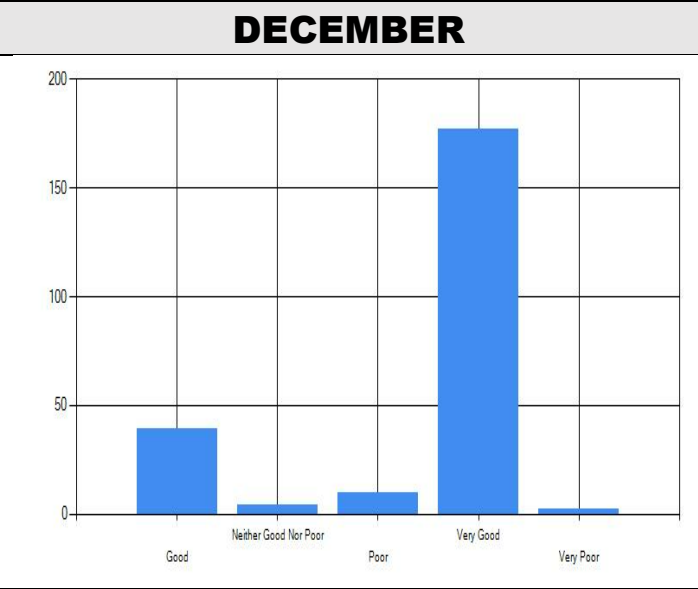
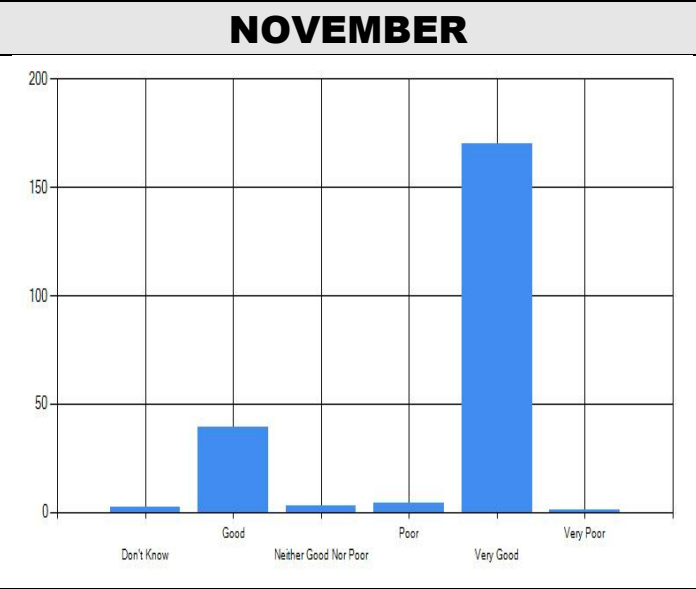
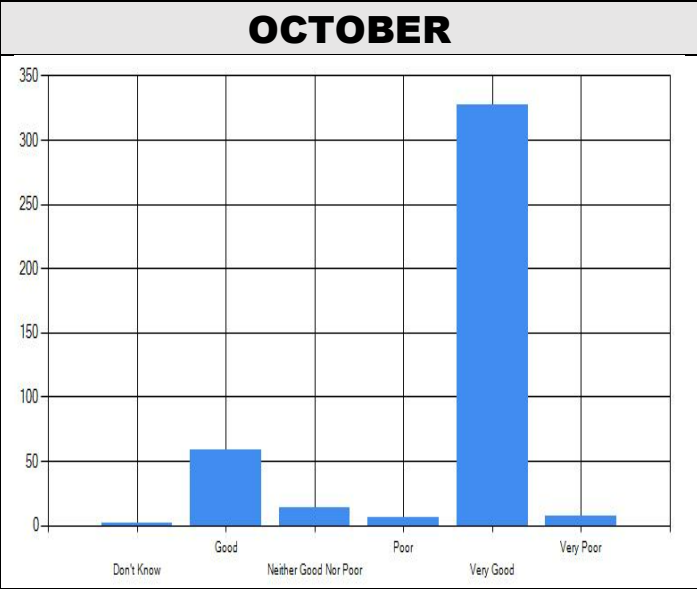


FRIENDS AND FAMILY TEST RESULTS OCTOBER TO DECEMBER 2024

	Oct	Nov	Dec
VERY GOOD	327	170	177
GOOD	59	39	39
NEITHER GOOD NOR POOR	14	3	4
POOR	6	4	10
VERY POOR	7	1	2
DON'T KNOW	2	1	0
TOTAL	415	219	232



VERY GOOD**OCTOBER**

Checking in is quick and simple, the surgery always appears clean and tidy but most of all Dr Cracknell was extremely helpful, nice and non-judgemental. I was very nervous to attend but he really put me at ease and helped me with my issue.
Brilliant, the staff do everything they can to help the doctors are really understanding and the nurses are always nice
The trainee GP I saw made an appointment I was worried about much easier by having such a kind and understanding nature
Always helpful. Lovely GPs who listen to me and my friend no complaints whatsoever
On time and Bethany was lovely, especially with me having a bit of a phobia for bloods taking!
2 times I phoned for information and help, the ladies were very helpful. I felt like I was being listened to, they were trying to help me.
Issues being investigated quickly and efficiently
Very nice Doctor explained things in a way I understood
Had time to talk and listen and helped me understand
Brilliant
The Doctor I spoke to on the phone was very nice very understanding and willing to listen. My appointment was a telephone appointment, and he didn't rush the phone call to get me off the phone
Pretty quick painless appointment
Excellent response to all problems.
Efficiency
Lovely receptionist, got an appointment easily. Nice doctor
Very prompt action by everyone at the surgery
Excellent GP. My appointment was prompt. Dr Martin was very helpful and explained things fully.
Speed of service, but could be more organised by having a numbered ticket system so you know who's next. Can't be expensive either.
The GP took every precaution possible to make sure I was alright, informing me all the way with what I needed to know. Overall, 10/10
Very informative
Satisfied never had a problem with the surgery always try be accommodating
Arrived early for appointment and was seen straight away. Friendly nurse.
Doctor asked lots of questions and was very helpful
Was highly satisfied and well looked after thankyou
Dr Reeder was exceptionally helpful and diligent in her care. I can't thank her enough for taking the time to see me and listen to me.
Everything explained clearly a satisfactory appointment
Always very helpful when trying to get an appointment or when I need a quick appointment for my elderly mum.
When I have had my consultations the GPs I see are good and explain things to me and keep me updated on things
I received advice and medication on how to treat my problem. Also, a link to upload photos if the problem didn't improve, which is at present there is improvement.

Good Dr, had time to listen and understand my needs
Excellent sent me for tests straight away thank you
Very friendly and efficient really puts you at ease
Friendly and helpful staff. They listen to the needs of the patients.
Receptionist was polite and the Doctor made me feel relaxed and hopefully got my medication sorted
Seen early. No messing around. Out in a few minutes.
Very pleasant and professional. Both receptionist and nurse.
Dr Allan was excellent, not only did he deal with my UTI, he also gave me a well overdue meds review.
The nurse was very nice and made having my injection easy and painless
The staff were professional and courteous.
Very happy with the service I got very friendly nurse
All staff which I dealt with were highly professional and friendly
Friendly staff
Short notice appointment Prompt diagnosis Ladies in pharmacy also very cheerful and helpful
Came with an ongoing problem. Saw Sophie and she had me at the hospital and having surgery within 24 hours. Absolutely brilliant service at that appointment.
Always polite knowledgeable staff
I was dealt with efficiently and quickly. Thankyou
Nurse Claire Caine very professional
Dr Hurst is patient and listens, he makes me feel confident in his diagnosis and always fills me with gratitude.
They listened, and quickly reacted to my request. They were very helpful and cared.
I have never had a bad experience at Walderslade. I have always been treated with kindness, respect, assurance, support, notwithstanding always with a high degree of professionalism, which is lightened sometimes when appropriate with humour and indeed occasionally, laughter.
Listening and lots of time
Always an excellent professional service. The staff are very helpful 👍
I got seen very quickly which was down to a cancellation but really helped me. Jessica was so helpful, supportive, and knowledgeable; she inspired me to set and want to stick to targets. She made it feel manageable.
Dr Jarvis was very thorough
I had my Type 2 diabetes checkup and blood test and Nurse Kay was incredibly thorough and informative both on the day and at the subsequent phone consultation when we discussed the results. Thanks Kay!
PA Sophie Carter was very professional, caring and considerate. I felt listened to and supported. Thank you for your advice.
GP visited as arranged and discussed my problems. He gave me clear and relevant advice
All staff are very good at what they do in every way and never had a bad experience yet thanks to all who work there 😊👍🌹.
My appointment was on time and I was treated extremely well and the nurse certainly looked after me, and explained everything to me.
EXCELLENT COUTEOUS SERVICE AS ALWAYS
Lovely efficient staff. On time appointment with a very nice doctor who asked the right questions and listened.

Doctor always very professional and understanding. Diagnosed my problem and treated my problem and gave good advice for my recovery.
All good thanks
Friendly, professional practise. Highly recommend.
Listened, caring and professional.
Came out of my appointment feeling content that I had been listened to and actions taken to address my concerns. Initially a receptionist helped me to make appointment as there were none coming up on the app for the Doctor who had requested to see me after 6 months.
Quick and good doctor for what I needed
Well informed answered all my questions
On time very good service
There was nobody waiting when I arrived early, and I had the blood taken straight away. Therefore I was home before the appointment time!
Pleasant helpful in all departments
Almost a pleasure to go to the doctors (barring the illness)
Brilliant staff
Pleasant helpful and efficient friendly and put you at ease
The physio was very professional and very thorough, she asked lots of questions and explained fully what is going on with my spine. A very trustworthy practitioner and thank you for your time and understanding.
Excellent service from Nurse Bethany
Who I saw was very pleasant even when I joked about her darts skills when she was about to give me an injection .She was really nice and helpful also
Friendly and efficient
Original appointment was with an Associate practitioner, and she felt I needed to see a Dr. I waited until I could be squeezed in and was pleased to meet Dr Jarvis who is relatively new to the practice and a definite bonus to the Walderslade practice and patients.
Everyone was professional and kept to appointment time
The doctor listened and explained everything clearly
Medication review, through conversation very satisfied
Pleasant receptionists, organised and helpful.
Very professional and polite and understanding.
Quick response, great doctor who was very helpful.
I saw this doctor after I had some tests and consultation with another doctor, I was a bit apprehensive I wanted to see the first doctor who wasn't available. The doctor was thorough and explained everything she was really good I would definitely see her again
Didn't wait long
Excellent staff always polite and friendly.
Dr Reeder I find very thorough, approachable and non- judgemental. An Excellent Doctor at Walderslade and is definitely a credit to your establishment and her profession.
Excellent service
Wasn't waiting a long time to be seen

I always receive a professional and kind service from everyone at Walderslade Surgery.
Appointment was on time and staff was great
Friendly efficient reception staff Ability to see the doctor on the same day after booking appointment at 8am that morning. Knowledgeable efficient doctor
Very good service GH
Same day appointment, lovely doctor very thorough.
The doctor really listened
Efficient straight forward procedure
Friendly staff
Very professional
Credit given when it's due
Good advice given
Not waiting too long.
From initial call through to appointment both receptionist and doctor were outstanding thank you
I came out of hospital on some new medication. The pharmacist explained what these were for and the best time of day to take them
Appointment was on time, the senior nurse was welcoming and put me at ease.
I missed 3 calls from the doctors due to work commitments. The doctor rang me back the next day which I was worried he wouldn't.
I have found it quite easy to get an appointment and to see or speak to a doctor.
They are very helpful.
GP very concise and explanation of my problem.
Came across friendly and gave reassurance and peace of mind, thank you
Professional, yet friendly approach by the GP.
Got appointment, I arrived on time and was seen within a few minutes. Doctor was very reassuring and came out feeling happier about tests I've to have
Staff went out of their way tracing a new prescription, in transit between the hospital and the surgery.
Straightforward, seen early, short and sweet. Nurse was great.
Friendly efficient service 👍
Staff professional, polite and courteous all with a smile.
Always go above and beyond to try and get you an appointment on the day Lovely polite staff nice understanding doctors
Very understanding reception first contact, who informed we could see nurse practitioner the next day. Nurse practitioner very approachable and listened, thorough examination followed by antibiotics script. I can't thank this practice enough all staff are a credit to the surgery Caring, patient and empathy I have been shown
All round service very good
Prompt appointment in and out within ten minutes on day with required medication well happy.
No waiting at all, doctor took time to listen to me
Polite helpful staff and knowledgeable friendly GPs

Dr Bessant was very helpful and listened to what my concerns were
Couldn't meet a nicer doctor then Dr farmer listen to your concerns and any problems you may have
Visited for my flu jab. Seen before appointment time and very quick appointment. Staff very friendly.
Very friendly staff.
Never usually have any problems getting an appointment or call backs.
No waiting
Efficient appointment service and booking in procedure
Very friendly
I visited for a flu jab, I was in and out in 10 minutes. Nurses were very pleasant and made me feel at ease the moment I stepped through the door.
Regarding my appointment today - I called the surgery at 8am, I got through to the receptionist at 8:30, she was extremely helpful and booked me an appointment for 10am with a Senior Nurse Practitioner. I arrived on time and was seen straight away. I explained the issue and what we had found. I was given a full explanation. The nurse found nothing to be suspicious about and explained what to do if anything changes. I was on my way home by 10:10am extremely happy by all the service I received today.
Discussion and examination helped to calm my fears excellent
I have been a patient at Walderslade surgery since 1974 and in all that time the practice as a whole has gone from strength to strength and the whole team at Walderslade are excellent and professional and kind and courteous and respectful and also empathetic and I would say they are a patient focused practice and a practice that cares for it's patients as well.
Attended for flu vaccination, used self check in and short waiting time for my appointment
Appointment to the minute
Don't go often but the doctor Dr Martin was vey nice and helpful also very professional
Staff always polite and helpful.
Dr Farmer is a very good doctor who listens well
I got my appointment on time and the nurse I saw did my injection without me feeling it. She was very welcoming and informative.
Appointment booked at reception for next day with nurse no waiting on day in and out in ten minutes with meds very pleased.
The person I saw was listening and understanding
Because I was listened to and felt at ease
The staff are very efficient and friendly and always patient with people
Professional and efficient.
The reception staff are very friendly and helpful. It's a lovely environment. The doctor I saw was very understanding, treated me with respect and dignity. It's a really lovely practice. I can't give all the staff enough credit for the jobs they do. It's the best doctors surgery I've ever had!!!
Prompt and polite
Because doctors and nurses do a wonderful job
Telephoned me when they said they would and was sorted out . Thanks
Good experience with the doctor. Compassionate and listened to!
On time in and out quickly
Bloods taken . In and out in 5 minutes no problem.

Very professional not waiting long as appointment punctual. Receptionist very cheerful and polite.
It was very fast and efficient. Whilst waiting for my appointment (flu jab) many people went in and out having had theirs, from the same nurse, proving the system and process was working brilliantly.
Good staff
I came to the surgery for my six months blood test , I usually have a problem with giving blood. But the nurse did the job with no problem, I hope to have the same nurse the next time .
Reception are always very courteous and accommodating. Doctors and Nurses very patient and professional.
Received a text to book a flu jab, easy process in and out in no time safe for another year, thank you
Good service and feel like staff care and try to help you
Great Doctors and staff .
They were very professional and very informative
Fantastic service and compassion by all the staff.
Fabulous GP practice, always manage to be seen or speak to a GP. Doctors are very friendly and responsive
Friendly staff and appointment on time.
Brilliant staff and Doctors. Never had a problem with any of them. Great practice and very happy with them. Always been seen quickly and looked after.
The nurse was very polite
Always treated with courtesy and respect.
Addressing all my concerns
Visit resulted in very good diagnosis and recommended treatment
I rang the surgery in quite a distressed state. The receptionist was lovely and understanding, offered an appointment later that day. I saw Dr Hurst, again, he was excellent, very kind and efficient. Examination, explanation, and plan discussed. I needed to have bloods done, this was arranged straightaway. Couldn't have wished for better treatment, thank you.
I was given a prompt appointment, Dr Hurst was really nice and helpful. I have always found the practise professional, helpful and friendly
Listened to me. got tests in place. contacted me promptly.
I get a 1st class service no matter who I see from the receptionists to the nurses and doctors you get treat with respect no matter who you see. Please keep up with what you do as I really appreciate it thank you.
Always friendly and polite and Dr Hurst took time to explain everything
Once again excellent care given. Saw Sophie Carter today who was very helpful listen to what I had to say and is sorting my problem out.
Excellent care.
Dr Reeder reassured me and treated me with so much respect I am so grateful for all the appointments n blood tests which all the staff have treated me. Thank goodness for NHS.
Needed a quick appointment and got one, putting my mind at rest.
Gave first class service
The nurse managed to get a blood sample without any bother. This is good for me. She then went out of her way to find and give me a flu injection. My appointment was for later in the day. Very friendly and efficient.

The GP was very thorough, helpful, and kind. I received an appointment within 3 days and a follow up conversation within a week. Thank you.
The nurse put me at ease, and took my blood quickly and without fuss, so it was all over before I knew it. She waited until my "needle-phobic" dizzy spell had ended before she let me go, and didn't make me feel I was causing a fuss.
Great service very efficient
The reception staff are always very helpful, and kind and the doctors are absolutely wonderful
Great staff, never have a problem
Friendly nurse
Receptionist called me back and booked a same day appointment for me with a Dr. The Dr was very thorough and professional. Overall service was very good. Thank you!
I have always found the doctors, nurses and reception staff at Walderslade to be courteous, professional and caring, whether contact is face to face or via the telephone despite the rigid time restraints.
Flu vaccine appointment was easy to arrange online. Receptionists always welcoming and appointment ran to time. Comment
Amazing doctors
Dr Hurst was lovely, he took the time to explain everything. Didn't feel like I was being spoken down to or that my concerns weren't valid.
Brill
Friendly and pleasant people
All questions answered
I was early for my appointment but happy to wait, yet I was seen 5 minutes early and the service was good
Always a pleasant surgery and efficient too.
I had a phone call appointment and was really satisfied
Always very responsive to requests
Did job efficiently
Friendly helpful team, very welcoming.
Doctor Martin is very conscientious and listens to what you have to say
Phoned for a telephone appointment but wasn't any available for that day. I got a phone call later that day saying someone had cancelled so they sorted me one straight away that day Doctor sorted me some stuff to pick up same day, good service
Appointment on time within a few minutes. Nurse Claire was her usual professional and friendly self. She answered all my questions in a considered and easy to understand way. Thankyou.
Walderslade surgery never fails in its care for me ,fantastic staff and lovely GPs who listen
I was seen on time, and everything was discussed and explained
Phone call prompt and very helpful
Got sorted out with an appointment.
Appointment on time Efficiency and professional approach of the Doctor
Very pleasant staff and efficient, speedy appointment.

The nurse that saw my mum was absolutely amazing and really lovely and caring to my mum. Unfortunately, the doctor gave my mum antibiotics for a water infection and although not the doctor's fault at all the antibiotics have made my mum really poorly these last couple of days. Please check side effects before giving antibiotics out.
Brilliant doctors, and all staff
Really good service
Very quick and efficient
Quick, efficient and friendly service.
I have recently moved from a Sheffield practice after moving to the area. The staff I have dealt with at this practice so far have been much more friendly and caring than at my previous GP practice. The GPs, nurses and reception staff have always got time for you and actually listen to what you have to say.
I had 2 appointments one for a doctor she was very good at explaining things to me and what to do going forward the only issue was getting a message on Thursday to make an appointment to discuss scan results which I had on Monday with it coming back so quickly I thought something was wrong so had a bad weekend thinking the worst. Then I saw a nurse who was very efficient, and very bubbly and lovely. They are both excellent for your team.
Very caring
Very welcoming, friendly, and informative.
Prompt service thanks
I got an appointment with the GP I needed to see within a week
Always exceptional Service brilliant Doctors and nurses reception staff always very helpful
Because I was given the help I needed in a kind and thoughtful manner. Thank you
My appointment was on time and the nurse was lovely and understanding
I have no issues with the practice. Emergency appointments are hard to get but I'm generally happy.
Seen the same day felt heard by the Doctor treated with care and respect
The Appointment was on time, and I was dealt with in a very professional manner. All the tests were explained and carried out without any issues.
Always helpful, kind and courteous, they do a great job.
Both me and my wife were called by Emily Snr nurse on time for injections, very friendly and helpful and was out in a few minutes.
Was early for appointment and seen straight away. Staff very pleasant. Has all my questions answered and given various options. Was very happy with the consultation.
Really good experience. The doctor (Dr Cracknell) was professional, empathetic and made me feel important. He really understood how I was feeling. He gave me time to explain and he listened to my concerns. I cannot praise him enough. Everything was just as it should be.
Appointment on time and treated very well, the member of staff looked after me and answered all my questions on my visit.
Because they listened to me and I have been asked to return ,to see how my leg is progressing .
Quick appointment and efficient
Very helpful and caring.
Very pleased with the overall experience.
Very friendly and very helpful

Treated with compassion, respect, and excellent professional care.
Doctor very helpful, overall experience very good.
Seen by my doctor on time and he explained everything about my condition and the medication I'm taking.
I was seen promptly (in fact earlier than my appointment time). The practitioner was friendly and put me at ease
Very professional and efficient service
Polite helpful staff, appointment on time
Easily got an appt even though I decided to travel to the surgery, I do wonder about the elderly but anyway my appt was with a Dr I didn't know he was lovely, thank you Dr Toor
This lady is simply amazing, caring thorough, and a wonderful lady.
On this occasion I was really satisfied with the home visit I received and the depth of investigation the doctor has gone to in an effort to investigate my situation.
Very polite and caring
Staff always helpful, both on the phone and face to face. caring medical practitioners.
Called when they said they would and followed up as advised
Following an appointment at the surgery I had a telephone appointment to tell me that a prescription would be at the chemist and how to use it and what the effects would be. All very helpful. I was also given a follow up appointment for three weeks later.
Appointment on time to see the nurse. Very satisfied.
Appointment was on time. The nurse was very professional and helpful. Thank you.
The nurse who I saw was lovely and on time.
Very patient thorough and pleasant
Very professional approach, diagnosis and medication advice.
Easy to make a doctor appointment in a situation where one was required straight away without having to go the emergency route
All staff are very helpful and polite and respectful. Never have I had a problem, whether it be in the surgery or phone calls.10+ from me.
Excellent care given
Donna the nurse was so pleasant felt comfortable
This lady is one of the best extractors of blood that has ever dealt with me.
Everyone is always helpful and the service is quick and thorough
As a new patient I felt relaxed and made comfortable
The appointment was good although a little late
Excellent practice, doctors, and reception staff. Courteous, caring, knowledgeable and thorough. Keep up the good work.
always helpful
I didn't have to wait long, and the actual consultation was fine.
Very happy with my care
Nurse was straight talking and to the point
Dr Amran was brilliant, made me feel seen and so understanding!
Because you keep all contact with patients up to date and that keeps everything more informed

They dealt with my problem efficiently
Had a telephone conversation with the Dr and all sorted within ten minutes and prescription sent to pharmacy .
Always willing to help me and I have noticed an improved telephone service in recent months with a “can do approach”
NOVEMBER
Appointment on time, staff courteous.
Keeping a check as I am a diabetic
Helped me with my problem
Everyone is always really friendly and professional when needing to make an appointment
Perfect process follow up appointment
Very helpful
Dr Hurst was very approachable and understanding. The receptionist was very polite and helpful
Got appointment straight away by friendly staff. Didn't wait long for appointment.
Got a smear appointment easily (spoke with receptionist) and also nurse Emma added a blood test during the appointment meaning I didn't need to make another appointment. Thankyou muchly all involved xx
All members of staff are always kind and courteous.
Gave a good explanation of what the problem could be and ordered diagnostic tests appropriately in a professional and courteous manner.
Receptionist understanding and helpful when making emergency appointment
Excellent in every respect, always polite ,a great surgery.
Always try to help you appointment's usually on time or near enough
Because the staff are very obliging.
Despite there being long waits to be seen, I was seen within 48 hrs. I have never felt that I was not listened to. I have much sympathy for the reception staff who get the brunt of complaints. Overall, a very good service.
Because the doctor I saw should be praised he was wonderful thank you
Very quick and efficient service
On time, efficient service
The doctors, nurses and staff are always polite and efficient
The Dr listened to me and my mum I find it difficult to express how I feel but my mum was able to discuss with the doctor whilst the doctor checked in with me
Always helpful and up to date with any queries about medication's
The Doctor thoroughly understood the problem and arranged appropriate treatment and investigation
Appointment on time and bloods taken painlessly
Lovely friendly nurse
Because she went through everything with me explaining
My consultation with the practice nurse Sheena was excellent. Sheena showed extreme professionalism and dealt with my problem with a great deal of care and was informative all the way . Sheena passed my concerns to the relevant BDGH department and they in turn responded quickly . I am expecting the results of that very shortly Thanks again Sheena – D.H.

A great team of nurses who have a lovely bedside manner!
Excellent nurse and punctual
Friendly efficient manner.
Always helpful and efficient
I asked for a telephone appointment to speak to the doctor experienced no problems
The lady at the desk was very professional and helpful, thanks
Dr Allan was excellent and so helpful. Everyone at Walderslade including doctors, nurses and receptionists are kind and helpful and do a great job in quite difficult circumstances at times.
Because it was very good
Always get an appointment when I need to see a GP, friendly staff
Professional and friendly
Didn't wait long. Dr very helpful
From communications to personal conversations all staff are excellent with all contacts as a patient I feel confident that staff will always try and help.
The nurse I saw was very good at taking my bloods. I was in and out before my appointment time started!
SOPHIE CARTER WAS VERY PROFESSIONAL AND CARING. THANKYOU
Because it's local the staff are efficient and pleasant
Can get an appointment when needed, staff are friendly, polite and helpful
Brilliant doctor Allan he listens and makes me feel better just by talking to him overall it is a very good GP practice 👍
I was dealt with in a friendly and professional manner.
Doctor's and receptionists are excellent 👍
On time, nice, pleasant nurse
Appointment on time and GP was willing to listen. Changed my prescription for painkillers.
Professional and competent
Time given to explain results, forwarding further information
I've never had a bad experience at Walderslade surgery, and I've been with you for sixty two years..... Keep it up.
The GP I saw was extremely thorough and professional . It's just a pity she is retiring this week
Pleasant staff and helpful to patients
Dealt with issue and completed referral
Very friendly, plenty of time to listen to what you say. Excellent service
The quick help with appointment with Dr and nurse
My appointment was on time the nurse who was doing my bloods was very efficient .I always find the doctors and staff go out of their way to sort out my problems. We are so lucky having the NHS Thank you
Efficient, no waiting
Very good service friendly and very helpful made me feel at ease
Always very helpful and polite
Staff always helpful and polite

Always helpful and can always get a good appointment
The surgery always goes above and beyond to provide adequate quality care.
Treated with courtesy. Requested appointments provided
The wait to speak to the receptionist at a busy time was acceptable. I was able to make a suitable appointment for that day. I arrived at the surgery for my appointment in plenty of time. It was easy to book in with the automated service. My scheduled appointment with the Nurse Practitioner went ahead of time. I was very satisfied with the service I received.
Very helpful.
Always friendly and helpful
Always very friendly and caring. Doctors are lovely. Thank you 🌻
I arrived 10 mins before my appointment the doctor was on time and was very helpful giving me a full examination and calmed my concern about my problem
Dr Martin professional yet friendly efficient and kind Receptionists very good Nurses good
Because I am happy
Efficient and well organised
The nurse was very professional and punctual.
Dr Martin very professional yet kind and understanding Nurses and receptions all good nobody nasty
Seen on time and not rushed at all. Clean and welcoming reception, staff very polite.
Dr Jarvis listened, was attentive, responsive and carefully triangulated the symptoms making an immediate referral to make sure I received the most suitable treatment.
Went the extra mile. Caring
Very professional service lovely kind staff
Always professional
My doctor Ibrahimy 👍👍👍
Receptions and Doctors can't do enough since I have been at the clinic
Always helpful and very thorough very polite
Very helpful
Dr Allan very supportive, listened and discussed issues openly and honestly
Prompt appointment, friendly staff
Got an appointment with a nurse in two days booked in with the service at the door sat down and my name was called
Dr Hurst is very thorough and caring
Excellent and efficient.
Warm clean friendly staff
Always pleasant staff 😊
Went into surgery because I wasn't well, and receptionist was very polite and booked me in with duty doctor (12/12/24) am doctor confirmed I had a chest infection and gave me antibiotics x
Very efficient

Doctor very thorough, reception staff friendly and helpful
My GP called Barnsley hospital, SDEC, as soon as she examined my calf and arranged me an appointment
I was impressed by everyone who dealt with me, receptionist, nurse and doctor
I think everyone is great and understanding staff and doctors are brill thank you
First time I have used the messaging service on the app. It was much less stressful, my request was dealt with professionally and timely. Thank you.
Sheena the ANP and reception where all very helpful.
Because she listens to my issues and understands the way I feel not many do that so brilliant
GPs always listen
Because I come in a lot most of reception know me now and the doctors are good
Easy appointment to make not much waiting
Dr Ibrahim always listens
I arrived early for my appointment and was seen ten minutes beforehand and out again very quickly.
Friendly staff
Rang before 8am, surgery closed . After 8am, 37 in queue. Had a call back and was given an appointment in the afternoon. Doctor was very thorough.
The nurse was very professional and punctual
Very clean, respectful and helpful.
Very friendly/ knowledgeable staff
Got appointment within very good time scale. Dr was very attentive and professional
Appointment made in very good timescale. Appointment on time. Dr very attentive and professional
My appointment for stitches been taken out was on time ,and nurse was very helpful.
Was dealt with promptly and efficiently as usual
Always get an appointment when I need one. Clean and professional.
The doctor is trying to figure out what the problem is and sent things for testing to see how we move forward with treatment, thank you all for your hard work throughout the year have a happy day with your family and friends may you have a healthy new year thank you .
The service ran to time and the staff and Dr very efficient
On time check in and service
Always get to see a doctor when I need to see you. Receptionists are always friendly and helpful Just like every doctor I've been seen by.
My wife and I recently came to the practice and are very happy with the services provided. Staff at all levels have been very professional and helpful with enquiries and treatments to date. Cannot suggest any improvements the experience has been first class
On time and friendly
The nurse was pleasant and explained everything about the vaccination
Appointment on time. Felt I was listened to and found it very helpful.
Clean kept informed about doctor running late when you use self-check in. Doctor easy to talk to happy with overall visit
The doctor was very nice and helpful
Appointment on time. My first visit to Dr Stuart Allan, although very professional he was friendly and easy to talk to. A genuinely lovely bloke!

Prompt appointment time, very efficient
The response to my request was immediate and appropriate
I am always treated with respect and appropriately
A very welcoming surgery and the staff always friendly
Everyone is very caring . The receptionists, the GP's and the nurses are all so good. I rarely need a doctor, but when I do , I never have a problem getting to see one.
Everybody is so helpful
The doctors are good
Punctual, polite and pleasant today. Sometimes running late on previous visits but nothing outrageous. Always helpful. No complaints whatsoever.
Reception was fast answering the phone, knowledgeable and helpful booking an appointment with a GP. GP phone call was very thorough and took the time to explain everything and I felt listened to.
On time . Was listened to and got through quite a lot of problems I was having
I was seen to promptly and courteously.
Appointment on time lovely health assistant what's not to love about Walderslade
Good Doctor not running late and listening to me
The person I saw very professional helpful and informative.
Prompt and excellent service, good advice from doctor, thanks.
The nurse was really good and explained everything and was very pleasant.
Listened and treated understanding time given not rushed out, quality service excellent
I was struggling to get some advice which was quite urgent and one of your nurses picked up on this and subsequently arranged an appointment for me to see the required doctor. Thank you so much!
Reception staff are always friendly and polite, and Dr Hurst is very thorough and understanding.
I'm very happy with all the doctor's nurses and staff at Walderslade surgery My appointment on time and I've been getting my problems sorted out . We are very lucky having the NHS Thank you.
Managed an appointment
Appointment times kept to time Staff friendly and helpful
DECEMBER
Everything is ok
On time and good service
I was seen in a timely manner, listened to and given a plan with follow up appointment.
I was straight into the nurse on time
The doctor was very kind and listened to me regarding my symptoms and prescribed the medication that I needed and hopefully my chest infection will clear
I felt really listened to and understood
The receptionists are kind and friendly and the doctor was very thorough
Quick and efficient

Dr Hurst was amazing, really easy to talk to, understanding and showed interest in achieving the best care.
I am happy with all you do for me
I have always been treated with respect.
Very efficient and caring staff. Very thorough in examination and moving forward with treatment
Yes, it's always friendly and I am well treated
Excellent communication, The receptionist was helpful . It saved me having to attend A&E, which I was extremely pleased about . My prescription was sent to the chemist immediately and I received prompt medication. Thanks .
Doctor was really nice
A very caring GP Practice all round. Very helpful non-medical staff on reception plus extremely good and caring GP's
On time efficient
Check in straight forward and appointment on time
Because I needed an appointment, because I stood outside the surgery waiting for it to open I got an appointment I was seen in good time, by Sophie Carter. This is why you got a very good.
Always proactive
Never let me down got me in when I need to be seen
Always well organised and provide a helpful, professional and friendly service.
Dr Stuart Allan was absolutely great I actually felt like he had listened to me not like some of the other Doctors that make you feel rushed. I struggle with leaving the house and with people a lot and conversations aren't my strong point, and I get frustrated with people, but I felt relaxed, and the Dr asked me what I needed, overall, it was a good experience.
The receptionist was really good, not only very professional but also a kind natured, understanding young lady. The lady doctor rang me as arranged and was also very professional and understanding and I got my much needed prescription the same day. Thank you!
On time appointment, excellent staff
I was examined very well and given the results straight away. My appointment was on time and carried out quickly.
I have been referred to hospital, SDEC, and start my treatment same day.
Pre booked appointment made things a lot easier because I didn't need to see a doctor immediately. The doctor was very good and took time to explain everything I needed to know.
On time, and very knowledgeable about parkinsons
Vaccination carried out efficiently, pleasantly, and on time.
Seen on-time, explanation of what was happening very clear, informed when test results would be available.
The nurse I so was just great her name was Emma it was a pleasure to see her
Dr martin was excellent very polite and listened to every I said and that's how should be
Efficient service.
Very happy with this service
Friendly and put at ease
Appointment was held on time. Nurse was brilliant and friendly
Excellent service as always

Nurse Bethany was very charming
Because it is
GP, Dr Allan, my second appointment with him, was very helpful and personable. I was quite unwell when I first needed an appointment a month ago but the receptionist managed to get me an appointment with Dr Allan within 24 hours of which I was very appreciative.
Staff Nurses Doctors always very friendly
Because it was a good experience
Nurse Claire Caine very professional
Understanding of my needs. Good discussion on medication and a plan to move forward.
All good
I trust the doctor implicitly. I feel at ease and the surgery staff are wonderful
Was dealt with promptly and efficiently
Because everything went as planned.
Even though I was late, I was seen and had my blood test quite soon. Very pleased to be back home quickly.
I asked for the RSV vaccine at reception and got an appointment the same day. Also the nurse was so pleasant and friendly when giving the vaccine.
Everyone has time to listen to you absolutely amazing Drs
The doctor had an excellent manner and dealt with my situation very well.
Saw Dr Jarvis before my appointment time, and she was very friendly and helpful.
helpful when I ring up plus every GP I have seen have listened to me and give me some good advice and sorted out my issues
Quick and easy call
The receptionist and nurse were excellent
Always professional in their approach, answer questions thoroughly and in way the layman can understand. I class myself very lucky to be a patient at this practice, cannot fault them from walking through the door to walking back out. Thank you, you are all wonderful
More than happy with my treatment at Walderslade great Drs and after having blood test got my results the next day
Everyone at the practice is brill and understanding well done
I didn't feel rushed. The doctor listened and we discussed how I felt. The receptionist was kind and helpful in helping arrange tests and appointments
Excellent service
Excellent service provided
Very polite and there to help
I was worried sick about explaining why I had come but the member of staff on reception pre booked me an appointment with a lovely female doctor I found the doctor reassuring and very patient and she listened . She followed my progression up and I needed another visit I do to have some more tests and reception got me in straight away and were very helpful and professional.
Friendly and helpful reception staff. Quick check in processes. Really helpful and understanding GP consultation, covering issues and giving follow up advice and guidance.
Friendly and informative
Pleased with the care and friendly staff and doctors
No waiting time. Seen promptly. Staff very pleasant and informative

Everything was done immediately
I would like to say a big thank you to Dr Allan. I have been really struggling for a while and finally plucked up the courage to make an appointment. He really has made all the difference. He has shown me kindness and empathy and also showed his own vulnerability which really helped me feel that I wasn't alone. I feel really positive going forward that I can get through this and know it will help me in the future. Thank you.
My appointment was on time and the nurse who dealt with me was very professional, very good.!
I was telephoned on time by the GP for my consultation.
Because Doctor Hurst was very understanding and informative and put my wife and I at ease,
Gone to have bloods taken. Straight in and out no messing. Nurse was lovely
Was offered a same day appt. Seen and sorted by physician's associate who was very thorough.
Got an appointment really quick compared to most surgeries and the Doctor listened to my concerns and quickly issued a repeat prescription
Appointment was for a blood test, on time as usual, dealt with by a nurse associate, she was professional and explained what she was going to do. Excellent service.
Check in board works well and gives directions. Staff friendly Midwife Lauren very professional and approachable as well as her student.
She was one of the loveliest doctors I've ever seen
Easy check in. Informative consultation with Dr
Excellent service from Dr Beasant
My care has been better than excellent including follow up
Prompt action on requesting RSV vaccine
Perfect visit as usual
When you see a doctor at the surgery they can't do enough for you.
Excellent service from receptionist and doctors when needed
All staff are very friendly and very polite and helpful all doctors I have seen have been fantastic
Was seen promptly
The nurse listened to my concerns and adjusted my smear accordingly, which is normally painful. She made it the easiest it's ever been.
As always, the staff are friendly and very helpful and the doctors treat you with respect.
Excellent service ... well organised, friendly helpful. Seamless appointment
The Dr listened and sorted a solution.
Although a bit of a wait, Dr Farmer was very patient, polite and helpful.
Appointment was on time, doctor was very pleasant 😊👍
Called in the morning and was seen the same day .
Dr Allan was excellent spent time to understand my illness and set out a plan.
Doctor Hurst very understanding
Because Doctor Hurst was very understanding and informative to my wife and myself and fully understood my case in question.
Very efficient service for my health checkup
Always very helpful and polite.

The nurse was very nice and very professional. I couldn't have asked for better treatment. I also got my blood test results back the same day, brilliant, thank you
Staff are always polite and ready to help
Always efficient and informative.
Dr Amran had patience listened explained carefully what was needed she is asset to Walderslade surgery was very easy to talk to is ideal to patients understanding
He listened to my concerns over my health
Excellent. Dr Ibrahim was professional empathetic and understanding. He explained everything I needed to know. Cannot fault the service you provide
Yes, I got a very helpful receptionist who arranged a telephone appointment the same day. I have continuing catheter and urinary problems, Dr had researched Purple Bag Syndrome and gave me the necessary medication. Thank you
Good services
All was on time and the staff are very friendly.
Appointment was on time the nurse was very pleasant and very easy to engage with.
Appointment on time, pleasant helpful staff.
Excellent as always. Doctors in this practice go the extra mile.
I received the medical advice I requested, and the outcome was a change of prescription that has been put into effect and seems to be working. I find Dr Wilkinson very helpful.
The nurse was so friendly and gentle I was surprised when she said that's it, I didn't feel a thing.
Excellent service as always
Seeing Dr Allan is always a positive experience he is very through and explains everything to you about what he has done and why he's done it a particular way. He is definitely one of the best doctors at Walderslade surgery he is polite and very well-mannered and for all these reasons that is why he is my go to doctor
Always so obliging
Always an excellent service. Made to feel very welcome at reception and didn't have to wait long for Emma the nurse. Nurse was supportive, empathic and professional in her manner. She was thorough and efficient. I felt I was in good hands. Thank you again!
Excellent consultation
Very professional and very understand
Very efficient
Unfortunately, I was very unwell, and I had to have my daughter telephone the surgery. The receptionist listened to my symptoms and then I was informed a doctor would call me later. Within the hour Dr Allan called me and after informing him of my symptoms he requested I visit the surgery ASAP. Dr Allan listened to my symptoms and what we had done in the previous 2 weeks, and he examined me, I was prescribed antibiotics. Dr Allan put my mind at ease, and I am very grateful for the quick appointment. I did for the previous 2 weeks before contact the doctors try everything to remedy myself. Thank you very much for your help and understanding.
Always very kind and good.
I was offered an appointment within a couple of weeks. However, I don't like the fact that I only get feedback if there is anything wrong. Also, I don't believe I can access my own medical records to check the results

Running to appointment time and staff are very friendly
Sophie Carter was excellent she gave me a good examination and told me exactly what I thought my problem were
The doctor listened and was very informative and helpful.
Good Dr very good service
GP was interested
Polite staff prompt efficient service
The service and care I have received from Dr Hurst has been fantastic- I couldn't have asked for anyone nicer to help me recently on two occasions - he showed genuine care and was proactive about how my problem could be sorted. I am very thankful for this. The only issue I encountered was the long wait time to get a future appointment- but I realise this is a concern everywhere
Good attention always.
Appointment came available online and saw doctor the same day. Doctor was very nice and helped me with the issue I was having.
Always been able to get a response and doctors always have time for you
Nurse Emma was very charming
Prompt efficient and friendly service given by everyone at the practice whenever I have visited ,thank you .
Always giving right advice to any questions-asked , very polite always there to help .
Every time I visit the Dr's or see a nurse, I'm pleased with the outcome
Came in to see nurse about having stitches removed from left knee, nurse wasn't happy with redness on lower leg and knee, she got Dr Farmer to come and look at it he booked me a Xray the next day gave me antibiotics. First class doctoring my wife, and I was pleased by the service we've always received off Walderslade. Lucky for me no infection or DVT
Very helpful
Dr Allan is a very good listener and I feel very relaxed when speaking to him.

GOOD
OCTOBER
Very good service, polite and friendly staff.
It can be difficult to get through or book an online appointment but when I did see Dr Allan, he was great and explained everything to me. I appreciate you are a busy practice but there needs to be more online appointments available, otherwise it was very good.
Appointment on diagnosis, Doctor very good, explained issues and treatment in detail
Was very quiet yet a receptionist was available and check in machine worked!
From front desk to appropriate department very efficient service
Struggle to tell what the computerised voice is saying. People's name, are not pronounced correctly.
Always helpful
It was asked of me
Appointments were running late but apart from that I was happy with everything

Appointments on time, the surgery was exceptionally busy as it was flu jabs so there wasn't enough seating for everyone, but patients were in and out swiftly with the process they had in place. Younger able bodied people gave their seats up for patients needing to sit, everyone was kind and understanding. There was 2 people in the room where you had your flu jab making the process swifter but by no means rushed.
Because the Doctors understand when I have Cellulitis how worried I get about it turning to Sepsis.
Dr Hurst listened to me, had obviously referred to my medical records, diagnosed the problem, dispensed a prescription, and put me at my ease.
Appt on time staff efficient
Soon seen
I rarely have cause to visit the surgery for me but at times when supporting my husband with his appointments some reception/office staff are not very helpful and there have been times when I have been left feeling like a nuisance to them.
Professional receptionist, knowledgeable doctor, understanding and very helpful
I felt listened to by the Doctor, who had a friendly but professional manner. The consultation was extremely thorough.
In and out nearly on time, thanks
Came for a flu jab there was a long line of people waiting but didn't take long to get my jab very efficient staff
The doctor explained and answered any questions I had
Efficiency
Very efficient staff while having my flu jab
Appointment not on time
Nurse was very friendly and professional
No reason
We were in and out for our flu jab quickly and the staff were friendly and efficient
Got an appointment quite quickly
Can be very hard to get an appointment with the Dr you would like to see in general the staff are lovely and polite.
Prompt phone call
The young Lady sorted my issues promptly.
Excellent for same day appointment but poor for having to sit in a telephone queue for over 20 minutes to get the appointment. Excellent service from the GP Dr Paul Cracknell but extremely poor having to wait 50 minutes past my appointment time in an uncomfortably warm upstairs waiting room with no windows to allow fresh air in and allow germs out.
Satisfied with GP appointment
The GP was very kind. Good at listening and thorough
Having trouble booking an appointment for a full blood test at the Glassworks in Barnsley
Take time to listen
My doctor knew the subject well, took his time to explain it to me. I felt happy that I knew my time had been properly covered.
Didn't have to wait too long after checking in
Felt comfortable in discussing my issues
Appointment on time. Doctor was lovely, listened to me and gave advice
I was listened to and helped very efficiently

The appointment with the GP went well but we waited more than 20 minutes it was Morning appointment, so I am not sure there was that much wait
I got to see the advanced nurse practitioner the same day. I've seen Sheena before she is always very thorough.
On time, efficient and friendly.
Doctor was amazing as always but due to bad planning by the surgery. The appt was 25 mins late only an hour and a half after the first appt.
So when I have rung up in the morning I have always been able to see a doctor
The appt was on time and thorough.
Only a few minutes wait before being called in to see the doctor who was very understanding
Very efficient
Good service
Would have given a very good if appointments to book online were over a month's wait time
Very through and listened to me
NOVEMBER
Usually, can get appointments but on the app it's over a four week wait and over
Good and efficient
Better than the other health centre
Saw only about 10 minutes late which is not bad. Saw the doctor I had requested All good
Readily available appointment the next day and quick resolution of my reason to call.
Gave required information in in the morning and had reply by teatime the same day from the doctor
When appointments are finally given the service is good
He listened to me but did not come up with much of a plan
Friendly GP, good advice, clear next steps
On time and thorough
Getting an appointment isn't easy at the minute but when I did got to see a doctor he was fantastic! Dr Cracknell would 1000% recommend him to anyone
Had to wait longer than expected
Doctor asked questions and listened to what I had to say
Usually get an appointment quickly
Got an appointment
Dr Allan addressed all my concerns, and I left feeling listened to. The only downside was the length of wait time to make a pre-bookable appointment. Previously I had been able to manage this online but now I have to spend a considerable amount of time on the telephone trying to get through to the practice.
The experience with practice nurse was very good . Still waiting for an outcome of the visit
It was good couldn't help much but was very good
The GP was very good but waited 25 minutes to see him
Would have given higher rating but communication etc could be better
Same day appointment

Didn't feel rushed when discussing the problem. Felt listened to. Further issue after the appointment and sent an e mail but not acknowledged. Disappointed with that as I was extremely worried.
On time, nurse was excellent, flu injection was the least hurtful I've ever had. Only problem was parking in a suitable place for me to walk to the door in comfort.
Got an appointment with who I wanted and received good care and right treatment
Very polite and sorted out my appointment with the nurse. Appointment at the nurse was very good and checked my weight height and blood pressure and drew some blood.
Very efficient
Good I don't know what else to say to be honest
Good practice but hard to get an appointment
Satisfactory experience as usual, put at ease immediately.
DECEMBER
The nurse practitioner rang within the advised time frame. She was friendly, listened to what I said and gave appropriate advice.
I always get an appointment soon
Same day appointment
No
Requested an appointment and explained reason for request, an appointment was offered within 5 working days fab service
GP very good and thorough
The appointment was very good, but I had to wait 3 weeks for an appointment. The doctor was thorough and listened to me and did not rush
GP very thorough. Shame need to queue 15 minutes before surgery opening to get an appointment.
Efficient Polite Job Done 100%
Had to wait 30 mins beyond my appointment time. Appointment was good when I saw the doctor.
Issues, signed in and saw the nurse on time who was very polite and friendly.
Prompt and tries to resolve my issue
Was a bit disappointed with a 20 min delay when I was 20 mins early for my appointment. Then the Pharmacy didn't stock my prescription and had to go to an alternative Pharmacy which had to order the tablets prescribed.
Explain to the receptionist my problem and made me appointment with the doctor which could help me best
Could have been very good if the appointment system was better, as booking an appointment on the telephone is next to impossible.
Satisfied with outcome
Friendly staff, clean environment
Lovely nurse and professional.
Because that's what I think it was
Had a health problem develop over the weekend and it escalated Monday morning, I sought advice and a doctor phoned me at home within the hour to access my situation and prescribed my medication promptly. Thank you
Doctor was very good staff are lovely
I managed to get an appointment after 45 minutes waiting on the phone when I did see a doctor he was very helpful

NEITHER GOOD NOR POOR**OCTOBER**

I didn't have a recent appointment, apart from at Cohens Chemist to have flu and covid vaccinations, to which I gave feedback.

Not really used the surgery over the Last few years due to my husband having access to private health .

Reception staff were great, but I was not able to discuss my concerns with the GP as he was condescending and said I would need to book a longer appointment in future. How can I book an appointment with a GP that understands me?

I feel the doctor wasn't really interested, when I was describing the exercises, I did, he started talking over me about something else.

I phoned at 8am and didn't get a call back until after 5pm

I sent in a urine sample, and I've never had a response

Saw this doctor for only the 2nd time and has with my first experience I was ½ an hour late at getting in if the boot was the other way round then the patient would not be seen

Lost a letter and making it my problem!!

My Telecon was satisfactory giving me the reasons for Dr Jarvis's action. I was a bit disappointed as she would discuss anything other than the medicine change. B.M.

Happy with appointment. Just disappointed at having to wait an hour

Reception staff very helpful but very upset with GP I saw. Yes, I had two problems but would only discuss one. I truly feel that both are connected. Now I have a prescription for drugs I dare not take as I feel it's just another antidepressant to take on top of what I'm already taking! I'm just fed up and want my medication sorted properly. Practice nurses are lovely and helpful though.

Always there to help very good service 👍 staff spot on very helpful thanks GH.

NOVEMBER

Booked in because of a discharge (gyny), nurse booked in with not a specialist in that area. Waste of time now another appointment needs to be booked.

Initial phone conversation with Doctor was very good however, then had to wait for nurse practitioner to visit. Dip test done and basic health checks but nothing really diagnosed. I have arranged a consultation with doctor earliest possible 3rd Jan!) as I feel sure there is an underlying issue. Care company suggested bloods taken and analysed.

Some doctors are helpful and others very dismissive. Appointment system is not fit for purpose. Tried 3 times in one week for an appointment and didn't get one. All appointments for the day gone at 8.01am

DECEMBER

It depends who is on reception regarding the service you receive

No appointments until after Christmas

Seen and dismissed in a quick time. Felt I wasn't listened to as GP asked questions but made incorrect statements e.g., So your voice has improved over last few days? When I had just told him I had started to lose my voice! Said I was generally unwell and given throat spray. Sure, he said my BP was 102/99 but didn't address this. Waste of time.

I had a problem understanding the Dr his English was poor

POOR**OCTOBER**

Had a 10:30am appointment and didn't get in while 11:30am

I did not feel listened to at all, and I cried after leaving the appointment

Frustrating, it seems the GP wasn't aware of what was in place. Also, the diagnosis of heart attack was blunt

I didn't come away with pain medication for the symptoms I discussed. I had to ask for certain tests to be taken. I didn't have confidence in the GP, they asked me what I thought the problem may be - after the appointment I received a message about what the potential problem 'could' be but without the adequate medication - antibiotics are usually used for treatment of my 'potential' medical condition. I have been left in pain without any support.

Administration is next to useless. Get fobbed off. Even with valid reasons. This has been like this for a long time and not getting any better. It's as if you have to beg to get appointments. I've just had serious spinal surgery due to delays etc etc.

Waiting time when appointments have been booked

NOVEMBER

Had a HB1AC done Tuesday 3rd Dec. Told results would be uploaded Thursday 5th. Now Tuesday 10th. Still not uploaded and chased twice.

Waited 5 weeks for appointment only to be told to come back week later for a blood test shocking

The doctor I was seeing was running 1 hour late and when I got in the room no apology but if it was me that was a bit late, I would have been refused and make another appointment

Can never get an appointment

DECEMBER

I tried on 4 occasions to get an appointment to see a GP because I was really ill. I was told that no appointments were available and to phone 111. I had very little energy and didn't feel fit enough or well enough to sit in a hospital waiting room for 3 to 4 hours. I needed to see a GP urgently. It didn't happen as quickly and it should have.

Nigh on impossible to get an appointment unless visiting the practice No real care to solve problems - 20 years and counting- prefer to pass down the line and exonerate from responsibility. Very disappointing

Very quick appointment, doctor didn't listen, took my BP sure he said 102/99 and didn't seem bothered. Been on paracetamol for 10 days for throat pain, couldn't eat and very sweaty night before appointment, Was told to come back if temperature rockets or I can't swallow. Prescribed a spray that shouldn't be used by asthmatics, I'm asthmatic!!!

I was unable to get through to the surgery on the phone to make an appointment. I tried a number of times over different days. Eventually I had to physically attend the surgery to get an appointment. Once I was physically in the surgery the service was great and I received an appointment that afternoon for a smear due to a cancellation and an appointment in the new year for review of my medication.

I came with my son to see a doctor. Doctor checked on my son. I said that I think it could be whooping cough because of everything what we have been going through. Doctor opened NHS website and starts reading about whooping cough. after a while of silence, I have asked what he thinks and if that could be a whooping cough and doctors response was "If you say so"....because my son didn't cough at that moment. I was really disappointed with the visit.

I came in with some concerns, however I was made to feel like an idiot for coming in about it. I had concerns over some lumps on my body and even though they amounted to nothing particularly harmful (lipomas) I still should be taken seriously and not feel judged.

I'd made a mistake for my appointment time by half hour on public transport and got to come back in morning not very happy but genuine mistake by me due to knee operation

Brought my infant daughter for an appointment. She needed to be weighed in order for a medication to be dispensed. In the appointment the Dr couldn't find the baby scales, so told me to ask at reception on my way out for her to be weighed. After waiting an additional 40 minutes, I was told there were no baby scales at the surgery. Please invest in a few units. Several of your patients must be infants. I also specifically asked the Dr for a paper prescription and reiterated not to send it electronically to a pharmacy as I had an alternative pharmacy in mind closer to our home. I asked this 3 times and was told that could be done. When I called the next day to collect, I was told it had been sent digitally, despite my repeated requests. Generally, I'm happy with the surgery overall, but have had some experiences like this of staff not doing what they say they will (such as calling back).

I was expecting blood test results to indicate my oestrogen levels as per my discussion with Dr Farmer. They did not advise so I called and queried this and was told a task would be raised - I have heard nothing further. I also explained that I had been informed by the gynaecology clinic that a waiting list for menopause care is 50 weeks. I had waited 10 weeks at that point. I explained that having had a full hysterectomy and ovary removal meant that I needed assessing for testosterone levels which is currently being treated privately. The clinic told me to request an expedited appointment via my GP. Dr Farmer was very dismissive of this. He told me the waiting list was correct and scoffed at what I had been told to request. I challenged that attitude - as a patient I should not be in the middle of gripes between primary and secondary care. I note the expedite request note refers to my being 'dissatisfied' with a 50 week wait. It makes no reference to my history or why I may need to be seen sooner and advocating to support that for me. I am completely dismayed at the lack of specialist menopause knowledge or care in the practice since Dr Downing's departure. My appointment was with Dr Martin but had been changed due to her not being at work for personal reasons. I had explained I needed the appointment for ongoing menopause symptoms discussions and a breast examination. I was not offered an alternative female Dr but instead turned up on the day to be dismissed and gas lighted by a male GP. I have zero confidence in receiving adequate care at present. I would like to discuss this with the practice manager.

Only problem is that the doctors don't look at your Records as I have a COPD bronchial disorder and I have had to say this twice before and have to request that they look at my record, not good insufficient medication for the problem so I am still suffering from the same chest complaint over Christmas thank you for that I will come in to see a practice manager to highlight this lack

VERY POOR

OCTOBER

I'm having issues with the depo injection, Dr Martin prescribed me the pill to go along side it and said that if I still have issues when I run out to ring back and make an appointment, I couldn't get an appointment with her and ended up with another Dr who refused to help me, after the Dr spoke to another Dr, she rang me and after speaking over me a few times told me that they aren't experts and don't have the training in birth control (which isn't something a qualified Dr should say to a patient may I add), and sent me to speak to Spectrum in Barnsley, who also can't help because as I'm over 25, all I need is an appointment with Dr Martin who told me to see her if the tablets didn't work as now I'm stuck like this till at least December and it's ridiculous

Two hours in the waiting room, Dr Farmer was nasty to me he sort of claimed I was a racist because I said I had seen a black doctor. I am comfortable saying black my partner is black my kids are mixed. Also told me I shouldn't have come if I wasn't poorly, didn't give me chance to

explain. He was just rude and aggressive. I felt attacked, disappointed and angry, it was totally uncalled for, I will not see that doctor again. Not the correct help, don't know why I bother I had to keep calm and not react

Waiting time for my GP appointment was one hour then I could only discuss one issue because go had no time left as she had to see other patients told me to make another appointment

NOVEMBER

Didn't f/u on a letter issued 28th Oct and seemed dismissive with everything I requested help with. Made me feel like I was wasting his time.... very disappointing 😞

DECEMBER

My husband is in a lot of pain with his problems but can't get any pain medication for him the medication they have given him is not recommended for patients with heart issues and doesn't need laxative he's losing enough from there as it is. Seeing him in pain all the time is distressing

I felt uncomfortable at the thought of not being able to have my bloods taken at the surgery. I don't understand why I have had bloods taken twice there but then the doctor told me you don't do it. Lost trust in the practice.

DON'T KNOW

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.