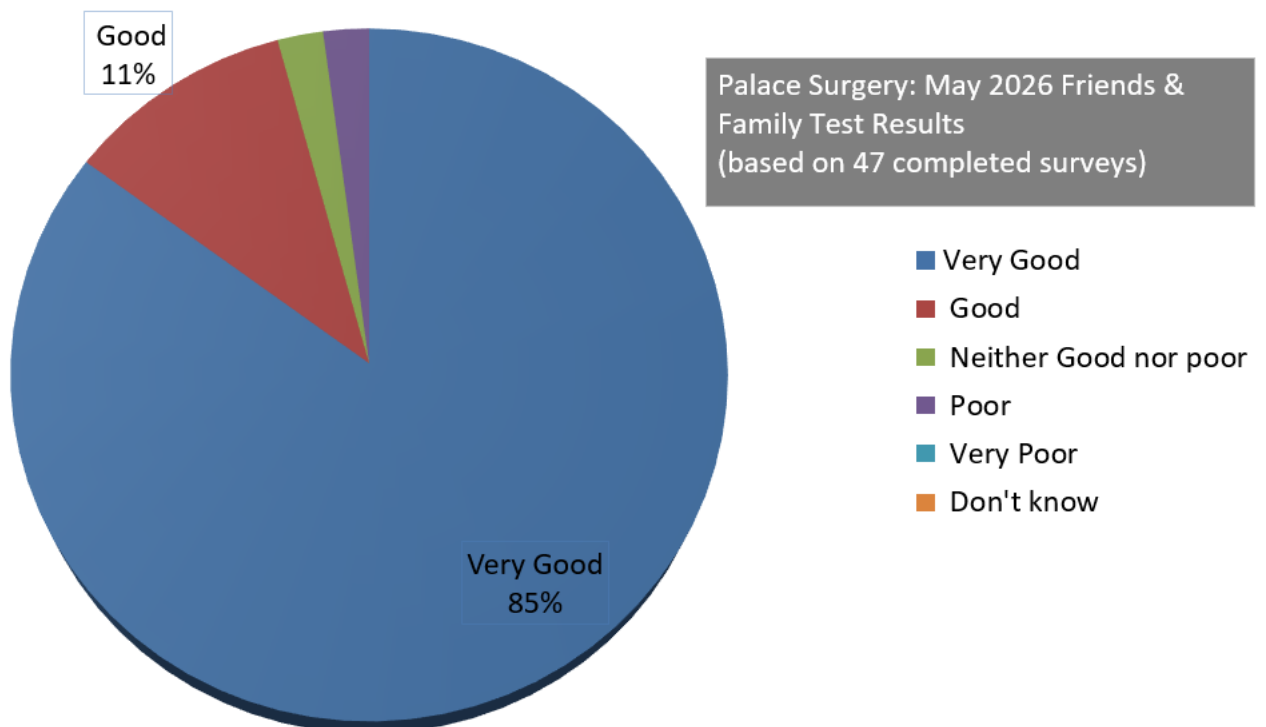
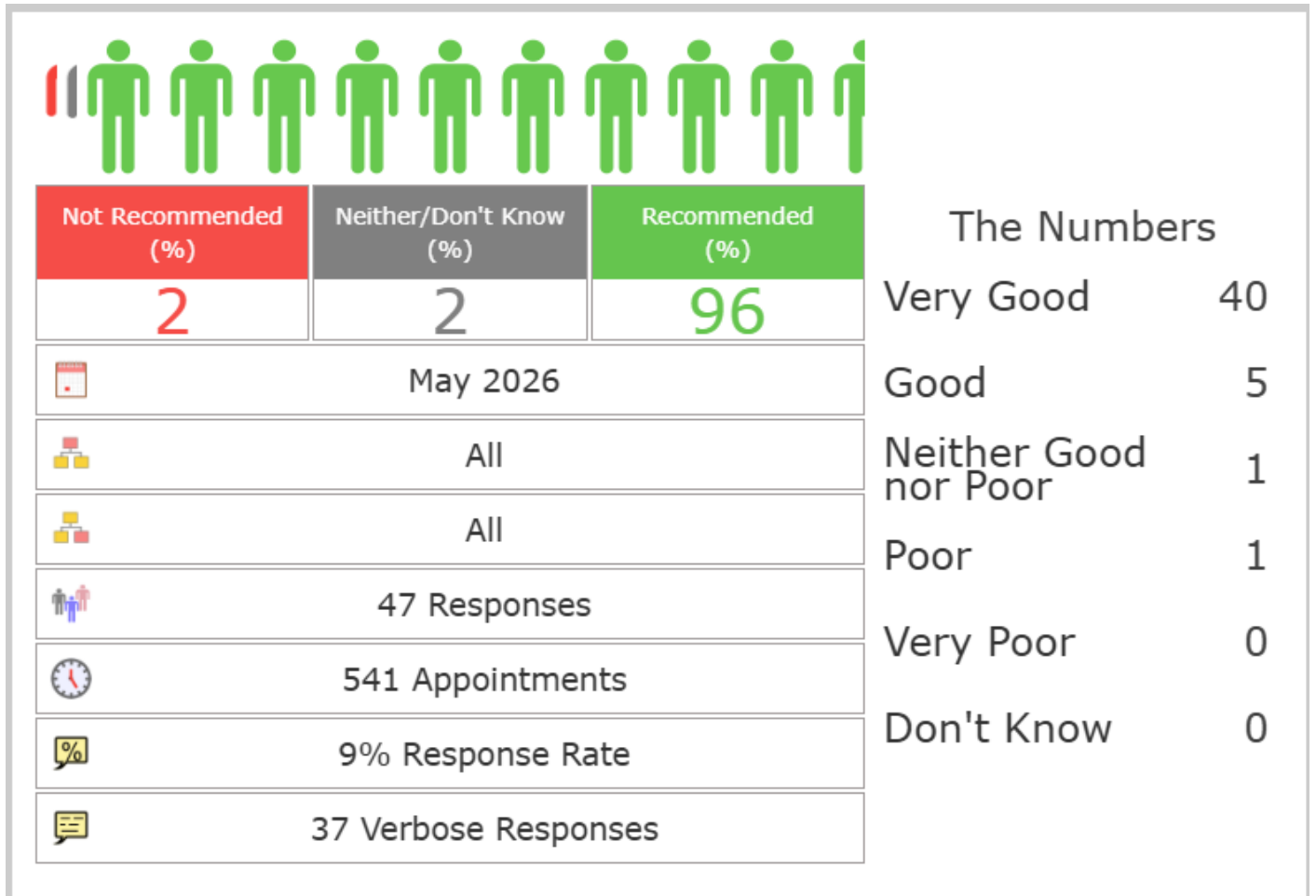


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from May 2026



Department	Response
Pharmacist	Obi was very understanding, knowledgeable and efficient. He was very helpful and made the whole process extremely stress free.
GP Clinical Session	They phoned me back same day and took my issue seriously
Phlebotomy	The appointment was on time
GP Clinical Session	Excellent help from both Damian and the dr.. Really helpful
GP Clinical Session	
GP Clinical Session	The doctor was very professional, and answered all my questions
GP Clinical Session	Very happy i didnt have to wait long to see a docter thank you
Session	Always a pleasure to visit this surgery but hopefully not to often.
Session	My appointment was 30mins late and I learned nothing new,however the regular staff were as great as always.
Nurse Clinic	They were super punctual. The staff was super kind. They were flexible with my appointment timings and were able to see me earlier than my appointment time so I didn?t have to wait.
GP Clinical Session	
GP Clinical Session	Because they look after customer well
	I have been going to Palace Surgery for years. Their service has always been both efficient and excellent. Special mention should be made of Damien at reception: he greets clients by name and is and welcoming and efficient.
GP Clinical Session	
GP Clinical Session	Hopefully I will be able to get the treatment I need.
Phlebotomy	
GP Clinical Session	The dr listened and I got my medication that I needed
GP Clinical Session	
Session	The clinician was patient and very clear in explaining how to operate the inhalers correctly
Phlebotomy	Was seen on time, quick and easy. Practitioner was friendly
Health Care Assistant Clinic	
Phlebotomy	
GP Clinical Session	I arrived a few minutes early and waited for 25 minutes, no patient left the practice. The doctor called me in, asked questions. How a diagnosis can be done without feeling, checking or looking at the patient body part impacted?
Session	It was so nice to chat to Velentina , she?s lovely ,, and get the feeling I?m being listened to,, felt good after that conversation,,,
Nurse Clinic	
GP Clinical Session	The nurse was professional
Phlebotomy	The girl at the reception, Blerta, very helpful at trying to book my smear test
Health Care Assistant Clinic	The receptionist was nice and the doctor gave me good advice. They both were friendly.
GP Clinical Session	Polite and very helpful and managed to see a Dr
GP Clinical Session	
GP Clinical Session	Every One so good and Kindly , Many thanks to all for the service
Nurse Clinic	Informative and supportive
Health Care Assistant Clinic	Because was a very good
	Once contact was made the doctor was extremely supportive in go ding a solution
GP Clinical Session	Such a shame it took so long to get a call booked in.
GP Clinical Session	Doctor understood my concerns.
Pharmacist	very helpful and go out of there way to get appointment for you
GP Clinical Session	Because,I've always been fortunate to always get to speak with my GP service.
GP Clinical Session	The entire staff are proactive and efficient in the delivery of their services.
GP Clinical Session	Dr khan was very helpful and listened to me prescription sent to chemist thankyou
Phlebotomy	Easy & quick to process
	The only reason I did not score it as poor, was because your nurse is an exemplary professional.
Nurse Clinic	

GP Clinical Session  
Mental Health  
Nurse Clinic

However room for improvement, e.g. had to swap rooms twice, was delayed by 30 mins, it was a smear which could have deterred an average women having it.  
Damien and Dr Khan are just superb. You can have a two way sensible discussion. So very professional, pragmatic, engaging and respectful. Anything to do with my young son and this surgery goes above and beyond to help

It was a helpful conversation and I was given good advice.

Everybody was helpful and polite.

Damien the receptionist is excellent in handling urgent appointments. He ensured I was called and that I was booked forty Diabetic review. Dr Kan is the best GP there since Dr Vilath semi retired. Helen the nurse is fantastic. Angalee is excellent.

GP Clinical Session  
GP Clinical Session

All my expectations were met .

the receptionist and the doctor was very attentive.

GP Clinical Session  
Health Care Assistant Clinic

Doctor answered for all questions - we made the plan to investigate the issue