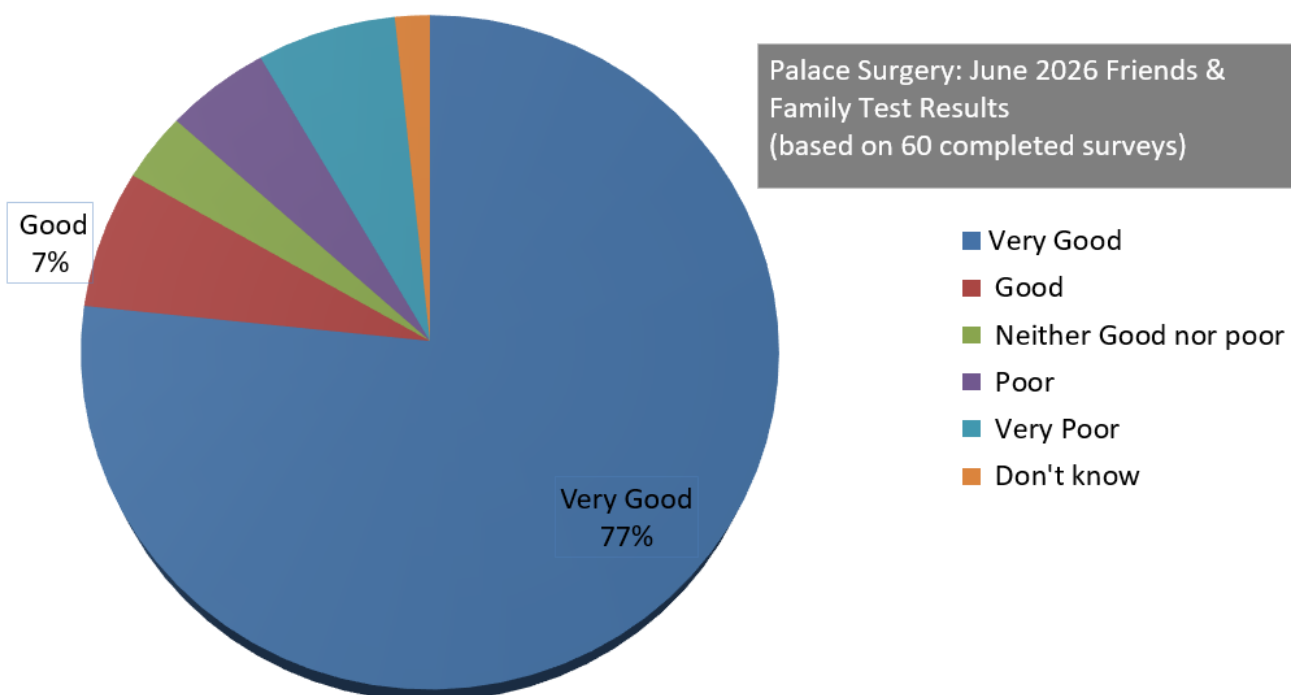
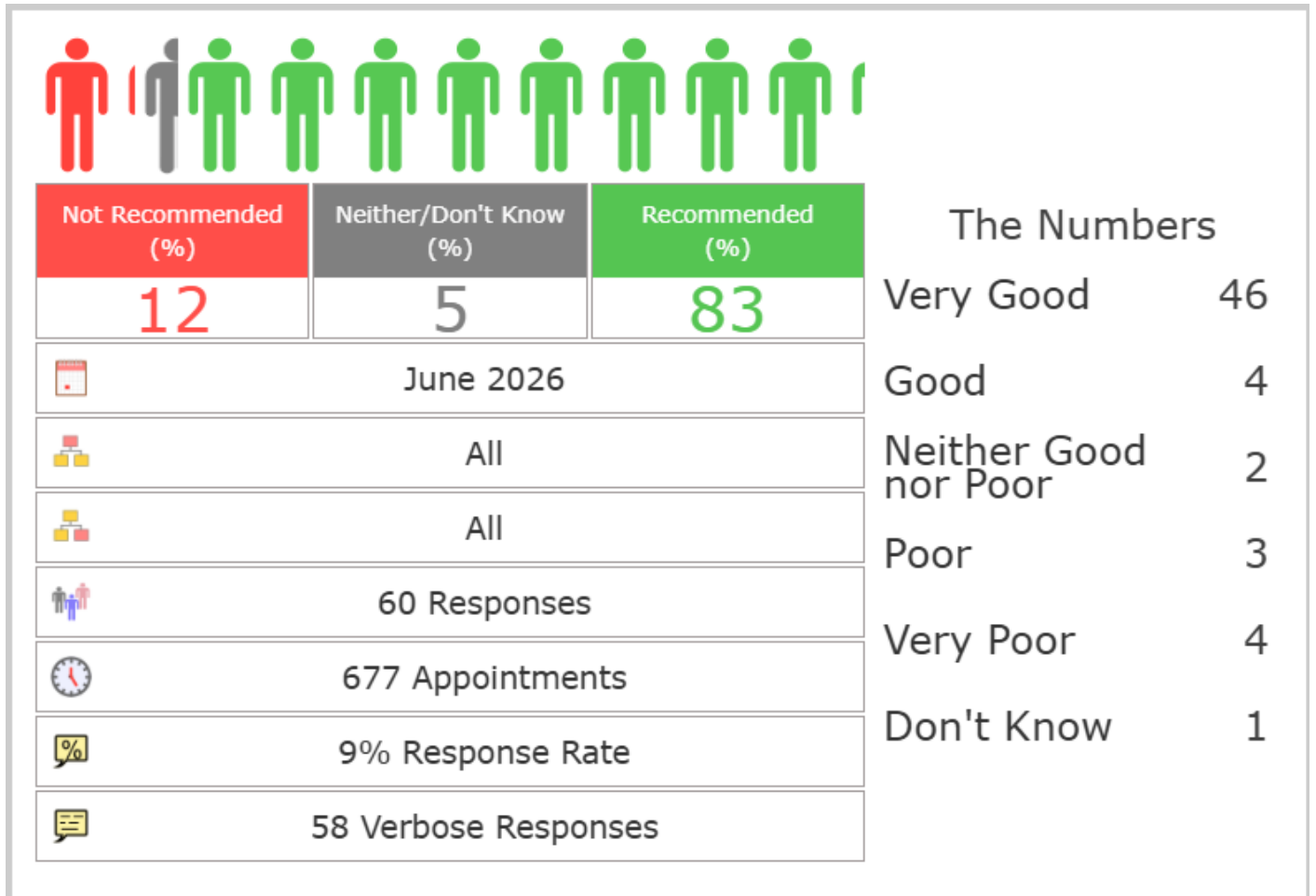


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from June 2026



Department	Response
GP Clinical Session	Don't think the GP and I saw eye to eye on the value to the NHS of me spending money on private healthcare
GP Clinical Session	Very good
GP Clinical Session	Dr Hashmi is an amazing listener. She really cares. There's no GP at the practice quite like her.
GP Clinical Session	Very efficient
Pharmacist	Because i was listened to and a solution was found
Nurse Clinic	We love Nurse Helen!
GP Clinical Session	Really lovely doctor, made me feel comfortable, heard and reassured. Very quick and efficient.
Phlebotomy	Staff not so accommodating or warm.
GP Clinical Session	The doctor had not looked at my medical history before the call making the call ineffective. We eventually came to a resolution but it's worrying when the patient knows more than the doctor (as I had full access to my results).
GP Clinical Session	Doctor booked an appointment to fill out a form he received related to my condition. In appointment I was simply told he didn't have the info (could have said that on phone when he called). Waste of NHS time and my time, especially as I'm on crutches
Phlebotomy	It was interactive and was able to ask other questions
GP Clinical Session	I had a a telephone appointment and then a visit to the surgery which was quick and good. I was so fortunate to be seen so quickly we are lucky to have such a wonderful practice.
Nurse Clinic	The appointment took place on time. The nurse, Helen, was efficient and friendly.
GP Clinical Session	Friendly and helpful service
GP Clinical Session	It would be nice to see a doctor once in awhile.no personality with just a very fast phone call.
GP Clinical Session	The Dr patiently gave me the information I was seeking.
GP Clinical Session	Very pleased with palace surgery
GP Clinical Session	Extremely helpful and polite.
Phlebotomy	And a great service thank you to all staff.
GP Clinical Session	Seen very quickly, the blood test was painless, and the nurse very friendly.
GP Clinical Session	Damian at reception as always helpfull and going extra mile to make me feel wellcoming. Offered me water in this scorching heat. The apointment was on time. Dr Dinal Kumarsingh was atentative and very friendly
GP Clinical Session	10 out 10
GP Clinical Session	I was treated in a professional and good manner.
Phlebotomy	Very efficient and helpful staff
Health Care	
Assistant Clinic	I was seen too at my appointment time in the most professional and friendly manner. Thank you.
GP Clinical Session	
GP Clinical Session	Very efficient and professional consultation
GP Clinical Session	The surgery is always so helpful
GP Clinical Session	Very prompt and efficient
GP Clinical Session	Solution to the problem.
Pharmacist	Listened to and understood very clearly by the pharmacist
GP Clinical Session	A telephone appointment which was on time. A new doctor to me who was very pleasant , helpfull and knowledgeable. My notes had obviously been looked at before making the call.
GP Clinical Session	I was treated extremely unprofessionally by the practitioner when trying to express my medical needs. I received no compassion whilst showing visible distress (crying) and was made to feel like my symptoms were invalid and that I was making it up.
Phlebotomy	From a nice welcome as always by Damien in reception to Nurse Rebecca making me feel comfortable in the intros. She then perfectly took my blood without me feeling a thing and explained what happens with the results afterwards if any action is needed
GP Clinical Session	I'm always happy with Dr Sabina Canisius
Phlebotomy	I was given full attention and support regarding to my recent appointment with Palace Surgery.????
QOF & IIF	Right outcome patient didn't want to go to hospital after only come out a few days ago
GP Clinical Session	I saw my doctor
GP Clinical Session	Dr was really helpful
GP Clinical Session	I am satisfied with the outcome of my inquiries
GP Clinical Session	GP and Palace Surgery staff stepped in by bringing forward phone consultation of Monday 15 June and for arranging the follow on appointment too.

	Thank you.
GP Clinical Session	I didn't speak to a doctor. I missed a phone call at 3:47 and called back immediately, only to be told the doctor would call before 7. I didn't receive a follow up call and the request was marked as complete meaning I've had to submit a new request.
Phlebotomy	Great caring service reception is fantastic the guy who supports arsenal great guy Have been trying to get appointment for 3 months. To get told can I go to pharmacy and see if medication there, long awaited medication to then book another appointment to administer medication.
GP Clinical Session	I was extremely pleased with my appointment.
Pharmacist	Damien at reception arranged my blood test quickly, he always gives 100 % not just with my family, but I have heard how he speaks to patients at the surgery and on the phone and he really tries to help in every way. A credit to the surgery
Phlebotomy	Spoke to a pharmacist who was helpful and told me exactly what I needed to know. He was also friendly and put me at ease
Pharmacist	I was given all the answer
GP Clinical Session	The surgery staff and doctors are always patient and friendly
GP Clinical Session	Because the dr sorted everything for me very good
GP Clinical Session	Doctor was really understanding of my health concerns
GP Clinical Session	They didn't fix my problem, she told me everything I already knew without further steps. Now I'm not sure how to proceed at all. Waste of time really.
GP Clinical Session	Hasn't technical difficulties with my phone and thank you for persevering to get through to me.
GP Clinical Session	Very pleasant and gave information
Nurse Clinic	Staff were friendly and helpful.
Phlebotomy	I requested a call from a female GP I got the appointment for tomorrow.
GP Clinical Session	Damien is one of the receptionists and he always does what he says he will do. He is excellent at his role. He listens Does what he can to help. Dr canisus was lovely.
GP Clinical Session	My doctor is very considerate and caring. He listens to my issues and advises me on the best course of action for my health. I am very happy with the attention, service and support I receive from Palace Surgery
Pharmacist	I was offered a phone call by a Dr who did not seem to know my problems so I was then asked to go into the surgery the following day and the doctor was more thorough in discussing my vertigo issues. Its not good to be speaking to so many doctors.
GP Clinical Session	Very helpful and polite
Nurse Clinic	The dr was kind, respectful and helpful.
GP Clinical Session	Hi,
GP Clinical Session	I didn't receive a call from the GP surgery yesterday. I was waiting all afternoon.
GP Clinical Session	If there are any concerns or issues with my scan results, could you please arrange another appointment for me? Otherwise, if everything is fine, there's no need
GP Clinical Session	I am happy your service
GP Clinical Session	Kind, professional, and helpful
GP Clinical Session	