April 2022 – Patient feedback

- Staff and GP really helpful and got an appointment the next day.
- The receptionist was lovely and so helpful and Dr Adams put me right at ease.
- Receptionists could be more how can I put it polite, less intrusive and patronising when asking to speak to a GP I can understand the need to try and make things run smoother however having a Admin assist ask about clinical problems and decide if a patient needs to see a GP is wrong.
- The doctor answered all my questions in a positive manner and treated me with respect.
- Dr Hebden is really good and listens to you and deals with the problems.
- Waiting time minimal, Doctor Hebden very attentive and listened to all concerns. Test results back prior to second appointment. Dr Hebden very reassuring and arranged follow up in case needed. Excellent service.
- Quick and helpful service and understanding of our autistic daughter and the need to be seen quickly.
- It took me a month of ringing every day from 8am just to get a call back from a doctor. It should be alot lower.
- Kind and courteous staff. the Doctor took time to listen to me and didn't just force his opinion on me. We came to a compromise on my treatment.
- Good communication regarding my problem and treatment from GP.
- Despite my missing 2 calls from doctor when i turned up to apologise I was still seen very grateful.
- was nice to receive a call from my doctor to see if I was alright.
- Dr Adams always listens and is helpful and reassuring. The receptionist I spoke to was lovely, Natalie booked the appointments for me. I had an issue with my phone so I didn't get the call. The second reception lady was very helpful and assisted me getting a call back.
- Teresa persevered till she managed to get my bloods. No rush at all.
- Service good people are smiling once more.
- The receptionist was very polite and also the nurse was polite.



- Both the Doctor and receptionist that we saw were excellent and very pleasant towards us.
- Because they was quick answering the phone and Dr's rang me back.
- Because they were good.
- I rang to book an appointment with the doctor. I was advised this would be a telephone call. Dr Adams rang back and diagnosed my problem. She then issued a prescription to help. Good service.
- I am having problems with my health at the moment and Rosegrove surgery doctors are looking in to my health issues and putting my mind at ease.
- Yes doctor Hebden is a doctor who listens to you and does take care about you it will be better when every thing gets back to normal.
- Felt like the doctor really listened and cared about my welfare, also very polite.
- In and out injection done.
- Because through the difficult times of covid you always kept our prescriptions on time. Also staff and GPs always give you time.
- Because I've got what I needed straight away and didn't have wait great.
- Very professional and helpful from the reception team and speedy from the doctor.
- The doctor phoned me back within the hour