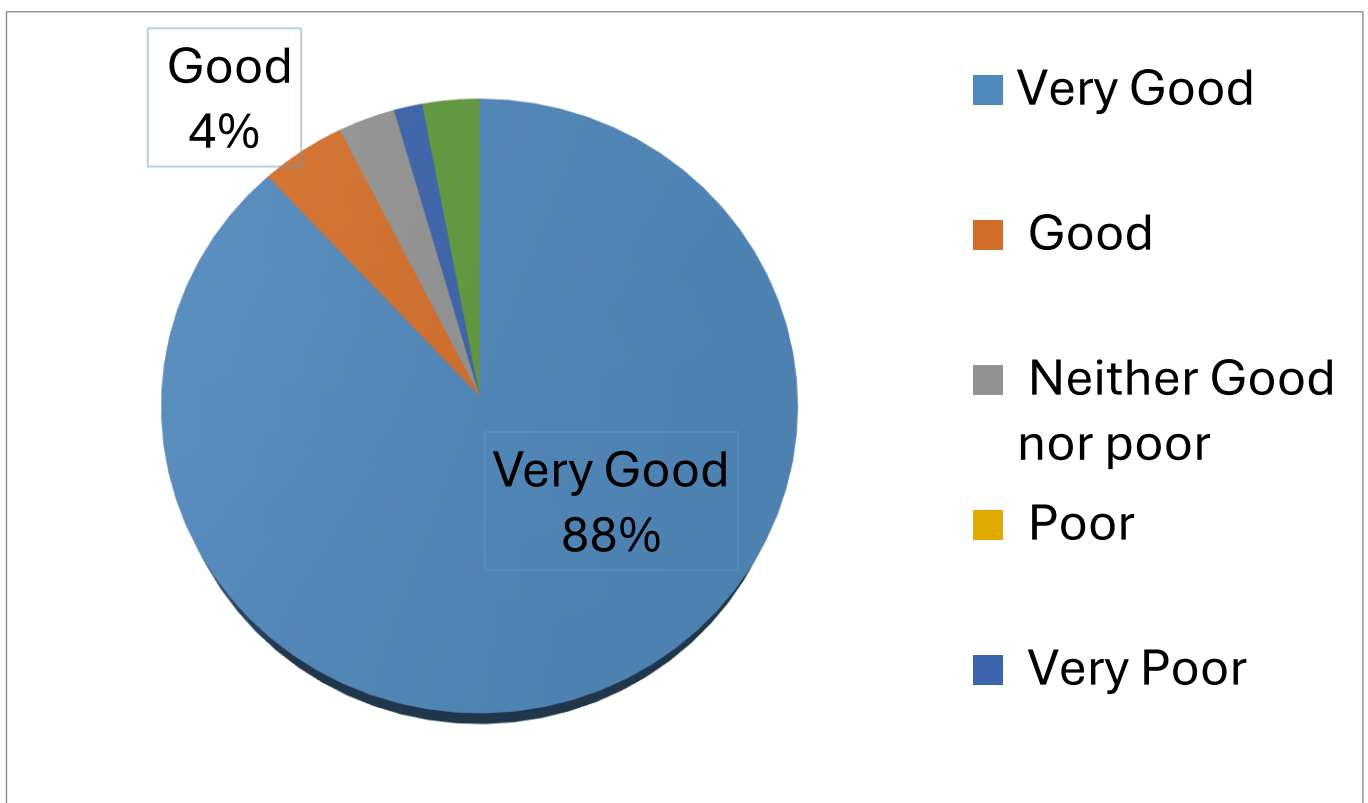
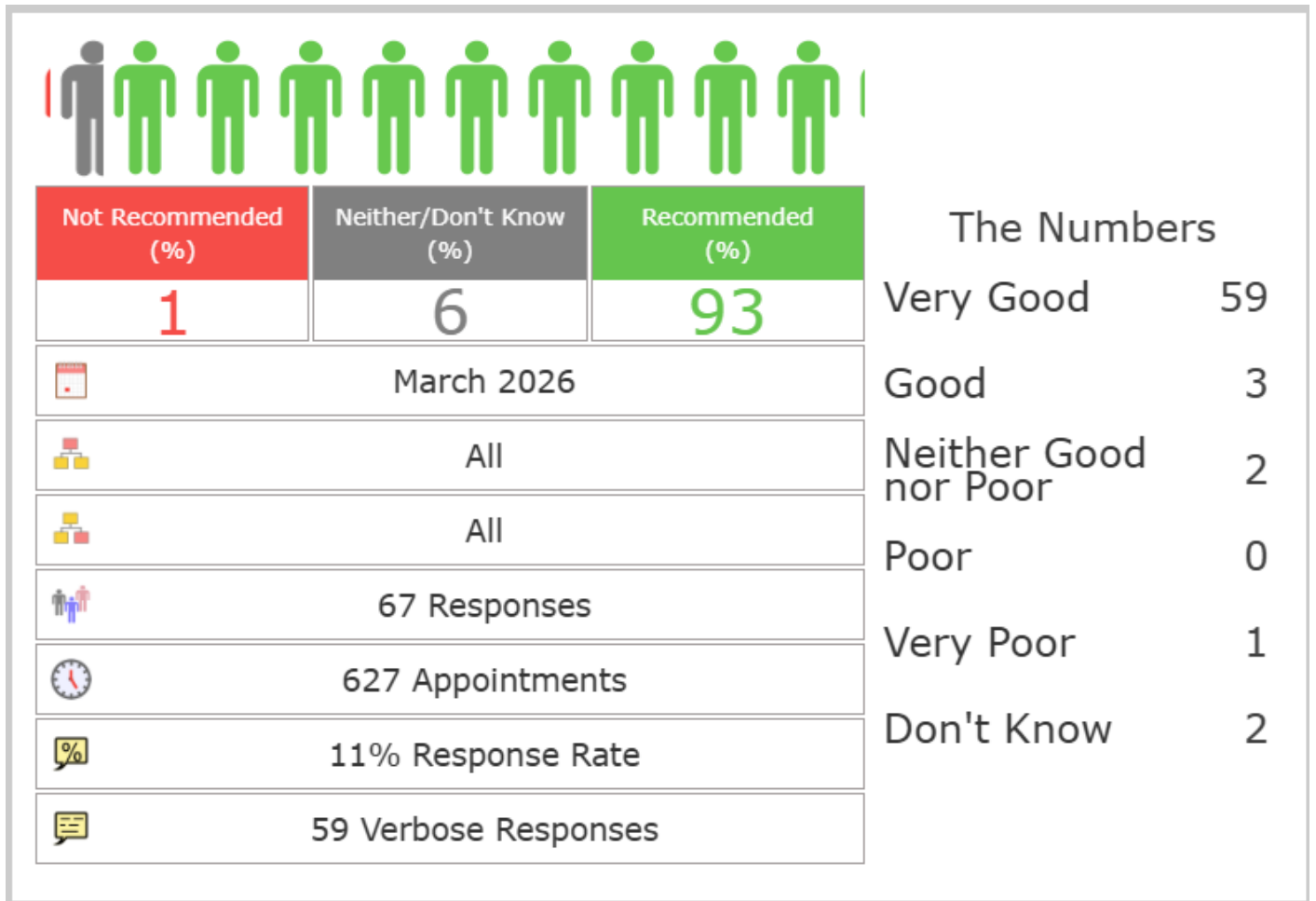


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from March 2026



Department	Response
GP Clinical Session	Damian is an absolute star!! Always on point and giving excellent customer service. Dr Dinal saw my Dad today and his patience and grace towards my elderly father was so heart-warming. I really am grateful for all the staff at Palace surgery.
Pharmacist	Hello Yes thank you I answered Very good? because i was treated with respect . Asked about how i was. I was listened to and the reason for the call was explained and clearly given. So thank you. Yours kindly, Sarah Buret
GP Clinical Session	Dr was very good
GP Clinical Session	I had an appointment booked for 12:40. I arrived on time and was told my appointment had been missed. The doctor made no effort to see me, based on a mistake the surgery made. Reception then told me to rebook through the app for 2 weeks time
Phlebotomy	The staff member who took my blood and checked my blood pressure was professional and friendly.
Pharmacist	Have not had appointment yet ! Jean Strachan
GP Clinical Session	Dr Hashmy was friendly and did not give me the impression I had limited time to talk to her. She was helpful and has prescribed two medications and didn't hesitate to make a face to face appointment for me next Monday.
Pharmacist	I'm happy
GP Clinical Session	Because asking me
Health Care Assistant Clinic	
Nurse Clinic	My cervical smear test could not have been quicker or easier or better executed. Thank you.
GP Clinical Session	I don't have a choice
GP Clinical Session	The doctor was very sympathetic asking the right questions to ascertain my medical problems. All surgery staff are very friendly & helpful
GP Clinical Session	The receptionist was really helpful and offered me the nearest appointment with a doctor after calling me the same day. The doctor was also really kind and discussed my problem carefully and offered a possible diagnosis , solution , a plan and meds.
GP Clinical Session	
GP Clinical Session	My phone appointment occurred in good time of the appointment window. Doctor was very thorough.
GP Clinical Session	Great person centred care from my GP Dr Aaron and receptionist Damian. They are a great team.
GP Clinical Session	Thank you Palace Surgery
Nurse Clinic	Nurse Helen was very friendly, welcoming and polite. She explained things very well and was patient and gentle.
Health Care Assistant Clinic	On time, not cancelled
GP Clinical Session	Quick
Nurse Clinic	I was very well being looked after by Dr Farnaz Bhad thank you.
QOF & IIF	Excellent service as always
GP Clinical Session	I told the Doctor what was happening he listen to what I have to say and he prescribes 3 medication for me to take
GP Clinical Session	The Dr was polite and listened to concerns happy with my experience
Phlebotomy	Didn't have to wait long and the nurse was lovely
Smoking Cessation Clinic	It was
GP Clinical Session	
GP Clinical Session	

GP Clinical Session	When you called the surgery, they picked the phone once there is no queue
GP Clinical Session	
Health Care	
Assistant Clinic	The nurse was very friendly, efficient and helpful. I left feeling reassured and perfectly fine.
GP Clinical Session	Doctor said he will do a home visit but is sending a district nurse instead
GP Clinical Session	The service was very nice . They accommodated all my needs .
GP Clinical Session	The staff at the surgery are always friendly, professional and empathetic. The doctors are rarely late for appointments and I feel safe with the advice given.
GP Clinical Session	Dr was very thorough and polite
Nurse Clinic	Helen was extremely helpful and informative regarding advice for future care for my sister Rita Celba (29.2,1948) . Also updated Rita?s details on your files about her profound deafness and learning disabilities and her next of kin.
Phlebotomy	The receptionist was welcoming and pleasant as always. I was seen by Dr Gupta promptly.Overall a great experience.
GP Clinical Session	The team at the surgery are always very kind and helpful
Pharmacist	Very good service
GP Clinical Session	?
GP Clinical Session	Efficient
Pharmacist	I was attended to with professionalism
Nurse Clinic	I had a really positive experience. Hellen was very friendly and energetic, which made me feel comfortable throughout the appointment. I was quite anxious about the cervical screening beforehand, but she really helped put me at ease.
GP Clinical Session	Damian is the best person that makes that place work to the best. He is the best receptionist who never forgets, never miss any task that is set upon him. Also tge doctors are efficient and attentive.
Nurse Clinic	Thaks all the dictors nurses and the mos is Damian
GP Clinical Session	The wonderful nurse I had was so efficient and made me very comfortable. Top notch service, she deserves to be commended.
Health Care	Dr Campbell was very understanding and gave me some useful advice during the consult!
Assistant Clinic	Polite friendly professional staff.
GP Clinical Session	I needed the answer about my medication and the receptionist remembered my request and arranged the call with the doctor when the cancellation happened. Very grateful ?
GP Clinical Session	Quick response and appointment and good diagnosis
Pharmacist	
GP Clinical Session	Dr Kan asked to speak to me and rang when he said he would.
GP Clinical Session	The best GP , great service and wonderful and respectful doctors , receptionists and nurses. I am very satisfied with everything.
Pharmacist	The pharmacist was patient and listened to me carefully.
Health Care	
Assistant Clinic	Great and very professional service. All of the staff are always very caring and helpful
Phlebotomy	I have been seeing Angalee for wound treatment. I had quite a severe wound from a fall and her care and attention was excellent.
Health Care	I must also mention Damien the receptionist as he is the one that asked Angalee to look at the wound
Assistant Clinic	
GP Clinical Session	Immediate response gratefully received.
Health Care	
Assistant Clinic	Staff from reception to the phlebotomist are very accommodating and friendly.
GP Clinical Session	Very nice and professional doctor who listened to me
GP Clinical Session	As usual very caring and helpful

Phlebotomy	Seen on time I was very happy with the service I received the Doctor was very professional and she explained very nice and clear to me .
GP Clinical Session	I will gave her ? please keep up the good work place surgery team
Health Care	Friendly Practice nurse. She explained patiently and clearly my previous blood test results and why
Assistant Clinic	I was recalled for further blood tests.
Pharmacist	I am unable to walk and it took 5 days to get a phone call
GP Clinical Session	DR is very good
GP Clinical Session	dr questions to systems was to the points,address the solutions, warm communication
Phlebotomy	Very professional and fully explained the process