

Dates	Site	Department	Rating	Response
16/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	No waiting very clean surgery
24/09/2024	St. Peter's Health Centre	2023	1	They seat and talk to you and they are very helpful
12/09/2024	St. Peter's Health Centre	Travel Clinic	1	I had 2 appointments both on time everyone smiled and answered Questions if I had any ....Maybe giving me alittle heads up when giving me cancer leaflet
13/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Perfect timing. Quick service. Polite, friendly staff. Thanks! Because, it was very big change, with different feelings than I?ve had 4 years ago. That?s why I was avoiding to have any of smear tests. But with amazing nurse Nicole, everything was in different way, very good experience.
24/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Thank you ?. Heard of others having nhs hormones tested for menopause but was refused, now seeking help elsewhere. would like to see gp,symptoms could be many things. Long queues for reception. Morning time econsult is when
10/09/2024	St. Peter's Health Centre	2024 - Total Triage	3	mamas are managing kids/drop off. i had a good experience with the reception - they were very helpful and kind! the appointment was about 10
05/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	minutes late, but it went well! Quick response to my online form. Thorough investigation into my symptoms; referral to a colleague and referral to
27/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	A&E. All done calmly and with care.
19/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	
27/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Seen promptly around time of actual booked appointment slot. Friendly staff.
26/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Because I am pleased about the service I got. Thank you very much.

06/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Excellent work by Maddie. She called me in early, and did my blood test without any problems.
02/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Lovely lady doctor who was very thorough helpful and kind Ollie was able to diagnose my problem, answer all my questions and give me some links to videos that should help speed up my recovery. Overall I was very satisfied with the outcome.
12/09/2024	St. Peter's Health Centre	FCP Clinic	1	
16/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
26/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Quick response. Got my prescription straight away.
13/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Organised well
10/09/2024	St. Peter's Health Centre	Nurses 2020/21	2	Today's experience with the nurse, very helpful and she was so much so supportive as well.
24/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Thank you on time appointment, already had read my current health conditions, warm and welcoming , and knowledgeable on health query
13/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	On time, quickly done.
19/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Dr listened and responded well.
27/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Yes, I was seen more or less on time, the nurse was warm & caring and answered a couple of questions that I had, I felt very comfortable with her.
16/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Dr Cottam was very informative, attentive helpful, and assisted with multiple problems at once
16/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	

05/09/2024	St. Peter's Health Centre	2023	1	Thank you to nurses Rebecca and Rebecca ! For both being pro active and reassuring me more . All seems much easier now since the transition
09/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Seen on time by sympathetic and professional nurse
12/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Really reassuring call from both receptionist and doctor
19/09/2024	St. Peter's Health Centre	MHP	1	Lovely facilities and friendly and efficient service, always improving
12/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
18/09/2024	St. Peter's Health Centre	Session	1	
25/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Quiet & appointment on time. Dr Claire Bowman (?) had a nice manner, had prepared for the appointment & was very efficient. All good ?.
05/09/2024	St. Peter's Health Centre	2023	1	Appointment on time and nurse was very friendly and caring, I felt very at ease with her
13/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Because it was efficient from Maddie.
04/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Sarah was lovely with my autistic daughter.
19/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Because we got to see doctor jarvis
27/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Very friendly and welcoming and the nice head time to talk
11/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Dr Cottam read my notes ahead of time, listened and gave me her expert opinion
24/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	I would like to have chatted to a doctor earlier but there were no appointments available. However I was very pleased with my face to face appointment. The doctor was accommodating, understanding, efficient and reassuring. Thank you

18/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	
26/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	The new building is impressive. Our appointment was on time. I received the email following my appointment
02/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Dr Buchanan was very thorough & very understanding. Excellent treatment ?
02/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	No wait, straight in for my blood test!
10/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
12/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	My Dr is excellent she listens and gives informed answers. She allays my anxieties and prescribes other medications.
06/09/2024	St. Peter's Health Centre	FCP Clinic	1	Very caring and thorough
05/09/2024	St. Peter's Health Centre	FCP Clinic	1	Every body was polite and the service was very quick
19/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Friendly and efficient.
18/09/2024	St. Peter's Health Centre	Nurses 2022-23	2	Could have explained more clearly where the waiting room was.
23/09/2024	St. Peter's Health Centre	FCP Clinic	1	Nice new building nice environment the doctor was very thorough kind and thoughtful ?
27/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	?System ?worked very well.
27/09/2024	St. Peter's Health Centre	Nurses 2020/21	2	Firstly had trouble parking. Have a Blue Badge and can't walk very far but no spaces. Appointment was then around 20 or so mins late, can't be helped I guess but didn't help re parking.
25/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Receptionist and doctor both super lovely and helpful. Got my medicine quickly.
17/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Really nice nurse and needed didnt hurt

11/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
26/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Dr Buchanan is the most wonderful doctor x Inspire of having to call the surgery 4 times due to how busy the health centre was I managed to get an appointment. The doctor I saw had a great approach and gave me confidence in his diagnosis.
19/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	I thought Dr Leila was very compassionate and kind and reassuring.
24/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Polite very professional Felt at ease
30/09/2024	St. Peter's Health Centre	PCN	1	The lady showed kindness and was very knowledgeable My discussion with the doctor was great, I really liked her and she has referred me, so a great result. The waiting time is why this is a good and not a very good. But overall a positive outcome
25/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	A very helpful receptionist And the lovely dr Jarvis was very helpful and understanding as always.
02/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
30/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Excellent phlebotomist- professional and friendly. Much appreciated.
13/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Instinct
24/09/2024	St. Peter's Health Centre	Nurses 2022-23	5	Poor training and handling around mental health issues
30/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Everyone was efficient, pleasant and timely.

13/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Easy to self check in, there was a queue for the reception so it made it quicker. Did wait 20 mins but dr was very helpful and thorough.
06/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Nurse was very efficient and quick. Made me feel very comfortable.
17/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Got the help we needed in good time.
05/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	The doctor I spoke to was brilliant
06/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Time to cover what was needed. Took notice of my responses. Thorough and efficient.
09/09/2024	St. Peter's Health Centre	Nurses 2022-23	3	I was unable to wait any longer for the appointment (clinician was running over half an hour late) and sadly had to rebook. I notice it appears as 'patient walked out' on my record, which isn't entirely correct as it was not my fault.
25/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
18/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Prompt, professional and thorough? very kind ,
12/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Great communication and amazing to work with On time, quick, professional, friendly - this practice is great, once you can overcome the frustration of making an appointment.
13/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Seen promptly and dealt with efficiently and fast. Only quibble is PSA results are embargoed for 4 weeks. These are regular tests that I know how interpret and I don't appreciate them being hidden from me for a month
27/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Rebecca sorted my Keratinous cyst - not a nice job ?Also offered shingles vaccination.
05/09/2024	St. Peter's Health Centre	2023	1	Brilliant - thank you

23/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Great communication , reassuring manner , seen promptly Great response time . Very helpful receptionist.
23/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	GP very direct and helpful. Once again, Maddie was Efficient and very considerate of my needs as I needed a different room to lay down for the blood test.
30/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	
02/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
23/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	The nurse explained everything to me very well Always courteous staff and seen within specified time As expected
18/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	
02/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	As always the nurse was friendly and efficient
13/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
11/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Because he took the time to go over my record to find out exactly what procedures I had done in hospital. Also, he listened well and asked what I am experiencing with the pain I am experiencing. I thought he felt bothered ? Since coming to this gp surgery have got so many answers .and always had a call back or an appointment .the receptionist are very lovely and always happy to help you .very pleased with the service me and my daughter receive . Dr Caroline, was very polite respectful and helpful too.
16/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
24/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Thank you
25/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	I got good advice from the doctor and did not feel rushed. Nurse was really friendly and explained everything really clearly
30/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	

25/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	I didn't feel uncomfortable at all?? I saw Dr Bowmer she puts you at ease!, I really get on with her which I've never really had with a Dr before? She has a lot of empathy and sympathy?,,
30/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Professional ,helpful and respectful attitude from all staff members
12/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	No waiting and a quick appointment
26/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	
06/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	I was listen and understood
23/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Bethany very professional and nice. Only short distance made for little waste of time for anyone. I arrived only waited for some 15 or so minutes, and had my jab from a rather lovely and informed lady. First class service.
27/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	
02/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Friendly professional person took my blood
26/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	The nurse who saw me was very quick with the test and very friendly, so made the experience as comfortable as possible! The receptionists on the phone were kind and empathetic, the receptionist when I checked in was equally delightful.
03/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Doctor Layla was understanding, made a point of listening to and addressing my concerns. 5/5 in all areas. Once seen, service was great. sending photos via a text link is great process, as is the calling back rather than waiting in the hold queue is a great introduction. only issue is that it took 30 mins of constant calling to even get in the queue!
16/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	
02/09/2024	St. Peter's Health Centre	PCN	3	25 minutes late



12/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Reception were very helpful, and Dr Bowmer was very kind and patient and gave me a lot of time. Everything about the new practice is better with the upgrade of the building. The doctor was very good in all aspects and diagnosed the hernia and explained what would happen. There was some confusion about the waiting areas as the on the computer.
05/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
11/09/2024	St. Peter's Health Centre	Travel Clinic	1	
27/09/2024	St. Peter's Health Centre	PCN	1	The practitioner was welcoming and professional I felt heard and supported to follow up a further referral
02/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Dr phoned when he said hewould
20/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Quick service
20/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Appt on time. Very thorough and understanding conversation with Dr. Care was felt
05/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	I found the lady sorry I can't remember her name was very professional and friendly and considered my appointment was on time so I was totally pleased Very polite and understanding couldn't wish for any better anywhere.
18/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	My thanks to you all.
30/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	From the responsive receptionist, through to the availability of a an appointment, to the prescription of antibiotics was very efficient, thank you
24/09/2024	St. Peter's Health Centre	MHP	2	I was reassured I?m doing the correct things in my situation, As well as told I may get sent links to help with situations that fell through like Familys need fathers.
11/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Seen quickly...job done.

24/09/2024	St. Peter's Health Centre	TNBI	1	
05/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Dr sidkar v good gp
11/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	She was quick and efficient and very polite
19/09/2024	St. Peter's Health Centre	Travel Clinic	1	nurse was lovely, wasn't waiting long to be seen
17/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Bethany is friendly, kind and efficient. She's supremely competent and calm so today's blood test and injection were painless and easy. I'm prone to anxiety so I really appreciate her. She's a credit to St Peter's.
18/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Seen promptly. Swift diagnosis and treatment along with advice given.
23/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Someone advocating on my behalf has emailed the practice to request a meeting.
19/09/2024	St. Peter's Health Centre	2023	5	
10/09/2024	St. Peter's Health Centre	2024 - Total Triage	4	I was told I'd have a dr call me between 11:30 -12 & it's now 13:37 & no one has called.
25/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Appointment on time . Friendly nurse.
06/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	I received the vaccination at the agreed time.
10/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Very good doctor and short waiting time Dr was quick and efficient. He checked if there was anything else I wanted to discuss. The new building is lovely too. Easy to check in. Nice waiting room. Didn't have to wait long for my appointment.
19/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
16/09/2024	St. Peter's Health Centre	PCN	2	The nurse was lovely thoughtful and helpful ? I felt relaxed and that she was caring

20/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	The triage worked but only because the GP overheard me being given incorrect advice by the receptionist. Like everywhere, access is challenged. Apart from that very happy - staff very kind. Response time for my original query was great! Dr Buchanen explained everything well and made I felt everything was taken seriously and I left feeling like I knew things would be sorted out
26/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	I canceled as don't feel gd after having needle in my spine on Friday but I will get an other appointment thank u sorry for cancelling
16/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	I couldn't make an appointment online as the system didn't seem to work but was able to get one through the reception desk and was seen on the day.
02/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	The appointment and care were flawless. Easy to make an appointment, the nurse was on time. Very clearly explained throughout and caring. I would rate it a 10/10 experience in this instance. Thank you.
23/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	
06/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	
17/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Efficient and pleasant experience
06/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Michael listened well,was patient kind and discussed my options so that I felt encouraged to follow his practical suggestions.
30/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Dr Cotton was very kind and empathetic. Made me feel heard and responded to my queries fully. Mrs Allen was polite, respectful, knowledgeable and patient. She did not rush me, explained everything and answered my questions.
24/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Shortly after I received a message saying I'd missed my appointment, which I suspect was sent in error.

10/09/2024	St. Peter's Health Centre	FCP Clinic	1	The physiotherapist I saw was excellent at explaining my condition and supportive of the need for a follow-up appointment at the hospital.
06/09/2024	St. Peter's Health Centre	FCP Clinic	1	The physio was very kind and answered all my questions in full.
23/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Service was prompt, appropriate and friendly. Couldn't ask for better.
06/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Everyone was very polite went for a blood test and it was very quick and easy
27/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Nice clean surgery , pleasant staff. Didn't have to wait. Doctor was very thorough with me
09/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Very helpful happy staff. Felt comfortable
09/09/2024	St. Peter's Health Centre	2024 - Total Triage	4	Appointment was booked for me to cover 2 things. The Dr knew this but said ?I don't know why they said you could talk about 2 things? & later ?I have 3 people waiting?. Upsetting when hard to get anyway. I understand staff are under pressure but?.
16/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Charlotte the nurse was very good at deciding a Doppler test wasn't best for me to investigate the ulcerated leg. She said she would arrange an appointment with the vascular clinic at the RSCH and proceeded to wrap my legs in viscopaste bandages.
26/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	On time and professional service. Good waiting area.
26/09/2024	St. Peter's Health Centre	MHP	1	Supportive,practical advice and clear diagnostics.Felt heard.
03/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Dr Jarvis is wonderful. Clear and organised
20/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Only came for a jab...From walking in to walking out 5 minutes...All very efficient.
26/09/2024	St. Peter's Health Centre	Session	1	

02/09/2024	St. Peter's Health Centre	FCP Clinic	1	The doctor who attended to me was very clear and helpful. The wait time was very short
05/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Can't fault Dr S She was so supportive in my enquiry and was able to assure me that things I was hearing was just my ear drum being soar as I thought I had a fly or something stuck in there she was amazing thank you
11/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Because your surgery is tip top.Always have had great experience regarding all staff and doctors,thank you.. Dr Grindey was lovely and extremely thorough. Felt like she really knew her stuff and wasn't trying to rush me out the door.
25/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	
09/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
24/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
23/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
11/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	
23/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	The lady doctor that spoke to me, was very kind, helpful and understanding - I would like to be notified ? as soon as my rheumatologist writes the go-ahead for my sublingual buprenorphine , this is the only thing that has help so far - kind regards, I received a call from the dr during weds morning while I was at work and unable to take the call. I'd been told they would call me Tues evening. The receptionist that took my call was not very friendly.
18/09/2024	St. Peter's Health Centre	2024 - Total Triage	3	
02/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Excellent Efficient Staff.

09/09/2024	St. Peter's Health Centre	Nurses 2022-23	5	I wasn't checked in properly so I waited an hour and then was told I had missed my appointment. The nurse thankfully did manage to squeeze me in after. The appointment was too short and the blind didn't close properly I didn't feel safe in the room
30/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Once I found the check in machine it was simple and quick
30/09/2024	St. Peter's Health Centre	2024 - Total Triage	5	Well the sleep-io isn't isn't available in this area! Thanks!
				Rebecca is empowering and positive....and helps me put things in perspective at home as my partner is ill.
26/09/2024	St. Peter's Health Centre	MHP	1	It's great to know she is at my surgery...thankyou for the support. Apt on time Staff on reception and clinician all lovely , welcoming ,helpful .
09/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Thank you
12/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	The staff are so welcoming they are extremely kind
05/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Rebecca was so lovely, reassuring and professional
19/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Helpful and listen the detail. Dr Istwani listened to descr of joint pain esp in right hand & wrist, did basic tests of arms & hands? motion & strength, prescribed ibuprofen, said she would refer me to a rheumatologist, didn't hurry the consultation & was friendly throughout.
19/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	The person was very nice but could not give much advice or knowledge about my problems.
06/09/2024	St. Peter's Health Centre	2024 - Total Triage	3	

25/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	My appointment was on time, Plus reception staff & nurse was polite & gave me good advice.
24/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Doctor Caroline Grindley was professional, friendly, and was concerned to help me when I fell backwards on concrete. Thank you
27/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Friendly. Efficient. On time.
16/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Efficient, polite and was able to sort me out immediately!! Thank you so much!
24/09/2024	St. Peter's Health Centre	2024 - Total Triage	5	The doctor dismissed everything I was saying regarding my baby. She was constantly interrupting me & was sarcastic. She kept telling me how qualified she is with years experience with newborn skin. I felt very uncomfortable, dismissed and intimidated.
18/09/2024	St. Peter's Health Centre	Session	5	Didn't see the doctor waited 35 minutes in the waiting room wasn't called. Had to be work at 10am
10/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	I was seen by a very understanding GP one and half hours after making a call to the surgery.
11/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	On time and friendly reception
12/09/2024	St. Peter's Health Centre	2023	1	
20/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	The waiting time wasn't long, had a nice experience with the nurse and staff were friendly
04/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	It was a friendly visit with Sarah , very nice lady & helped me with advice about my foot problem
10/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	Answered all my questions well and I felt supported

02/09/2024	St. Peter's Health Centre	FCP Clinic	1	I was listened to which helped enormously and reassured that the exercises given would give me relief. My mind was put at rest that this would help relieve the day to day pain.
16/09/2024	St. Peter's Health Centre	FCP Clinic	1	The physiotherapist was very helpful and attentive Wonderfully warm GP who listened to me and talked me through my condition. Really relaxed and inclusive manner particularly given intimate and invasive investigations were required. I felt listened to and a clear plan of action was given. Thank you!
12/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
12/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Very friendly doctor and easy to talk to.
18/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	
10/09/2024	St. Peter's Health Centre	FCP Clinic	1	My daughter (the patient ) repeated several times on leaving ?the doctor was very nice?. We was heard on the problem that is ?ongoing treatment ? for EnT & this can be A maze. The doctor even looked at another problem to reassure us.Mosquito-bites. The doctor was very friendly and took the time to answer several questions I put to her.
27/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
03/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	
05/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	On time and aficient
06/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Prompt service and very professional
06/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Prompt and very kind
30/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Dr Kate Buchanan was kind and explained everything ensuring we were happy.



				Dr dealing positively with my long term problem. Efficient and friendly.
12/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Reception cheerful & sorted query - all the ladies in my recent visits to move surgery have been super helpful and all in a good mood!
19/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Dr Istwani was very professional and kind.
06/09/2024	St. Peter's Health Centre	2024 - Total Triage	3	I haven't had an appointment. You text me when I am asleep to have a conversation with me. And then bemoan that you can't contact me. 1) I am not well 2) I have to sleep when I can
11/09/2024	St. Peter's Health Centre	Travel Clinic	1	We had a vaccination done and the nurse is so friendly and kind to the kids.
27/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	The phlebotomist who took my blood test was such a friendly girl lovely smile and very friendly altogether one only thing was that I felt very cold in there today. The air-conditioning was up too high as the weather has changed now but Overall good
11/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Reception went above and beyond holly was fabulous sorted my problem It's such a shame we can't see a Dr in person hope that changes one day
13/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Very difficult to discuss a problem with a picture The care is always excellent and the staff very kind and lovely
12/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	I got given an appointment on the same day and saw a very nice Doctor Who was very kind and understanding and discussed my problems giving me information which helped
26/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	He changed some of my medication as well as requested, Dr Istwani took the time to listen, was thorough and kind.

06/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	The nurse was thorough and kind.
24/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Very good service from the clinic to all people concerned A un-rushed appointment. Practitioner thorough and friendly. All good
27/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	
03/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	I was treated well and everyone was very friendly
03/09/2024	St. Peter's Health Centre	FCP Clinic	1	I was seen with in a month. Triage saved me another unnecessary appointment. Matt was knowledgeable.
13/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	
09/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	On time appointment, speedy examination and friendly staff Once I got into the system excellent , but using the phone because system online required me to reset because it couldn't recognise my password was not a pleasant experience
02/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
23/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	
24/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
04/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	Good and informative response from GP but the overall approach to more continuing assessment and care is not great.
16/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	I was hoping for better outcome more help . But what can you do . Everyone passing the burk A small queue on arrival, quickly cleared. Plenty of space in waiting room. Seen within 10mins of appointment time. Clear explanations of what was happening and why. A safe feeling appointment. 10/10
24/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	
19/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Very friendly and competent

30/09/2024	St. Peter's Health Centre	FCP Clinic	1	He was kind calm patient and I felt safe
09/09/2024	St. Peter's Health Centre	MHP	1	Taken seriously, respectful, pragmatic, helpful, kind
06/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	
30/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	The doctor I had listened well and supported me well I was seen very quickly by the nurse, very efficient in taking my blood, within 5 minutes of arrival I was leaving. Excellent
02/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	and my first visit to your new practice which looks superb. All the staff are so very helpful and kind and make you feel at ease if you have any worries and do their very best to help you.
16/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Rebecca was friendly, informative and I was made to feel at ease and listened to.
13/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	The Doctor really understood my health issues and what I needed.
17/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	I Highly recommend this doctor. Appt had been made after call to surgery. Staff on the phone were efficient and to the point. Doctor was friendly, helpful and efficient. She Explained clearly what was going on and dealt with matter very effectively, quickly and very professional.
04/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	I came for a blood test. The registering i had arrived was easy to do, I was seen on time. And the young nurse doing my blood test was very good, and zero bruising which is VERY good as I bruise very easily and 2 of my heart tablets cause bruising.
13/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	
02/09/2024	St. Peter's Health Centre	PCN	1	Good appointment and given time to be listened to

02/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Fantastic helpful doctor and lovely receptionist and premises
09/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Listening to my concerns Very polite and helpful Wonderful reception staff
24/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Efficient, effective and very caring.
25/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	The doctor was very polite, welcoming and informative.
13/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	I was seen quickly and assessed and given the information for further treatment, no complaints ? They were all very helpful from the receptions to the nurse, who did my treatment even helping me in the lift as I get panic attacks, I couldn't wish for a better team at Saint Peters medical Centre
19/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	10 out 10
02/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
06/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
19/09/2024	St. Peter's Health Centre	2023	1	The nurse I saw was very thorough and I felt she listened to me and heard my concerns. She did a health check at the same time and has taken bloods and made the necessary referral based on my symptoms. The doctor was brilliant, clear, and gave me good advice. Reception was good as well, as soon as they saw a queue building a colleague jumped in immediately to help and make sure the patients were seen promptly.
23/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Doctor took time to listen which is so important when a patient is worried thankyou
24/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	Doctor was great. Random television alternating between news, radio and silence in waiting room was not good. There was one other person with me with trauma who got

agitated by the random noise and the whole situation was uncomfortable

				Very pleased to get a face to face appointment on the same day as requesting an appointment.
02/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Very helpful and constructive advice
17/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Got seen on time staff very pleasant x
04/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Doctor answered all questions and I felt reassured when I left.
23/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
25/09/2024	St. Peter's Health Centre	Pharmacy Technician	6	Can't give a response as never received the telephone appointment. Was booked for today between 10:05 & 12:05.
13/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	The appointment was held in good time and the advice I was given was very helpful.
30/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	The nurse was lovely. Professional and friendly and put me at ease for my smear test.
06/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	
13/09/2024	St. Peter's Health Centre	MHP	1	
06/09/2024	St. Peter's Health Centre	Nurses 2022-23	6	Re appointment
				Although the appointment was made from your end Dr. Jarvis didn't know why I was there. We sorted the matter out and she was very helpful. I am suffering from a very low mood and so far on my 3 visits have seen 3 different doctors .
24/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	

I saw a Dr face to face and felt listened to - and was able to chat about the fasting lipids and share thoughts.  
Love the upstairs waiting room - spacious and nicely decorated.

I felt reassured when I left the surgery.

Thankyou

18/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Sheila
03/09/2024	St. Peter's Health Centre	2023	1	Call was a bit short. But I do realise the work load ,thanks T Carron
27/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
02/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	
17/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	I was contacted quickly, and reassured about my illness and next steps. Just what was needed.
20/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	
12/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	I'm very happy with the service.after seeing Dr oliver today.he took time to listen to me.and also took time to do a routine examination. Then referred me 2 a back practitioner. I didn't feel rushed by this Dr. Thank you.
24/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Appointment on time blood taken no problems luvly girl couldn't have been better
25/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Very quick
20/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	As usual excellent service bless u all?

04/09/2024	St. Peter's Health Centre	2024 - Total Triage	3	I don't like this system it creates unfamiliarity. I had to wait two weeks to not get any help with my condition. I didnt feel assured about anything and felt that I was dismissed. Refused home visit although I don't leave the house. Have to rebook
23/09/2024	St. Peter's Health Centre	2024 - Total Triage	6	i didn?t really get an answer, just come back if pain gets worse or symptoms change, no offer of urine test or blood test so will most likely be making another appointment later in the week, it?s a tricky one Great that We ran (blood) tests to eliminate possible causes of my condition.
06/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	Somewhat uncomfortable there does not seem to be standard documenting procedures. Sometimes when have taken photos and measurements of changes of skin, other times not.
24/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Good
16/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Thorough investigation.Felt reassured.
30/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Lovely staff very happy with medical centre
10/09/2024	St. Peter's Health Centre	FCP Clinic	1	Great physio, very informative
24/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Good doctor
02/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Blood test done quickly and efficiently.
20/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	The appointment was on Time, the nurse was professional, competent and kind.
06/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Everything went so smoothly.

30/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Pain free bloods. Pleased!
12/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	I felt listened to, understood and a plan was put in place to help me through a difficult time
20/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	The nurse was very nice and understanding, made me feel comfortable
24/09/2024	St. Peter's Health Centre	2024 - Total Triage	5	I was seen by a trainee and a senior doctor. Neither doctor took swabs of recurrent infection or recommended further tests like a white blood cell count. I was sent away with the same treatment which hasn't been working. I was in straight away, and the whole process was quick and efficient, whilst the staff were friendly.
06/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Also, I saw the queue had built up in reception when I first arrived, but by the time I was out it had been busted very effectively by your team. When my appointment is 8 30 and I don't get seen until 8 45 it isn't good but if I had turned up at 8 45 for my appointment I would of been told you have missed it I'm not impressed
04/09/2024	St. Peter's Health Centre	Nurses 2022-23	2	
19/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Friendly and professional. Minimal wait. Excellent nurse.
18/09/2024	St. Peter's Health Centre	Nurses 2020/21	2	Call back from the doctor regarding his scan results and fast tracked his blood tests.
20/09/2024	St. Peter's Health Centre	2023	5	No suggestions were given about what my symptoms might be. I asked the doctor to look in my ear because of a rushing sound but she didn't. I told her I had painful knuckles but she didn't suggest anything. This was the doctor I saw in September 20th.
30/09/2024	St. Peter's Health Centre	FCP Clinic	1	It's amazing and lovely staff



24/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	I am very happy with their performance and their doing the job with high quality and quickly My wife stated when making the appointment how various things were affecting my mental health yet the Doctor made no mention of this. I assume she had read what the problems were before seeing me. I feel a little let down.
17/09/2024	St. Peter's Health Centre	2024 - Total Triage	3	Appointment was on time and the result was very reassuring.
24/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	I was a walk in with a painful hip. Dr. Cottrall saw me the same day and referred me for an X-ray.
23/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Seen on time and dealt with efficiently
25/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Professional caring
09/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	I had a Doctor calledxxxxxxxxxxxx No bedside manner whatsoever I felt very derided after 13 hours in A and E on Monday where they discovered a mass on my kidney. He's very patronising and what you need in this situation is empathy.
05/09/2024	St. Peter's Health Centre	2024 - Total Triage	4	
19/09/2024	St. Peter's Health Centre	Travel Clinic	1	On time, understood everything that went on in my appointment and excellent care
30/09/2024	St. Peter's Health Centre	Private Medicals	1	The doctor was excellent and the DVLA medical went well. Appointment reminders excellent, well timed prior to appointment. Reception staff very helpful and polite. Nurse very professional. Excellent service thank you.
16/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Chris
27/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	Waited about 5 mins only

20/09/2024	St. Peter's Health Centre	FCP Clinic	1	He make me feel at ease talking 2 him about my problem
20/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Allways very nice and helpful from the time you book in
05/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	The doctor was 10/10. Kind, clear, informative and succinct. I am very grateful.
06/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Friendly and efficient servuce
12/09/2024	St. Peter's Health Centre	Nurses 2020/21	6	I could not get my phone to answer in time. I thought Doctor would phone me back but not as yet
11/09/2024	St. Peter's Health Centre	Travel Clinic	1	She knew my history about Jan's and was very informative
05/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Very professional and cool ?
20/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Short wait, although I was early. Friendly and expert clinician. Dr Xavier really took my severe skin condition seriously and gave me time and respect. He looked at the situation from all angles even including nutrition and stepping up my medication covering all bases. I can't thank him
17/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	enough.
03/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	The doctor was very understanding and very helpful and made me feel at ease Lovely doctor and receptionist when I rang I didn't think I'd get an appointment today in spite of needing one was pleasantly surprised at the new system I'm sure will work
03/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	much better Doctor prescribed more antibiotics and a chest X ray but didn't seem to know about the new jab to help prevent chest infections. I would love to know more about it and
19/09/2024	St. Peter's Health Centre	2024 - Total Triage	3	how I can qualify.

09/09/2024	St. Peter's Health Centre	PCN	1	Because they very good staff they keep calling me to do appointment to check my blood pressure and general test. UTI test results came in the after noon and and then they send me message to collect from pharmacy my antibiotics was so quick thank you
17/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Good diagnosis
26/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Pleasant , nurse Sara is very good , great at making you feel at ease .
05/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Thank you very much for the appointment organised and doctors help along with prescription medication provided
17/09/2024	St. Peter's Health Centre	Nurses 2022-23	2	Apart from the 15 minute wait everything went smoothly.
18/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Apart from a short wait at reception, my appointment with Rebecca was pretty much on time and Rebecca dealt with my problem quickly and efficiently. Excellent service.
25/09/2024	St. Peter's Health Centre	Nurses 2020/21	2	Dr Siktar listened and agreed changes to my record. Removal of COPD then for pulmonary emphysema to be entered. Record is to show I stopped smoking in 2009. Help with cholesterol issues and questions. Very helpful
09/09/2024	St. Peter's Health Centre	2024 - Total Triage	2	thank you
05/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Lovely friendly nurse. Quick appointment ? ran slightly late but apologised
17/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Informative and really efficient. Thank you.
02/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	The nurse was very professional and put me at ease the reception staff were great
16/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	

06/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Didn't wait to long for nurse .the nurse was very nice and polite xx
30/09/2024	St. Peter's Health Centre	Private Medicals	1	
10/09/2024	St. Peter's Health Centre	Nurses 2020/21	1	Nurse was lovely listening to what you was telling her and very understanding and a lovely personality I felt very at ease with her
05/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
30/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Reassuring advice & kindness from my Dr. Friendly helpful receptionist. Thank you
10/09/2024	St. Peter's Health Centre	2023	2	The nurse was very good, but I had to chase the prescription that hadn't been signed by the surgery, for an urgent medication that I was only able to get by the end of the day
17/09/2024	St. Peter's Health Centre	Nurses 2020/21	6	You cancelled the appointment 40 minutes before it was due to start
20/09/2024	St. Peter's Health Centre	Nurses 2022-23	1	Very efficient
27/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	Really appreciate for dr istwani?? Great service. Didn?t wait long.I had a very pleasant and informative appointment..didn?t feel rushed and they listened to my concerns?
06/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
19/09/2024	St. Peter's Health Centre	2024 - Total Triage	1	
13/09/2024	St. Peter's Health Centre	2024 - Total Triage	5	I waited an hour after my appointment time just to be seen for couple of minutes and to be told that sometimes medicine does not give answer. I felt brushed off and not cared for came out feeling more anxious.

19/09/2024 St. Peter's Health  
Centre

2024 - Total Triage

1 The doctor was very efficient asking about my problem  
and making sure I get the right treatment for me