

ID	Start time	Overall	Why did you give your answer?	What could we have done better?
1	4/1/26 21:50:37	Very good	Felt listened to and reassured by doctor	Nothing
2	4/3/26 9:16:00	Good	Missed being a 10 due to having to wait several days to be seen.	-
3	4/3/26 10:19:26	NGNP	Was given the same med as I already got from over counter	Given me better meds
4	4/4/26 10:39:23	Very good	Prompt service and consultation comprehensive	Nothing
5	4/4/26 12:16:26	Very good	Clear, thorough, useful	Nothing
6	4/9/26 0:51:49	Good	Supportive and caring staff.	Felt the doctor didn't listen to my concerns, and only addressed a part of the problem.
7	4/9/26 8:34:02	Very good	May be make easier to book appointments online. There are rarely doctors appointments available on the system.	Nothing within your power.
8	4/9/26 9:45:34	Very good	Just 100	
9	4/9/26 19:47:56	Very good		
10	4/10/26 9:29:44	Very good	Not long to wait, thorough examination, detailed advice	
11	4/10/26 9:33:03	Very good	Surgery rang me to make an appointment the next day	
12	4/11/26 9:01:56	Very good	On time	
13	4/11/26 9:45:51	Very poor	Because I didn't have the appointment as no dr rang me	Ring me as arranged
14	4/11/26 10:04:49	Very good	I had to have a very personal examination and I was treated very kindly with constant talking me through it all	
15	4/13/26 10:14:38	Very good	Seen on time friendly visit	Nothing was very satisfied
16	4/14/26 15:19:32	Very good	I Felt the doctor listen to me	Shorter time frame to get appointment
17	4/14/26 15:33:01	Very good	Lovely staff who are always friendly.	Nothing
18	4/14/26 15:36:54	Very good	GP was kind & caring & made me feel comfortable.	
19	4/14/26 17:15:33	Very good	Everything was professional and informative.	Nothing all very good .
20	4/14/26 19:22:50	Good		
21	4/16/26 10:49:39	Very good	Dr really listened to me	Quicker to get an appointment, as an appointment never came up anytime I looked online. I did this often

22	4/17/26 11:50:50	Very good	Problem is you wait a month for an appointment and when you get to it you can only talk about one problem so you have to book another to discuss any other issues which in the meantime occurs whilst waiting ,No wonder	Enable to discuss more than one problem which may reduce so many appointments and waiting times
23	4/18/26 8:40:41	NGNP	A/E are so busy	
24	4/18/26 11:47:12	Very good	Always polite and friendly staff. Doctor listens and explains things clearly and a follow up plan was put in place.	Nothing
25	4/20/26 13:17:44	Very good	I needed appointment urgently and Castle Mead got me in very quickly and the service that I receive was excellent	Nothing
26	4/20/26 16:08:10	Very good	HCA is brilliant she always puts me at ease and always makes me feel like I matter	Nothing everything was excellent
27	4/21/26 12:01:32	Very good	Doctor was thorough and helpful	N/a
28	4/21/26 21:55:28	Very good		
29	4/22/26 14:57:48	Very good	So kind and caring. Lovely lady.	Nothing
30	4/23/26 10:34:13	Very good	I was made to feel at ease , Dr Barrett was very kind & reassuring.	
31	4/24/26 10:58:05	Poor	You can never get an appointment as only a few appointments avail due to lack of doctors	Made more appointments available and more doctors and keep the surgery open longer so people can get an appointment when you go in about 11.30 there is no doctors or nurses in there not happy sorry
32	4/25/26 10:03:30	Very good	The doctor was friendly, helpful and professional	
33	4/25/26 10:32:15	Very good		
34	4/27/26 23:47:35	Good	It was a bit of a wait for an appointment. Efficient & professional service on the day.	
35	4/28/26 13:26:19	Very good	Very detailed discussion of medical history and of present symptoms. Clear action plan agreed. Doctor's manner was open and friendly and I felt reassured at the end of the consultation.	
36	4/29/26 14:11:09	Very good	Very helpful receptionist and doctor	Sort out notices on the walls
37	4/30/26 10:45:43	Very good	Doctor and staff five star	Everything five star

38 4/30/26 11:00:35 Very good Every one is so cheerful and helpful , always nothing is too much trouble thank you