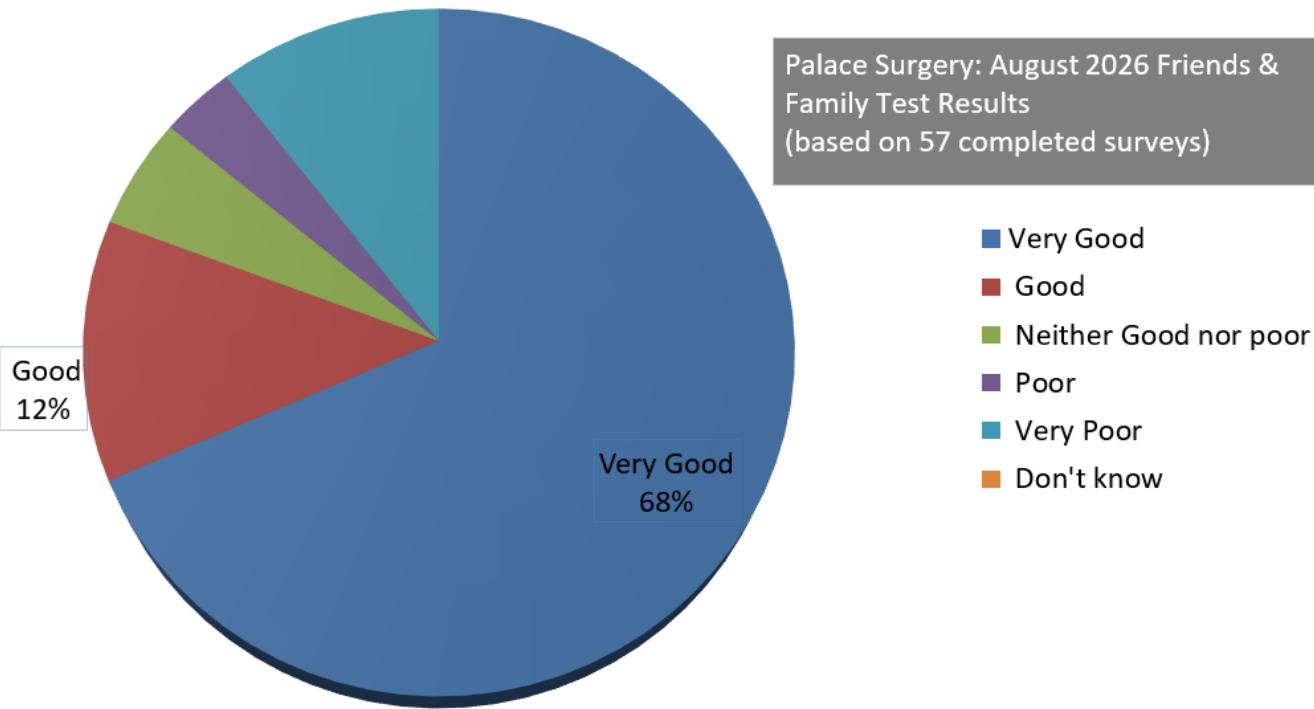
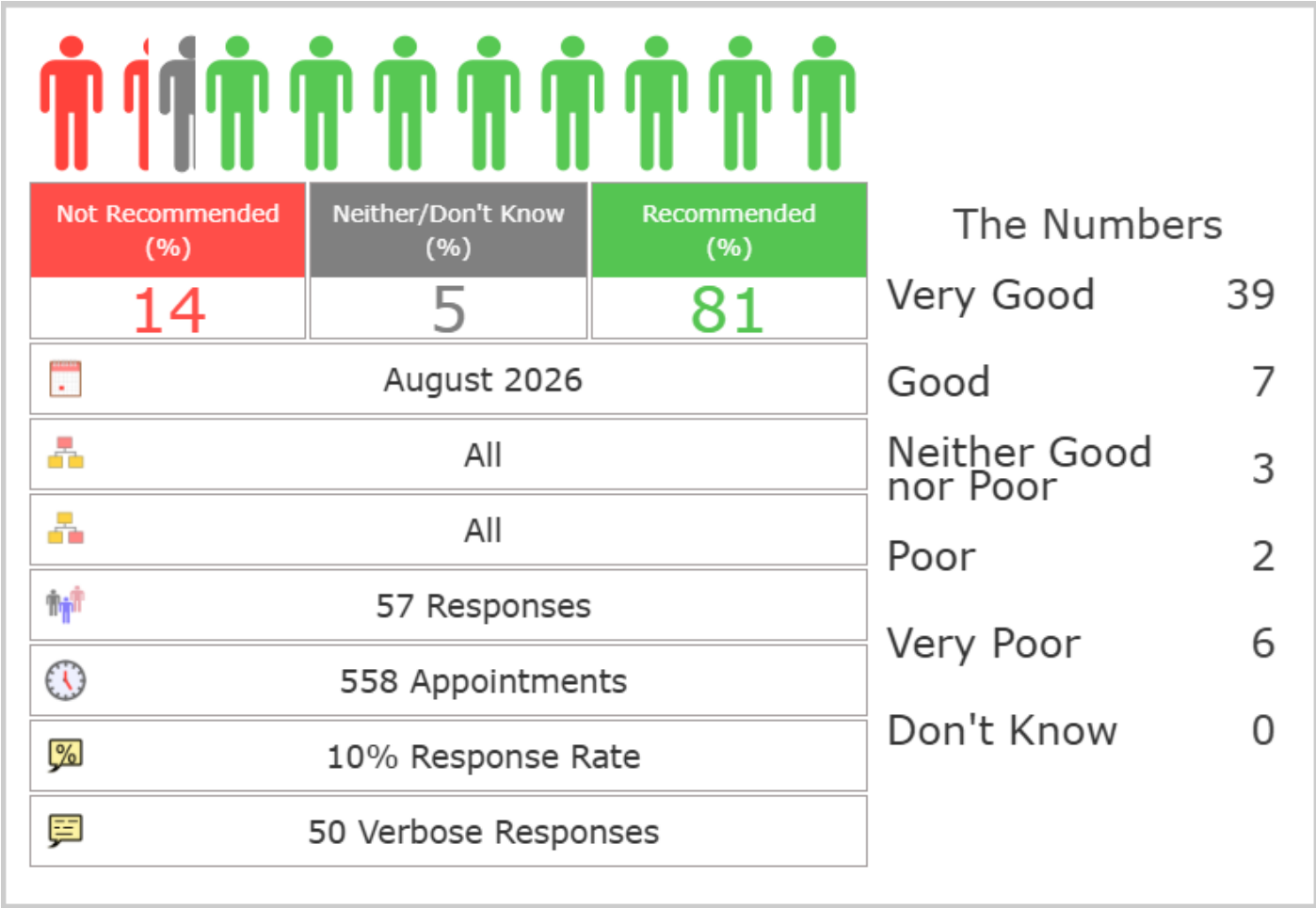


After your appointment, we will send you a text asking for your views. You will be asked Overall, how was your experience of our service? (with an option to add further info: Please tell us why you gave this answer – SEE PAGE 2).

Here are the results from August 2026



Department	Response
GP Clinical Session	The doctor was helpful and explained everything clearly. I am happy with the service
GP Clinical Session	Dr Hashme always takes time to listen to you and she doesn't rush you
GP Clinical Session	Normal
GP Clinical Session	Not long enough to discuss other medical issues.told to make another appointment.but could have saved time if original appointment was a little bit longer.
GP Clinical Session	I had a very informative consultation with the doctor who explained everything very well.
GP Clinical Session	Was listened to and respected.
GP Clinical Session	Over the phone
GP Clinical Session	The call never came through. I waited all day.
Health Care Assistant Clinic	The person who gave me the shingles vaccine was extremely friendly, pleasant and competent.
GP Clinical Session	I went to dry Campbell today for my daughter. In desperate need of help. Her answers were extremely dismissive and judgemental. Just being told to go elsewhere for help basically isn't good enough. Extremely disappointed.
GP Clinical Session	Doctor unable to advise me on blood test results
GP Clinical Session	I wish we could all have face to face meetings again Reception staff listened to my request, set up phone consultation with GP who called, He listened to update of my latest non-appointment, said he would take up the case. Re-assuring the GP, Surgery Team are working with me to resolve to make good.
GP Clinical Session	Gap rang me to arrange a follow up appointment My appointment was prompt and the issues sorted out
GP Clinical Session	Damian so helpful on reception and dry khan called me later to reassure me
GP Clinical Session	Appointment cancelled few minutes beforehand when I had received several reminders prior to the appointment. Wasted journey
GP Clinical Session	I felt listened to and everything was actioned.
GP Clinical Session	The Doctor was very informative.
Health Care Assistant Clinic	The staff were lovely Great patient care, both from front office and the nurse. She was knowledgeable, skilled and put us at ease. They also handled our appointment making/ changing very well.
Nurse Clinic	Kind and very helpful
GP Clinical Session	Doctor Khan was excellent
GP Clinical Session	???:
GP Clinical Session	?My English is not very good, but all the nurses and doctors have tried their very best to help me. I would like to thank everyone at the hospital from the bottom of my heart. With love, thank you so much to everyone.? ????
GP Clinical Session	I wasn't given total attention
Health Care Assistant Clinic	The nurse was kind gentle informative reassuring. I didn't feel rushed. Was listened to. She was exceptional.
Health Care Assistant Clinic	Anjalee was very kind and gentle, explained everything she was doing
GP Clinical Session	Not too much feedback
Pharmacist	he is very good at his job he has time for you
GP Clinical Session	I was given conflicting information and then offered antibiotics, the doctor wasn't very accommodating and given the different diagnosis I am not sure if being given antibiotics was right or that there should be further investigation into the problem
GP Clinical Session	Thank you

Pharmacist	I didn't have my appointment. I was waiting for a call and it did not come. I've been waiting by my phone for 3 hours and just received this message to review my experience
Pharmacist	Positive outcome, lovely doctor
GP Clinical Session	
GP Clinical Session	She was listening and willing to sort out my concerns about what I need to manage my health problem within my job and options to deal with the pain until I can visit the Physiotherapist
GP Clinical Session	My appointment was pushed forward
GP Clinical Session	Excellent service the doctor listened to my request thoroughly and has carried forward towards requesting a referral for me. Thank you.
	Seen by doctor early
GP Clinical Session	Very knowledgeable doctor
	Good bedside manner
GP Clinical Session	Dr Khan listens and looks up your records. Also manages to get things done. However an actual appointment would have been more satisfactory.
GP Clinical Session	Customer service excellent
GP Clinical Session	Pleasant doctor who listened to my problem and suggested a face to face appointment was more appropriate and she booked it for the following.
GP Clinical Session	I was expecting a call between 12.30 and 14.30 but didn't receive it. I'm still waiting.
GP Clinical Session	The doctor listened to me and was very helpful and understanding. Always have positive experiences with the clinic.
GP Clinical Session	
Health Care Assistant Clinic	
Pharmacist	I spoke to the pharmacist Obi about my medications, he was very helpful.
GP Clinical Session	
GP Clinical Session	Happy with results
GP Clinical Session	Was able to get an urgent appointment quickly.
Health Care Assistant Clinic	
	I found the doctor I spoke to was helpful and. Concerning about my health, and very professional at all times.
Pharmacist	Attended to quickly. Very kind staff, and Damien was very nice.
GP Clinical Session	Everything was good
GP Clinical Session	From the reception to the surgery, everyone was very helpful and professional. The doctor whom I had never met before, listened carefully and understood my various concerns and addressed them accordingly. She followed up with an email as promised.
GP Clinical Session	Gp agreed to refer me to Charing Cross audio department for new hearing aid
Health Care Assistant Clinic	
Phlebotomy	They were all helpful and nice.