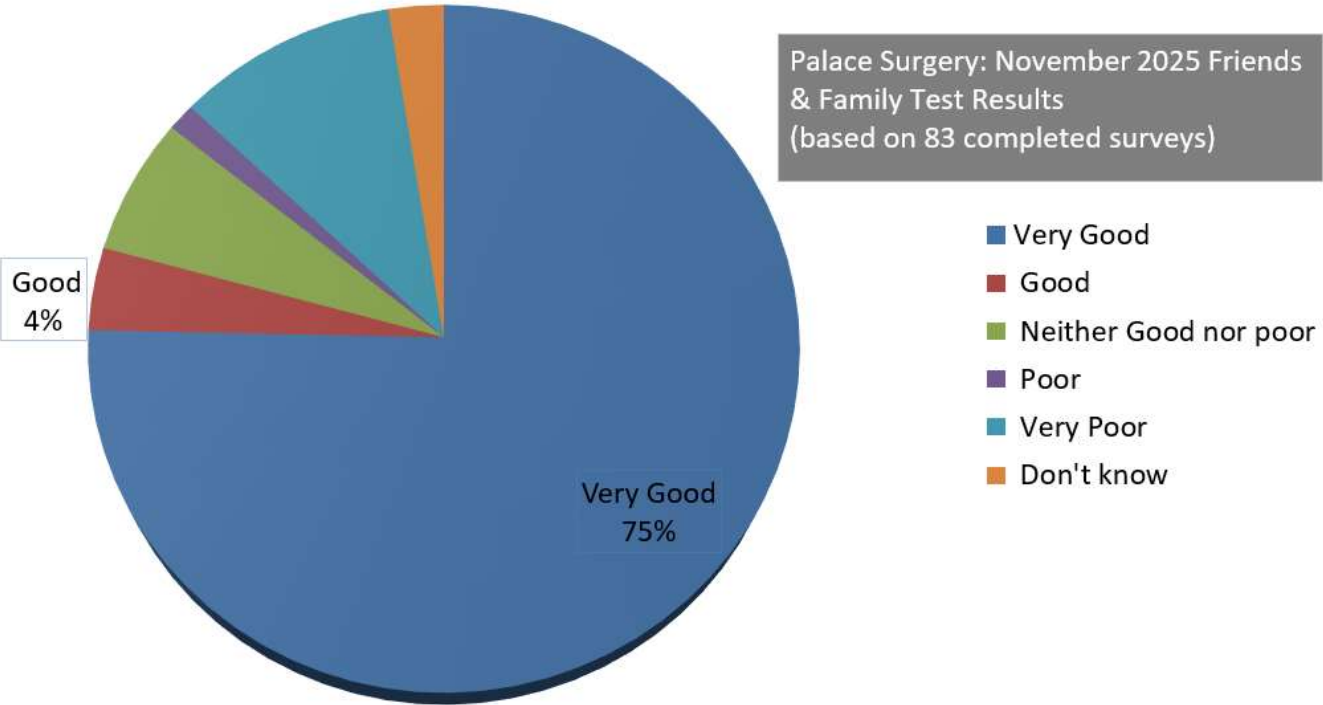
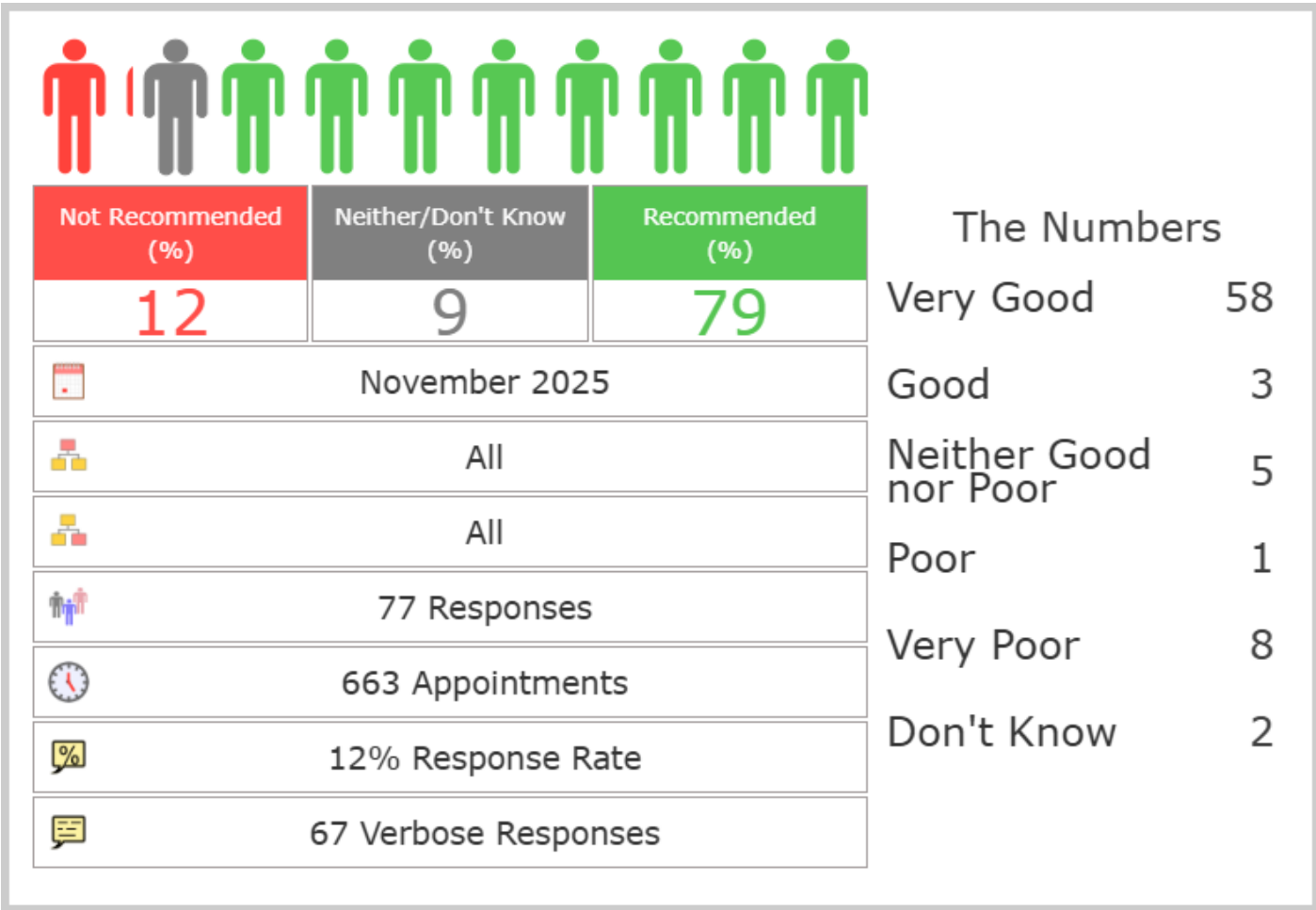


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from November 2025



Department	Response
GP Clinical Session	Best Dr I've seen in a long time
	When?
Phlebotomy	I had my blood test done by the nurse. She helped me get my flu jabbed the same day with another nurse. Instead of not bothering she done
Phlebotomy	Pleasant and lovely visit, thank you!
Pharmacist QOF & IIF	This is the second time that I make a phone appointment with the pharmacist but nobody calls me! I did not visit Palace Surgery
Phlebotomy	
Pharmacist	I?m fed up with only having phone appointments. Haven?t seen a doctor face to face in almost 6 years. It?s just not as good.
Health Care Assistant Clinic	The staff were friendly and helpful. Flu jab administered professionally.
GP Clinical Session	Addressed every issue I spoke about
GP Clinical Session	Great doctor Khan
Pharmacist	I was supposed to have an Asthma Review via a telephone call but no one called me
	Invited to check up. Appointment booked 24 h in advance at a time of my choice. Appointment was on time. Good, polite, competent medic plus student involved. Good rapport and sense of humour. Comprehensive tests and next steps explained.
Phlebotomy	
Phlebotomy	I was asked to go upstairs to wait to be called. I waited 15 mins - the nurse hadn?t been told I was waiting! The nurse?s understanding of English language was very, very poor -It was quicker for me to complete the questionnaire on his laptop
Phlebotomy	Clear and helpful health check appointment which could be a lifesaver.
Phlebotomy	the doctor very friendly
Phlebotomy	
GP Clinical Session	The doctor and student doctor were very prompt and extremely informative and were a pleasure to talk to. An excellent appointment.
GP Clinical Session	I was ill on the day and missed the appointment,I?m really sorry,but mt mental and physical health is very bad at the moment ,can I have another one?
Phlebotomy	
Phlebotomy	It was very easy, on time all the staff I meet were great! The appointment itself went without any issues so all good?.
GP Clinical Session	Good morning, I didn't have the appointment, you didn't call me. I waited and you didn't call back. I was there to do it in person and you wouldn't let me, even though the last time I did it in person with a phone translator. I called?human answered after one ring?the nice black man I attended?same cheerful guy took my blood pressure, chatted Saw doctor, young British Asian guy, very helpful, friendly, sent prescription efficiently, chatted
GP Clinical Session	What lovely people 10/10 Friendly surgery Kind and caring staff
GP Clinical Session	Don?t make you feel rushed
Pharmacist	Had injection at home nurse was very nice
GP Clinical Session	Good Service
GP Clinical Session	
GP Clinical Session	Helen the Practice Nurse is a very experienced medic. She seems to be the only person at the surgery who can take blood from my slippery veins without causing heavy bruising
GP Clinical Session	Once I had the appointment the staff on reception and the GP were all great. Unfortunately however I did have to battle to get my appointment, even though I was number 2 in the cue this morning.
Phlebotomy	Friendly greeting from reception and they checked that I was okay going upstairs and acknowledged when I left. The GP I saw today was new to me, he was polite and professional and he explained what my blood test was about.
GP Clinical Session	I saw a Doctor who listened about my ailments and is checking things.
GP Clinical Session	Compassionate, clear advice, good doctor.
Nurse Clinic	Very calming and polite nurse.
Nurse Clinic	
GP Clinical Session	The reception team were proactive and welcoming
GP Clinical Session	Appointment cancelled.