

August 2022 – Patient feedback

- Excellent service when I rang surgery and excellent doctor.
- Because we had a very nice house call from the doctors and he was very nice.
- Because doctor hebden really listens to you and gives you the best care.
- The doctor was very helpful with information.
- Asked to see or have a call with doctor, got me in same day for a call and they called back when they said they would!
- Called today to book an appointment, Doctor called back as promised. He was very helpful and understanding.
- Overall great GP practice however I feel as though some new starters on reception just need a little more training in how to deal with patients who are upset etc.
- Friendly efficient support.
- It's extremely hard to get an appointment unless you phone up at 8am. I have patient access, my gp and doctorlink (which doesn't work with the surgery anymore) however when I can get an appointment it is thorough and I am listened too.
- Because my appointment was on time and I wasn't sat waiting half an hour over my allocated time for once.
- Excellent service GP explained everything, listened to me and offered advice and reassurance.
- My health concerns were dealt with expediency.
- I sent in a photograph and the doctor get back in contact very quick.
- Service was good once I was allowed passed the receptionist.
- Good service, can be difficult to get an appointment, but manage with persistence. Feel like the doctors I have seen were sympathetic and quick to assist with any issues.



- Have been with this surgery a very long time, staff and Doctors listen to what I have to say and I trust them.
- The doctor listened very patiently to what I was saying as this was a phone appointment. I can't thank him enough because he understood what I was talking about although it was jumbled. Do thank you Doctor for your kind words.
- Number 5 in the phone queue, dealt with swiftly. Phone call returned near to when promised. Treatment issued.
- Always had a good experience with the GP surgery staff are very helpful, and the drs listen to you about your concerns and problems.
- I prefer face to face appointments.
- Although it took ages to get through I was able to speak to a gp which was great. He gave me care and attention.
- Because I liked.
- Good pleasant helpful service.
- Appointment prompt, only 5 mins late. No Problem.
- Has everything was sorted and was helpful.
- Sorry the appointment was late.
- Doctor was brilliant very understanding.
- Very helpful and responsive Doctor, who has also been a great help to my wife this week. Focused and decisive. Also, a very pleasant and helpful receptionist this morning.
- Visit this morning the nurse was extremely thorough and absolutely lovely. Doctors call this afternoon, again thorough, kind and explained everything.