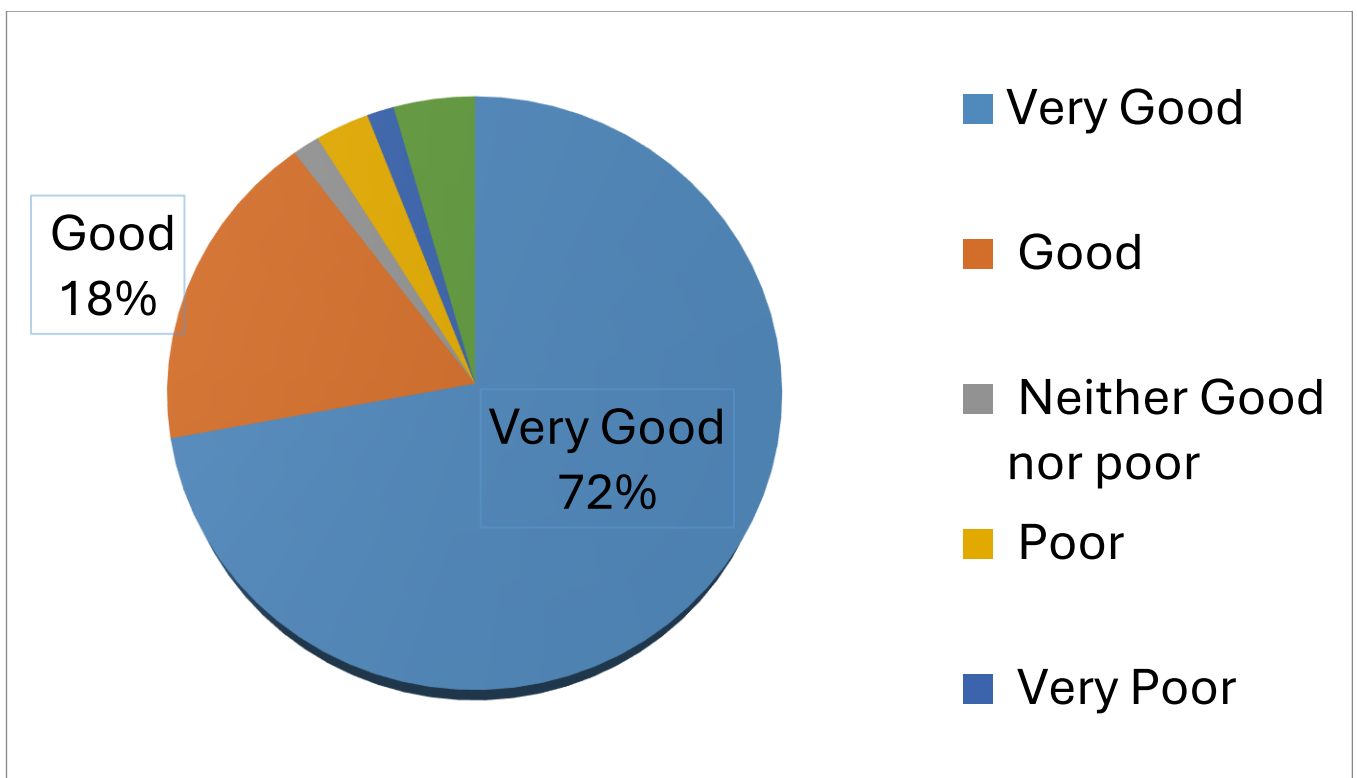
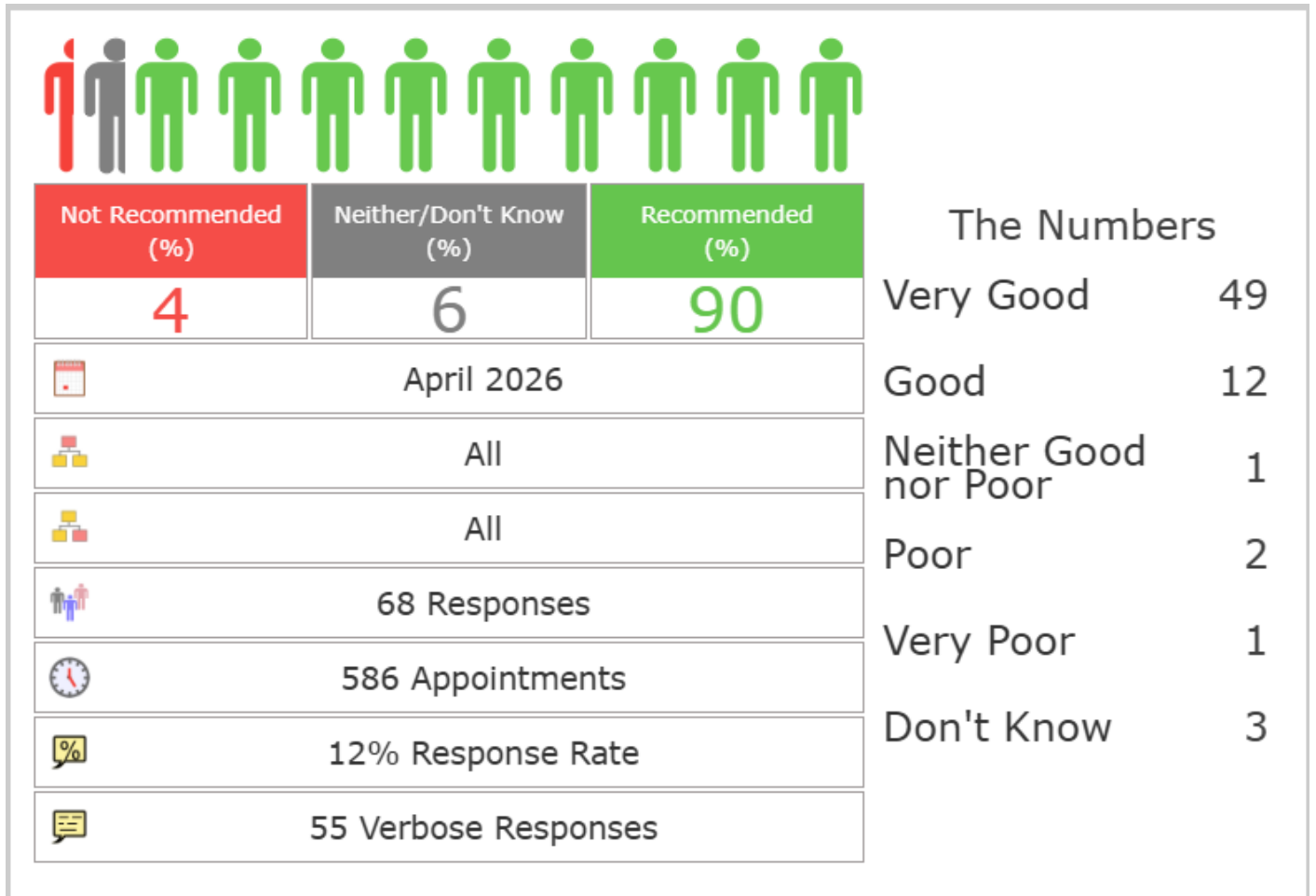


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from April 2026



Department	Response
GP Clinical Session	Doctor listened
Nurse Clinic	On time, efficient service, friendly and professional staff
Pharmacist	I have not been called by the doctor or missed the call. Slot was meant to be between 11-12 /13 and no call was received .
GP Clinical Session	The Doctor listened to my symptoms and was very understanding. She quickly arranged for me to have blood test and a face to face appointment
QOF & IIF	
Pharmacist	It was easy to get my message across
Phlebotomy	The staff see very friendly and accommodating
GP Clinical Session	The doctor understood my issue and will refer me on to the appropriate service
Nurse Clinic	Helen the nurse practitioner was professional, helpful and performed her job very well.
Pharmacist	
QOF & IIF	New NHS cardio instructor wants confirmation I am fit to do the class I've been doing for 13 years. The doc told me it'd take 30mins to complete the exercise referral form at a cost of ?78. I'm doing them for the good of my health as well as NHS time
Nurse Clinic	Helen Told me I didn't a jab but a spray.
Pharmacist	They are very helpful
GP Clinical Session	It was easy to get a same day appointment and the GP was very helpful
GP Clinical Session	
GP Clinical Session	Fantasy service from the moment I rang Palace Surgery
	Welcoming receptionist
	I had a query and she suggested the best person to speak to in the Practice
	Gave me the details of how to contact them
QOF & IIF	Called me at home to give me more information, which was very helpful
Nurse Clinic	So respectful, understanding and always do their best.
GP Clinical Session	I don't find it difficult for any of my concern. Than.k you.
GP Clinical Session	Well I was seen straight away from when the doctor call me this morning I nearly passed out i hope it continues like that
	The Dr phoned promptly and listened to what I was saying, which is so very important. This is more so, when like me if you have an array of conditions it's not easy to deal with.
	The Dr was caring and empathetic.
GP Clinical Session	As a new patient I was very impressed.
GP Clinical Session	Doctor understood problem, checked records and provided solution and advice. Only negative was that I had to wait for next day appointment when I was in muscle spasm.
	I have received quick services when I need emergency treatment and services even you were busy gave me options a d reminding me when you have free time.
GP Clinical Session	Thankyou
	Very good on time always helpful and polite
Phlebotomy	Thank you
GP Clinical Session	
GP Clinical Session	Seen on time, appt went well Doctor listened to what I had to say,
Phlebotomy	Had bood pressure taken, weight and blood test. All went very well.
Phlebotomy	Nice people and efficient
Nurse Clinic	Appointment was quick and smooth and on time. Signage/building was a little confusing (eg that you didn?t have to ring the doorbell, which way to go upstairs etc)
	Phone not face to face .
	Drugs prescribed based on verbal description of symptoms failed to work .
GP Clinical Session	follow up promised nothing as yet delivered
GP Clinical Session	GP was helpful, understanding and swift.
	Fast, correct and professional service from the surgery by all eployees especialy Damian in reception.
GP Clinical Session	The best words are not enough to valuate him
GP Clinical Session	Customer service was excellent

Pharmacist	Explained clearly the results of my recent test and subsequent follow ups. Polite and friendly
GP Clinical Session	Professional and cordial
GP Clinical Session	Dr responded to my concerns by arranging a face to face appointment for the following week.
GP Clinical Session	My call to the surgery was answered quickly and courteously and everything was dealt with very efficiently
GP Clinical Session	I'm usually offered a phone call it was better to have a face to face discussion of my problems. The doctor was thorough in assessing and dealing with previous delays.
GP Clinical Session	I was asked clear questions, the assistant was patient and calm
GP Clinical Session	I got an appointment on the day i contacted the surgery and the doctor issued antibiotics for my condition.
GP Clinical Session	100cgood
Phlebotomy	Excellent
Nurse Clinic	
GP Clinical Session	It was a great experience.
GP Clinical Session	
Nurse Clinic	
GP Clinical Session	Because the hole of the team are very helpful and you get an appointment straight away
GP Clinical Session	I AM SO GRATEFOOL FOR ALL THE STAFF NHSTHEY ARE SO GOOD KIND AND HELP IN ANT TIME GOD BLESS TO ALL OF YOU
GP Clinical Session	THANKS
GP Clinical Session	Happy i got an appointment quite quickly after speaking to the docter
Phlebotomy	
GP Clinical Session	
GP Clinical Session	Spoke to student to give my history and then doctor called me back a few minutes later.
GP Clinical Session	I had no appointment
GP Clinical Session	I find them efficient when dealing with patients they dealt query fast and efficiently
GP Clinical Session	The Dr listen to what i needed
GP Clinical Session	The doctor answered my questions and explained everything to me.
Phlebotomy	Because it was good from reception to appointment thankyou
GP Clinical Session	I could get an in person appointment on the day I called. She took the time listen to my health concerns, investigate and to give advice. The appointment wasn?t rushed.
GP Clinical Session	It took three calls to get a 1 minute chat with a doctor. I know there are limited resources but that was a lot of effort to put on to get a 1 minute call
GP Clinical Session	Dr Hashmi was great with my son and after I also had a consultation with her myself. She very professional and also kind.
Phlebotomy	Thank you, Lidiane
Phlebotomy	Friendly and professional team. Appt on time. The nurse was caring and professional
GP Clinical Session	Helpful friendly service.
GP Clinical Session	
GP Clinical Session	It was very quick and easy
GP Clinical Session	
GP Clinical Session	The administration was very supportive and very communicative Very pleasant manner
Pharmacist	The pharmacist was professional and very helpful
GP Clinical Session	