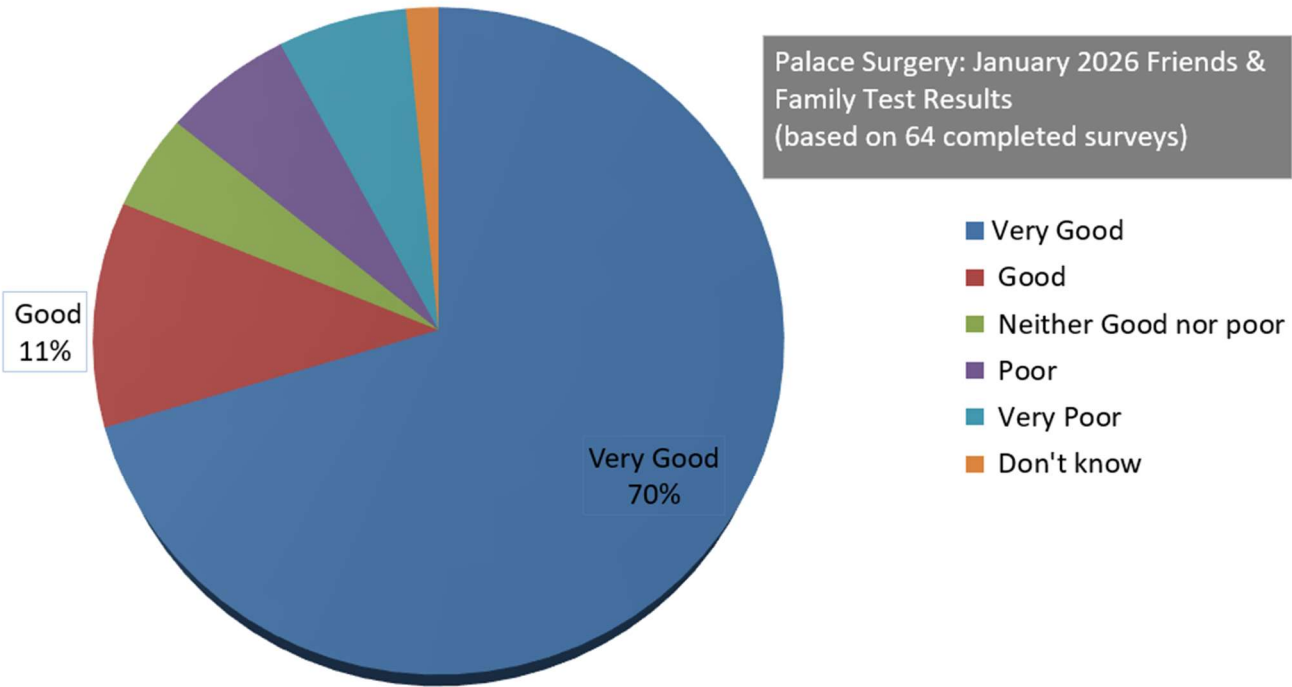
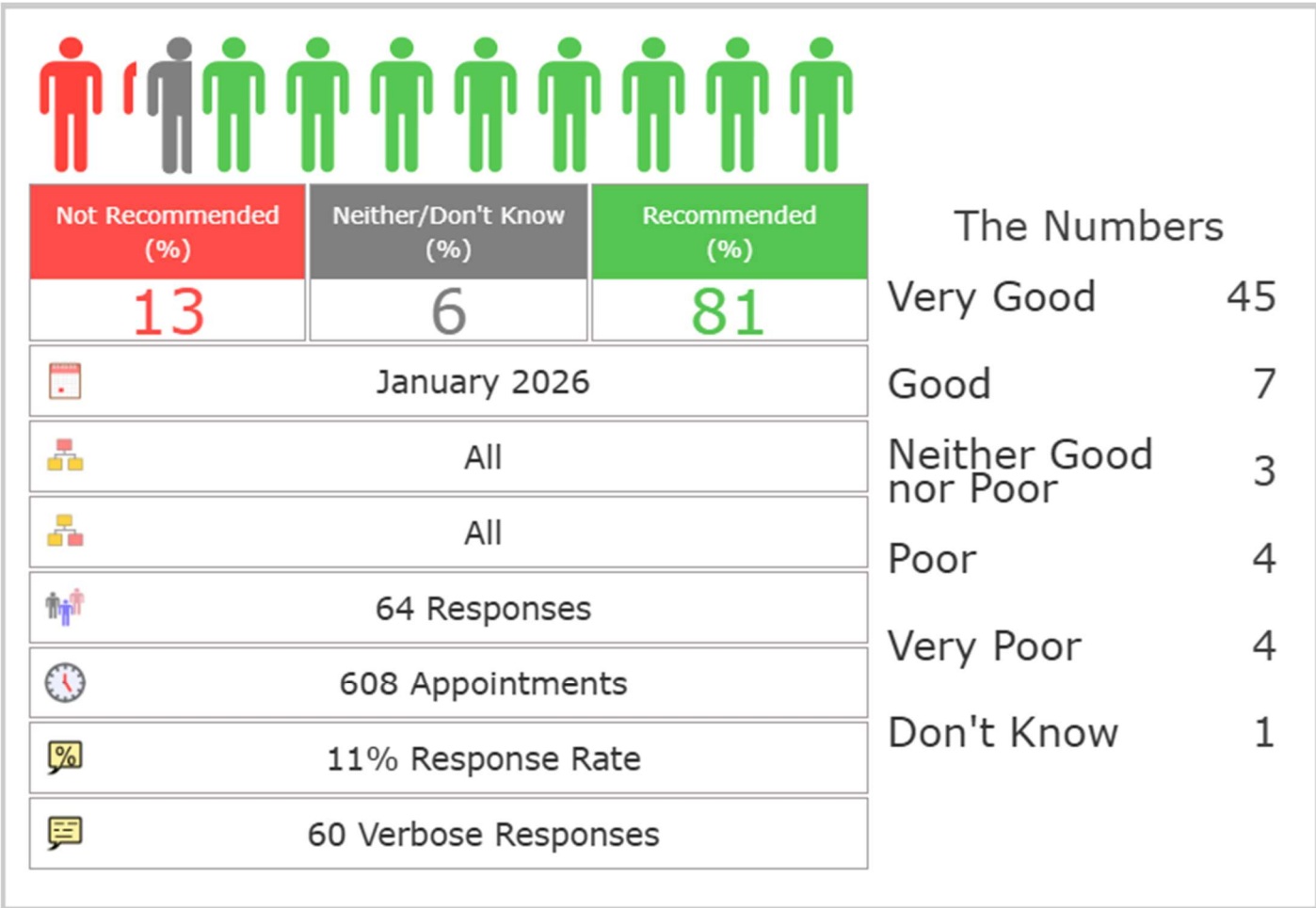


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from January 2026



Department	Response
GP Clinical Session	He gave me a ? that can help me so am waiting to see
Pharmacist	Very friendly, helpful receptionist. Very helpful pharmacist.
Phlebotomy	
Pharmacist	In order to block spam calls, my phone sends unknown calls directly to voicemail. My appointment today didn't come from the surgery number, but some unknown mobile number. Therefore it went straight to voicemail and I missed the appointment.
Pharmacist	Because Obi, the pharmacist was very competent and knowledgeable and helped me with 3 different issues.
Phlebotomy	Good staff quick and friendly
GP Clinical Session	It was as expected
Phlebotomy	
Nurse Clinic	Doctor was great and very helpful
Health Care Assistant Clinic	I have a needle phobia and had booked an appt with Anjuli as I have learnt to trust her. She knows I have baby veins and is able to get blood out. I arrived to be told she was not there and had someone else. It was tricky, he took 40 mins, nearly fai
GP Clinical Session	Saw doctor straight away it was nice that he saw me as I didn't have an appointment
GP Clinical Session	They helped me and took my blood straight away.
QOF & IIF	Ann has not had an appointment.
GP Clinical Session	I was seen the same as I made a comment honestly call
Health Care Assistant Clinic	Quick and efficient
GP Clinical Session	Was seen by a differen GP, Doctor Reddy who was very polite, covered everything for my appointment and requested further investigations needed. Very satisfied
Pharmacist	
Pharmacist	I can?t never get a doctors appointment to speak with a doctor
GP Clinical Session	The Doctor was very precise and understanding, excellent communication
GP Clinical Session	Very helpful
Nurse Clinic	Very through review and practice nurse explained everything clearly with reassurance, no wait for 915 appointment, friendly reception staff.
GP Clinical Session	
GP Clinical Session	Dr Kan is a very knowledgeable and helpful doctor, always goes the extra mile to understand and help
QOF & IIF	Not good difficult appointment with doctor
GP Clinical Session	Very nice receptionist and gp who rang me for phone appt very efficient
Pharmacist	You always respond in time
GP Clinical Session	Given that illness decimated the Surgery staff today, the immediacy of Damian's response and Dr Arun Vilaths call, surprised and gratified me
GP Clinical Session	Damian is an excellent Medical Assistant always prompt with his actions
GP Clinical Session	Because it was very easy to book a phone call appointment with the GP
GP Clinical Session	There was a three day delay between submitting my patchs request and speaking to a GP but it wasn't urgent so I was fine with that and it was remedied very efficiently.
GP Clinical Session	Dr Vilath is always helpful and kind.
Pharmacist	The staff is listening, helpful, and sorted my request promptly
GP Clinical Session	I could not pick up the phone call at that exact time because of work and when I called back I?ve been asked to do another patch appointment
GP Clinical Session	Today lam batr
GP Clinical Session	The staff are friendly but I can?t stand the patches system
GP Clinical Session	I had a simple request; the doc called me the same day and we resolved it in 5 mins
Phlebotomy	My fault I missed an appt, but the practice fitted me in and were very nice about it.
GP Clinical Session	Fast response time, got an appointment within a few hours and tests same day

GP Clinical Session	The receptionist man is hard working and incredibly helpful and polite.
GP Clinical Session	Insufficient care & curiosity to get to the bottom of the issues in question. I did the necessary work. Fed back & then an in depth look @ the notes made. The info given to me by surgery incorrect & still no info as to why I was ref'd there initially
GP Clinical Session	They didn't read my discharge letter from Charing the Cross hospital and another letter from hammer smith hospital sorry about that
Nurse Clinic	Excellent service from Helen the nurse. I had a huge wound on my leg and she has got it better in weeks. I was told months by hospital. She is a credit to the Surgery. Thank you Helen.
GP Clinical Session	Professional. Clear.
Phlebotomy	Always polite staff nurses very good
GP Clinical Session	Doctor called 2 hours later than arranged and had no idea about reason for calling
GP Clinical Session	The gp was very thoughtful and listening
GP Clinical Session	Dr Kumar is personable and highly competent
GP Clinical Session	Very helpful
GP Clinical Session	Got my problem sorted
Phlebotomy	The whole experience is just very pleasant from the receptionist , to Aurna who took my bloods ( had a laugh about my disappearing veins ) makes me feel more confident and it nice ,, Thank you
GP Clinical Session	Bedside manner needed improvement. This was my first outing to the GP with my baby and it felt anything but warm and a bit disappointing and perfunctory
Phlebotomy	I was treated well
Nurse Clinic	Professional, fast, friendly.
GP Clinical Session	Everyone very polite and friendly
Phlebotomy	Health professional was very kind and helpful, made me feel comfortable during tests
GP Clinical Session	The appointment was promptly arranged. Dr was empathetic and patient and assuring
Pharmacist	The gentleman that I was talking to was very professional and helpful .
GP Clinical Session	The doctor completely understood the issue and respected the urgency for action. And explained well.
GP Clinical Session	Attentive, asking leading questions, polite and genuinely interested in finding cause
GP Clinical Session	Got an appointment quickly for the same day
GP Clinical Session	The doctor was very personable and had obviously done his homework prior to calling me -
QOF & IIF	Giving us all your help for everyone especially for the older patients. ???????
GP Clinical Session	Fantastic doctor, clearly knowledgeable about my condition. Clearly and patiently explained what the next steps were for treatment. Would 100% recommend
GP Clinical Session	Listened and was reassuring