

Dates	Department	Rating	Response
08/11/2024	2024 - Total Triage	1	Dr Leila was absolutely excellent. Very quick to appreciate my concerns and to propose remedies and ways forward. First class. Very Prompt support. Really grateful for the excellent service and advice provided.
20/11/2024	2024 - Total Triage	1	Thank you very much to all the team at St Peter's.
14/11/2024	Nurses 2022-23	1	Always very well impressed with the quality of the help I get from the various teams
05/11/2024	Nurses 2020/21	1	Very pleasant nurse and calming influence ??
06/11/2024	2024 - Total Triage	1	Very thorough consultation- addressed all issues very successfully. Good advice
14/11/2024	2024 - Total Triage	1	Efficient, helpful and friendly.
29/11/2024	Nurses 2022-23	1	Didn't have to wait long. Good nurse
01/11/2024	Nurses 2020/21	1	Well organised, very fast and very kind staff
29/11/2024	Nurses 2022-23	1	Very professional and helpful
05/11/2024	Nurses 2020/21	1	Lovely nurse. Painless procedure.
01/11/2024	Nurses 2022-23	1	Phlebotomist was polite and efficient
19/11/2024	MHP	1	It was nice to talk to Rebecca, someone listening, to mine problem. Thank you
20/11/2024	2024 - Total Triage	1	Clear precise advice received and follow up explained
15/11/2024	Nurses 2022-23	1	
14/11/2024	Nurses 2020/21	1	The surgery is clean, reception efficient and Beth was very patient and professional. Quick service at reception and only 10 mins late in to appointment. Check up was
14/11/2024	Nurses 2020/21	1	good not rushed and helpful
19/11/2024	Nurses 2020/21	1	
18/11/2024	Nurses 2022-23	1	Thorough assessment non judge mental I was seen quickly, the staff were friendly and kind and had a great sense of humour!
07/11/2024	Nurses 2022-23	1	The actual consultation was the same and also efficient and informative. When I went into my appointment I was a nervous wreck but Rebecca made me feel really at ease and the appointment went smoothly & quick. Thank you very much
14/11/2024	Nurses 2020/21	1	Rebecca I hope this feedback gets back to you!
14/11/2024	Nurses 2022-23	1	The nurse was friendly, efficient, and was great at taking blood!
27/11/2024	Travel Clinic	1	
19/11/2024	FCP Clinic	1	Very helpful happy with the outcome
26/11/2024	2024 - Total Triage	1	Dr listened, showed empathy, and engaged in help conversation.
27/11/2024	Nurses 2020/21	1	Lovely nurse. Painless blood test. Great new premises.

28/11/2024 Nurses 2020/21	Check in was easy. Easy to book appointment. Straightforward. HCA was very nice.
05/11/2024 Nurses 2022-23	1 Very good experience overall
21/11/2024 Travel Clinic	1 Very quick response thank you very much thank you
07/11/2024 2024 - Total Triage	1
12/11/2024 2024 - Total Triage	1 Doctor was extremely helpful and explained things clearly
27/11/2024 Nurses 2020/21	1 Love Becky
	1 Efficient professional helpful
	Although my appointment was for 11.21 I was not seen until 12.05.
15/11/2024 2024 - Total Triage	1 But the consultation with Dr Grindley was excellent.
11/11/2024 Nurses 2022-23	1 Easy access to self logging in machine, didn't have to wait long to see practice nurse
07/11/2024 2024 - Total Triage	1 Excellent doctor
06/11/2024 Nurses 2022-23	1 Lovely helpful receptionist
	Receptions outstanding very helpful and polite,
	And when it comes to take him blood from the arm outstanding never much bruising
08/11/2024 Nurses 2022-23	1 afterwards top marks from me for taking blood thank you.
27/11/2024 2024 - Total Triage	1 Very thorough, treated sensitively and with respect
20/11/2024 Nurses 2022-23	1 Appointment are just on time the staff are all good and lovely very welcoming
19/11/2024 2023	1 The doctor spent time asking questions and checking everything. It was not rushed.
07/11/2024 Nurses 2020/21	1 I was seen quickly, the nurse was friendly and nice.
	I always appreciate an appointment with Ollie .He has so much empathy and always
28/11/2024 FCP Clinic	1 makes sure you understand the treatment.
01/11/2024 Nurses 2022-23	1 Everything went well
12/11/2024 2024 - Total Triage	1 Helpful appointment
26/11/2024 Nurses 2022-23	1 Very friendly. The consultant was very well presented, calm, and a good listener.
	The pharmacist who I spoke to was understanding and a good communicator.
14/11/2024 2024 - Total Triage	1 Surgery kept its promise by ringing me back . Excellent. Thank you.
	Surgery asked for a Medical Review when I know you are under pressure with doing in person appointments. Beth was lovely, didn't rush & asked if I had any questions.
12/11/2024 Nurses 2020/21	1 Thank you. I know that these blood tests/bp checks are about my ongoing
12/11/2024 Nurses 2020/21	1 Nurse was very kind , I had my B 12 injection no problem .
21/11/2024 Nurses 2022-23	1 The nurse took time dressing my leg, and explained things to me
18/11/2024 Nurses 2022-23	1 Auto booked in and seen within 2 mins.
19/11/2024 Nurses 2022-23	1 Appointment on time. A friendly and efficient practitioner. Lovely new premises

28/11/2024 FCP Clinic	1 My scan was explained to me in detail
06/11/2024 Nurses 2020/21	1 Staff were polite and friendly and I was seen on time by nurse who was also polite
20/11/2024 Nurses 2020/21	1 I had a physio appointment with Mr Jones (absolutely brilliant man). So friendly and informative. Explained in detail why my neck had caused me problems after showing
18/11/2024 FCP Clinic	1 me the x-Ray then examined my neck. He then gave exercises for me to do, Nurse was on time and was very efficient taking my smear (I?m a practice nurse
20/11/2024 Travel Clinic	1 myself so it?s always good to be on the other side as a patient). She was really kind, I Although didn?t go in on time. I found appt informative with ways forward. Didn?t
21/11/2024 FCP Clinic	1 feel rushed and had time to ask questions with an option to return if things don?t
22/11/2024 Nurses 2022-23	1 Didn?t wait long. Cheerful, efficient service. All good!
19/11/2024 Nurses 2020/21	1 Very friendly ,and explained nicely
07/11/2024 MHP	1 So so meeting We got an appointment on the same day and the doctor was very thorough and
20/11/2024 2024 - Total Triage	1 knowledgeable and made my son smile
19/11/2024 Nurses 2020/21	1 Informative, professional, & helpful
20/11/2024 Nurses 2022-23	1 The Doctor listened to out problems and was very good in helping us find results My health check was punctual. Bethany was polite, friendly and efficient and made
14/11/2024 Nurses 2020/21	1 me feel relaxed. Informative too, explaining all the tests that would be done.
20/11/2024 Travel Clinic	1 Knowledgable and friendly staff Always brilliant. Lovely doctor's and nurses Carole Vivian .
13/11/2024 MHP	1 We had a great appointment today, great care, lots of information, on time. Lovely reception staff that are always helpful and kind.
28/11/2024 Travel Clinic	1 St Peter?s medical centre is fab and we?re very grateful to have it. Beth was lovely and very reassuring at my health check. Reception staff were
14/11/2024 Nurses 2020/21	1 welcoming and friendly. I love the new look premises. It?s the first time I?ve been in
12/11/2024 Nurses 2022-23	1
12/11/2024 Nurses 2020/21	1 Appointment on time. Capable, efficient and helpful nurse (Beth)
21/11/2024 2024 - Total Triage	1
27/11/2024 2024 - Total Triage	1 Quick response time to online form and helpful conversation with GP.

18/11/2024 Nurses 2022-23	Very nice people, professionally taking today blood of me where many people have
21/11/2024 2023	1 problems with taking blood of me because deep veins.thank u for professionally
	1
27/11/2024 Travel Clinic	Our nurse was fantastic. Friendly and helpful and really put Dylan at ease before his
	1 injections
29/11/2024 Nurses 2022-23	It was because I was early for my appointment and instead of being kept waiting I
18/11/2024 Nurses 2020/21	1 was seen early thank you very much
	1 Very efficient and helpful.
11/11/2024 2024 - Total Triage	The person who took my initial call was very helpful in getting me an urgent
06/11/2024 Nurses 2022-23	1 appointment and she was also compassionate on the phone. The doctor too was
01/11/2024 Nurses 2022-23	1 Friendly and helpful nurse
14/11/2024 FCP Clinic	1 Prompt. Professional.
28/11/2024 Nurses 2020/21	1 Great thorough advice - listened and very supportive
25/11/2024 2024 - Total Triage	1
05/11/2024 2024 - Total Triage	1 Fast, efficient, friendly, confidence-inspiring appointment
29/11/2024 Nurses 2022-23	1
01/11/2024 2024 - Total Triage	1 On time just a blood test. No problems
	1 The doctor was very thorough and compassionate. Listened to my concerns
08/11/2024 2024 - Total Triage	Impressive surgery
	1 Polite and helpful doctor
29/11/2024 FCP Clinic	Paul Jones was brilliant & very helpful in helping with problem - clear advice & great
	1 listener - Great to have him working at St Peter's
	I haven't been to st peters since the new building, it's now professional looking,
	clean and a welcoming environment. I was seen within minutes of arriving on a
25/11/2024 2024 - Total Triage	1 Monday which usually isn't the case. The doctor was understanding of my pain and
	The appt was on time. Rhian non was friendly and professional. Gave me all the
21/11/2024 Nurses 2022-23	1 information I asked for, and a pain free injection.
	The doctor listened to all of my concerns and she was very helpful. She also
07/11/2024 2024 - Total Triage	1 reiterated that I should get back in touch after trying the medications if there were
08/11/2024 2024 - Total Triage	1
06/11/2024 Travel Clinic	1
28/11/2024 Travel Clinic	1
08/11/2024 2024 - Total Triage	1 I was listened to, put at ease as , given a thorough examination.

21/11/2024 Nurses 2020/21	Nice polite helpful reception staff, no waiting and a
26/11/2024 Nurses 2022-23	1 very kind, friendly, informative and helpful HCA who took blood efficiently and 1 Rebecca always good to chat to. Professional service The doctor listened with empathy and understanding. He took me seriously and
19/11/2024 2024 - Total Triage	1 didn't act like he knew better. The nurse was prompt, professional & v efficient. St Peters Medical Centre (& Albion St Practice), have always delivered a fantastic service for our family. We think the NHS is truly amazing & we are extremely lucky to have it.
14/11/2024 Nurses 2022-23	1 Thankyou.
06/11/2024 Nurses 2020/21	1 Excellent, personable physician I was booked in straight away and called very quickly I saw the nurse and she was very efficient. She took blood from me it didn't bruise or bump like it sometimes does she made
01/11/2024 Nurses 2020/21	1 sure the bleeding stopped after.
29/11/2024 Nurses 2022-23	1 The practice is well organised and the staff are very friendly
29/11/2024 Nurses 2020/21	1 Fast, efficient and on time.
07/11/2024 Nurses 2022-23	1 Prompt and helpful
06/11/2024 Travel Clinic	1 Holly is a lovely lady - very helpful
05/11/2024 Nurses 2022-23	1 Charlotte was very kind and professional Time was taken to understand Arlos needs ahead of the appointment and pre
18/11/2024 Nurses 2022-23	1 planning help d the appointment to go smoothly
07/11/2024 Nurses 2022-23	1 Punctual, caring and good communication
11/11/2024 Nurses 2022-23	1 Professional, helpful and friendly nurse
06/11/2024 2024 - Total Triage	1 The doctor was excellent: sympathetic, fast and constructive. A great manner.
12/11/2024 Nurses 2022-23	1
15/11/2024 Nurses 2022-23	1 Only waited a few minutes. A student nurse took my blood, she was nice and
01/11/2024 2024 - Total Triage	1 Very professional very friendly and very helpful I was pleased to have a face to face appointment and felt that the doctor gave me
05/11/2024 2024 - Total Triage	1 plenty of time to discuss concerns and responded sympathetically and informatively
07/11/2024 Nurses 2022-23	1
22/11/2024 FCP Clinic	1 Because Paul knew his stuff and was very helpful.

18/11/2024 Nurses 2022-23	The nurse is always lovely and smiley and that is a good start for any medical interaction . But she is brilliant and taking blood without me even feeling it . 1 Reception always super helpful and friendly . Best surgery I have ever bend a patient The reception staff are unbelievable kind and helpful.. as was dr paul- extremely
15/11/2024 FCP Clinic	1 helpful and considerate
29/11/2024 2024 - Total Triage	1
22/11/2024 FCP Clinic	1 The phisio explained my symtons
19/11/2024 2024 - Total Triage	1 I felt that the person I saw listened to me Bethany was very friendly and yet still professional. She was interested in me & what
12/11/2024 Nurses 2020/21	1 I had to say and made me feel very comfortable. I would highly recommend her. Receptionist super. Nurses. Marvellous. Facilities excellent
28/11/2024 Nurses 2022-23	1 A very life enhancing experience Reception very helpful when i was 5 minutes later. Expert and perfect consultation
07/11/2024 Travel Clinic	1 in every manner Very good service. Called in on time, easy experience having my smear. Nurse answered my questions I had well and clear. Was in and out quickly BUT NOT rushed.
21/11/2024 Nurses 2020/21	1 Lovely nurse Doctor was friendly and checked fully the two issues I came about. The new surgery
18/11/2024 2024 - Total Triage	1 is lovely as well. Reception desk staff are also very friendly. Thorough and efficient appointment. May have started a bit late, but not terribly so.
11/11/2024 Nurses 2022-23	1 Very pleasant nurse who gave all the information I needed without me having to ask. I was listened to and accepted as to the way I speak. I came away feeling very
11/11/2024 FCP Clinic	1 positive and I have Paul Jones to thank for that and now feel we may get a result
08/11/2024 Nurses 2022-23	1 The staff were kind and polite and so was the nurse
11/11/2024 2024 - Total Triage	1 At least the Dr listened to me
15/11/2024 Nurses 2022-23	1 On time, expecting me there and effective procedure
15/11/2024 Nurses 2020/21	1 Professional, friendly and on time.

05/11/2024	2024 - Total Triage	1	The doctor listened closely, took my concerns seriously, explained what my condition might or might not be and referred me to an appropriate specialist. All done kindly and efficiently. Couldn't ask for more.
21/11/2024	Nurses 2022-23	1	Very friendly and attentive. I have not had such a thorough diabetic review for a long long time. Really lovely
25/11/2024	Nurses 2022-23	1	nurse who was so helpful and person you could talk to. Thank you
26/11/2024	2024 - Total Triage	1	Expert and nice doctor, short wait, nice building. Online booking worked, and is better than phoning, but still need to do it at 8.30 or shortly thereafter, alas.
22/11/2024	Nurses 2022-23	1	The nurse who does my leg dressings, Sarah Allen, is always very good, makes sure the dressings are comfortable before I leave. She's very helpful when I ask questions and points me in the right direction.
12/11/2024	2023	1	Excellent facilities + the doctor was attentive, patient and great at listening, examining and explaining all.
18/11/2024	Nurses 2022-23	1	The staff are so lovely I arrived at the surgery slightly early but I was still welcomed and waited only a
29/11/2024	Nurses 2020/21	1	couple of minutes before being called for my appointment. XXX
11/11/2024	Nurses 2022-23	1	Staff was very helpful nurse was very polite & made me feel comfortable
20/11/2024	2024 - Total Triage	1	The Dr listen to me, and understand why I was there. She was patient & I didn't feel
11/11/2024	Nurses 2020/21	1	Receptionist lovely & very welcoming . Was seen almost immediately . Dr Jarvis is the best doctor I have ever had in my long life !!!!
28/11/2024	2024 - Total Triage	1	Empathetic ,knowledgeable , able to take in lots info at same time . Feel v safe and ?heard ? I was seen the same day, my baby was thoroughly checked and my concerns were
11/11/2024	2024 - Total Triage	1	taken seriously. Bethany was very good , and very pleasant. Got in earlier then my appointment. Great member of staff .
28/11/2024	Nurses 2020/21	1	Front desk were very helpful.
26/11/2024	2024 - Total Triage	1	

12/11/2024 2024 - Total Triage	1 Lovely doctor and took his time with listening to me
18/11/2024 2024 - Total Triage	1 Dr phoned
12/11/2024 Nurses 2020/21	1 Quick check-in, no queues. Staff friendly. Bright, airy surroundings. ? The Dr/receptionist treated with dignity and respect
19/11/2024 2024 - Total Triage	1 Professional knowledgeable Physiotherapist. Provided a thorough holistic
21/11/2024 FCP Clinic	1 assesment. Clearly explained analysis of assessment enabling me to make informed
07/11/2024 Nurses 2020/21	1 Very helpful, friendly, punctual appointment
12/11/2024 2024 - Total Triage	1 Great people. Kind. Clear.
08/11/2024 Nurses 2022-23	1 Was polite happy helpful
04/11/2024 Nurses 2022-23	1 Was all chill and the nurse was lovely xx It was very punctual and efficient. It was a conducive atmosphere, nicely organized
22/11/2024 Nurses 2022-23	1 and friendly. I was made to feel at home right from to the door through to through
11/11/2024 Nurses 2022-23	1 Friendly and efficient
07/11/2024 Nurses 2020/21	1 Efficient. Nice surgery. Nice staff
14/11/2024 Travel Clinic	1 Everything was fine (15/11/24). I like At Peters dp, always the team is good with me
12/11/2024 2024 - Total Triage	1 Surgery is nice and clean, lovely staff, and doctor Didn't have to wait long.
25/11/2024 2024 - Total Triage	1 Very pleased with outcome. A very nice young woman took my blood. She apologised for keeping me waiting and explained she was late because of a training session All was fine as I wasn't in a
18/11/2024 Nurses 2022-23	1 hurry and sitting in the practice waiting room was quite pleasant.
29/11/2024 Nurses 2020/21	1 Very professional and efficient
26/11/2024 Session	1 I found the written triage system excellent. Going straight to the physiotherapist was sensible, useful and helpful. I'm very impressed with the whole new medical centre
11/11/2024 FCP Clinic	1 both the new building and how it's run.
07/11/2024 Nurses 2022-23	1 Reception were really helpful, the nurse who gave me the jab was great,
12/11/2024 2023	1 Level of care and support was amazing.
15/11/2024 Nurses 2020/21	1
05/11/2024 Nurses 2020/21	1 Had blood test and the young girl was very good
29/11/2024 Nurses 2020/21	1 The nurse I saw for my Rvs Vaccine was very pleasant full of information what to
07/11/2024 2024 - Total Triage	1 Problem with medication solved with very little problem

13/11/2024 Nurses 2020/21	1 Environment is very positive staff open and responsive The woman taking my bloods etc was lovely. My problem though is accessing my results that you said are ready, nothing is
14/11/2024 Nurses 2020/21	1 coming up on this spp
20/11/2024 Nurses 2020/21	1 Appointment was on time and no waiting around and love the new look surgery
28/11/2024 Nurses 2020/21	1 Reception was attentive and nurse was excellent.
26/11/2024 Nurses 2020/21	1 Seen quickly, lovely nurse didn't turn me into a pin cushion to get blood out.
20/11/2024 2024 - Total Triage	1
15/11/2024 Nurses 2020/21	1
07/11/2024 Nurses 2022-23	1 The service was very good
01/11/2024 Nurses 2022-23	1 The nurse was so good and professional
06/11/2024 2024 - Total Triage	1 Very friendly and professional.
27/11/2024 2024 - Total Triage	1 Dr Grim was very kind, listened to me and gave me good advice Jeff Wang, diagnosis of my problem set my mind at rest and his advice was much
19/11/2024 2024 - Total Triage	1 appreciated, as was his professional manner and humour
08/11/2024 FCP Clinic	1 I've found the help and advice from the physio very helpful
08/11/2024 2024 - Total Triage	1 From start to finish professionally dealt with
18/11/2024 2024 - Total Triage	1 Call back was very informative, no rush and all questions explained.
12/11/2024 2024 - Total Triage	1
11/11/2024 2024 - Total Triage	1 Very professional I felt like I was listened to
07/11/2024 2024 - Total Triage	1
04/11/2024 FCP Clinic	1 Paul the physio listened, was very nice and gave helpful exercises.
04/11/2024 Nurses 2022-23	1 Very short wait. Lovely staff.
21/11/2024 Nurses 2020/21	1 Cos it was very good??
18/11/2024 Nurses 2022-23	1 The nurse is very good at taking blood & is very caring
12/11/2024 Nurses 2022-23	1 On time, friendly, helpful, a pleasure. Very good experience
29/11/2024 Nurses 2022-23	1 And be very helpful and polite
05/11/2024 Nurses 2022-23	1 Extremely surprised to get a face to face appointment with a doctor. At reception, staff were helpful and cheery, which is always nice. Doctor was also quite thorough,
27/11/2024 2024 - Total Triage	1 which is far better than being rushed and told that only 6 minutes is available!

28/11/2024 2024 - Total Triage	1 The new system to call and speak to someone and wait to see if the dr needs to see you works well. It gives peace of mind that a clinical opinion has been made regarding medical problem and and Appointment booked as necessary with correct The service is very fast
01/11/2024 Nurses 2020/21	1 And meeting with great smile .
04/11/2024 2024 - Total Triage	1 Was seen by a doctor inside 2 hours of phoning reception, really good service
13/11/2024 Nurses 2022-23	1 Very nice experience
11/11/2024 Nurses 2022-23	1 Well looked after , mademe feel relaxed, and very pleasant to talk to ...
20/11/2024 2024 - Total Triage	1 Very caring consultation with clear outcomes. Treated with respect amd kindness I had a blood test and normally this makes me feel lightheaded and dizzy. The practitioner (Beth) was very understanding of this and offered me the option to lay down as she was drawing blood. She was friendly and made me feel comfortable
21/11/2024 Nurses 2020/21	1 New updated check in. Very quick, efficient and thorough nurse.
06/11/2024 Nurses 2022-23	1 Timely appt. Helpful practitioner. Informative and reassuring.
21/11/2024 Nurses 2020/21	1 Didn?t wait long(as time before was a hour!) appointment helpful, reception helpful
13/11/2024 Nurses 2020/21	1
14/11/2024 FCP Clinic	1 The lady I saw was lovely,sempathic, listerened to what I had say. The practitioner I saw today put me at ease when taking my blood. They were very friendly and helpful.
25/11/2024 FCP Clinic	
	Clinic was clean, although toilet seats were loose
13/11/2024 Nurses 2022-23	1 in upstairs toilet. I had an appointment for my daughter with Dr. Rifaat Amin. For the first time , I felt like someone was truly listening to me and wanted to help right away. He arranged for a blood test for my daughter and provided me with lots of advice. TK
21/11/2024 2024 - Total Triage	1
04/11/2024 2024 - Total Triage	1 Seen at the right time and my questions were answered. Putting me at ease I was able to see my preferred doctor on the same day & she was able to diagnose the problem & deal with it.
07/11/2024 2024 - Total Triage	1 Simply an exceptional doctor, good listener, very caring and both myself and my wife felt as if he really cared.
04/11/2024 2024 - Total Triage	1 The nurse is really professional but also very kind and attentive.
15/11/2024 2024 - Total Triage	1 Clean spacious environment . Friendly professional staff
14/11/2024 Travel Clinic	
21/11/2024 2023	

12/11/2024 Nurses 2022-23	1 Very friendly
08/11/2024 FCP Clinic	1 Reception and doctor courteous and helpful.
21/11/2024 Nurses 2022-23	1 Polite and understanding nurse Eileen was absolutely lovely, very informative, welcoming and made me feel at ease throughout the procedure.
05/11/2024 2023	1 Couldn't have asked for better.
05/11/2024 Nurses 2020/21	1 Very good service.
01/11/2024 Nurses 2022-23	1 Seen on time and very efficient Lovely new building, efficient, easy checkin in on machine. Waiting room nice and
07/11/2024 Nurses 2022-23	1 large with water. Lovely nurse who explained all parts of the jabs to my son.
27/11/2024 Nurses 2020/21	1 On time, everything explained, I left smiling!
28/11/2024 Nurses 2020/21	1 I was treated most kindly as usual
22/11/2024 2024 - Total Triage	1 It was good
08/11/2024 Nurses 2020/21	1 Appointment on time. Nurse was friendly.
22/11/2024 Session	1 Answered all my questions The young lady was very professional, caring, knowledgeable and provided a
07/11/2024 Nurses 2022-23	1 fantastic stressfree environment.
25/11/2024 Nurses 2022-23	1 I was treated really warmly with great empathy and supported throughout the
13/11/2024 2024 - Total Triage	1
21/11/2024 Session	1 Calvin was informative without being patronising
18/11/2024 Nurses 2022-23	1 As usual the nurse was friendly and efficient. I didn't have to wait too long.
14/11/2024 Nurses 2022-23	1 Very nice nurse, friendly and informative
18/11/2024 Nurses 2020/21	1 Kind helpful My past previous appointments with Claire L Bowmer have been an pleasure. She is really caring and understanding.
07/11/2024 2024 - Total Triage	1 Attentive and approachable.
01/11/2024 Nurses 2022-23	1
20/11/2024 2024 - Total Triage	1
26/11/2024 Nurses 2022-23	1
05/11/2024 Nurses 2022-23	1 Because I didn't have to wait very long. And both nurses that I saw Sarah for my blood test and the nurse I didn't catch her name for an asthma review. Kathleen

15/11/2024	2024 - Total Triage	1	The doctor I saw (Dr Leech?) was very understanding. I was not feeling at all well before / during my appointment and - after talking about my symptoms with me - he arranged for an ambulance to take me to A&E for further tests.
14/11/2024	Travel Clinic	1	The nurse was efficient and explained what she was doing and why. Also gave me information about various ways to access things for me to do.
21/11/2024	Nurses 2022-23	1	
20/11/2024	Nurses 2020/21	1	Seen quickly before appointment time as was early. Quick and efficient Thank you
27/11/2024	2024 - Total Triage	1	
20/11/2024	2024 - Total Triage	1	Very good doctor!
22/11/2024	FCP Clinic	1	My doctor was very professional but with a human touch .
08/11/2024	2024 - Total Triage	1	She is a doctor i would like to see anytime i need to see a doctor
14/11/2024	Nurses 2020/21	1	Friendly, informative & on time.
15/11/2024	Nurses 2022-23	1	The young lady who was training was really lovely and was polite. Very nice person.
15/11/2024	Nurses 2022-23	1	On time,very relaxing,with 2 lovely ladies!
06/11/2024	Nurses 2020/21	1	Very polite and professional I felt very happy with the level of professionalism, knowledge and help and advice I was given. The professional I saw was courteous, personable and easy to communicate with. He was great, and I left feeling that my issues were addressed,
04/11/2024	FCP Clinic	1	Very quick, friendly. Love the new facilities
12/11/2024	Nurses 2020/21	2	I had to wait for 35 minutes beyond my appointment time as the doctor had I was seen at reception straight away. I went and waited on on the first floor. Seen within five minutes. Injection was done. Out of surgery and on the bus with 15
05/11/2024	2023	2	All staff were friendly and helpful. Why is it always empty in surgery yet trying to get an appointment with a GP is so very hard. Even when you ring up.
20/11/2024	Nurses 2022-23	2	Health check up which is limited but what it offered was good
04/11/2024	Nurses 2022-23	2	
13/11/2024	Nurses 2020/21	2	
18/11/2024	2024 - Total Triage	2	
13/11/2024	Nurses 2022-23	2	See separate response.
18/11/2024	FCP Clinic	2	
22/11/2024	Nurses 2022-23	2	
18/11/2024	Nurses 2022-23	2	
27/11/2024	Nurses 2022-23	2	

21/11/2024 FCP Clinic	My appointment was good, however I was kept waiting for 15 minutes even though
08/11/2024 Nurses 2022-23	2 this was an early appointment, and I needed to get back to work
	2
	each time I have visited your surgery I have been treated with kind ness.it seems to
	be wll run.orderly.no long waiting.I have been satisfied with my appointments. by
05/11/2024 Nurses 2020/21	2 the Doctors,Nurses.which has been much appreciated with many thanks.Pauline.
	Helpful appointment, friendly doctor, but it had taken me half an hour to get
07/11/2024 2024 - Total Triage	2 through on phone, followed by a phone back and a 2 and a half week wait for an
	I did manage to see a doctor who attempted to help and looked at my past notes.
	The checkin screen directed me to the waiting room on the second floor, which was
21/11/2024 2024 - Total Triage	2 not the right waiting room.
18/11/2024 2024 - Total Triage	2 Good polite people and quick appointments if you can get them
27/11/2024 2024 - Total Triage	2
	The Nurse seemed kind and compassionate. She gave me the right information and
20/11/2024 Nurses 2022-23	2 tried to put me at ease.
07/11/2024 2024 - Total Triage	2 Appointment was fine, I didn?t feel rushed, was able to discuss the matter fully.
12/11/2024 2024 - Total Triage	2 The appointment was great getting an appointment was really difficult
25/11/2024 FCP Clinic	2 Understand my spine issues.
	doctor & receptionist were great, love the call back system so don?t have to stay
	on hold. Only issue was that I had to phone 10 times to get through & each time I
15/11/2024 2024 - Total Triage	2 had to listen to the same message from DR Jarvis before I could select option.
26/11/2024 Nurses 2020/21	2 Can be difficult to see the right person but once in the system good quality of care.
07/11/2024 2024 - Total Triage	2 Because I saw a very good behaviour from my doctor.
	Time lapse for the first time in your new building, in previous visits I have been seen
	at the time arranged
22/11/2024 Nurses 2022-23	2 Any idea what went wrong,
	The nurse was nice, but I would have liked a test for prostate cancer on my blood as
14/11/2024 Nurses 2022-23	2 I have a family history.
22/11/2024 2024 - Total Triage	2 Blood tests taken and follow up suggested after that. Felt I was being listened to.
	I arrived @ surgery few minutes b4 my appt. Then the nurse called me to take my
19/11/2024 Nurses 2020/21	2 blood test & blood pressure.

25/11/2024	2024 - Total Triage	2	I am profoundly deaf and communicating by phone through relay is a must for me . So so helpful and doctor was patient and understand and polite. A great service for deaf patients should be more about this service on doctors website . Thanks Attended to my big toe dressing and arranged appointments for further dressings in the next two weeks
14/11/2024	Nurses 2022-23	2	
07/11/2024	2024 - Total Triage	2	
12/11/2024	Nurses 2020/21	2	Short wait time. Pleasant and friendly nurse. Appointment for blood test easy but no information about follow-up or when to expect results of PSA 6 month test
04/11/2024	Nurses 2020/21	2	
29/11/2024	2024 - Total Triage	2	I got to see a doctor in person at last.
15/11/2024	2024 - Total Triage	2	
07/11/2024	2024 - Total Triage	2	
04/11/2024	MHP	2	
13/11/2024	Nurses 2022-23	2	
01/11/2024	2024 - Total Triage	2	Felt quite rushed. Didn't feel able to explain more of my symptoms.
27/11/2024	2024 - Total Triage	3	
07/11/2024	Nurses 2022-23	3	It was rather a long wait and the waiting room was noisy. The appointment itself was fine and efficient and the communication was very clear, but it did feel a little Not a very welcoming environment. Very hard to make an appointment even for a phone call from a doctor. Staff helpful on the premises. Surgery has now moved, not. easy for me to get to it. Thinking of changing surgery as we are moving further
01/11/2024	2024 - Total Triage	3	
04/11/2024	Nurses 2022-23	3	Taking of my blood was uncomfortable and I've been left with a large bruise
21/11/2024	2024 - Total Triage	3	Because I waited nearly an hour for my appointment
12/11/2024	2024 - Total Triage	4	Didn't really feel as though my issue was resolved When I booked I asked to see a doctor but was told a nurse practitioner would be able to do all checks and diagnostics. Turns out I was correct and now I need to see a doctor. Waste of my time and the nurse practitioners.
06/11/2024	2024 - Total Triage	4	
20/11/2024	2024 - Total Triage	4	I've got mental health issues, was told I'll be seeing a Doctor, and so far haven't
04/11/2024	Nurses 2022-23	4	
28/11/2024	2024 - Total Triage	4	Repeatedly asked to attend, but was home visit!! The person dealing with me was rude, kept telling me how busy she was, it made me feel like I shouldn't have been there even though I booked an appointment
14/11/2024	Nurses 2022-23	4	

All the staff were lovely, this is not their fault.

20/11/2024 Nurses 2022-23	5 I booked in for a smear as my online booking service would only give me this option. 5 I thought perhaps I was due one. I turned up only to be told there was no need for Because I was not even given a call back after waiting nearly four weeks for an appointment the reason. I could not get to doctors was bus broke down tired. To
19/11/2024 2024 - Total Triage	5 call but could not get though and seeing has I got heart failure and AF and bronchiec I am not satisfied with their service last time I had appointment they checked me and they didn't do anything I am facing problem that's why I booked my
01/11/2024 2024 - Total Triage	5 appointment but they didn't give any solution.
19/11/2024 2024 - Total Triage	5
06/11/2024 Nurses 2020/21	5 I arrived just after the appointment time, that was down to me. There was no one 5 available at reception and by the time there was the nurse had marked me as Did Stopped a long term medication, no referral for Bell's palsy made, no interest in
04/11/2024 2024 - Total Triage	5 mental health concerns, stage one complaint made.
18/11/2024 Nurses 2022-23	5 Had an appointment and forgot about me i ve been tryong to get heathcare for 5 years & im cancel cultured out if heathcare for being indigious , homeless , the wrong side of didital apart - tate , not in
20/11/2024 2024 - Total Triage	5 posseion of devices , electricity , internet , & the result is suicidal I am desperate. Fatigue and heart issues it is so hard to get an appointment and when I do I speak to a trainee no disrespect to her. I came to my app in hopes to get
25/11/2024 2024 - Total Triage	5 some help I didnt recieve it I recieved no examination and just apologetic response Because the automated sign in system doesn't work so my practitioner cancelled my appointment because they thought I hadn't shown up. I let someone at
25/11/2024 Nurses 2022-23	5 reception know that I was here as I asked which waiting area to sit in but they didn't Left waiting in the waiting room for over half an hour because the receptionist failed to check me in
25/11/2024 Nurses 2022-23	5 When I went back to the receptionists desk I was informed that I had been recorded 5 as a no show. The second receptionist seemed unconcerned. V poor!
11/11/2024 2024 - Total Triage	5 I have been referred to GP every time for my scalp problem. GP prescribes me the 5 medicine but its not working at all. I need to be referred to dermatologist please.