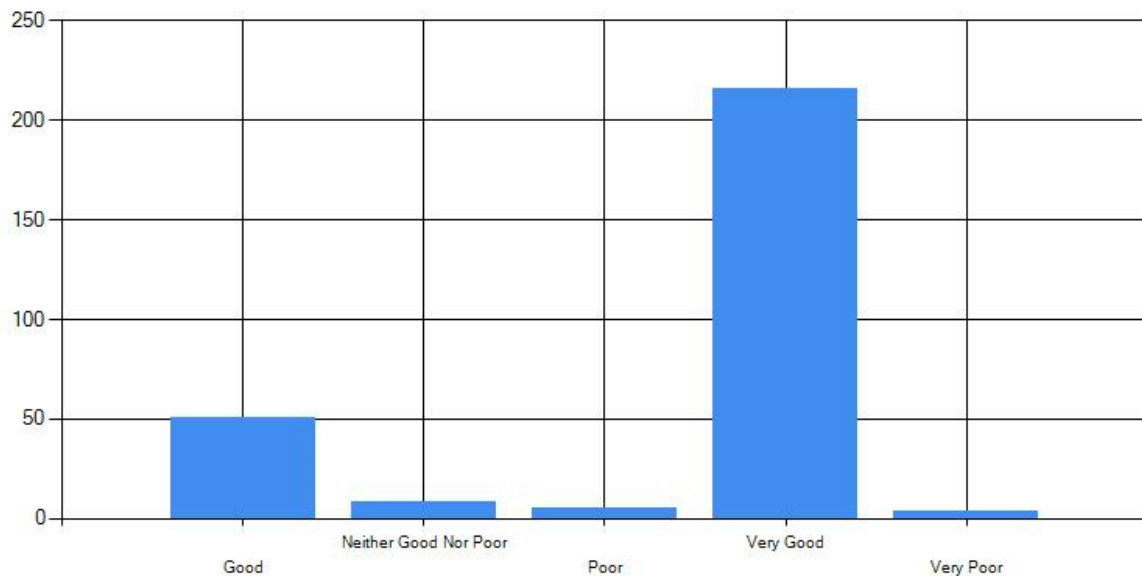


## FRIENDS AND FAMILY TEST RESULTS MARCH 2024

VERY GOOD	216
GOOD	51
NEITHER GOOD NOR POOR	8
POOR	5
VERY POOR	4
DON'T KNOW	0
<b>TOTAL</b>	<b>284</b>



### VERY GOOD

The administration staff behind the scenes are brilliant and are the cogs of a fabulous service
No messing about in and out
No problem
Very friendly and caring staff.
Dealt with the requirements straight away
Because you were kind and efficient
Friendly service with a smile
Good Quick and prompt response to my request for an appointment and the Dr I saw was really thorough
The service is good
Good On time and friendly

Had an appointment with Dr Jarvis who went above and beyond. She prescribed me some antibiotics and made a follow up appointment where she has referred me to ear nose and throat along with referring me for a chest X-ray. Thank you
The doctor gave me my steroid injection with minimal pain, and it has worked great
The doctor was very thorough in my diagnosis and also in the treatment plan for me. Doctor listened and explained things. Spoke plainly and gave an opinion which confirmed my own.
In before appointment time, friendly receptionist, nurse and very professional.
Friendly service with a smile
All was good, excellent service, GP listened and explained things I didn't understand.
The nurse I saw today for my bloods and blood pressure check was very good and kind
Dr Jarvis was very supportive and made me feel completely at ease discussing my mental health. I had confidence in the medical advice she offered. I felt like a person instead of just another patient. Thankyou.
Dr Cracknell was very professional and thorough with the examination.
I didn't have to wait long for an appointment to see the practice nurse who made me a hospital appointment at quite short notice.
Good Professional service.
Excellent staff very professional.
I was in and out very quickly. Thanks.
GP was really friendly. Receptionist was helpful and nice.
Impeccable surgery the hard work that the whole team does every day to care for their patients is wonderful, they are all there to give you the best of treatments and advice, seriously wouldn't go to any other surgery, over 36 years we've been as patients and not once have we ever had any negatives, amazing team.
Doctor I saw really understanding
Doctor was helpful and professional
The service I received from Walderslade surgery was excellent and very professional including a telephone consultation with my GP and would like to thank the Walderslade surgery team for all their help
Appointment on time, Nurse very pleasant.
The nurse welcomed me in and was pleasant with me and helped me to relax
Very pleased with the doctor, so helpful.
Always friendly and professional
Pleasant professional staff
The medical practitioner Helen Jarvis was extremely helpful.
Told me everything I needed to know
Staff extremely helpful and kind
Received a next day appointment. Dr Hurst was excellent.
Always helpful and professional
Dr Allan was very thorough and put my mind to rest he ordered blood tests which were done next day. Dr Allan then messaged me with my result
For the most part I have been treated with respect at Walderslade Surgery by the reception and admin staff, Nurses and Doctors, despite their workloads and limited time allowed to each patient.
Doctor put me at ease very good appointment
Dr Thomas Hurst took time to talk and the receptionist very helpful
Phoned reception and got a phone call back with a doctor and got sorted
Doctor Wastling is always very thorough.
The practice is always clean and staff always helpful and polite
The doctor was very nice and listened to my problems that I had with my health and gave me the medication to rectify it thankyou
Very friendly

Very professional and pleasant. Lovely person.
My GP was very thorough she explained things quite clearly also very polite
Dr Hurst was very thorough, kind and pleasant. We had excellent service and was able to make a joint appointment with my daughter on the same date. Thank you.
He was very attentive and did a thorough examination of my symptoms. His advice was also encouraging, and I left the room with the feeling that I had received help.
Tests arranged swiftly.
Results came back quick and was informed promptly re outcome. Excellent service. Thank you
Excellent advice as always. Nothing is too much trouble. Asking questions etc
Staff across the whole practise always very polite friendly and go above and beyond when helping patients. Came to Walderslade two years ago and they are the best Doctors we have had.
All GPs and Nursing staff are fabulous. Courteous knowledgeable and professional. Spot on surgery
Lovely nurse very efficient and thorough
GPs and nursing staff are amazing, courteous, professional, knowledgeable and I feel safe
Because I always get treated well
I attend regularly for Type-2 diabetes check-ups and I have always been treated courteously and promptly. Last week I saw nurse Emily who was excellent, personable, caring, and efficient. Many thanks.
Don't visit doctors much but as usual always friendly and reassuring
I came to the surgery to Dr Allan over a recurring illness and as always, he gave me what I would consider the best action to take until I return for some health checks he asked me to do for him. I have all the confidence that he will get to the bottom of things to get me back on track for the best possible outcome. I understand that he can't cure everything that is wrong with my other ailments but the ones he can I know he will do his upmost for the ones he can. I would also like to add that Dr Allan is a person that I can trust, confide in and respect
Good clear information given on what medical problem I have, professionally given
The nurse I saw was very pleasant and knowledgeable.
Donna, is a very nice, and a well-mannered, lady, and very informative, and helpful, and made me feel at ease.
Practice nurse was friendly, polite, and explained fully what she was going to do.
Nurse was extremely good
The nurse was very informative and helpful.
Got an appointment quickly after initial blood tests that came back ok. Sat down with the doctor who was lovely and actually listened to all concerns and issues. We both agreed on the course of action and a follow up appointment in a month
Always very professional
Had a good conversation with Dr Allan, changes made and many thanks.
As usual all the staff from the receptionist on the front counter to the GP gave fantastic service.
The people working in the surgery, from receptionist, nurse practitioner and all the medical professionals who I have seen, it is a very well-staffed surgery, are always helpful and supportive
Quick, efficient and a lovely nurse.
I was booked in to see the nurse. Waiting time was very quick, the nurse was very friendly and put me at ease.
All staff are professional and friendly when you contact them. I have found reception staff always willing to answer any query and help as best they can. I have been fortunate enough to be treated by Dr Farmer on my last appointments and he makes you feel at ease, and I always feel confident and safe in what he says.

Professional!!!!
Appointments are easily made, and staff listen well and take appropriate action.
Didn't have to wait for appointment was seen straight away nurse was really kind
Appointment on time nurse did the job very well and thanks
I just think you are a great practice. Fabulous staff fabulous receptionists.
Everyone so helpful
The doctor arranged hospital appts and was very efficient in dealing with me. The atmosphere was friendly, and I felt able to discuss my problem easily.
Clear treatment pathway
Got a same day appointment, receptionist helpful, doctor very sociable and thorough and given way forward with my health issue.
Managed to get an appointment quick and nurse was really nice.
Dr Wilkinson dealt with my rosacea problem and prescribed some antibiotics
Good appointment time quick referral and x-ray
Timely appointment, professional but friendly. Medication explained clearly. Made to feel comfortable and cared for.
Always polite and helpful staff
GP Dr was polite empathetic kind and listened perfectly very pleased I have joined the practice Receptionist always helpful although big queues to speak to her she is lovely Surgery generally good
The receptionist was friendly and very helpful. The waiting room was very clean as were the toilets. It was nice to hear music from the radio and also the information on the TV screen was interesting.
Lovely nurse and all to time.
I was in a lot of pain and couldn't walk with my osteoarthritis. Booked in with Dr Ibrahim who was wonderful and administered a steroid injection to help manage the pain. I still have some pain but can at least walk now with caution using a stick
Got an appointment straight away and was seen immediately very good service
Quick answer and support when I needed it
Very friendly and helpful.
Always helpful and make you feel at ease
Very helpful staff and friendly
Very friendly practice
Always helpful and polite
Dr very pleasant, explained everything very clearly having listened to my problem. Result a follow up treatment and she made my follow up appointment there and then.
All the staff I have ever had contact with have been friendly and professional. I wouldn't want to go anywhere else. Thank you and keep up the good work.
Making appointments to see Dr Wastling has improved in my experience in a good way. Doctor Wastling listens to you as a person also she takes time to explain what it could be mostly she doesn't look at you as if it's all in your head. Most of the other Doctors in the surgery don't listen and think it's in your head. I'd like to thank Doctor Wastling for listening and being patient.
Seen on time and very friendly staff
Great consultation, on time service with a smile.
They always act on my requests
Appointment same day and prescribed meds
Got an early morning appointment, very pleased with the doctor who I saw, very thorough and sympathetic
Dr Wilkinson always a good listener and caring
Nurse Practitioner swapped things around and saw me within a few minutes. She was then so reassuring when I really needed it. Gave me advice too.
I'm new to the surgery but so far so good

The Dr gave a thorough examination and came to the conclusion what was wrong with me. Thank you for making me feel at ease
Very nice nurse who helped me due to my current condition I was not able to dress myself after my smear. She helped me and made me feel at ease which is all you can ask for particularly when a smear is not the most comfortable of experiences!
The support provided by the whole staff team at the practice is exceptional, we as a family could not ask for more.
Best service and staff 🙌 GH.
Professional service and understanding my problem
Great service
Good service
All went smoothly and doctor Bessant was particularly pleasant and informative.
Quick and easy nurses very nice
NHS is brilliant 🙌
Even under great pressure the receptionist was polite and helpful. The on call doctor (Dr Hurst) was professional and understanding.
Timely appointment. Clear feedback following results of DEXA scan.
Excellent customer service
Always professional and helpful
Reception staff doctors and nurses always give me good service.
The GP Dr Allan was very understanding and compassionate about my concerns
My appointment was a blood pressure check and I couldn't fault her very professional, friendly and put me at ease. So, thank you Donna McNichol
Excellent attention and dedication from all staff Extremely polite and courteous I would not hesitate to recommend Walderslade practice Thanks for the advice and help you give me during my visits
Appointment was on time and managed to discuss issues with Doctor as needed.
Very caring and professional. Thank you
Highly Satisfied with the GP
I arrived early and was seen early. The blood test was taken quickly and efficiently
Appointment on time and very satisfied with advice on treatment from Dr Jarvis.
As usual we were treated very well with kindness, humour and not as if we were just a number. Dr Farmer knew his reason for a visit and dealt with it very professionally yet with the human, friendly touch. Thank you
I rang and got an emergency appointment to see a doctor and received treatment.
Everyone very helpful not had any problems with service from doctors or receptionists professional and polite
Always considerate.
Very good bedside manner
Professional and helpful consultation.
Friendly staff
Excellent
From the receptionist to the doctor was very good
Sheena persevered and we got a result
Dr Farmer was lovely and very helpful
Doctor Farmer was caring and respectful at all times he answered all my questioning helped me understand what I had gone to see him about
Efficient and on time. However, I wish it would be possible for me to access my results online now you have stopped posting them out.
Always willing to help and very understanding
Dr Farmer is really easy to talk to, listens to problems and is really helpful and friendly and offers great advice. Don't feel like I'm being rushed either when I speak to him which some doctors can make you feel.

The Doctor Helen Jarvis was very helpful
Thorough, caring doctors. Lovely reception staff.
Took an interest in all medical issues. Took time to explain my personal situation and friendly approach.
Friendly reception and medical staff, speedy appointment seeing me out before my appointment time!!
Got appointment immediately, good medical advice
Appointment a bit late but dealt with very professional when I got in thankyou
The doctors and staff are brilliant can't praise them enough
Doctor was very good and patient
Because I was very pleased with the doctor
Always very good - helpful timely efficient
Friendly reception staff, always try to help best they can
No problems at all. Seen on my appointment time, nurse very friendly.
An in and out appointment with no messing or waiting around.
Friendly and helpful
Lovely doctor happy with my appointment and was on time
Polite, thorough and effective.
All round felt at ease and comfortable with the doctor and staff.
I was very happy to been seen by the nurse to discuss the results of my bloods. She was very professional and explained everything. I am going to go on some statin meds to control my cholesterol I've heard bad reports about it but I'm going to give it a go. Thank you for your time given to me. M.A.W.
Efficient friendly service
The Practice nurse was friendly and informative and put me at ease
Appointment was in reasonable time, it was on time and pleasant, professional staff.
Happy with my GP
Good service.
Lovely doctor happy with my appointment and was on time
Very simple process throughout.
Dr Farmer Listens, explains, then sorts things out. Treats you as a person not a number. Excellent GP
Friendly, knowledgeable doctor
Have had nothing but excellent service from all the doctors and nurses at Walderslade, the doctors are really polite professional and knowledgeable and also empathetic towards patients, the whole surgery is spotlessly clean and tidy and well maintained to a high standard, overall, the whole surgery is impeccable. Very well run and organised, I have been a patient at Walderslade surgery since (1974) and I honestly can't think of any issues or problems in all that time.
All staff and doctors are excellent
Doctor Wastling is always very thorough.
Lovely caring doctor and on time.
Had a very good consultation with the Dr, he listened very empathetically, and we discussed a range of options. Left the surgery feeling optimistic about the way forward.
Very attentive listening and thorough investigation of treatments.
In and out for bloods within minutes. Excellent service.
The only thing that I can complain about these days is the lack of appointments, because there are a lot of reasons why some things can't wait 2or 3 weeks before you see someone, and if you can't travel to out of hours services like iHeart etc, what do you do. Other than that, I have been with Walderslade for over 20 years, and have always received excellent service. It's just the impact of post Covid and a severely overstretched NHS, but where is it going to end?
Supportive friendly felt at ease Helpful

Excellent friendly service
Very friendly
Dr Hurst and all staff are amazing make me feel better. Very professional, courteous and listen to me, thank you
Because I was happy with the doctor I saw.

<b>GOOD</b>
Great place hard to arrange appointments
Sorted my problems out promptly
It was a phone conversation, and the Doctor understood my problem
Didn't see practitioner until 20 mins after appointment time. Bit inconvenient when I'm taking time off work.
In and out fast. Only fault is it took 2 weeks waiting for my bloods
Dr Paul Cracknell, was very thorough, blood tests done, and results were quickly fed back to me. All results fully explained by Dr Cracknell and medications prescribed.
Good Friendly service
Call back when they say
In my opinion the appointment was on time thereby good experience
Overall service is very good, all staff and doctors are excellent but trying to get an actual doctor's appointment is difficult. I understand this is probably beyond the surgery's control but the early morning calls to the surgery are very frustrating especially when you've waiting in a queue to finally find out all appointments have been filled is disheartening. I think maybe sometimes whether or not a telephone appointment could help things ? Would like to thank you all for your service.
Dr Allan very attentive and caring
Happy with the overall service
It was a good appointment (telephone call) I have not met the doctor who I spoke with, not quite as good as a face to face appointment
Staff were good
I was 30 minutes late into my appointment, however, my GP apologised.
Alerts for prescription and yearly information
It's true
Appointment with the practice nurse was on time and efficient
Friendly and approachable staff
Well organised and prompt appointment times. I didn't have to wait very long to be called in.
Hard to get an appt unless you queue outside at 8am. I was very satisfied with my consultation.
Very nice staff and I didn't have to wait to see the Nurse
Friendly and helpful
Very helpful sorted things out just waiting for hospital to respond
The surgery contacted me the day before my appointment letting me know that the doctor was unable to perform a face to face appointment that day after all but did offer me a telephone appointment instead which I accepted and was performed well on the following day.
Because I was seen on time and all staff are friendly
Couldn't get appointment on the day but arranged to see a medical practitioner after the weekend.
Appointment same day with doctor but long wait for blood test appt
Dr Cracknell is a very good GP and is excellent at explaining everything
Appt was on time

Rang, there were no appointments for that day but doctors rang back within 10 mins as there was a cancellation

Had to wait an hour for my appointment

Getting an appointment is difficult but once you see a Doctor the service is very good. I saw a Doctor and within 3 days I had been to the hospital for an ultrasound scan.

### NEITHER GOOD NOR POOR

Although Dr Cracknell is always pleasant and a good GP he always runs late. As for the upstairs waiting room, it has extremely poor ventilation, all the other patients commented about it when I was in there. Shame something can't be done, like put a skylight in or window.

I requested a home visit for my mother Mrs R. She had just come out of hospital the day before and seemed to be struggling with her breathing. The doctor refused to visit her as she was already on antibiotics. The next day I had to ring for an ambulance, my mother was admitted to hospital, she has been on a ventilator and using a steroid inhaler as well as using a nebuliser. That was a week ago and she is still in hospital.

I don't know if it just me, every time I make an appointment, it seems to take forever to get through, it leaves me very frustrated. This last appointment took too long to arrange, by the time it took to get an appointment to see the doctor which I had to wait several days. When I did eventually get my appointment, I was referred to BDGH for an X ray. I finally managed to secure a X ray appointment only to be told I would have to wait for over a week. I am still waiting for the appointment. So to sum up I now had to put up with ongoing pain for a few weeks, I just hope everything is ok with me when I finally get a diagnosis. One point I will make though is my GP was extremely good and was genuinely sympathetic. It's just a pity the NHS has been allowed to get into this situation. The Doctors and nursing staff are very good, it's just the shambolic way things are run in senior management Thank you D. H.

40 minutes late

Had to phone 111 to get an appointment, have no problem with Doctors

Struggle to get an appointment and not always being able to see the same doctor.

### POOR

I had to ring to check if the hospital had contacted you, if I hadn't would I still be waiting? and on another note appointments what a joke the service (if you can call it that) is a shambles.

Was told could get the tablets over the counter I should take and needed a prescription so had to go back. Also, no help with the pain so still on over the counter pain relief.

Couldn't get an appointment had to go through 111 and got one 2 hours later

Because you never get to see a doctor so we put up with things how can they diagnose something they can't see

The doctor was great did everything he could. The surgery is ridiculous nearly impossible to get an appointment unless you ring at bang on 8am and with my work this is impossible, so I booked an appointment online which was for a month away

### VERY POOR

Provided pills twice and no help to find root cause of issue. No referral to ENT or Neurologist. Lined up 8am for telephone appointment staff were abrupt advising it was not open but when the other people were seen behind me, they then opened the doors. It was 7.59am. Telephone appointment call came an hour and a half later than requested and was no help doctor had no clue about dosage.



No help, no appointments, nurses do nothing, wasn't allowed initial appointment with doctor, my questions weren't answered due to a young nurse not knowing what advice to give and to 'speak to a doctor', yet there's no availability for even a phone call. Ridiculous!!, urgent prescription takes 2 days to get verified by doctor - hence another reason why a nurse seeing me was pointless. Very, very poor
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She never took her hand away from her mouth all the time she was speaking kept having to ask her to repeat herself. Told me my iron count was low would have to consult with practice pharmacy whether I needed medication.
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Three weeks wait to have my bloods taken. Results in less than one day. This cannot be right, neither can it be acceptable
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<b>DON'T KNOW</b>
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**Walderslade Surgery would like to thank you for taking time to provide feedback about the practice and our service. Your feedback is shared with the whole practice team.**

**We welcome all the amazing comments we receive. It is very satisfying for us to hear that we are providing a good service for our patients and members of our team are valued. After all, our aim is to provide the best service possible with the resources we have.**

**We also welcome the negative comments and want to assure our patients we take this feedback seriously. We are unable to provide individual responses to comments received via Friends and Family as they are anonymised, which means we are unable to investigate and comment on each individual case.**

**However, there are times when we must correct/explain some of the information we are sharing with the public and this month we would like to respond to the comment made about the surgery regarding the upstairs waiting area. Unfortunately, we cannot put in a window or a skylight, this was requested many years ago and turned down. We acknowledge the ventilation in the upstairs waiting room is not great. We do have an air conditioning unit in there and we encourage patients to come forward and ask for this putting on if the area becomes uncomfortable.**

**In response to another comment made in regard to blood appointments, we have had to make changes to the service we provide. Please see our website for more information about this as we have written a notice for patients to try and explain the change and the reasons behind it.**

**We have very high demand for appointments at 8am. Our staff try to answer all calls as quickly and efficiently as possible, as well as deal with patients coming into the surgery to book appointments. Each day we have appointments available to book either on the day or book ahead slots. Unfortunately, these appointments can get booked up within a very short time frame due to number of patients our staff are dealing with.**

**Please contact the surgery and ask to speak to a member of the management team if there are any issues you would like to discuss in more detail.**