December 2021 – Patient feedback

- Simply because I find all staff to be helpful & if they don't know something they will find out for you)
- Fantastic service and support from first phone call. Seen quickly. Even a follow up call the day after. Very thorough consultation too.
- Anytime I contact the surgery the staff are always very helpful and friendly, I have been a patient there for 33 years.
- Because Doctor Adams rang as promised and was very helpful.
- Excellent staff and GP.
- With ongoing issues Dr adams is always there when I need her that's the reason for my answer.
- Since being a patient some years now I've never had any reason at all to fault Rosegrove surgery staff and past and present doctors.
- The staff was very helpful and friendly and helped with everything I rang up for and got the Dr to ring me which was very helpful and Dr Hebden was very very helpful and he did what I asked he could do no problem and Natalie sorted my letter out the same day was super happy with the service as I know busy the surgery can get and on Monday this week when I came in and spoke to Joanne she went above and beyond to help me so thankyou to you all.
- Appointment within 24hrs but only telephone so the tests required will need another appointment.
- The doctor was friendly and explained things well.
- Prompt, caring and thorough.
- They managed to book me in at short notice the doctor was very helpful and the nurse explained every thing and return appointment made thankyou again.
- I feel like Ally and Dr Adams listen to me and support me. Both have not given up and I genuinely feel like they will keep supporting me until my issues are resolved as much as they possibly can be.
- The receptionist was very professional. The response from the doctor was quick and the diagnosis was explained and my prescription was ready within 2 minutes of the phone call from the doctor.
- The doctors are usually very kind to me and she was listening to what I was actually saying.



- Happy with the outcome!
- Returned professional call within an hour.
- Doctor had a face to face contact.
- Doctors advice very good.
- I needed a face to face appointment with my GP. Following a phone call I was seen the same morning and was given time to discuss the issue even though the surgery was incredibly busy.
- Staff and Doctor's alike, Professional, courteous and Helpful Giving clear information and always polite.
- Doctor was friendly, thorough and very helpful alongside receptionist.
- The service was efficient. I was seen quickly within the time frame and feel reassured by the doctor.
- Initial call was dealt with excellently as was the follow up call with the doctor.
- Dr Hebden is very lovely, professional, caring attitude and explained everything extremely well.
- Received very good friendly service over the last week when I appreciate it's a very busy time for you Had two telephone appointment, test results well explained.
- No complaints at all.
- Good attention from reception, immediate access to doctor good clear calming explanation with follow up appointment also excellent with referral to appropriate NHS department to follow. Thank you.