

# Reviews



DATE	REVIEW/COMMENT
20.06.22	<p>Patient L.J. - I just wanted to pass on my heartfelt thanks for the amazing job you all do, day in and day out. I had an appointment today with Dr Rukbi who was so compassionate, interested and kind that I just had to send this message. I have only recently returned to Walderslade as my surgery, as I have lived out of the area for over 10 years but now, as of then, the staff are always courteous, helpful and kind. Thank you again for the amazing job you do. Kind regards.</p>
18.05.22	<p>Patient T.T. - To the staff, Doctors, Nurses and Admin of Waldersade Surgery (Copy to CQC &amp; Sec State for Health). I have long been monitoring your service excellence and reporting back to CQC &amp; Dept of Health as a Service Excellence Assessor and mass Observationalist.</p> <p>After moving here some 14yrs ago and up until Covid, I had overwhelmingly given 10/10 feedback on the surgery. Covid brought problems and I reported back that in my humble opinion the surgery had gone overboard on covid safety measures and effectively closed it's doors to patients. I protested strongly to this over reaction.</p> <p>Covid has ended, (thankfully) and I am extatically happy to report back to yourselves and other agencies that 5* gold service has again resumed at the surgery. The surgery waiting room is again full of very grateful patients, seen quickly and all observed exiting with contented smiles on their faces. Doctors are in healthy abundance and can be accessed face to face within 24hrs, nurses bustle about taking bloods, BP's and monitoring everything needed, and your reception staff I swear must have all been on courses on patient empathy and customer service pleasing. The wait time on phoning still needs looking at, but when you do get through, you are met with a smile even though you can't see it, merely by hearing the helpful tone of those answering. The long hand written message in the main door reassures us patients that our comments have been not only acknowledged, but acted upon, and I for one am very VERY proud to say I am a patient at Walderslade Surgery.</p> <p>I nominate you all, to the powers that I report back to, for 5* Outstanding Service Excellence, and praise you to the highest accolade for the fantastic work in healthcare you have re- established in the last few short months. 'Well Done' all,</p> <p>Covid presented problems, no doubt, but I feel the Walderslade that has emerged through the other side of the pandemic is nicer, wiser and definitely more efficient, and that is down to the staff and management (yes Jayne, you) who</p>

	<p>have taken on board us patients feedback and worked like trojans to rise above even your old excellent standards to elicit even higher accolades of patient service than before.</p> <p>Keep up the good work team, I am very very proud of you all.....</p> <p>CQC, Sec State, pat on the back due here please to a team that were it running in the Olympics, would be now on the podium getting gold for it's efforts. I am, in truth and genuine support.</p>
13.05.22	Wanted to pass on a compliment for TW regarding my mum, I wanted to thank TW for all her help in getting my mum sorted with an appointment with the Consultant, said she is a legend.
11.05.22	I spoke to ambulance service today and they asked what GP Practice we use and explained yours – their reply “That’s the best surgery, they are brilliant” What a great compliment to you all, Manager St James Court.
11.04.22	Amazing GP - The GP I spoke to today was amazing. They really listened to what I was saying and didn't dismiss my concerns as a symptom of my existing illnesses. They were compassionate and made me feel heard. They also booked me a follow up appointment with them so that I could discuss other concerns I had that we didn't have time for. This really helped me as I didn't want to have to try and re-explain everything to a new GP.
08.04.22	Please may I reiterate my comments thanking the Surgery for all the support given to SJ absolutely phenomenal.
01.04.22	K and S were more than helpful today and are much appreciated. I lost my mum 2 years ago, my dad is terminal. Walderslade staff are amazing. Thank you!
30.03.22	Caring and respectful Nurse. I attended today for a smear test, the Nurse was fantastic, put me at ease and was very respectful towards me. A very easy experience for something that is avoided by many.
17.03.22	Thank you for all your help and responding so quickly.
07.03.22	Thank you to everyone for providing an excellent service.
04.03.22	Thank you for helping with an appointment for a dementia patient and ensuring they had the help they needed as their wife I was very worried.
02.03.22	D was really good at taking my bloods and I would like to be booked with D in the future as she was so good.
28.02.22	Very very grateful for the help I have received today, thanks to everyone concerned.
24.12.21	Thank you L for your prompt responses to me. It is a breath of fresh air to be able to speak to someone who is so helpful and even if you don't know the answer, you will try to find it out. I also work in the NHS at the Northern General Hospital and times are very challenging at the moment. We all just need some good news to cheer us.
23.11.21	I am very grateful for the care I have received from everyone at the Practice, especially throughout the Pandemic. I know others have complained about their GPs during the last 18 months but not me.
29.10.21	I have just watched some very professional behaviour at the reception desk.
27.10.21	I have just returned from an appointment with Dr Bessant and wanted to pass on my thanks. I'm sure at the moment, with the Covid rules and

	<p>precautions, it's very hard for you all at the surgery, I imagine people are complaining to the reception staff a lot. I however have found your staff to be really helpful and resourceful. My main doctor is Dr Farmer, he has always been amazing and so understanding. Like him, Dr Bessant today was also helpful, kind, accommodating (I had many questions!) and did not rush me at all even though I'm sure his schedule was full. I thought it'd be nice to pass on my compliments at how well you are all doing at Walderslade surgery at what is a nightmare time with Covid! Keep it up and hopefully things will eventually ease, thank you for seeing me today.</p>
22.10.21	<p>I am new to the Surgery and this is the best surgery I have ever been registered at, nothing is too much trouble for reception/admin to GP's, I am very grateful and wanted to pass this on as the media is so negative.</p>