

ID	Start time	Overall	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better.
1	11/1/25 9:42:39	Very good	I felt very comfortable All points explained very well	No
2	11/2/25 10:31:33	Very good	The nurse was really nice	
3	11/3/25 9:16:47	Very good	Very efficient Very thorough Lovely service and doctor	None at all Just sometimes so hard to get appointment when ringing exactly on the hour, I'm a shift worker so can be tricky
4	11/5/25 9:33:37	Very good	Helpful and friendly nurses and GP'S	Nothing
5	11/5/25 21:25:39	Very good	Just really helpful, polite and easy to speak to	
6	11/6/25 9:32:59	Very good	The nurse was very informative and professional	Nothing
7	11/7/25 10:26:46	Very good	I was treated throughout with kindness and Courtesy. My appointment was for an asthma check and the nurse listened to everything I had to say and explained everything clearly. She also answered my questions clearly and reassured me that all was ok. I cannot fault my experience, thank you.	Nothing could have been done better.
8	11/7/25 15:37:27	Very good	The appointment was on time and the nurse was very informative	I would like to be able to see my own dr at least once a year for a general chat abt medication and my various illnesses
9	11/8/25 9:33:49	Very good		
10	11/8/25 14:26:13	Very good	the nurse was friendly and informative as always. Showed empathy and understanding.	
11	11/11/25 15:51:17	Very good		
12	11/11/25 16:32:50	Very good	Always very well looked after.	Nothing!
13	11/11/25 17:05:22	Don't know	We had to cancel it as my mum was unwell, they are sending me a new date and time	
14	11/11/25 17:09:59	Very good	GP was very understanding very supportive and didn't cause me any pain when I had my injection into my knee very reassuring	Nothing

15	11/11/25 17:49:42	Very good	Service was good.	All good
16	11/12/25 12:17:25	Very good	Approachable professional answered all my questions compatinately.	Nothing was very happy
17	11/12/25 16:03:19	Very good	Prompt and quick service	N/a
18	11/13/25 7:50:14	Very good	Everyone I dealt with was amazing. Super friendly and professional.	Nothing at all. It was all excellent. Thank you so much.
19	11/14/25 12:41:32	Very good	All staff at Pine Close are efficiant, polite and make yoi feel ar ease	N/A
20	11/14/25 12:53:03	Very good	the practice nurse was wonderful when I attended for my smear. I was slightly anxious beforehand but she was very gentle, kind and reassuring. Thank you.	
21	11/14/25 15:37:43	Very good	The GP came to collect me from reception, my eyesight is extremely poor, talked me through what he was going to do, put me at ease, numbed the area, & did the steroid injection in my knee, not going to lie it was still uncomfortable & painful but not as painful as it would of been, explained how often I can have the injection & what to expect, also what will happen if the injections don't improve the situation	Nothing was very happy with the procedure
22	11/15/25 9:16:29	Very good	All staff & doctor excellent service experienced this with every visit and pleasantly not a frequent visitor.	Cannot reasonably think of anything everyone always good
23	11/15/25 16:48:50	Good	The experience was good	
24	11/15/25 16:55:19	Very good	I was given lots of good help and guidance	
25	11/16/25 9:36:38	Very good	Visits to the surgery are always friendly, yet professional and I really appreciate having access to such good nurses and doctors.	I can't think of anything right now.
26	11/17/25 9:42:25	Very good	Aficisiant, knowledgable, and pleasant staff	N/A
27	11/18/25 16:15:47	Very good	The Doctor and Nurse were both very kind. Thank you.	Whilst waiting in the Reception Area, I was able to clearly hear all the symptoms that Patients had to provide in order to book an appointment. It did not feel very confidential.

28	11/18/25 20:31:33	Very good	Was nervous to start,doctor and nurse very calming.All very caring and professional. Procedure fast and completely painless.Impressive.	NOthing to improve on.
29	11/20/25 10:45:42	Good	Had easy access to this nurse appointment Friendly. Courteous. Pain free. Good information. Inspired confidence. On time.	
30	11/21/25 12:54:42	Very good	I saw a caring professional who really listened to me and offered useful advice. Thank you.	
31	11/21/25 16:39:55	Very good	Good efficient experience	Nothing
32	11/22/25 7:45:56	Very good	Professional and polite.	Nothing to improve.
33	11/22/25 18:32:43	Very good	Nurse explained the process in detail and tried her very best to finish the smear test . Alas no joy so I'm to go to the Gyn dept 😞	N/a
34	11/29/25 12:04:00	Very good	Very nice nurse, felt she cared. Friendly welcome by reception and nurse	The surgery is looking very tired. The chairs are very uncomfortable and some are really bad for your back. The whole place could do we a refurb. But the care is good so maybe the surroundings shouldn't really matter
35	11/29/25 14:14:18	Very good		
36	11/30/25 12:54:30	Very good	Polite and very knowledgeable.	