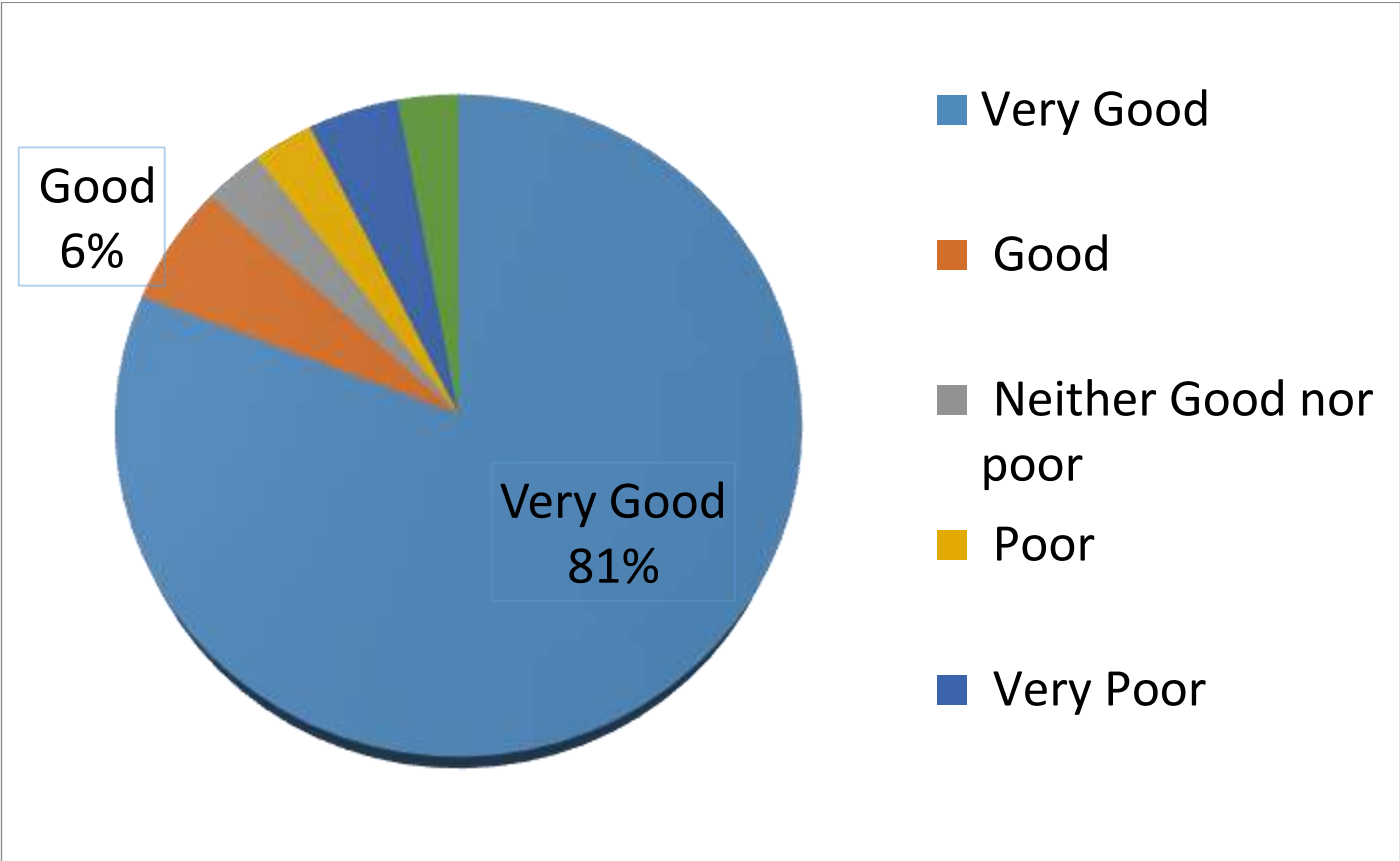
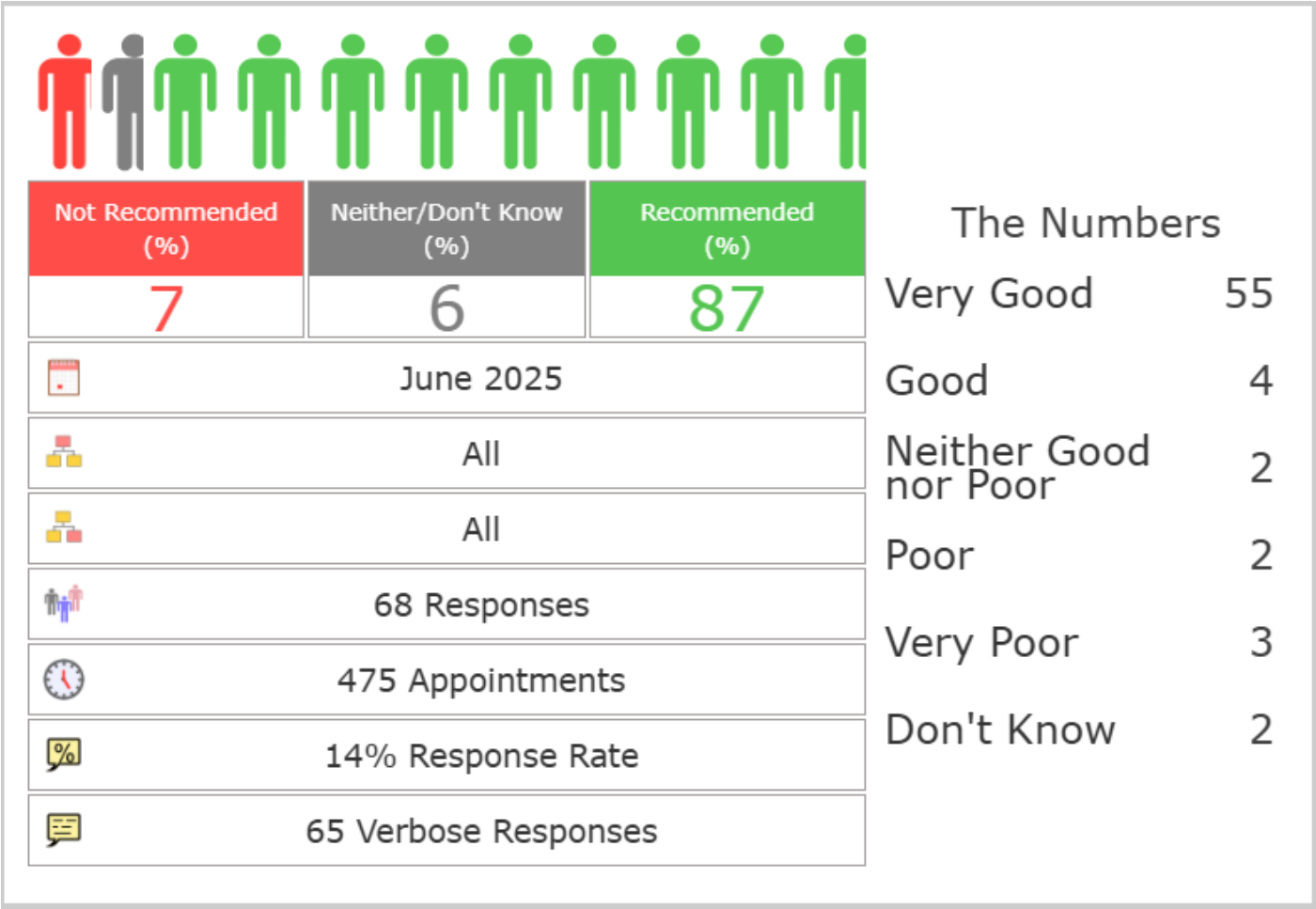


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from JUNE 2025



Department	Response
GP Clinical Session	Friendly and efficient.
GP Clinical Session	I cancelled this morning as too ill to attend
GP Clinical Session	Very good
Phlebotomy	Staff were very helpful.
GP Clinical Session	Very understanding and extremely helpful.
Phlebotomy	Came in for a blood sample and Rebecca was successful in getting a vile. So something that hasn't happened for at least the last 6 occasions. Please convey my thanks to her.
Pharmacist	I spoke with the pharmacist I always speak he's always pleasant and very professional. He helps me if my meds are not helping he always advises me what to do.
GP Clinical Session	Dr. Hashmy was very kind and patient and explained everythin.
GP Clinical Session	Dr Hashmi amazing as always . Kind & caring .
Phlebotomy	very good service, fast, efficient and very friendly
Phlebotomy	All
Phlebotomy	This surgery from reception to nurses to drs are polite, empathetic and intelligent and i am always impressed. Thanks for being amazing
GP Clinical Session	Staff
GP Clinical Session	Very nice Doctor!
GP Clinical Session	I felt listened to and was given some good advice and time.
Health Care Assistant Clinic	the nurse was very good and helpful
Health Care Assistant Clinic	The service was polite and efficient.
Mental Health	Everything was perfect
GP Clinical Session	The doctor listened and gave advice which was thoughtful and addressed my concerns. She followed up in due course with another phone call and overall was very helpful.
GP Clinical Session	The reception unprofessional lady very rude and no helpful, she even handup my phone when I was talking with her.
GP Clinical Session	So disappointing have this NHS service and they have this uphelpfu staff working there
GP Clinical Session	Excellent doctor
Phlebotomy	Efficient - was seen at the precise time of my appointment with no waiting and was in and out in ten minutes.
GP Clinical Session	Hard to book an appiontment
Nurse Clinic	Polite receptionists and very efficient nurse made the whole experience welcoming.
Pharmacist	Very polite and helpful
Phlebotomy	a polite andexperianced nurse, All are xcellent receptionists
Mental Health	The GP doctor Ms Sabina, she did her best to carefully and patiently lestining me. I appreciate Dr. Sabina.
GP Clinical Session	Very quiky and profesional response by dr Vilath. Thank you
Phlebotomy	Very efficient and clear advice
GP Clinical Session	Staffs and doctors are very respectful and helpful
GP Clinical Session	On time fitted in late and helpful
Nurse Clinic	Thoughtful nurse. Explained and listened to queries
GP Clinical Session	On 17th June, I had rung 111 then the surgery. Sirpa was friendly and professional. She listened to what I had to say and arranged an appointment that afternoon with Dr Kan.  Dr Kan was reassuring regarding post op bruising on my abdomen.

Phlebotomy	Because of the staff and medics
Phlebotomy	My opponent on time and all the stuff supports me
GP Clinical Session	GP was very helpful and quickly organised blood test and treatment as well as referral letter.
Phlebotomy	The nurse was very good
GP Clinical Session	The practitioner was very professional and kind/ warm
Pharmacist	Great effective service
GP Clinical Session	Prompt appointment, satisfactory consultation
GP Clinical Session	Lovely doctor very efficient and receptionist very good as always thank you
GP Clinical Session	The reception staff and the Doctor were very friendly, professional and welcoming.
GP Clinical Session	I was incorrectly triaged. I originally asked to see a doctor I had previously seen, however I was triaged to a new doctor. Therefore no solution for me needs and I have had to book a new appointment. Please read requests before booking appointment
GP Clinical Session	Professional people work in the I loved
Nurse Clinic	The doctor was very friendly and helpful
GP Clinical Session	Smooth process and easy appointment booking process.
Pharmacist	Obinna explains everything clearly and is most polite and courteous
Phlebotomy	
GP Clinical Session	Issue not resolved yet
Nurse Clinic	Helen the nurse is amazing
Pharmacist	Took me 3 call backs for you to speak to me , after I was contacted by you in 1st place
GP Clinical Session	It is clear more education/training on how to support patients experiencing perimenopause would be beneficial.
Phlebotomy	Friendly quick and efficient
Nurse Clinic	The Nurse explained everything that was to happen before, during and after. I felt well cared for. She was a true professional.
GP Clinical Session	
GP Clinical Session	Dr Kan is very kind and helpful.
GP Clinical Session	You never called me
GP Clinical Session	Because you did asked
GP Clinical Session	the people there is very kind and understanding thank you
Phlebotomy	Everyone very helpful trying to resolve my tight schedule. Appointments on time and efficiently handled.
GP Clinical Session	Based on Dr Kans excellent care, al always thorough and genuinely cares.
Phlebotomy	Front reception staff and nurse both really friendly and efficient.
GP Clinical Session	I feel very lucky to be with this surgery. They really look after you personally - you're not just a number.
GP Clinical Session	
Pharmacist	Got the call at the appointed time. All my questions were resolved
Phlebotomy	It could not have been better. No waiting, a very good and kind nurse, a completely painless and efficient bloodtest Thank you!.
Nurse Clinic	Because the people at the surgery are very nice and helpful
GP Clinical Session	I've already emailed a complaint due to the illegal discrimination we've experienced today.