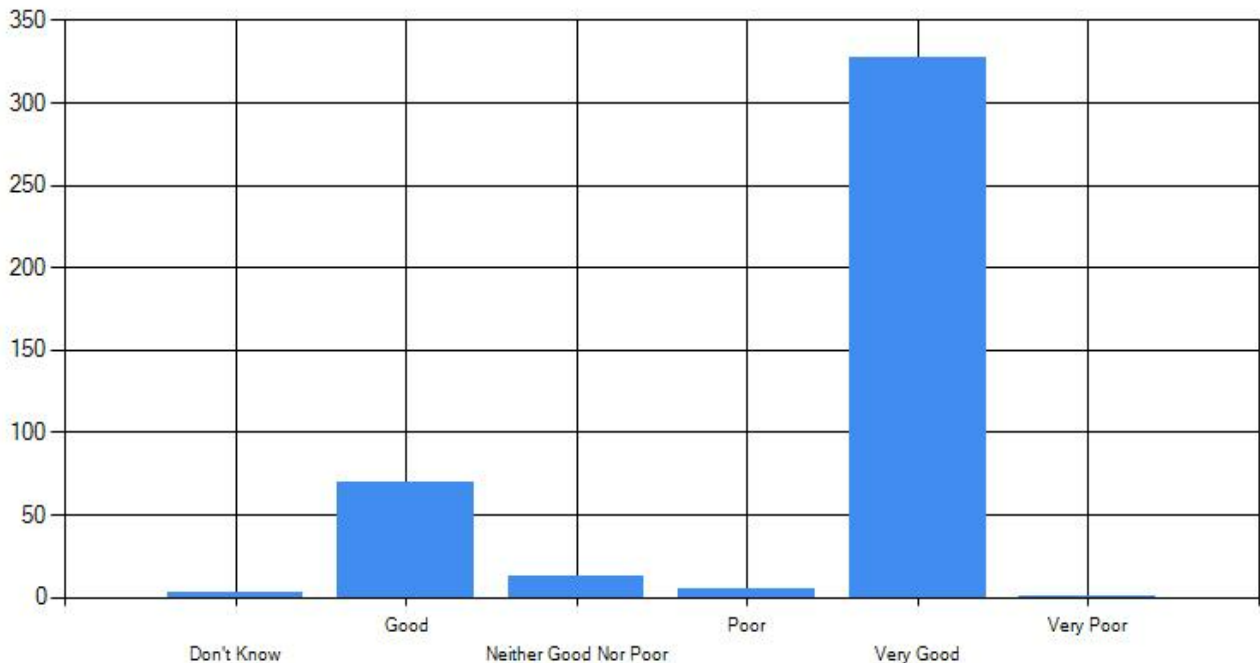


FRIENDS AND FAMILY TEST RESULTS AUGUST 2024

VERY GOOD	328
GOOD	70
NEITHER GOOD NOR POOR	13
POOR	5
VERY POOR	1
DON'T KNOW	3
TOTAL	420



VERY GOOD

Excellent communication and understanding
Great surgery
All was clear and appropriate for my needs.
Great surgery
ALWAYS SUPPORTIVE EXPERIENCE. HIGHLY COMPETENT AND INFORMATIVE.
Excellent service from all staff. The receptionist was so friendly.
Very Good On time very polite and efficient staff.
In before appointment time, no waiting around at all
I was in a lot of pain, and I was seen with in 30 mins.
I have been with that practice when it was Dr Fairclough's and always been satisfied

Rang at 10.30am with difficulty breathing. The receptionist was polite courteous and empathetic. She arranged an appointment for 45mins later at 11.15am. Had the consultation and received the appropriate medication. I could ask for no more. Superb service.
Always come away from the surgery satisfied with my consultation.
I had a good thorough check up
Did not have to wait long to see doctor. All staff were polite and kind
Surgery was fully booked. But fitted me in as urgent. Good call as I had a DVT
Wasn't waiting long before call answered. Able to get an appointment the same day. GP listened to me and spoke to me instead of looking at the computer!.
Very helpful and polite and she spoke to me in what I needed
Dr Reeder has given me the best of care during a worrying time, she explained things to me in a way I could understand
Same day appointment with a physician, given a thorough examination and excellent advice.
I called in to the surgery at 8am for an appointment. I got one without a problem, I saw the doctor and he listened to my condition. I'm getting the treatment I require.
Always manage to get an appointment same day. Snr Nurse is always so understanding and supportive. Staff always helpful and friendly.
My routine screening appointment with the practice nurse met all my expectations. Kay explained the procedure in detail and put me at ease throughout my appointment
Telephone discussion with Dr Carter. Very pleasant and informative phone call. I have seen her on 2 separate occasions and find her very patient and helpful
Got seen straight away , referred me to the right people
Sorted what was wrong with me
The doctor was perfect
Extremely professional doctor given great advice problem solved
Nurse was friendly and nice to talk to
An on time appointment Dr Cracknell was very nice he knew before I went into the appointment a plan of action - a really nice person
Always helpful and considerate, appreciate how busy the NHS is but will always get an appt if needed
I was surprised to be given an appointment quickly and that very morning
Doctor listened was very sympathetic to my situation Referred me straight away
I recently attended the surgery with stomach pains. Dr Tehniyat immediately arranged for me to be fast tracked to rule out cancer. I'm currently attending the hospital and will be forever grateful to Dr Tehniyat for her response and fast action with my symptoms.
As always, a first class, caring, consultation. Walderslade is an excellent practice with wonderful doctors, health care professionals and receptionists. As well as everyone behind the scenes too! Thankyou everyone for looking after me!
Very helpful, gave lots of good advice and treatment for an injury. Very professional staff from the reception staff to the medical staff
Reception staff really helpful and polite. Medical practitioner I saw was lovely and I was seen very quickly and given appropriate treatment.
Because Doctor Martin was very understanding and helpful.
I've been ongoing with appointments and treatments and the service from doctors, nurses and receptionists has been excellent
No messing about and waiting.
I was lucky to see the Dr on the same day and was satisfied with the consultation I received
Easy to check in, no waiting. Felt Sr Smith took a good history and treated appropriately. Very easy to talk to.
Brilliant staff, Brilliant doctors can't do anything better

Always satisfied with the surgery
Communication with surgery very good and was seen by GP on time.
Excellent care of circumstances in regard to my health situation. I cannot thank the practice enough.
Seen to straight away and all staff are lovely
She was very friendly and made me feel comfortable
I am a new patient, and this was my first appointment. The nurse already knew my patient history. She made all checks required and took a blood test as I do it on a regular basis.
I checked in by myself with the machine on the wall and only had to wait 5 min to see the nurse
Prompt service welcoming clear language!
Efficient, pleasant, and competent staff
My feedback is based on the excellent and rapid response and care I received from Dr Helen Jarvis. She has helped me immensely, with care, compassion.
Clean friendly staff on time
Just happy with the service.
The doctor was very welcoming and professional. He listened to my problem/symptoms and offered a treatment plan. Was very pleased
All staff are pleasant, welcoming and I felt at ease. Doctor Wilkinson is professional, cheerful, and most importantly listens and I felt like she valued my input as I valued her knowledge. Visiting the physiotherapist Ayesha (apologises if incorrect spelling) was extremely helpful, knowledgeable, very pleasant and offered good advice. I left the surgery feeling confident and relieved after the consultation. Thank you to the kind, receptionists who always do their best to organise suitable appointments and who are always polite and friendly
Good service from Dr Cracknell as ever
Had my bloods done the nurse explained what tests were going to be done .
Following triage request Dr rang me same day and dealt with problem
Had an appointment with the nurse, Claire, who I have now seen several times to advise on Type 2 diabetes. She is consistent in her caring approach and provides sound advice in a straightforward manner. Walderslade should be proud to have such a person representing them.
Understood how urgent my appointment needed to be
Very helpful and listened. Always do their best to sort out problems.
Very nice diabetic
Always excellent
Always friendly. Better to call in person to sort an appointment out.
Excellent communications and professional staff
The GP I saw was very good she gave me a good examination and prescribed exactly what I needed which has worked a street many thanks
Dr Martin is a very pleasant lady she listened to me thoroughly very understanding she also explained things very clearly to me
Quick and simple
I was able to get a same-day appointment with an advanced Nursing Practitioner who was very helpful, friendly, and efficient.
On time, efficient service.
Quick and easy appointment
All went as planned from reception to Dr Bessant phone call. Thanks to all involved, Regards
Professional
Saw Dr Cracknell who is always excellent.
Rang that morning and was seen by doctor 3 hours later. Follow up telephone appointment booked on the day by the doctor herself.

Prompt efficient phone call back
Emily has been very thorough in checking my wound.
I didn't have to wait long, I explained to the doctor what I'd come for and she explained everything to me that put me at ease and said if it doesn't clear to go back.
My appointment was with the diabetes nurse she was very nice very helpful and answered all my questions I had a courtesy call the next day to make a telephone appointment with me ready to discuss my blood test results thank you.
You always get an excellent service at Walderslade surgery no matter which doctor or nurse you see they will always listen to you examine you and come up with the best solution to get you back on the road again to feeling well again
Because it was
Was seen before my appointment time, excellent.
Easy booking in system and helpful staff
Very easy to chat with her, knowledgeable
Dr Cracknell very good to me
Both nurse and receptionist were very polite and professional when I visited for my blood test
Helpful receptionist when making appointments, GP, friendly, and clearly explained the facts.
Punctual. All concerns covered efficiently and sensitively. I can ask for nothing more, given that magic wands are not available!
Personal Service given at all levels.
Visited for an asthma test with one of the health care assistants. She explained the procedure well and put me at ease. The test was completed quickly, and my results were texted to me the next day. An absolutely excellent service, thank you
I did not have to wait for long. Everyone was very polite and kind. The practitioner I saw was efficient and knowledgeable and also very kind
Always a good service by everyone involved in the surgery
Had a thorough checkup advice given
I've always been able to speak to someone that can help me
All very easy
First time meeting the doctor as only just joined the practice, very friendly and helpful.
The doctor listened to me and allowed me to be involved in decisions about my own health care.
Very good service provided by staff and doctors
Everything went smoothly
Very quick efficient and friendly service.
Treated promptly with respect from all team members
Good surgery everyone polite and helpful no problem seeing a doctor when needed
Very good service
Got sorted straight away and happy with outcome
Got in on time and the lady that gave me my injection was very pleasant and cheerful.
I was seen promptly. The doctor dealt with me efficiently and kindly with my problems. I have no complaints or issues.
I needed to see a doctor quickly and they gave me an appointment that morning
I was seen right on time.
Excellent service as always
I was in Pain was seen in 30 minutes
Nice Friendly staff. Was seen on time.
I have always found the service to be good
I had to change my appointment and they got me in the same day and the staff and the nurse was great a big thanks to them all

Knowledge, time given, options and lots of understanding to get a full picture. Really helpful and I was made to feel taken seriously and supported.
Always very helpful
Seen on time, very efficient.
Saw advanced nurse practitioner this morning she was so welcoming sat and listened to me she gave me lots of advice on what to do next. Left the appointment feeling so good.
I got an appointment straight away, I wasn't kept waiting very long, the doctor explained everything, it was good and understanding.
Caring, patient, helpful doctor
Didn't have to wait long and Emily the nurse was really nice she listened to what I had to say and put my mind at rest
Brilliant surgery
All members of staff are friendly and helpful
Appointments running to time. Receptionists very helpful when I made the appointment
I have struggled with my health and wellbeing for a few years. And I have received amazing care and support from the GP. Doctor Hurst mainly, he continues to help me as does Jessica the health and wellbeing coach. I am confident I will continue to receive exceptional care from the Dr and others
From reception to Dr Bessant's phone call, everyone was polite, efficient and responsive to my request. Excellent from all involved, thank you
I have attended Walderslade for over 20 years. I have always had a positive experience. All admin, nurses and GP's have consistently over time been caring and I have nothing, but praise given the pressures they are under
Good visit and on time.
Very good service excellent staff great staff and doctors brill thank you
Excellent service
Prompt appointment. Helpful staff
Efficient GP visit, albeit that it could have been dealt with over the phone.
No waiting went straight to the Nurse, and she did her job very well I was impressed
The nurse was very thorough and really friendly, and I felt comfortable with her
Good advice and support from Doctor Jarvis. She really understood our problem and took time to address them with us
Lovely caring doctor who took time to listen to my concern
The Dr I saw was amazing, so kind professional and understanding. She made me feel like she wanted to help me.
Professional!!!
I received first class attention from Dr Cracknell and Dr Martin.
The nurse was very polite I felt really comfortable with her
Very helpful and polite
My appointment was dealt with professionals the doctor was on time and sorted out my problem
Easy to book in was seen before my appointment time and Dr Martin was very helpful and professional
Friendly, clear, and sympathetic.
I always receive good care at the practice.
Very good GP practice
Have been very helpful and sent for test quickly
Overall, no issues
Walderslade surgery have always delivered a 1st class service right from the ladies on the front desk up to a great team of nurses and doctors who provide the best health care for their patients you can't really ask for more
Everything good always well done

The nurse Emma I saw was very good and thorough went through all my health checks so well and made sure I understood everything that was going on felt very comfortable and positive about everything
Just a friendly atmosphere and helpful staff
Drs and nurses are under a great deal of pressure, because of the state of the NHS and under the circumstances they work hard to give patients the care they deserve.
Responsive, helpful, and overall good service - thank you!
Easy to make an appointment for the same day. Efficient checking in and was seen to on time
Dr Martin was very polite kind and listened to my concerns, clear in a plan and dealt with my problem fast and efficiently
Nurse was amazing, really put me at ease thank you.
Answered all my questions put me at ease
Everyone is so efficient . Always someone to talk to on reception . GPs are the best I've ever been to . Keep up the good work x
On time. Friendly helpful Nurse Clare Caine
Took time to listen and explain the things I went with
Got a quick appointment and helpful Doctor
Everything was dealt with quickly
I was listened to as well as chatted with. All our opinions were discussed or commented upon. It was good to hear that some of the things I've been doing of my own accord, are actually helpful.
Always feel better when I've been seen and advised what to do .
Very thorough informative and polite
The GP was exceptional very supportive and offered help advice
Although not urgent I was offered a cancelled appointment, which I am very grateful for, as I was able to have something checked out straight away and my mind put at rest. All staff were very helpful and friendly, which counts for a lot these days!
Listened to me
Excellent service, kind reception staff, caring nurse practitioners
Fantastic service
Always friendly and helpful
Polite efficient staff
Helpful and treated well at all times.
The Doctor listened, examined me and was very helpful
My visit was to see the nurse for a blood test and blood pressure. The nurse noticed I hadn't had my annual check and suggested she did it then along with an injection for shingles. She was very thorough and caring and gave a good explanation for everything involved and had a nice sunny and welcoming personality.
The doctor showed great care with George to identify his problem, and gave good advice
Great staff good humour good reception staff
My doctor is very attentive and helpful, patient and explains things in a straightforward manner
Doctor very helpful explaining a letter from the hospital
Excellent professional service
Most helpful and professional
She was very thorough and helpful
Receptionist very efficient and friendly when I called into the surgery to make an appointment after answer phone not working correctly. Appointment was available the following week. Dr Farmer was interested with my problem and dealt with it by a prescription, overall, I was impressed with the service
Prompt response to a Westfield letter which needed signing

Emily Smith was very thorough throughout my annual review, very well-mannered and very polite, would fully recommend her to my family and friends who are a patient at this practice
Professional
The doctor was great explained everything he was doing he was lovely and gentle with my mum
Annual review with practice nurse. We had an open and frank chat and tests were carried out accordingly.
Appt was on time and Sr was very prepared and organised
Sheena was a star
Staff were very friendly, professional and explained everything in a clear way and confirmed that I understood and did I need to ask anything else.
The staff who I've dealt with are all lovely. Very helpful to both of us and very caring to us elderly who are slower than the younger patients. Dr Allan is superb, and all my family like him. Please look after him. My only disappointment is the blood test service. It's got a bit out of hand. Patients should not have to wait weeks for an appointment. What about some overtime on a Sunday to catch up.
Quick appointment and problem solved
I never have to wait too long for an appointment. All doctors, nurses and staff are very approachable. Polite and very helpful. I always feel that I am given time and am listened to.
New to the practice. All aspects involved to date have been excellent.
Always listened to plus given time to explain to reception and doctor reception always helpful
Very good GP surgery
I always get an appointment to see a doctor or nurse and any treatment I may need.
Dr Wilkinson was kind, listened to my problem with care and compassion before making a joint decision on the next steps. I am grateful for her input and support. Thank you
This is my family doctors, receptionist try to always accommodate me, all the doctors I see try hard to make me better...unfortunately on occasion some patients try to involve me in their arguments with staff. But I stand firm. You're my family, thank you.
Very professional friendly service by health care assistant, answered my questions, fantastic service
The people I see make it easy for me to attend and change appointments to fit in with other visits I have to make to the doctors, the people I see including reception are always polite and friendly
Always dealt with quickly and professionally.
As always, professional, and pleasant service.
Everyone very helpful and polite
Regularly seen
Professional!!!!
Polite receptionist and not having to wait long to see Doctor. The Doctor was very courteous and professional.
Answered phone quick, quick appointment and call back. Very good
Good service
On time clean and tidy
Dr Taylor rang me back within ten minutes of speaking to receptionist.
Very Good Because the surgery and staff need that response for doing a good job 🍌
Needed an urgent appointment re severe back pain which I had tried to self-treat myself for a couple of weeks , but the pain was unbearable, Fitted me in immediately giving me the treatment I required .
All the doctors are great at their jobs, with a lot of care and feeling .

Had no problems in getting health problems seen to either by seeing a doctor or having a telephone consultation
They listened, asked probing questions, were friendly and cared. We discussed possible solutions and settled on a solution. Quick, friendly, and helpful.
The receptionist was very pleasant, and the doctor was very reassuring
All staff are very good
Through the ongoing treatment by Emily, I was well looked after
Very professional
Very helpful and friendly
On time nice easy to talk to doctor
From receptionist to doctor all exceptional
Satisfied with the doctors response to my issues, not too long to wait. Excellent service
Early morning appointments are great, the doctor I saw is really good and helpful
Quick and polite
On time and Dr Farmer very attentive
The doctor gave the advice I wanted and was very professional
Dr Ibrahim is very helpful an amazing Doctor who always takes the time to listen and help me with my concerns
Appointment in good time. Conscientious GP who listened to what I had to say.
To saw Dr Jarvis who was very good and understanding. I was prescribed medication which has helped, and I am very satisfied with the help I have received
The doctor I saw is a very nice man and explain things to me so I no what to do
Good examination
Appointment on time. Nurse extremely professional and highly competent.
No issues staff always polite and helpful
Very efficient. pleasant service.
My appointment was for a blood test with Emily. As previously she was kind and explained the reason why I needed it.
I have always found the staff to be polite and the Doctors caring ,no problems
Emily is such a lovely welcoming young lady nothing is too much bother she's so pleasant she's a joy to see staff of the month x
I needed help and advice and I got it
My appointment was on time and the nurse Emily was extremely knowledgeable and professional.
Seen quickly
Efficient service.
Seen at appointed time by ANP. Treated with respect and given a friendly service. All treatment explained and understood.
Had time to talk, came out with optimism. Doctor seemed interested in my illness 👍
Quick, efficient, and friendly
Always happy and confident with persons who have dealt with me
Professional!!!!
Doctor listening to me and understanding, she had read my notes and knew why I had a follow up appointment. Really put me at ease, and very helpful.
I was seen very quickly and treated very thoroughly and respectfully
Booked my appointment when the surgery opened for 9am was back home after being given a thorough check over and collecting antibiotics from the pharmacy for 9.15am excellent service and follow up advice given
Friendly polite great service
Attended my diabetic review appointment, I found the nurse very polite and helpful , she explained everything that she was doing I felt at ease and very happy with the treatment that I received
I was listened to and was not rushed

No trouble making an appointment, generally speaking I see Dr Ibrahim, who is very pleasant, thorough, and efficient
Friendly and welcoming
Dr Ibrahim was very informative and took the time to. Listen and really cared about my feelings
Doctor was able to put my mind at rest with ongoing healing of hysterectomy that I had 21 months ago re nerves growing back. Also helped with advice regarding upcoming appointment at hospital. He definitely knew what was involved and that I should keep the appointment. I kept the appointment and now awaiting further investigation.
I have no problem always make my follow up appointment on that day lovely staff
I have recently had 2 visits to see a Dr which I haven't had to do for a number of years . I was treated very professionally, and my referral was deal with quickly and the outcome sorted
Dr was thorough and informative.
There are never any problems when I go
Everyone in the building is always very professional, caring, and thorough. I appreciate everyone's time at my own or children's appointments over the years. Thank you
Excellent service at my latest appointment at Walderslade surgery I've never had a bad experience at my doctor's surgery be it with a receptionist a nurse or a doctor it's 1st class all the way. The surgery it's self is very clean with a pleasant smell the ladies on reception always greet you with a pleasant smile and are very courteous with at all times.
I feel well looked after.

GOOD

Appointment was on time everything was good
Sign in is really quick and straight forward, the information given at the point (waiting room and whether the practitioner is running late) is useful. The nurse was lovely and thorough but was quite quick. The only problem is the lack of queue on the phone, it used to tell you how many people were in front whereas it doesn't anymore. Before, I would ring later if there were quite a few people in the queue whereas I just have to hold and hope now.
Long wait to see doctor 1 hour behind time.
The NP was friendly and efficient. She covered everything that I expected and was clear in explaining everything. I would have preferred to see a doctor to be able to discuss ongoing health conditions instead of being told to make a doctor's appointment, but I understand that this is a more efficient way to deal with yearly checkups considering the pressure GP surgeries are experiencing.
Only had bloods but OK in and out 5 mins
I was advised doctor was running late when I checked in and I went in to see doctor after delayed time.
The doctor was very thorough however my appointment was 30 mins late.
I spoke to a GP who listened to my point of view and then responded appropriately and fairly.
Never had any issues with this surgery
Phone call was informative
You can tell Dr Allan cares about his job and his patients but previously every doctor I have seen at Walderslade man or woman have been awful and condescending. Dr Allan is the first doctor I have found to have not been the same.
Always pleasant, quickly dealt with my request
Good communication from doctors
I called in to the surgery to hand in a form I had to fill in for something else I had a concern about my Asthma and so I asked the receptionist for a doctor's appointment she was very helpful and got me an appointment ASAP
The doctor I saw was the first doctor to actually listen and try to help

I saw a GP and felt listened to. That's what I came for, can't ask for more! The upstairs screen call system wasn't working, you might want to look at that
Same as last week
Consulting times are very short, and I battle to make appointments as you are booked for weeks
Fairly speedy appointment when requested by doctors, quite long appointment times otherwise
Usually, I would say very good but the last time I visited the SR wasn't very helpful.
Midwife appointment on time, lovely midwife who genuinely cares and provides an excellent service.
Dr was very good at sorting me out with my problem over the phone
Always receive very good service from all the staff, GP's, Nurses & reception. Can make appointments to suit my schedule so it doesn't impact on my work. Appointments generally run to time.
Had no issues apart from the usual long wait time for just a phone call conversation but still good.
My appointment was almost on time, and I was treated with respect and very professionally.
I received a telephone call from a nurse practitioner as a follow up from my recent hospital admission I was listened to and my concerns followed up
Dr Farmer very helpful understanding doctor
The reception staff were helpful and polite. The GP that I saw was also helpful and polite.
The lady on the phone was very helpful
Helpful staff always friendly and polite
Can get same day appointment. But need to call at 0800.
Because I can usually get an appointment although I did have to try phoning 3 days in a row for an appointment last time. As long as I'm listened to, and we have an outcome I'm happy if I have to wait because the appointments are running late.
Doctor we're on my case as quick as possible
Thank you everyone at Walderslade were very helpful 🙏
On time, nurse listened.
Appointment 40 minutes late for a 10.30 appointment. No explanation
Your reception was kind and helpful.
Happy with process
Just delayed by 50 mins or would have been better score
Got seen quick nice doctor
Only took 24 to see someone
Staff polite but disappointed with half hour wait to see the doctor
Reception to good doctor

NEITHER GOOD NOR POOR

Went for bloods then two days later had to make appointment at glasswork for more bloods why can't they all be done at same time ???
Waited 45 minutes past appointment time. However, the Doctor I saw was very nice. Shame about the long wait time as I would otherwise selected very good.
None
Receptionist wasn't very friendly on admission and then doctor mostly spoke about his own family instead of my medical issues. Not very productive at all to be honest.
Following the phone call from the doctor, I was informed that the Prescriptions Nurse would contact the Hallamshire to obtain the necessary paperwork to enable Walderslade to issue the Testogel medication. I'm waiting for the surgery to contact me to confirm this has happened.

Second visit to same doctor. First visit 45min wait. Second visit 30min wait. However once seen, the doctor was very good.

Thank you

Took 3 weeks to get a telephone appointment to get blood test results

I have no results yet so how can I act accordingly I have no appointment for my feet!

My appointment was delayed by about half an hour. However, the service was very good from the doctor.

Doctors seem to be uninterested in the welfare of patients. I still have problems that have not been addressed.

Because I was given an appointment when I urgently needed one, plus I was given excellent service by the lady who took my call and without any doubt the attention I received from Doctor Robert Farmer was most highly commendable.

Rating could be improved if the appointment booking system was easier for patients.

POOR

I felt rushed and not dealt with my problem properly never see the same Dr twice

For the first time at Walderslade I was disappointed with the way I was treated at the desk whilst I was checking in. I was told that I was too late for my appointment I was sure that I had come at the right time I had been given but they turned me away and told me the first appointment I could book was 2nd of September. I took my phone in to show them your text that said I was right with the time, and you had changed the time but not informed me.

The prescription manager was supposed to call me with an update on my medication from the hospital when it had been authorised. I had to call myself to check if it had been done because I had not received any contact. It has been done but I wasn't informed until I called to check.

First of all I've not had an appointment! (unless pharmacist qualifies?), another thing is whenever you ring you cannot get an appointment anyway, I don't hog the doctors like some do, I cannot even get a prescription for Naseptin, (used if and when needed) I've had it before too ?.

VERY POOR

Told me to get blood test but didn't even send me the message to do it so I had to wait until Monday to ring them back up again to get the message and then at time told me I couldn't do anything to reduce pain, yet I asked a chemist, and they gave me loads of stuff and ideas. Lazy doctor work if you ask me.

DON'T KNOW

We would like to take this opportunity to point out that Sophie Carter is a Physician Associate and not a GP. We do not want our patients to be misled.

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.

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.