around. thats is the practice to improve not the doctors.
29	10/15/25 10:00:08	Very good	I was seen at the appointment time. The doctor introduced himself. We discussed my question.	Later I had to send some photos from my phone to the surgery which was fine. It would be useful to have an acknowledgement from the surgery of receipt of my reply as sometimes you wonder if you have done it right.
30	10/15/25 19:30:16	Very good	Lovely Nurse, very informative and helpful	
31	10/16/25 13:40:43	Good	Happy with outcome	

32	10/17/25 12:48:01	Very good	The nurse reassured me, explained care fully and made me feel that she is there if I need further support	No it was just right
33	10/17/25 15:33:42	Very good	Saw the GP within 5 mins of my appointment time. Procedure explained. Very friendly GP	
34	10/17/25 15:41:37	Very good	Doctor lovely very helpful sorted my pain.	
35	10/17/25 16:23:02	Very good	Very kind p	
36	10/17/25 16:28:11	Very good	GP listened to my health issues and suggested further tests in a reassuring manner.	
37	10/17/25 17:07:10	Very good	The appointment was exceeded by only 5 minutes which is totally acceptable	Getting an appointment for treatment was far too long, on this occasion 7 weeks
38	10/17/25 17:25:01	Very good	The Dr was very informative on the procedure I was due to have	
39	10/17/25 18:21:11	Very good	I was happy to be offered a cancellation to get my joint jab as it makes my daily routine so much easier..	Nothing could have been done to make it better.
40	10/18/25 17:06:21	Very good	Appointment was pretty much on time. Dr explained everything well. A pleasant experience.	Nothing in this instance.
41	10/18/25 17:11:34	Very good	The doctor was efficient,informative. Very pleasant and professional	Nothing
42	10/21/25 8:45:40	Very good		
43	10/21/25 11:15:40	Very good	The dr was very kind and very professional	
44	10/21/25 12:57:37	Very good	I really have to say that GP was absolutely wonderful. In a very awkward and embarrassing situation (for me, I hasten to add), GP was so considerate and professional. She is a credit to the practice.	See above. No improvements to suggest. If possible, please pass on my comments to Dr Patterson.
45	10/21/25 15:29:21	Very good	GP was very kind and explained exactly what he was going to do.	Sort your phones out. Do not like being on hold for over 15 mins.
46	10/21/25 17:05:53	Very good	Receptionist friendly and helpful.And GP was lovely.	

47	10/21/25 17:06:31	Good	If appointment was on time it would have been very good. I appreciate GP's are very busy but this is becoming the norm.	See 2
48	10/21/25 18:16:28	Very good	Rang me as expected and discussed my issues	
49	10/22/25 9:32:07	Very good	Listened attentively to the description of my health issue, asked pertinent questions and from that, was able to make a considered working prognosis. However, also requested a blood test to reinforce her view.	
50	10/22/25 15:10:09	Very good		
51	10/22/25 15:15:42	Very good	Felt listened to	
52	10/22/25 16:05:05	Very good	Everything went ok	Nothing really everyone, pleasant and professional.
53	10/23/25 10:47:06	Very good	A full professional consultation	
54	10/23/25 11:41:52	Very good	Nurse was friendly but professional. She made me feel at ease. Everything clearly explained.	Nothing to improve,
55	10/24/25 15:56:32	Good	The nurse wasn't fully aware why I made the appointment. So i explained the reason behind the appointment & then we were both on the same track.	
56	10/25/25 12:46:32	Very good	Appointment was on time and the nurse was very good, helpful and professional	The ladies toilet was a bit grubby/ tired . Needs a lick of paint and a freshening up
57	10/25/25 19:15:03	Very good	Always outstanding service, second to none.	N/A
58	10/26/25 9:53:59	Very good	I really like the staff they are friendly and GP is the best Gp I've ever had !	Nothing !
59	10/28/25 11:51:10	Very good	Friendly staff who listened to my needs and dealt with accordingly	
60	10/28/25 15:25:55	Very good	Dr was very clear about procedure which enables me to understand fully.	Nothing
61	10/28/25 16:42:26	Very good		Nothing
62	10/28/25 16:55:08	Very good	Felt at ease and well informed.	

63	10/28/25 17:08:44	Very good	Had a good visit with the Doc.	Stop the waiting room being so cold ! Automatic doors don't meet in the middle, haven't done for absolute ages !
64	10/28/25 18:30:25	Very good	Always a good service and Dr Dockrell is really good GP	Nothing all is great keep up the great work
65	10/28/25 19:51:49	Very good		
66	10/29/25 9:55:58	Very good	On time and efficient	
67	10/29/25 13:16:10	Very good	GP so positive and welcoming... amazing woman.	Nothing
68	10/29/25 15:36:40	Poor	My appointment was at 3.10 wasn't seen till 3.50 that's 40 minutes late . Had to make the time up at work. Not very pleased with this	Try run on time
69	10/30/25 9:16:05	Good	My appointment was on time and the nurse was really good explaining what was going to happen	The check in board wasn't working but I understand that it was trying to be rectified
70	10/31/25 9:35:33	Very good		
71	10/31/25 14:10:58	Very good	Really nice nurse put me at ease and checked everything	Nothing ver good appointment
72	10/31/25 16:20:49	Very good	Nurse was excellent very professional, confident and sensible.	Nothing all fine
73	10/31/25 16:38:05	Very good	Very friendly environment	
74	10/31/25 19:28:16	Very good	GP continues to be extremely supportive and understanding. A big thank you. A great professional and a credit to the practice.	