May 2022 – Patient feedback

- Always been very good with me n I us the doctors alot staff at friendly.
- Very helpful and easy to talk too.
- Go was very good and through Phone answered immediately. Saw GP same day.
- Surgery standards and doctors always excellent. However, my
 original appointment was cancelled with less than 24 hour notice,
 which made rearranging work/family commitments to
 accommodate the new appointment a challenge at such short
 notice.



- Reassured everything ok by doctor.
- The doctor rang me back and has diagnosed me in person was happy with service.
- The lovely lady on reception and very professional service my daughter received in surgery.
- Because my doctor's are the best in England.
- Due to late communication. We had arranged a call back for a morning with the doctor. The receptionist called at 12pm to say no phone call with doctor and there was an appointment at 2.30pm or next day. Unable to get there at short notice had to arrange appointment for next day. This could have been communicated earlier.
- Found it hard to make and get appointment, but good service on doctor.
- It was good service.
- Christine on reception & Dr Adams were both very caring/understanding and didn't make you feel like you were pestering them.
- Doctor rang when stated and appointment made promptly for blood tests.
- Because they always listen to the patient and go above and beyond to make sure they get the correct care.

- Doctor Adams was lovely to talk too and sorted my problem out immediately. Very happy with the service as always.
- Receptionist was very helpful which is good and the phone appointment with The Dr was fast and helped with my problem . Keep up the good work!
- Always been happy, lovely reception staff Would like to be able to book a non urgent appointment with GP of my choice. Joining the 8am queue isn't always possible.
- Booked appointment via app for phone appointment and gp called as arranged.
- Good service although I knew a face to face appointment was what was needed rather than the telephone call.
- Got all the answers I needed and follow up appointment straight away.
- I saw Dr Hebden and even though the surgery was very busy I was given time to express my concerns and have any questions answered.
- Because the doctors was very good with my husband when he went through depression.
- Polite, listened very helpful, caring and sorted out my problem. Thank you.
- Up to now we have had good service cannot fault them at all.
- Friendly, listened and put me at ease.
- The Doctor was consistent and attentive so very helpful and professional.
- Getting the appointment was as difficult as ever. However Dr Adam's was fantastic.
- Telephone appointment was on time and very informative. The advice I received was given with explanations of how to make it effective.