

Dates	Department	Rating	Response
20/12/2024	2024 - Total Triage	1	Lift was operative doctor was very kind and straight to the point . Didnt have to wait too long couldnt ask for any better service. 10 / 10.
09/12/2024	2024 - Total Triage	1	Text from GP telling me when to expect phone call, and call received within that timeframe. Dr Sikdar explained everything I needed to know clearly.
12/12/2024	MHP	1	Rebecca took due care to be supportive as per.She facilitated practical help in progressing through ADHD referral.Provided self management tools to regulate emotions and trauma.
16/12/2024	2024 - Total Triage	1	
09/12/2024	2024 - Total Triage	1	The Doctor/Clinician Tom Stonhouse
12/12/2024	Session	1	took his time to get through my concern. He was also very polite a apologetic of the used
10/12/2024	Nurses 2020/21	1	EVERY THING WENT RIGHT. BAZ
18/12/2024	2024 - Total Triage	1	Doctor was extremely helpful and listened to everything and made the decision to help straight away instead of wait & see which I was very grateful for .
09/12/2024	2024 - Total Triage	1	
30/12/2024	FCP Clinic	1	Paul was very clear on his explanations and help provided
05/12/2024	Nurses 2022-23	1	Friendly and efficient
16/12/2024	Nurses 2022-23	1	Both the secretary and the nurse were very helpful.
20/12/2024	Nurses 2022-23	1	Maddie was very efficient and friendly and I was in and out of the surgery within five mins.
12/12/2024	Nurses 2022-23	1	Excellent service, thank you
18/12/2024	2024 - Total Triage	1	I got an appointment the day after making a request, everyone at the practice was kind and helpful, the facilities were immaculate and I got a quick referral on to a specialist.
02/12/2024	MHP	1	I received a message telling me I didn't have to come to the surgery, and I had a phone call instead this went well and I received information on how to improve my sleep patterns
18/12/2024	2024 - Total Triage	1	Helpful broad information. Understanding. Quick, no waiting time. Very helpful reception too when I had to call to get prescription changed to suit pharmacy stock.
18/12/2024	2024 - Total Triage	1	When I arrived, I was able to register my arrival, and get to a very nice clean waiting room, before seeing the Dr. I felt safe, calm and welcomed, considering I don't really like bothering Dr's with my problems.

19/12/2024 2024 - Total Triage	1 Prompt professional treatment with holistic approach
20/12/2024 2024 - Total Triage	1 The dr i saw made me feel like she genuinely cared about helping me with various issues Appointment was prompt the dr was knowledgable , listerned and I felt that she knew
12/12/2024 2024 - Total Triage	1 what she was talking about
05/12/2024 Nurses 2022-23	1 Pleasant surroundings, didn?t have to wait too long. Helpful Dr.
19/12/2024 FCP Clinic	1 Easy to make an appointment and on time to be seen Saw the doctor the same day I rang
17/12/2024 2024 - Total Triage	1 Good consultation
	Dr Sikdar, was very clear about his explanation of his thoughts of what I might have, and
05/12/2024 2024 - Total Triage	1 reffered me straight away. Other problems I have we came to an agreement about.
18/12/2024 2024 - Total Triage	1
18/12/2024 2024 - Total Triage	1
13/12/2024 Nurses 2022-23	1 It was quick, smooth, staff very pleasant and helpful.
03/12/2024 Nurses 2022-23	1 The problem got sorted
16/12/2024 2024 - Total Triage	1 I called in the morning and saw a doctor in the afternoon
16/12/2024 2024 - Total Triage	1 Excellent junior doctor
24/12/2024 2024 - Total Triage	1
11/12/2024 2024 - Total Triage	1 All parts of my visit were of the highest standard could not have been better. Was able to make an appointment to get my vitamin b12 injection and was seen very
27/12/2024 Nurses 2022-23	1 promptly and the nurse was very efficient
19/12/2024 Travel Clinic	1 Because I felt very relaxed As Holly was really nice.
23/12/2024 Nurses 2022-23	1 I was seen quickly
02/12/2024 2024 - Total Triage	1 Very easy online system. Response was quick and mostly efficient.
19/12/2024 2024 - Total Triage	1
18/12/2024 Nurses 2020/21	1 Promt efficient
13/12/2024 2024 - Total Triage	1 Everyone efficient and friendly.
19/12/2024 2024 - Total Triage	1 Because I got sorted out with my problem
13/12/2024 Nurses 2022-23	1 Appointment was on time. Lady who did blood test was very nice.
19/12/2024 Nurses 2022-23	1 Nurse lovely & answered a few queries for me as well.
06/12/2024 Nurses 2020/21	1 On time, professional and friendly.

09/12/2024 2024 - Total Triage	Dr Jarvis was amazing, very caring, very understanding and very professional. I felt calm
30/12/2024 2024 - Total Triage	1 and most importantly I felt heard! Thank you so so much.
	1 Very informativ of things i e I Was told a lot of things I didn't know thanks
	Our practice nurse is wonderfully helpful and reassuring, finding out about allergies and what we needed for our travels. Excellent manner and understanding ? can't praise her
18/12/2024 Travel Clinic	1 enough ? ?
	Very quick call back from Dr ,quick wait time on the phone reception very friendly and
11/12/2024 2024 - Total Triage	1 helpful
18/12/2024 2024 - Total Triage	1 Very thorough new doctor. Dr Stonehouse. Thank you.
17/12/2024 2024 - Total Triage	1 The doctor listened to my concerns and I thought she was very thorough
23/12/2024 2024 - Total Triage	1 Lovely dr. Took time to listen and understood what I needed and why. Thank you.
19/12/2024 Nurses 2022-23	1 Helpful and informative staff
	I was seen very quickly. I felt I was listened to and had everything explained to me and
31/12/2024 2024 - Total Triage	1 questions answered thoroughly
20/12/2024 Nurses 2022-23	1 I was seen on time and my blood was taken very good and I was out very fast
16/12/2024 Nurses 2022-23	1 The nurse I saw was really lovely and caring. Very easy to talk to.
03/12/2024 2024 - Total Triage	1
02/12/2024 2024 - Total Triage	1 Doctor Jarvis was so understanding, thorough, passionate and informative.
03/12/2024 Nurses 2022-23	1 Good communication from Nurse
	Seen for an annual review by Bethany that went very smoothly. Procedures explained
17/12/2024 Nurses 2020/21	1 and how to view the results.
	Dr Faircloth listened and put me at ease. She also conducted an intimate examination in a sensitive and professional manner that minimised any discomfort or embarrassment
19/12/2024 2024 - Total Triage	1 on my part.
	Dr Fairclough is an excellent GP. She is professional, precise, a good communicator and
02/12/2024 2024 - Total Triage	1 treats me with respect. Please thank her for her help.
12/12/2024 2024 - Total Triage	1 Dr was very good
09/12/2024 Nurses 2022-23	1 Appointment on time all went very well no problems
	Nurse-Charlotte was absolutely Amazing! I will definitely be requesting to see her again!
02/12/2024 Nurses 2022-23	1 I've never felt as comfortable with a doctor/nurse as I did today! Thank you Charlotte
20/12/2024 Nurses 2022-23	1 Nice people down the surgery and seen on tme
30/12/2024 2024 - Total Triage	1 Quick to get an appointment, doctor really helpful, informative, friendly and honest

23/12/2024 Nurses 2022-23	1 Friendly and helpful Your practice- as a whole -made a pleasure out of what could easily have been a chore.
04/12/2024 2024 - Total Triage	1 Impressive all round. I was so pleased to get an in person appointment as I was concerned about my chest and wanted to have it listened to. I was seen very promptly and felt reassured. I also really
27/12/2024 2024 - Total Triage	1 like the call-back system
04/12/2024 2024 - Total Triage	1 Got a very quick appointment doctor was thorough and calm
02/12/2024 Nurses 2020/21	1 Because you asked me to. Matt has been so helpful . With his knowledge and help with exercises and tips of how to use but also protect my shoulder , my recovery has accelerated and when I see my
17/12/2024 FCP Clinic	1 consultant I think he will also be impressed with my progress. Thank you
19/12/2024 2024 - Total Triage	1 He was a really nice person and was kind and helpful Very quick response to online request and by 10 o'clock spoken to dr and prescription
12/12/2024 2024 - Total Triage	1 sent Dr Faircloth is excellent. Always does what she says she will. Sends follow up appoints
16/12/2024 2024 - Total Triage	1 etc. makes my very anxious daughter feel comfortable.
17/12/2024 Nurses 2020/21	1 Promptly seen and didn't feel ANYTHING when blood was taken. Perfect! I love the new system St Peter's health have put in place, it's made such a huge difference to my experience as a patient and I finally feel like I'm fully accessing benefits
09/12/2024 2024 - Total Triage	1 of the NHS. Very happy
09/12/2024 Nurses 2022-23	1 Very nice nurse who took bloods & blood pressure efficiently. Medical centre called me back promptly and got to see doctor same day who was very
31/12/2024 2024 - Total Triage	1 professional and friendly
23/12/2024 2024 - Total Triage	1 I have been treated very good and kindly helpful.
11/12/2024 Nurses 2022-23	1 Friendly, professional and efficient service, thank you.
12/12/2024 Nurses 2022-23	1 Dr Cottam explained everything very clearly Has made me appointments followed up blood test results and has been very supportive. It makes areal difference being able to
16/12/2024 2024 - Total Triage	1 see the same person throughout the diagnosis. Allows a relationship to be built
18/12/2024 Nurses 2020/21	1 Because it was The Dr listened and I didn't feel hurried. She helpfully explained options of treatment for
13/12/2024 2024 - Total Triage	1 me to consider. It was a very helpful consultation.

05/12/2024 2024 - Total Triage	1 Very easy form to fill in and very quick response
27/12/2024 2024 - Total Triage	1 Felt look after proper x
02/12/2024 MHP	1 Staff at reception are lovely and helpful. Nurse Charlotte absolutely brilliant. Had best experience of a smear and wasn't expecting that at my age. And taking blood was so
02/12/2024 Nurses 2022-23	1 easy. Charlotte explained everything so well and was extremely empowering. Not sure if this is for Xavier or Sarah but both appointments were v professional, understanding and kind. Especially with my poor mental state, their empathy was much
04/12/2024 2024 - Total Triage	1 appreciated thank you
02/12/2024 FCP Clinic	1 Solution to my ankle problem thank you
03/12/2024 Nurses 2022-23	1 I felt comfortable and listened too Dr Cottam was very thorough and listened to my concerns and reassured me as well as
18/12/2024 2024 - Total Triage	1 referring me to the dermatology dept via cancer pathway. She was very kind and helpful.
27/12/2024 Nurses 2022-23	1 Very polite and professional thanks
10/12/2024 Nurses 2020/21	1 It was a simple appointment for a flu jab. All went quickly and smoothly. Thanks As it was Christmas Eve it was quiet and no queue. Doctor Moonga was very efficient
24/12/2024 2024 - Total Triage	1 and reassuring.
03/12/2024 Nurses 2022-23	1 Because the nurse was very kind
19/12/2024 2024 - Total Triage	1 Professional from the start to end of consultation
04/12/2024 Nurses 2022-23	1
09/12/2024 2024 - Total Triage	1 Friendly staff, clear communication. Also, you resolved my problem.
16/12/2024 Nurses 2022-23	1 Lovely people at the reception and the nurse was on time so I didn't have to wait much. Very friendly nurse who sorted out my problem with my prescription. Also took blood
03/12/2024 Nurses 2020/21	1 painlessly. She had a lovely attitude
30/12/2024 Nurses 2022-23	1 Staff were approachable and very helpful
20/12/2024 Nurses 2022-23	1 The nurse was very polite and made me feel comfortable I felt that the GP listened carefully and I was really grateful that he called back, as I was
30/12/2024 2024 - Total Triage	1 feeling very worried. The nurse was very polite and friendly. Also very professional and made me feel at ease.
09/12/2024 Nurses 2022-23	1 A good experience ?
04/12/2024 Nurses 2020/21	1 On time friendly reception

13/12/2024 2024 - Total Triage	1 Seen on time. Dealt with in a professional and friendly manner
23/12/2024 Nurses 2020/21	1 As always, I was seen promptly and the nurse was her usual friendly and efficient self.
19/12/2024 Nurses 2022-23	1
13/12/2024 Nurses 2022-23	1 Very Good Service lady who took Blood was very good Given time and space to accommodate child w additional needs. Sarah was v kind and
04/12/2024 Nurses 2022-23	1 sensitive to Joe. The waiting time was very short, in fact about 1 minute! The clinic looks amazing (first time there since opening). I just wish it was easier to make an appointment with a dr.
04/12/2024 Nurses 2020/21	1 The nurse who did my smear test was very nice though.
27/12/2024 Nurses 2020/21	1
19/12/2024 Nurses 2020/21	1
12/12/2024 2024 - Total Triage	1 On time and very helpful
09/12/2024 2024 - Total Triage	1 you it straight.
17/12/2024 2024 - Total Triage	1 Quick response and treatment offered
23/12/2024 2024 - Total Triage	1 Doctor was very good efficient and friendly
24/12/2024 2024 - Total Triage	1
02/12/2024 Nurses 2022-23	1 Dr Stonehouse and Matt the Pysiotherapist and the receptionist who I spoke to twice yesterday (the 16th Dec) were great. All showed real concern. I felt that they really
17/12/2024 FCP Clinic	1 cared. Thank you very much. Merry Christmas.
31/12/2024 MHP	1 Very good doctor and service I received All areas covered today quickly and efficiently. Good time, care and listening was offered and solution implemented by Lewis on reception and the nurse I saw today who took
09/12/2024 Nurses 2022-23	1 time. I really felt like the GP gave me the time and space and listened to my concerns and showed empathy. I left with a plan, a prescription but more than that I left feeling
05/12/2024 2024 - Total Triage	1 positive about the experience and much less stressed than before.
20/12/2024 Nurses 2022-23	1
17/12/2024 2024 - Total Triage	1
31/12/2024 Nurses 2022-23	1 Was fast and friendly.... and not difficult in any way
27/12/2024 2024 - Total Triage	1 On time, friendly caring Dr

19/12/2024 Nurses 2022-23	All good though had to wait in queue at reception to find out where to be,as both
12/12/2024 2024 - Total Triage	1 receptionists occupied with long queries.
20/12/2024 Nurses 2020/21	1 Examined and thorough questioning. Good do far
05/12/2024 Nurses 2022-23	1 Very nice and efficient
18/12/2024 Nurses 2020/21	1 Disappointingly, she did not have the list of bloods required (as booked by Lois in the
06/12/2024 Nurses 2022-23	1 Good
23/12/2024 2024 - Total Triage	Nice new premises
19/12/2024 2024 - Total Triage	1 Friendly and efficient staff
11/12/2024 Nurses 2022-23	The new plan of faster access of information and appointments for cancer sufferers
20/12/2024 Nurses 2022-23	1 works very well for me.
30/12/2024 Nurses 2022-23	1 Everything was good thank you
19/12/2024 2024 - Total Triage	1 I had to wait a few minutes is all and the nurse was great.
10/12/2024 Nurses 2022-23	all carried out in timely fashion, reassuring, friendly and with attention to personal and p
06/12/2024 Nurses 2022-23	1 professional detail. most appreciated.
12/12/2024 2024 - Total Triage	1 Was seen on time and dealt with appropriately
30/12/2024 Nurses 2022-23	Because the doctor sounded very concerned about my health condition , which at the
13/12/2024 Nurses 2022-23	moment is bad , I've experienced that some doctors at other surgery?s hardly listen to
24/12/2024 Nurses 2020/21	1 there patients , cause they just do there job for the money , not in there heart
10/12/2024 Nurses 2022-23	It was my first time at the practice and the nurse I saw was professional and friendly and
06/12/2024 Nurses 2022-23	1 made me feel at ease and comfortable
12/12/2024 2024 - Total Triage	1 A prompt appointment
30/12/2024 Nurses 2022-23	1 Excellent support from Dr Buchanan. Thank you.
13/12/2024 Nurses 2022-23	1
24/12/2024 Nurses 2020/21	1 Swift service and very polite
10/12/2024 2024 - Total Triage	The doctor I spoke was absolutely lovely, she explained to me in detail what was
06/12/2024 Nurses 2020/21	happening and told me excatly what I need to heal. I left feeling comforted by the
	1 knowledge that I had been cared for and knew now how to better handle this issue :D

18/12/2024 2024 - Total Triage	The new building is great, the nurse was super friendly, fast and profession, I felt very
17/12/2024 Nurses 2022-23	1 comfortable and was in and out in no time. 1 I am happy with everything.
13/12/2024 FCP Clinic	Had to wait a long time for the availability for the appointment but on the day I didn't
13/12/2024 2024 - Total Triage	1 have to wait long, physio was great and didn't feel rushed in the appointment
17/12/2024 2023	1 Compassionate and friendly nurse 1
06/12/2024 FCP Clinic	I gave this answer because Dr Paul was a good Doctor to get a long with, and gave me
19/12/2024 Nurses 2022-23	1 good advise about stretching exercises
13/12/2024 2024 - Total Triage	1 Lovely new building and got to meet the lovely doctor zora
13/12/2024 Nurses 2022-23	1 Excellent care and communication, kind manner
02/12/2024 2024 - Total Triage	1 Friendly and helpful and reassuring 1
05/12/2024 Nurses 2020/21	1 The nurse is so kind and caring, the reception staff are lovely
20/12/2024 Nurses 2022-23	1 Nurse was patient, very kind and helpful in measuring my stocking.
02/12/2024 2024 - Total Triage	1 Lots of time and reassurance always given when needed.
13/12/2024 Nurses 2022-23	1 Rihanna was delightful and super efficient The person I saw for my smear was really friendly and knowledgeable and made me feel
09/12/2024 Nurses 2022-23	1 comfortable Appointment was on time the doctor was great put me as ease from the start also took
18/12/2024 Nurses 2020/21	1 my blood test was very happy with my experience or very professional and fast
19/12/2024 2024 - Total Triage	1 The diagnosis was taken into consideration and further investigation to follow . Very
19/12/2024 Travel Clinic	1 Friendly, efficient and answered all my questions. I had a blood test appointment. The staff were friendly from reception to the
06/12/2024 Nurses 2022-23	1 phlebotomist that took my blood. They were quick and efficient. Explaining everything
09/12/2024 2024 - Total Triage	1 Same day appointment. Seen on time. Friendly consultation.
05/12/2024 2023	1 Eileen is nice & understanding & does a good job I attended for a RSV vaccination with Rebecca Pennefather. I was seen exactly at the
06/12/2024 Nurses 2020/21	1 time of the pre-arranged appointment.
10/12/2024 Nurses 2020/21	1 Quick and efficient.

04/12/2024 2024 - Total Triage	You provided a face to face appointment on the day that I phoned when I needed reassurance about my knee infection. The appointment was prompt and the GP patiently
12/12/2024 2023	1 listen ed to my concerns and reassured me. So all in all very good.
12/12/2024 Travel Clinic	1 Lovely nurse My appointment with Holly in the travel clinic was excellent. She is approachable,
03/12/2024 Nurses 2022-23	1 knowledgeable and helpful. Couldn?t have been better.
30/12/2024 Nurses 2022-23	Receptionist very helpful. Nurse on time for appointment for RSV and every thing went
30/12/2024 2024 - Total Triage	1 fine
04/12/2024 Travel Clinic	1 Very efficient caring service Everything was in a very professional way, from receptionist when I was making an
23/12/2024 Nurses 2022-23	1 appointment, until I've had an appointment with doctor. Thank you.
02/12/2024 Nurses 2022-23	1 Many thanks for your time. Over the last couple of months the care for my broken toe
04/12/2024 Nurses 2020/21	1 and split nail has been exemplary.
09/12/2024 Nurses 2022-23	1 Easy to organise all on time. Professional
16/12/2024 2024 - Total Triage	Nice greeting in reception and by nurse. Was seen at time of appointment and over
17/12/2024 Nurses 2022-23	1 quickly
17/12/2024 Nurses 2022-23	1 Very efficient and timely service and the staff in reception were friendly
18/12/2024 2024 - Total Triage	1 Very informative The nurse Charlotte was very welcoming and efficient, I'm very anxious about injections
09/12/2024 2024 - Total Triage	1 but she made it as easy as possible.
12/12/2024 2024 - Total Triage	The dr listened to the issues we were having, gave evidence for treatments and was such
19/12/2024 2024 - Total Triage	1 a reassuring person. I feel my son was really well cared for
13/12/2024 Nurses 2020/21	Dr Xavier was thorough & addressed my questions & concerns in a professional & kind
31/12/2024 2024 - Total Triage	1 way. I felt relieved on leaving the surgery as opposed to the anxiety I felt when I arrived.
16/12/2024 FCP Clinic	Very good and quick response and listened what we said needed and asked for. Thank
	1 you.
	1
	1 Pragmatic and kind questioning and diagnosis. Sense of humour and efficiency
	1 Very friendly and timely
	1 My appointment was with Rebecca, she was very helpful and caring.
	1

05/12/2024	2024 - Total Triage	1	Excellent attention - all good. Felt to listen to and understood..
06/12/2024	Nurses 2020/21	1	Appointment with the nurse was on time and she was lovely
03/12/2024	Nurses 2020/21	1	Because every thing went smoothly on time appointment lovely nurse
10/12/2024	MHP	1	Received support and empathy, Rebecca is like a port in a storm.
11/12/2024	Nurses 2022-23	1	
18/12/2024	2024 - Total Triage	1	Warm instructive sensitive
19/12/2024	Nurses 2022-23	1	Quick also informative nurse me
12/12/2024	2024 - Total Triage	1	Very smooth appointment with the nurse. She was very friendly and professional. The receptionists were also very helpful.
02/12/2024	Nurses 2022-23	1	Easiest smear ever, thanks
27/12/2024	Nurses 2020/21	1	I spoke with Dr Rebecca nicolls, and as I have type 2 Diabetes she said how it is, and now I have to change my Diet and really step up a good talk.
06/12/2024	2024 - Total Triage	1	Just a good professional standard of care.
20/12/2024	2024 - Total Triage	1	Great there is a physiotherapist at the surgery. He was very attentive and knowledgeable and able to provide useful information with regards to both diagnosis and treatment. Paul listened when I explained the development of my injury. Discussed the progress and how to continue making progress. Suggested a new set of exercises, will refer me to a physio program which I think will be very helpful. Positive outlook.
12/12/2024	FCP Clinic	1	Dr Jarvis is unfailingly kind and considerate. Arrived early and was called within minutes no waiting around super quick professional service The doctor was great, very thorough and good at explaining things! Made me feel very comfortable the whole appointment, answered all questions and made me feel less nervous about my issue. Lovely experience overall :)
20/12/2024	FCP Clinic	1	The doctor/nurse who took my blood was amazing and made me feel so comfortable
24/12/2024	2024 - Total Triage	1	Efficient check in, appointment was in time and I felt listened to with clear evaluation and advice given.
16/12/2024	Nurses 2022-23	1	Very good
11/12/2024	2024 - Total Triage	1	
23/12/2024	Nurses 2022-23	1	
11/12/2024	Nurses 2022-23	1	
18/12/2024	2024 - Total Triage	1	
17/12/2024	Nurses 2020/21	1	

24/12/2024 Nurses 2020/21	1 I had Beth dress my leg and she got dr Jarvis both were so helpful
23/12/2024 Nurses 2022-23	1 Maddie was lovely
17/12/2024 2024 - Total Triage	1 Caroline was great! Very helpful.
31/12/2024 MHP	1 Satisfied and listened to me
20/12/2024 Nurses 2022-23	1 Seen on time and lovely nurse
24/12/2024 2024 - Total Triage	1 All easy, freindly, clean and a nice, spacious place to wait with a view Dr was very responsive to my concerns and ailments. I found them very attentive and thinking outside of just medically derived interventions. Also clearly asked for my 1 permission to talk about a couple of my concerns with professional colleagues.
10/12/2024 TNBI	1 The doctor knew what my problem was and prescribed something useful.
05/12/2024 2024 - Total Triage	1 She?s was doing a really great job
04/12/2024 Travel Clinic	1 Your team always a deliver a fantastic service with a smile.
20/12/2024 2024 - Total Triage	1 Nurse was very good and very helpful thank you I rang up in the morning and was given an appointment for the afternoon. The 1 consultation was thorough. Thank you
12/12/2024 Nurses 2022-23	1 On time, convenient, reassuring The practice has really stepped up recently! It's great to be able to send a message and get a call within a day to make an appropriate appointment ie Dr ect. Both of my issues 1 were dealt with, referrals made. I need GPS support due to mental health
31/12/2024 2024 - Total Triage	1 The appointment was on time and the nurse was very efficient in her work
17/12/2024 2024 - Total Triage	
09/12/2024 FCP Clinic	
19/12/2024 Nurses 2020/21	
05/12/2024 Nurses 2020/21	1 Appointment was actually on time, everything was explained properly, nurse very polite
19/12/2024 Nurses 2022-23	1 Quick and efficient
19/12/2024 2024 - Total Triage	1 Good reception area. I came away reassured and felt that we covered everything I needed to
04/12/2024 2024 - Total Triage	1 I was treated with dignity and respect by every member of the practice
12/12/2024 2024 - Total Triage	1
17/12/2024 Nurses 2022-23	1 Very helpful
20/12/2024 Nurses 2022-23	2 I liked the e-consult seemed to make it smootner and easier than trying to call in my only 2 concern is those without a electronic device unable to use this method will struggle to
30/12/2024 2024 - Total Triage	2
30/12/2024 Nurses 2022-23	2
20/12/2024 2024 - Total Triage	2 Good but could have been a phone call. Was in the room for 2 mins
18/12/2024 2024 - Total Triage	2 Doctor was very helpful thank you

27/12/2024 2024 - Total Triage	2 Nice Dr listened examined me and confirmed inner ear probably my balance problem.
	I have had acute pain in my knee for nearly 4 weeks. I was referred to a physio. The physio was both helpful and understanding. They provided me with exercises. The
16/12/2024 FCP Clinic	2 person was unable to prescribe topical analgesia cream this was referred to on call GP
13/12/2024 2024 - Total Triage	2 Didn't have to wait long. Clinician was knowledgeable and polite.
	The appointment was good and very professional, but was rush no enough time for
20/12/2024 2024 - Total Triage	2 patients
	Quite a quick appointment. a week
04/12/2024 2024 - Total Triage	2 Nurse practitioner professional, efficient but compassionate.
05/12/2024 Nurses 2022-23	2 There was c 20 mins delay
05/12/2024 Travel Clinic	2
18/12/2024 2024 - Total Triage	2 Dr gave good explanation and prescribed another medication for my condition
	I had a telephone appointment with Paul and he gave me reassuring news regarding my xray and is now deferring me for physio which will be a long wait but hopefully will result
13/12/2024 FCP Clinic	2 in a good result.
23/12/2024 2024 - Total Triage	2 Felt that I was listened to but not given options of what outcomes there could be
20/12/2024 Nurses 2022-23	2 Friendly receptionist
19/12/2024 Nurses 2020/21	2 she has done her job nicely
12/12/2024 2024 - Total Triage	2
09/12/2024 Nurses 2020/21	2 Only one person at reception most of the time
12/12/2024 Nurses 2022-23	2 Helpful review and all the questions I asked answered.
04/12/2024 2024 - Total Triage	2 The staff were very helpful the doctor was very good and very helpful thank you
	Phone dead on 9 15 people in front how's that work phone before phones off would like more checks on my heart as blood pressure high could do with more blood test to know
09/12/2024 2024 - Total Triage	2 how I'm doing I'm at work done 4 days diary then next opointment is in January
31/12/2024 Nurses 2022-23	2 Friendly practitioner but was 10 minutes behind
17/12/2024 2024 - Total Triage	2
	ent access, routine blood extraction no problems
19/12/2024 Nurses 2022-23	2 Had a chance to provide a brief description of nerve root compression history, Expressed

19/12/2024 Travel Clinic	Very informative but I thought I was going to get my vaccinations not a consultation on vaccinations of which I had to pay for of which I was never told and wouldn't of wasted
13/12/2024 Nurses 2020/21	2 the doctors time as I could have got all I was told via the Internet 2
12/12/2024 Nurses 2022-23	The appointment was for 8.30 to take my blood pressure and do a blood test.
09/12/2024 Nurses 2020/21	2 Unfortunately I could not come into the practice until 8.30 and went straight in to get a 2 blood pressure check that was unrepresentative 3 Reception
13/12/2024 2024 - Total Triage	3 Because I was feeling really unwell and was made to wait 30 minutes after my 3 appointment slot
27/12/2024 2024 - Total Triage	3 Very hard to communicate with surgery 3 No one in. Waited ages. Tried to get drs appointment impossible. . Even though I?ve had an amputation and been trying to get through for three days. As I felt infection ,
12/12/2024 Nurses 2022-23	3 reception talks like you?re deaf. Went outside and cried 3 It is the second time that the waiting time to see the doctor run over the appointment,
16/12/2024 2024 - Total Triage	3 the first time we waited an hour and today it was thirty two minutes 3 The doctor was very unwelcoming and rude she kept interrupting me and taking to me in a patronising and disrespectful way. Not happy at all you go to the doctors if you?re
19/12/2024 2024 - Total Triage	5 unwell looking for an outcome not to be made to feel worse.
09/12/2024 2024 - Total Triage	5 They didnt call me for my appointment at all 5 I walked to my apt and on check in was told my apt was changed from one of the reg female gp I k ow to a locum male gp. I was here to talk about sexual abuse and mental
04/12/2024 2024 - Total Triage	5 health. It wasn?t appropriate to change without consent.
05/12/2024 Nurses 2022-23	6 Appointment was cancelled 6 SPHC asks endlessly for feedback but treats patients w relevant expertise who feedback to HELP with v serious problems as being hostile & difficult even when pts *&* more
16/12/2024 2024 - Total Triage	6 importantly staff *are* coming to harm. Patient gratitude is dirty 4 SPHC.