

ID	Start time	Overall	Tell us why you gave your answer?	Is there anything that we could have done better?
1	3/2/26 11:39:11	Very good	Appt on time and nurse very friendly	
2	3/3/26 9:03:45	Very good	My appointment was on time. The nurse was friendly and extremely professional. Explained everything she was doing and put me at my ease.	
3	3/4/26 8:10:11	Very good	Very little delay. Efficient consultation.	Under the circumstances of the building work, I don't think things could have been improved a great deal.
4	3/4/26 12:07:34	Very good	Doctor was very professional and helpful	Nothing
5	3/5/26 9:46:39	Good	Had to wait a month for the appointment which is poor, but the visit was really good. On time, efficient and sorted exactly what was needed	Quicker appointment - a month in pain before I could be seen isn't great
6	3/5/26 10:33:15	Very good		
7	3/5/26 10:55:35	Very good	Nurse was kind and professional	
8	3/5/26 11:30:00	Very good	Always a friendly welcome and excellent care.	No improvement needed thanks.
9	3/6/26 17:39:10	Very good	The dr listened and knew my background so he took his time	
10	3/7/26 11:37:07	Very good	Prompt and good consultation	
11	3/8/26 18:04:04	Very good	Because everyone was helpful and polite and nologable	No every thing is fine
12	3/9/26 10:52:17	Very good	GP - very knowledgeable, kind, understanding and easy to talk to.	N/A
13	3/10/26 10:00:18	Very good	Nurse Tanika was lovely, very empathetic and explained everything	
14	3/10/26 11:44:02	Very good	Appointment was on time and staff pleasant	Nothing
15	3/10/26 17:12:45	Very good	Clear advice given. Staff were pleasant and listened to problems. Helped with a further issue.	
16	3/10/26 19:15:28	Good	Would have been very good but I had to wait 3 weeks for an appointment. Dr Abraham went through my results in detail, explaining what they meant and explained next steps	Had an appointment available sooner.
17	3/10/26 19:24:59	Very good	Because I had a discussion with the Doctor and positive outcome.	Nothing really
18	3/11/26 10:40:31	Very good	Seen by a good doctor good examination very happy	
19	3/11/26 17:04:56	Very good	Appointment was on time staff were pleasant and helpful	
20	3/12/26 9:19:37	Very good	I arrived early and was seen early, the nurse I saw was great polite and professional.	Normal waiting room was under construction so would have been nice to have clearer signage for the temp area

21	3/12/26 10:58:11	Very good	Service was great polite and friendly staff	Nothing
22	3/13/26 8:20:53	Very good	The ladies in the pharmacy are lovely. They are friendly and kind and always have a warm smile whenever I go. They look for alternatives to suit the patient if they can't give you the appointment or information that you want.	It would be excellent if the appointments with Dr English were more available but I understand why they are scarce, after all she is a wonderful doctor.
23	3/13/26 10:33:13	Very good	The doctor was understanding and took on board my concerns.	
24	3/14/26 9:31:23	Very good	I was seen promptly, Tamyka was professional, approachable and informative	Nothing
25	3/15/26 9:30:27	Very good	As always the staff at pine close nedover backwards to help me out.	Not have changed the appointment system so that it is a lucky dip for who gets the on average three emergency appointments that are available for that day. Previously anyone who needed an appointment was dealt with on the day they needed. This new lottery system is awful. It now takes days to get an appointment and even when you do you can only discuss one problem per appointment. I have a very complex multi systemic illness with overlapping symptoms.
26	3/17/26 9:51:15	Very good	I was seen and dealt with in a relaxed, respectful and professional manner from the time I entered the surgery until the time I left.	I honestly can't think of anything in which that appointment could have been bettered
27	3/17/26 10:01:01	Very good	Very courteous and efficient.	
28	3/17/26 11:16:21	Very good	Satisfaction and very grateful	Nothing, it is all fine
29	3/17/26 12:20:13	Very good	Level of care	
30	3/17/26 15:34:29	Very good	Wasn't kept waiting, friendly but professional.	

31	3/17/26 17:43:27	Very good	Once again, I was put completely at ease as soon as I walked in the room, everything was explained clearly to me and I felt very comfortable and reassured. I had a cyst removed from my head and, whilst I can't say it was a pleasant procedure, the whole experience was made as nice as it could have been by staff. Very well-delivered person-centred support from them.	Nothing.
32	3/17/26 19:45:32	Good	GP is one of the best GPs I have ever seen. Always treats me as an individual and holistically. The office and pharmacy staff always do their best to help and all the nursing staff have been brilliant. Only negative is trying to get an appointment	Sort the appointment system
33	3/19/26 14:52:21	Good	Not rushed, felt the doctor listened to my concerns	Slightly more prompt appointments, had to wait over 2 weeks to book one
34	3/19/26 18:13:53	Good	Not the surgery's fault, but frustrating that I need to be constantly waiting for a phone call from radiology 'just in case'- surely they could send a text message?!	N/A
35	3/20/26 9:46:49	Good	Service was excellent but it was awhile to wait for an appointment unfortunately	Unfortunately with limited resources I believe it would be difficult to make appointments quicker
36	3/20/26 11:31:04	Very good	I was called for my appointment on time and was able to ask any questions I had.	No
37	3/20/26 13:34:31	Very good	Appointment on time. The doctor was very helpful and understanding.	
38	3/21/26 9:41:39	Very good	Appointment was on time. Friendly staff at reception. The nurse was very kind and reassuring. I never felt rushed and she was warm and understanding.	
39	3/21/26 10:47:23	Very good	The staff were all very pleasant. I wasn't waiting too long before I saw the doctor and my appointment with the doctor was reassuring.	

		Appointment was prompt . Doctor ha read my notes prior to appointment and provided me with clear understanding of his diagnosis and steps of treatment. He was pleasant and reassuring .	
40	3/24/26 0:11:43	Very good	
41	3/24/26 10:44:10	Good	It was good.
42	3/25/26 10:15:22	Very good	GP was very helpful, kind, and easy to talk to. She answered all my questions clearly. I didn't feel rushed in any way.
			Nothing at all. It was an experience.
43	3/25/26 10:32:32	Very good	Very professional and thorough
			Being able to make a further appointment for in a months time but diary not ready
44	3/25/26 16:37:18	Very good	
45	3/26/26 14:22:16	Very good	I believe I had a thorough examination and was sympathetically dealt with.
			Nothing comes to mind!
46	3/27/26 10:00:51	Very good	GP is always very attentive. We discuss my care going forward. The same can be said for other GPs. Both are so caring and understanding.
			N/A
47	3/27/26 11:35:44	Very good	The lovely doctor, so attentive and informed
			No
48	3/27/26 16:19:41	Very good	GP and her medical student were very kind, thorough and helpful and explained both the diagnosis and treatment
			Nothing
49	3/27/26 17:46:21	Very good	Lovely Nurse
50	3/28/26 10:15:31	Very good	Doctor very helpful and understanding
51	3/28/26 16:40:50	Very good	Doctor Dockrell is so very understanding and extremely dedicated to the well being of his patients
			Perhaps have more doctor availabilities - due to the expansion of the village. Or the opportunity to visit both surgeries.
52	3/30/26 10:02:54	Very good	Fast appointment. Doctor was extremely thorough and explained everything very well.
			Nothing
53	3/31/26 9:46:04	Very good	Saw doctor on time dealt with all issues
			Length of time to get appointment 6 weeks non urgent
54	3/31/26 12:45:27	Very good	I was referred by 111, received a prompt call and then given an in-person appointment for the same morning.
			Nothing