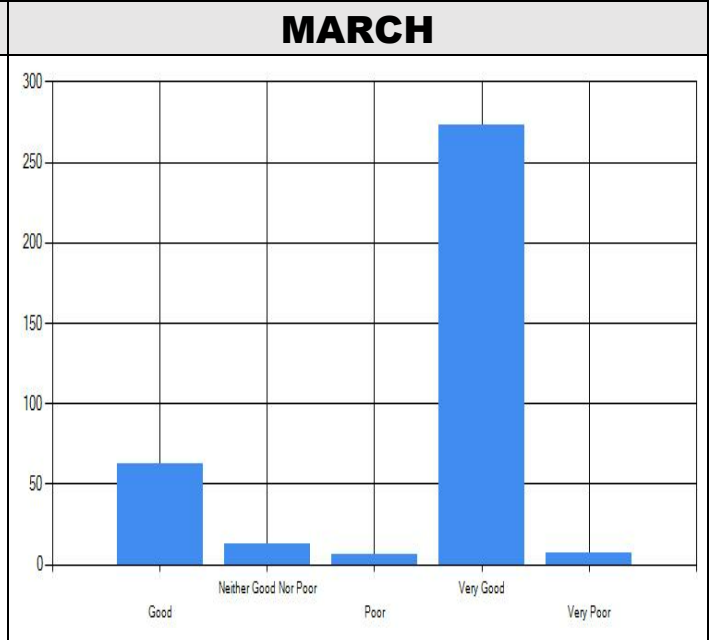
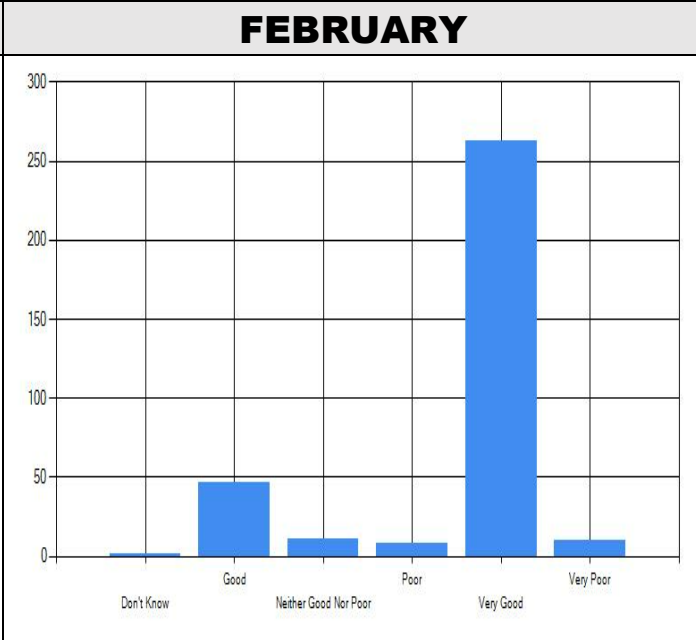
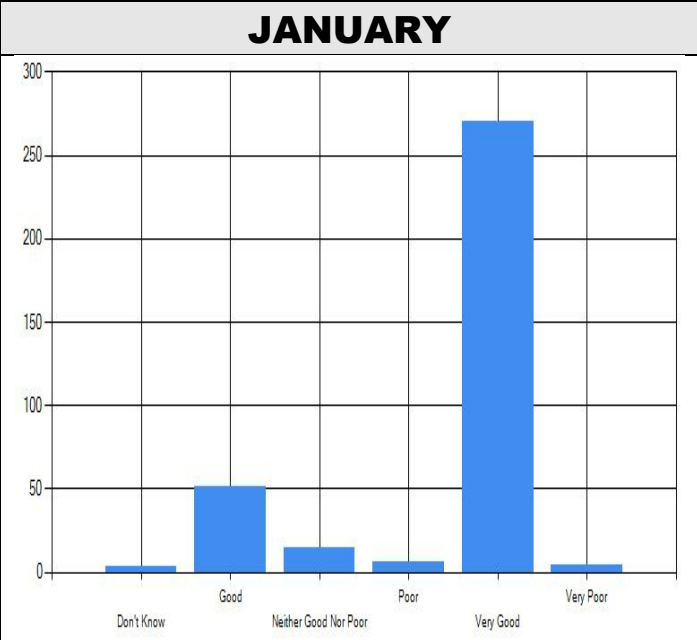


FRIENDS AND FAMILY TEST RESULTS JANUARY TO MARCH 2025

	Jan	Feb	Mar
VERY GOOD	270	263	273
GOOD	51	47	63
NEITHER GOOD NOR POOR	15	11	13
POOR	6	8	6
VERY POOR	4	10	7
DON'T KNOW	3	2	0
TOTAL	349	341	362



VERY GOOD**JANUARY**

Friendly and respectful.
Always willing to help. Give great service.
Friendly and competent service
Very pleased with Dr Hurst thank you
Very helpful and kind, explained in a way I understood, a very pleasant person
Attentive doctor told me what to do if the medication does not work, was very professional even though I hadn't seen this doctor before he was easy to talk to
Appointment on time. Friendly professional staff. Log in electronically, quick easy.
Dr Hurst listens to you
The doctor was very helpful and friendly showed plenty of interest and listened to what I had to say.
He listened to me and did not rush me
Information and empathy, listened, advised and I felt more informed and less anxious about making another appointment these qualities are vital in a consultation especially if you are worried and anxious
Got the result I expected
The usual good quality care and service
Both Dr Arif and Bethany were exceptional.
I am able to speak with people who are polite and friendly. They listen carefully to my requests and queries and respond efficiently and effectively.
Can't thank Dr Allan enough for the time he spent explaining everything and discussing various options. A real example of great GP service.
Dr Bessant was easy to talk to, listened and gave good help, advice and reassurance.
Happy with everything
On time great professional and friendly
I had a phone call appointment didn't have to wait long after the time stated
On time in and out in ten mins
Listened to everything and was very understanding
Was really helpful and understanding
I was seen very shortly after arriving at the doctor's surgery, the nurse that took my bloods was very polite, friendly and professional, the experience was a good one.
Good service
I rang up for a same day appointment due to mental health issues. They always try their best to get you in the same day. I've never had any issues. doctor listened to everything I needed.
Because Emma was easy to talk to and very helpful
Needed urgent appointment for medication, rang up early morning and given appointment for the same afternoon with a locum GP Thanks

Had an appointment with Donna she was friendly and helpful. I was also seen before my allotted time
Good experience appointment on time and in a friendly but professional manner.
She was very polite
The practice has always looked after my family well from 1946 onwards thank you so much Walderslade
Always helpful
Very comfortable rapport with GP, very helpful.
Pleasant, professional and polite nurse
Response was within an hour for a non-urgent referral due to cancellations . Effective use of both time and resources
I didn't have to wait; I was called in on my time
THE STAFF AND DOCTORS ARE VERY HELPFUL THANK YOU
Because it went very well
Got an appointment straight away and was seen on time by nurse practitioner who was really nice and sorted my problem quickly and efficiently
Because it was
The nurse was excellent in my dealings with her
On time. Super quick and efficient
Me and my wife were early down to get an appointment, we saw the doctor and was given antibiotics after a health check. Which to say did the trick. Thank you.
Good service
Always organised and polite
Luckily got an appointment, no waiting for doctor. Have felt ill since before Christmas, had complete check doctor was very kind and helpful. Thank you.
All running to time
Consistently helpful and always listening supportively to the reason for my appointment. The outcome is always positive as the next stage is discussed.
My appointment took place on time. Both the receptionist and nurse were very pleasant and professional
Only waited 5 minutes very helpful and polite practice nurse
Receptionist very polite and helpful. GP also very helpful and, when presented with a few of my medical concerns, he was knowledgeable and provided answers in a easy to understand way.
All very good especially the GP Doctor
The appointment was on time. The nurse that I saw was very thorough in her examination and recommending further treatment. Thankyou
Got an appointment really quick and was seen before appointment time
Great service and aftercare
Treated professionally
I got an appointment quickly
The nurse contacted me quickly and ordered me a prescription straight away
Dr Hurst was very kind and compassionate towards me when I needed someone to listen and care. Thank you for looking after me

Excellent communication.
GP very knowledgeable, treated with respect, given treatment and referred appropriately
Received an appointment for within an hour when concerned I had a potentially serious condition. Excellent service thank you.
Always a friendly greeting and the Drs are marvellous.
To me it was very good and reassuring
Always good service
Efficient and friendly
From receptionists to the nurses, amazing doctors and the well chemist all staff are friendly, helpful and can't do enough
Very professional
In even before appointment time bonus
Wasn't waiting long in the surgery saw a new doctor Dr Toor he was very attentive and didn't make me feel as it wasn't important. I was concerned because of previous history but I was made to feel comfortable.
Well organised
Excellent service from reception to Doctors advice and care
My appointment was on time, also the nurse removed my stitches with no problems.
Very kind and didn't rush me when I was trying to tell him my worries
Great service, able to book a same day appointment
She was very nice and talked me through everything so i knew about it all
Easy appointment booking, seen on time, great service today. Thank you
Because I've no complaint
Booked a same day appointment and met with Dr who fully explained my problem and the medication that was prescribed
The doctor I saw was very kind and efficient and thorough
The doctors and staff really care
Excellent staff and thorough treatment. Feel looked after.
Lovely staff and doctors clean waiting area first class from start to leaving
Amazing service
My appointment was on time and Donna was very gentle when taking blood and never left a bruise. She has a very caring nature while doing her job
I had a very good consultation the lady listened to me Helped me on a few issues I had an all-round good service. Just appointment system lets Walderslade down
If we need help we are never refused. Friendly helpful staff.
On time, explanations to detail were excellent, thank you
Appointment on time blood taken successfully this time
Talked to the doctor about my knee replacement, we spoke about the extra pain relief that was required ,thank you very much
Very quick doctors phone back, and very understanding of personal circumstances.
Caring for my needs
Excellent service

All the staff are polite, knowledgeable and understanding. Walderslade is a fabulous surgery.
Prompt and efficient service.
My appointment was with Dr Bessant. I had a couple of medical issues to discuss, and he answered all my concerns in a professional and easy to understand way.
Excellent surgery
Great patient care and follow up
She listened and explained everything clearly to me and was very happy also hope to see the same doctor when I have to have a review in 3 month .
Good and efficient reception service, clean and tidy practice, medical staff are excellent and in the worst of circumstances the practice is welcoming and overall accessible.
On time, friendly staff,
I had my review with the nurse and was very happy, the nurse had a lovely manner
Dr Farmer always treats the person as well as the condition
Doctor that I saw was very thorough.
I felt listened to, was made to feel comfortable & at ease I felt confident in the medical care I was offered, prompted appointment & follow ups I found the receptionists, nurse & GP practitioners, professional & helpful I am a new patient & not a person that visits a GP surgery, but my first impressions have been extremely positive & would recommend
Excellent service. Friendly, efficient
My reason for contacting the surgery from a couple of hundred miles away was to resolve a skin problem of my elderly mother with dementia. I had a prompt response and prompt prescription providing an appropriate emollient cream to resolve the problem, to be picked up at the pharmacy by Mum's daily carer. Excellent response. Excellent service. Very effective. Thank you.
Great service
Helpful, pleasant staff.
She listened to me wrote down what I said. The Doctor rung me after. I was looked after. I made a appointment to see a doctor. I was examined and told what was wrong. They were all very good with me. Very sensitive to my details.
My appointment was on time, and I was made to feel very assured.
I was in on time and I was thoroughly listened to Excellent service
She explains things that I understand
On time. Efficient service.
Friendly atmosphere. Was given same day appointment fir blood test
Didn't have to wait at all. Good explanation from HCA. Bloods taken in surgery rather than being directed to the Glass Works in Barnsley. which I am unwilling to go to for such a quick procedure.
Very professional service
No waiting time barely got sat down LOL. Dr Arif very professional & pleasure to deal with
No wait time at all. Dr Arif very professional & pleasure to deal with
I was sent to surgery by pharmacy and saw a duty doctor in 10 minutes
Doctor was very good. He explained everything to my satisfaction and was very kind and understanding. Thanks.

Great service from Walderslade surgery rang at 8 o'clock and got an appointment for 9 O'clock back home before 10 .everyone very professional and friendly we are so lucky to have a great surgery in Hoyland thanks
I was late but Dr Farmer saw me anyway and we had a very good consultation.
Excellent service
Appointment was on time. Doctor very pleasant and listened.
Dr Sehrish Arif Has treated me with respect and gave excellent advice. CHEERS G.J.
Positive advice and future support felt better after consultation with doctor
Medication given has finally dealt with my situation
I managed to get a phone consultation on the same day. I spoke to Dr Allan about a sensitive subject regarding my mental health and he couldn't have been more empathetic and kind. I really felt supported and felt a lot better after the call. Thank you.
All my needs were met in a friendly professional manner
Because my experience always is
As usual friendly people and excellent service.
To me it was very good and reassuring
Dr Bessant was very helpful, listened to concerns and gave advice on issues.
Very polite and friendly
On time Fast removal of stitches Great work
on time clean and tidy friendly
Appointment time was on time. Friendly and efficient staff.
The staff you employ are very efficient and kind
I saw Sheena and she explained blood pressure issues and the things affecting it very well.
My Doctor listened to me and got straight to the problem, I hope I get ad good follow up service
Doctor Reeder is lovely. She's very caring and friendly. So are the Receptionists. Thank you. My only criticism of the practice is the 8.00 am telephone rush. It's very stressful which is made worse when you're already feeling anxious about your illness.
Excellent service from front desk to clinician.
A quick, professional and efficient service.
All staff were polite and helpful. Overall a first class service.
Excellent service
The phlebotomist was professional, pleasant, quick and painless
Appointment on time, nurse was very kind & pleasant 5*
Appointment when needed. Friendly receptionist and practice nurse.
Receptionist very thoughtful, fitted me in in a cancellation appointment. Grateful for the doctors time.
no problem getting an appointment to see a doctor
Nice clean environment, staff friendly and polite, not long in waiting
I have no issues with the surgery. Reasonable wait for an appointment. The doctors and nurses are pleasant and professional.
Perfect as always, friendly caring staff all round.

Usually manage to get an appointment and the staff are very helpful.
Felt at ease and quickly seen by Dr
I have never had any problems getting in touch with the surgery and I find the staff are very helpful and polite.
Swift action regarding my blood test screening and excellent patient skills delivered by Bethany phlebotomy nurse, who is would like to thank for her professionalism.
Prompt and efficient
Attentive Dr.. listened to me and acted accordingly
My appointment was on time. I was seen by Dr Sophie Carter, a lovely lady, very knowledgeable and professional, a good listener and easy to talk to.
Seen on same day by ACP, assessed thoroughly, advised and assisted with sick note. Very helpful and understanding
Very patient. Unfortunately, buses didn't show this morning but made sure to see me anyway which they didn't have to and was appreciated greatly. Quick swift service and receptionists are as helpful and chirpy as always :)
The practice is great, and the receptionists are always lovely, the doctors are great nothing bad to say
As a contact centre Manager for a travel operator, I appreciate most feedback is negative therefore, I just wanted to take a moment to send over some recognition. I would appreciate the below named people alongside practice managers/partners being sent this feedback. I have had a fantastic experience in not so good circumstances. I had the pleasure of speaking to Steph, Sharon, Cheryl, Emily were friendly, empathic and supportive. Dr Oliver White, was patient, friendly and approachable taking the time to listen and empathise with my ongoing sensitive issue. . Dr Wilkinson who was also friendly, attentive and reassuring. What a wonderful practice with an amazing team, each of you are an absolute credit to the NHS, going above and beyond for patients A health concern has turned into a positive experience, thanks to the team and the practice, I felt listened to, valued, understood, informed and fully supported by all those involved in my care. I appreciate each and every one of you and value your exceptional level of care at Walderslade Surgery in all you do. Thank you! I think you all deserve recognition for your level of care and service, I have copied in care quality commission. I am happy for you to share this feedback & for this feedback to be made public - thank you so much!
Always helpful and polite excellent doctors
time efficient meeting over telephone
Same day appointment, blood test done, results next day. Excellent.
Every time I have needed an appointment the staff have gone out of their way to do all they can to accommodate both me and my husband
Happy with appointment
Check in on arrival easy and straight forward. Lots of seating in waiting area which was also clean and tidy. Wonderful GP who made me feel very reassured and confident.
Response for an appointment as a follow-up was quick and all results relayed by Dr Allan via text and further treatment prescribed. Student assessment was helpful I think
Prompt efficient service
Excellent service. From receptionist to appointment. Very empathetic to the issue - rapid resolution. The doctor/ health assistant was knowledgeable and approachable. Medication change has been very positive. I cannot fault Walderslade - whilst there might be concerns with the NHS in general the same cannot be levied against Walderslade. They are superb.
Confident in the medical care I received
I have always found the surgery easy to deal with and I've been able to get an appointment when needed,

Excellent service
Very friendly, thorough examination, had plenty of time for me. A nice time
Staff were friendly and helpful.
All went well. Thanks.
Always been treated well at my GPS no problems, thankyou
Wonderful nurse really amazing . Emily
got appointment same day
Saw the nurse after a knee replacement to have the dressing removed. She also took out a couple of stitches, reassured me everything was OK, very professional thank you <input type="checkbox"/> <input type="checkbox"/> Delete Comment
Easy to check, running to time, professional yet friendly nurse.
Donna is the only person in the practice that can get my blood and this saves me going to Barnsley
receptionist listened and responded well with making appointments. Dr Falmer was also excellent in his responses and quickly made appointments and future plan. Overall couldn't ask for more HCA was again excellent (Beth) Thank you all
Nurse was good and patient as she had to have 3goes to to get some blood out of my arm but managed it in the end.
Dr Allen was very good and very caring towards my mum
Very helpful and polite. Test results back quickly
It's almost a pleasure to go to the doctors. I never feel rushed and also feel like I'm listened to.
Very informative friendly and helpful
I am well pleased with the way I have been dealt with.
Bethany was very efficient and dealt with me very professionally.
Had a call back from a GP after speaking on the telephone I was asked if I could attend the surgery. Within thirty minutes of speaking with the GP I had attended the surgery and was given treatment for an eye infection.
All very attentive and listened
Very Friendly Efficient Service.
Thank you 😊
The member of staff was extremely kind and understanding. Really helped me when I was struggling
The person I saw was very pleasant and reassuring and answered any questions I had.
After seeing the doctor I had a blood Pressure check with Bethany who was most helpful. She then took a blood sample which I was expecting to have to give at a later date Nothing was too much trouble.
Timely and professional.
I was treated with the highest respect and I felt that I was not been rushed
Because he listened and seemed interested.
GP dealt with my problem quickly and efficiently thank you x
They got my bloods no problem
Seen bang on time, Karen (HCA) was very friendly, efficient and well informed. A credit to your surgery!
Efficient, professional

Dr Allan actually listens and acts like he cares
I came to see nurse Bethany and she was very professional and caring.
I took the opinion of the ring back service which was perfect the lady that rang back was fantastic through the conversation and as always when I seen the doctor he was professional throughout. Many thanks
Great service received from all involved very pleased thank you
Don't visit very often but thought the service was good
Phoned the surgery in the morning and was able to have a face to face appointment for the afternoon.
So quick to see me and get things moving during a tense time .
I got a same day appointment, the go was thorough.
Friendly and approachable staff answered any questions I had knowledgeable and with understanding.
When I come for b12 always efficient
Dr Allen is always welcoming and very professional.
Never have any issues and very helpful.
Very thorough appointment with follow up by telephone and text plus a follow up appointment and further information sent! Wish they were all like that.
Absolutely first class, I had a problem and was attended to without question. Well done all @ the Surgery & know your excellent standards will continue. Standards are not automatic they are achieved by the team @ Walderslade. Well done Geoffrey Hoy
Always looked after very well
Professional and Friendly. A credit to Walderslade . Well done 🤗👍
Walderslade a good practice and I haven't had any problems with the surgery and away seems helpful with my request and staff always polite.
Never have a problem getting a pre-booked appointment. Always friendly staff and Dr Bessant is a fantastic doctor
Lovely nurse, on time appointment.
It was excellent
I've always been satisfied with the service . The receptionists have been very helpful and always try to find days and times to accommodate your needs . The different members of the surgery are very kind and caring
They have dealt with me very efficiently I hope the Hospital are as good
GP always professional
The doctor showed good listening and understanding skills needed to help me with my experience of the appointment.
Friendly and professional staff and GP
All staff are helpful and professional as always. Nothing is too much trouble for Reception/admin staff
FEBRUARY
Because it was a good session
A good friendly service
Easy appointment system as well as online set up. Dr was very conscientious in approach and explained rationale to my specific circumstances.
Nurse was very welcoming and efficient.
Always efficient and helpful

Very Good Very pleased with the service
Very friendly and good
First time speaking with Dr Hurst. Happy with action taken. He was very nice.
Lovely GP. Professional and polite
Easy to get an appointment, friendly staff
Very helpful doctor
As always when I visit the surgery, high class service from every one staff and doctors and nurses
I rang in the afternoon, spoke to Cheryl, appointments had been booked up went on a triage list and a Dr gave me a call an hour later and he advised me to go to the surgery 20 mins later. Waited about 10 mins in the waiting room. I saw Dr Toor, he was great and put my mind at ease . Thankyou
I used the Triage system on the internet and a doctor got back to me within a few hours.
Appointment time prompt
Good service
Always made welcome at surgery . Have faith in the GPs as well thank you
Very good Highly impressed with the nurse. She had patience to sit, listen and explain
Friendly, professional made me feel at ease
Dr Allan is probably the best GP I have seen in years. Very willing to sit and listen, didn't feel like I was being rushed like I normally do at a GP appointment.
On time, excellent GP Dr Hurst listened to me, felt heard, and a plan to figure out my ongoing symptoms. Would be good to have chairs with arms or on blocks for height though, both in the upstairs waiting room and consulting room as back pain make the standard chairs really difficult. I know budgets but just worth a mention. Thank you.
Everything was good, from reception to seeing doctor.
Appointment on time, very helpful Doctor.
Always helpfully feel looked after. Can't praise highly enough best doctors I've ever visited
Dr Ibrahim is a brilliant doctor. Very knowledgeable understanding and empathetic, so kind
The service I received is doing me good and it's most welcome at this stage in my life.
No waiting to see the doctor
Got a first class explanation of a problem and update on progress
Seen bang on time. As per last time, Karen was very friendly and knowledgeable. A first class experience.
The nurse I see is very thorough, seems genuinely interested and knowledgeable dealing with my condition
Nurse Bethany was excellent. Warm, friendly, explained things clearly and the appointment was on time.
I'm really pleased with my recent visit the nurse was wonderful thank you 😊
The health coach is such a gentle and sensitive listener, it does me a world of good. Thank you 😊 .
Had no problems, kind empathic and helpful simple things that make all the difference when you are needing support
Saw the Doctor I wanted to see.
Karen Bates is so professional

Very quick - very efficient - very friendly and polite - and explained all the procedures - and how quickly any results would be available - put one at ease - Many Thanks
I was in on time and was listened to. Very professional
Very understanding and polite
I phoned recently, wasn't waiting as long as usual for the call to be answered and I was seen that same morning. Great job.
All the staff very friendly and Doctor Amran is absolutely brilliant as are all the other doctors and staff
Always get seen on time and everything always goes smoothly
Doctor Ibrahim very good ...listened to everything regarding ongoing issues and has progressed further investigations. Inspires confidence.
Call was answered quickly and efficiently. My Mum who is 98 was seen on the same day by a Dr, very pleased with how everything was dealt with.
Went in before appointment time. Blood taken, straight out again.
I needed to see a doctor and they managed to fit me in same day
Everyone at this surgery is excellent
Prompt tests and treatments prescribed
Excellent treatment and reassurance from Dr Allan
Because I have always been able to get an appointment and felt sure I'd be getting dealt with on that day.
Doctor and practice nurse very efficient
The doctor was very nice and through. Very welcoming and also following up my query
Very helpful polite and obliging
They were helpful in every way
Always willing to help, to do their best to get you what you need
Prompt, efficient and friendly
Dr Bessant was very caring and gentle in my procedure
PA Sophie was very helpful during the consultation, the receptionist that we rang was also very helpful.
Donna was very professional in all she does
Very helpful and professional. Was made to feel at ease.
Everyone at the practice couldn't be more helpful
Pleasant staff clean and tidy building
Not again thanks man
Doctor Allan on time and gave me genuine interest about why I had come to see him . Very easy to talk to and also asked about my husband. It is much simpler if you are able to see the same doctor although I realise this is not always possible.
Because I'm happy
No issues, all went well
Made a step forward in my illness and made me feel comfortable to open up on how I was feeling.
Very pleasant and efficient
Everyone at the surgery makes us welcome the GPs and medical staff are professional and make you feel less nervous and reassured when we're feeling ill they take the time to actually listen to me .thank you

Unfortunately, I have been visiting the surgery a lot more recently, think I'm getting old 🙄 Lovely efficient nurses and reception staff, as for the doctors brilliant, one in particular I won't name amazing. Thank-you all at Walderslade. God bless
Very pleased with the consultation with the doctor.
The nurse was very nurse and helpful
Excellent Doctors and staff
Because getting a doctor's appointment took 2 weeks so when offered an appointment with student doctor which led to seeing a GP I accepted it
Appointment was on time, doctor was very pleasant and informative 😊👍
Lovely doctor very thorough answered all my questions
Very professional and thorough assessment and treatment, with kindness.
Very helpful
From booking in to seeing the GP my experience was positive saw the doctor on time. The doctor was attentive and requested the tests I needed. The doctor explained everything to me.
Very Good Prompt helpful advice
No
Dr Allan was very thorough as far as arranging several checks for my health. I am now waiting for the results.
Very understanding and helpful information
Satisfied with my appointments and always happy to help
Dr Reeder has been extremely kind and reassuring
Friendly medical staff, who takes the time to go through things thoroughly.
Staff always polite and helpful the staff were very pleasant
A very competent and thorough examination, plus a satisfactory result.
Professional and caring service as always.
Friendly service, put me at ease straight away.
Very efficient and friendly healthcare assistant.
The doctor listened to me and gave me the support I need
Dr Hurst is a great GP and displays compassion and understanding with a brilliant depth of health knowledge as expected. He also perfectly sums up everything very clinically let logically
Friendly good service
The doctor rang within the time given and was very helpful.
I was called before my appointment time made to feel very welcome and treated with respect, excellent
A well explained x-ray diagnosis.
I rang after all appointments had gone for the day, but they still managed to get me in to see a doctor and I only had to wait a very few minutes to be seen
Not waiting long Doctor Ibrahim extremely kind and helpful feeling confident and happy moving forward
Donna the nurse as always was very polite and nice

I has appointment with the nurse for a couple of things, she was very friendly and professional, I didn't feel rushed at all, and I felt I got everything I needed from consultation.
The physician did her best to help me. I was impressed she knew all my history regarding my current illness and she had all necessary knowledge to deal with my case. I went home reassured; a solution will be found for my illness. She is great, well prepared and warm.
The Dr was very efficient, knew what he was talking about and pleasant and polite. I felt that he made me feel confident about the outcome and treatment
My recent visit was very professional and put my mind at ease, excellent service .
Very thorough and friendly
The doctor was charming and thorough
Helpful and friendly reception staff and a GP who I felt took time and really listened to my problem
I get my 10 week needles every 10 weeks Emily the nurse is brilliant kind understanding and puts my mind at rest, hate needles, was worried when I had stitches out and dressing off new left knee replacement all good
Efficient service. Very good Doctor
Very satisfied from making the appointment to see the doctor, to the outcome of the consultation
All went smoothly
No issues, managed to get same day appointment
Doctor very attentive and understanding putting my mind at rest
Always brilliant service from caring staff
Nurse was very good
Saw the Dr of choice
Receptionists always very pleasant and helpful
Because we think these doctors are very good the only fault we have is when we phone for an appointment at 8am we can never get through to make an appointment so I have to travel up to make one other than that they're brilliant
Good efficient caring service.
Just a blood test
very good staff nurses doctors brill as always thank you
Very helpful and kind
Efficiency
Didn't have any problem getting an appointment
Dr Hurst was very helpful and friendly
Always pleasant and helpful
I attended for annual blood tests, easy to do self-check in surgery and HCA appointments running to time
Rang on time and good review
Thorough investigation and treatment
Thorough, professional and altogether a reassuring visit.

The level of service is outstanding - I see a different doctor most visits and it doesn't change! the level of service, care and understanding of all the doctors and staff at Walderslade is brilliant I wouldn't go anywhere else
Appointment straight away. Clear advice from Sheena and Dr Ibrahim. Just wish you could book in advance for issues that don't need resolving the same day. Saving you guys time to treat more serious cases on the day.
Everything went on time, the conversation with the nurse was good all went well.
Friendly, efficient service
Nurse Claire Caine is professional as always
I had a thorough examination the doctors listened to my problem . Couldn't wish for a better appointment.
The service and staff were very professional
Whether it's a phone appointment or a Face to Face one ,Walderslade staff / GP' are always friendly and Professional...well done to all 🤗👍
Saw the doctor within 5 minutes of my appointment time.
Timely and efficient as ever
Excellent reception. Doctors very good and understanding
Very thorough and professional GP
I arrived on time and was dealt with straight away. The physician I was very thorough and we dealt with several issues and arranged follow up care.
No wait, all okay
Appointments available. Friendly professional staff
Friendly staff Excellent doctor
The nurse I met was efficient kind and gentle while taking blood, so I was calm throughout my appointment.
Always so obliging
Excellent
The nurse was efficient kind and gentle when taking blood, so I remained calm throughout my appointment.
The young nurse that did my B12 injection was welcoming and so friendly and happy 😊
GP attentive, informative and empathetic to my situation.
Prompt response and the GP addressed my concerns
Always helpful and efficient very friendly people from reception to doctors
Easy check in. Reasonable wait time. I called the night before to change my appointment to slightly later and this was accommodated. I have been a patient for a long time and have always been happy with the service. Dr Allan has been very thorough with getting to the bottom of my blood pressure difficulties. Thankfully there was no medical problems, but I appreciated that this was looked into thoroughly. I couldn't thank him enough. I couldn't recommend this GP practice enough.
As always Donna was very good
Donna always very pleasant
Had an appointment with the nurse who was very helpful, went above and beyond
I was very pleased with the response from the surgery. The appointment itself was well organised and the surgery itself is clean and well organised
Nurse was very professional yet friendly.
The nurse I saw was very helpful and friendly she was a lovely person.

The staff are friendly and helpful. I receive good advice and information relating to my health needs so I can make informed decisions. Receiving reminders via text for appointments is very useful.
All staff go the extra mile to help doctors are very supportive
The appointment was on time The Nurse was very efficient she explained all procedures. Thankyou.
I was seen to without any hold ups, blood sample taken with no discomfort
It was my first visit at the surgery. My appointment was to time, and I knew what room to go to Dr was pleasant and thorough
I managed to get a cancellation appointment a couple of hours after I booked a later appointment. The doctor was helpful. It's good that someone informed the surgery to and cancelled it helps someone else.
Prompt, suitable appointment provided.
Friendly and Professional
My appointment was booked without any problem. Had a letter to say I needed a follow up appointment which was also booked and seen without any problem. Need another one which I'm assuming will go as smoothly as the first two.
Because my Doctor leaves nothing to chance she had checked everything, so thank you so much the visit was marvellous 😊
The nurse was very pleasant and the RSV vaccine. Was given to me with no pain, she told me about all the side effects which was very helpful.
I had only just signed myself in when I was called in to Donna and as usual she was very nice and I was put at ease then I went to Emily for my RSV injection and she was the same very nice and put me at ease 100% good all round
Very quick to get me in to see the doctor
The staff always do good work
Very friendly and listened to my concerns .
Excellent GP appointment. Caring, listening, covering everything including answering questions
Friendly staff
The surgery is excellent, very good, lovely friendly surgery from walking in to leaving. The doctors are fantastic.
It's always been really good at this surgery, never have to complain about anything , staff are fantastic as well as all GPs
Dr Allan is very good at explaining things on a level that you can understand. He is very easy to talk to.
Your nurse was very professional and was very kind.
Very polite and friendly
Efficient service. Very friendly and competent
Sophie was very polite and thorough Thanks
Everyone has been very helpful and considerate
Dr Hurst was very professional and explained everything clearly
Quick response to my call requesting a doctor's appointment.
Excellent efficient service
Appointment on time and consultation was thorough good service
Helpful receptionist. Answered my question and made me an appointment. Very polite lovely Lady
A very nice and well-mannered man
I felt listened to and heard. Also, a very thorough examination and consultation

Very nice polite and helpful
Quick efficient and friendly
Always go out of the way to either help or visit mum , receptionist always very helpful as well ,
Bethany is so lovely and managed to get my bloods, no problem!
Actually listened, polite and caring
Appointment on time Friendly nurse
Dr Wilkinson was very thorough, didn't rush and took her time to listen to my issues. She reassured me and informed me very well.
She was thorough
Had bloods taken. Very professional and courteous.
Very friendly and supportive
She was charming and helpful
The nurse was very pleasant as always, also very efficient.
I was offered an appointment within a reasonable time frame and was treated on time at my appointment
Because Dr Hurst is a very good doctor.
Appointment on time, lovely staff
Very helpful I learned a lot about my condition. Thanks.
The nurse was very nice and efficient and explained what the blood tests were being checked for.
Excellent
Quick signing in appointment on time. Nurse Beth was professional and helpful
I felt listened to and supported during my appointment.
Sheena Smith is very help full with information and was very satisfying to have someone who listens and take notes with good feed back
Courteous, friendly reception and doctor
Responsive, friendly and felt listened to.
It was productive
Sheena is brilliant very thorough
The Doctor took time to listen to all my concerns and I didn't feel rushed. He then told me what he intended to do to put my mind at rest.
Appointment on time. Professional service. Polite and friendly. Thank you
Well looked after
Very helpful. Always get the response that I'm looking for
The nurse was a lovely lady, she soon had me feeling at ease. She was very knowledgeable and answered all my questions.
MARCH
Very pleased.
Great booking online, appointment started on time. Issue well explained to me.
Very Good
Very responsive and quick to act booking me in and with referrals and feedback about tests
Very understandable nurse Definitely know her job

Excellent as always
Rang up got my appointment. Was seen very efficient
Very Good Because it was
Efficient
Staff are very helpful and efficient
The doctor was very helpful and helped me with what I needed to know.
I was checked in, sat down and then called by the doctor
Excellent service & staff that care & take that special time with me to reassure & treat me with respect & dignity
Efficient and informative
Doctor very thorough and attentive
Efficient and very very patient
Always great staff very helpful and friendly as ever thanks 👍
The receptionist was very pleasant and helpful. The on-call doctor phoned me very promptly and I felt as if I mattered. She was keen to ensure I got the right diagnosis which is great.
On time and very polite
The nurse i saw was very nice and made me feel at ease with everything
Receptionist really helped with getting an appointment for my baby son regarding his formula. Rang me back several times and also offered to contact the Health Visitor on my behalf. I then had a call back from a Dr and an appointment. This was very much appreciated
Good on reception and the doctor was very thorough
The doctor was on time and told me everything i needed to know so I'm well pleased 👍
A combination of Services led to me getting urgent attention. So a big Thankyou to the District Nurses and Walderslade practice
The receptionist was really helpful getting me an appointment quickly with the right person. Because she asked questions about what was wrong I was able to see an ANP instead of a GP so got in quicker. The ANP was helpful and knowledgeable and put my mind at rest quickly. Thanks very much to both members of staff
Everything was sorted and an addition added to my prescription
Quick response for appointment. Injection given efficiently. No problems at all
Pleasant lady appointment on time
Friendly Nurses. No delay on day of appointment
Great service in on time
100% professional service
Feel valued. Always very helpful and supportive. Never made to feel a nuisance. Thank you!
I have a great doctor who puts me at ease and waiting times were minimal
The doctor was very concerned & attentive
Because the doctor I so was great I could talk to him about my condition
Discuss current medical problems and ongoing treatment. Offered support if needed
Always help as much as they can

Excellent, supportive and well organised service. I was examined by a medical student under GP supervision. The whole process was very thorough and professional. A 5 star patient experience. Thank you
The doctor listened, conducted a thorough examination. Happy with a referral to ENT after many months trying medication
Because I have always been treated well by wonder staff who do all they can to oblige.
Dr Allan is wonderful. I always feel listened to when I see him. His consultations are so caring and empathetic. He always involves me in the joint decision making of managing my HRT. Thank you so much for being so caring and compassionate.
Good Reception always go above and beyond even without asking them. They have always been very helpful, compared to other practices they are very warm and welcoming. Keep up the good work.
Excellent consultation from the medical nurse.
The nurse was really friendly & knowledgeable
Dr Allan is a very good listener, has very good advice, and gives great treatment.
I always get a 5* service from the practice, very supportive. The nurse was fantastic who I saw for my review
Prompt appointment & good explanation
Good Prompt response and timely appointment.
Very professional service and the kind people who work there
Felt really relaxed
Very good very pleasant and listened to my question Made me feel at ease
Donna was very friendly
I arrived early and was seen before the appointment time and then back out again shortly afterwards
Dr Taylor listened to my symptoms and responded in a professional manner easy to understand the directions & what happens next. The appointment was on time, but I did not feel rushed or dismissed Well done, Walderslade.
ALWAYS QUICK EFFICIENT RESPONSE AND MEDICAL TEAM ALWAYS CURTEOUS AND TIME TO LISTEN. I was seen by a doctor called Dr Olasimbo and he was very helpful and listened to me about my problems
Receptionist was very supportive and helpful - practice manager took time to consider an enquiry I had and advice - the nurse was very approachable and explained the process I was taken through.
No waiting & Emma got my blood first time
Good communication, polite & understanding.
Always quick and efficient response and always time to listen.
The staff are always friendly and helpful. Walderslade have been my GP all my life. They provide a great service. Caring and professional.
Appointment on time. Found it very helpful.
Rang for an appointment and was seen very quickly by a student doctor which was followed up with a doctor's opinion. Further appointments made for follow up visits. Great communication by friendly staff.
Quick response.
On time and bloods taken .
In time and very efficient
Got answers to my questions

Appointment was on time professionally dealt with thank you
Very thorough.
Always prompt and Friendly Service.
Been working with Dr Hurst about some ongoing health issues and am more than happy with the help, support, referrals and follow up
Friendly and helpful staff
Always professional and friendly an helpful
Got a face to face and my issue was resolved (hopefully)
Timely, friendly, professional.
The doctor was very good with my wife .
Very good doctors and lovely staff.
I got an appointment promptly.
Very good student doctor went over everything talked to my daughter as it was her he was seeing and listened to what she had to say
We have a fantastic group of doctors that will always deliver the best care and treatment for all it's patient's and nurses that will do whatever it takes to the same it's for these reasons only that I feel privileged to be a patient at Walderslade surgery.
Dr Allan listens
The Dr actually listened.
Really friendly, prompt service , couldn't do enough for me .
Good I feel the problems are on their way to being resolved or at least moved forward. I'm still awaiting my note from Dr Farmer.
Good experience all round.
The nurse quickly put me at ease. She was professionally friendly and spoke to me at my own level. Exceptional.
THE BEST SURGERY
The procedure was done on time.
Very pleasant and efficient and thorough
The doctors and staff are brilliant always there to listen to you and helpful .
Friendly polite and efficient.
Really good service the doctor was really nice and friendly and gave me good advice.
All my questions answered felt fully reassured
Excellent and thorough discussion with GP
I got a quick appointment with the nurse practitioner, and she reassured me of my worry and was very helpful with the information supplied -very positive experience.
Knowledgeable and friendly practitioner.
On time, very kind/members of staff, Dr Wilkinson was very thorough.
Very knowledgeable, friendly, and accommodating
100% many thanks
Laura the midwife is very caring and makes you feel at home and relaxed.

Appointment was with nurse, Claire. I have now had several appointments with her and she always offers sound professional advice in a friendly manner.

I came in for the chronic illness clinic and was seen by Bethany, she was so lovely and so caring, she told me of the best ways to help with my health and the resources available, she is a wonderful lady I am privileged to be cared for by the staff in the surgery, I've been so fortunate to be looked after for over 35 years, they have looked after our family so well and the care they give is always done impeccably.

On time and very pleasant as always

Quick service and access to a doctor appointment

On time very pleasant and professional

Sophie Carter responded immediately and is so helpful

He apologised for a mistake made by someone else and was reassuring

Very helpful and professional

Very friendly staff and Dr's

On time and friendly staff

Doctor was clear and precise and offered alternative prescription

As ever it's always a good experience every time staff are great everyone gets on with their job's thanks Walderslade.

Always supportive and understanding

I like the GPs and staff at the practice. I am listened to and kept up to date with information concerning me. I feel supported when I need support and the surgery is always kept clean and warm

Very efficient service.

First class service very friendly and rapid appointment so that my treatment started quickly .

I thought the service was excellent

Good service All round

Ease of check in & information on doctors schedule. Excellent appointment with Dr Allan.

Very Good because when I always come I get a good response thank you

Appointment on time, warm reception from the nurse involved.

Dr Allan who I see is great getting to know the problems I have, but deals with one ailment at a time. He is great Dr and done great so far.

Seen on time. Dr listened responded to my comments and made appropriate decisions about treatment

The staff are friendly and helpful, I was seen on time and the doctor was very understanding of my problem and took time and care to treat me in the surgery as well as refer me for more investigation.

Excellent service..

Got an appointment straight away with Nurse Practitioner - thanks to very helpful Receptionist.

Easy checking in and telling me if there is a wait. Friendly nurse and caring.

Prompt service

Good I am pleased with the results off my appointment and the doctor always listens and does his best for me .you all work hard to accomplish the best possible outcome for me thank you all.

I had a phone appointment and was reassured about some results I had come back. Such lovely staff at this surgery very friendly and professional.

Thorough and detailed examination, appointment not rushed and a way forward given.
Support given for the problem I have.
Lovely receptionist that sorted me an appointment for following day which put me at ease straight away and doctor sorted my problem out the next day still on going but I have every confidence in them
Dr Wilkinson was very efficient and professional. .Arranged blood tests to allow getting to the bottom of my problem. Gave me confidence in sorting the problem. Thank you
Was in on time for my appointment and was listened to and everything was explained to me
He was very thoughtful and kind
I found Dr Hurst a very welcoming and thorough Doctor, with whom I felt at ease .Thank you.
First Class service together with excellent staff. Please continue with this service & we are sure you will.
Did a good job.
Happy, Happy
On time and great friendly service and staff.
On time and dealt with my problem.
Very understanding, and helpful the doctor met my needs she was friendly and caring felt comfortable talking to her, very dedicated to her job and clients thank you .
I was offered an appointment the same morning I rang up
Very thorough consultation
Never had problems visiting surgery staff polite doctor Allen very good.
At my appointment i was greeted with a smile and a verbally hello how are you today. My nurse was always very polite, and she was very efficient with everything she did during my consultation. All in all, my nurse made my visit to Walderslade surgery a very positive and enjoyable experience thank you
Extremely good service, from the receptionist who tried to sort the problem there and then to the doctor who sent a prescription to the pharmacy within 20 minutes. Outstanding, couldn't have asked for more. Thank you
Making an appointment was easy and quicker than expected. Friendly staff and the GP listened to me and acknowledged my concerns .Thank you
Very friendly and helpful. The doctors and nurses are very very good and go above and beyond to help to reassure you. Excellent team.
GP listened to me and referred me to the right pathway to get further investigations covered very quickly. Very understanding with my conditions and concern's.
I didn't have to wait long All the staff were professional and friendly
Friendly staff always feel welcome nothing too much trouble.
Rang first time got an appointment same day the nurse was amazing.
All staff went above and beyond to console me when I was overwhelmed.
On time, excellent service
Friendly and helpfull staff .
Excellent service again
Prompt professional service as always

Efficient service.
Was on time . No problem .
Nice bloke.
Doctor Allan makes you realise what a good doctor is. He deals with your issues. Just like Doctor Lane before him you understand why he always runs over time as he spends that time making sure the job is done.
I was seen before my appointment time
The nurse was very informative took her time explaining everything in simple terms.
I found the nurse practitioner very understanding.
Response to my enquiry for timely medical assistance was professional, prompt and effective. Many thanks to all, I really appreciate it.
Eased my worries satisfied.
Very efficient appointment, well explained throughout and on time.
Everyone was very helpful and pleasant.
Staff went above and beyond to help me it was much appreciated.
Staff polite. And nurse I saw. Was very polite. And took her while to get some blood from me. Bit eventually manged it
The receptionist answered my questions in a polite manner and made me feel at ease.
Staff are always Professional and Polite .. Well Done to all 😊👍
Everyone was friendly I was in on time for my appointment and the doctor listened to me and explained things.
Thorough review.
Sheena was great - felt like I was being listened to & not rushed. She offered help & advice, so I'm keeping my fingers crossed I might hear from the hospital soon. Thank you!
Quick response to online assessment, seen by medical student and GP. Felt very comfortable and at ease. The GP and medical student were both very pleasant and, polite. ,I felt very confident in their medical assessment and plan to diagnose my problem.. Big thank you to them both.
As usual Dr Farmer was very polite he is a very good doctor..
Saw GP Didn't feel rushed and he was very pleasant
Feeling like the surgery is better at communicating.
Because the person I so was excellent.
Receptionist and GP both polite, professional and had time to listen
The advice and concern from the nurse were very informative and gave better incite to my condition, reassuring in all aspects, it has given me more confidence to reach my goal.
All round good service.
Doctor Allan was very understanding about my problems
Had time to understand problem
First class surgery. Everyone so knowledgeable. Professional. Clean.
Always get a appointment when I have told the receptionist why we need to see a Doctor or nurse
Have positive views how I was treated by Dr Amran
Generally you feel that your doctor really wants to help you and makes you feel at ease

The staff are always polite and caring
I was seen straight away and she was very professional
Very thorough discussion and examination and everything aspect well explained
No problem with service
Doctor was very helpful could answer any questions I had.
Helpful and no waiting time.
It may be hard to get an appointment, but the staff and doctors go the extra mile if needed.
The doctor listened and dealt with all our problems. Never did he make me feel that we had been with him a long time and were wasting his time.
Knew the doctor was listening to me, also gave the answers to solve the problems, very satisfactory.
Very thorough and easy to speak to.
Got appointment very quickly.
As always just good experience every time.
Dr was very pleasant and understanding.
Sheena Smith was looking after me and has been very good with my problems.
Very good staff and excellent doctors.
Reception staff are professional and helpful trying their utmost to sort your requests. Dr Farmer was excellent as always giving advice and help as much as possible
Caring staff dealt with my issues promptly and supportively.
Easy check in with details of doctor running late time. Very good consultation with Dr Allan who gave good clarity regarding my issues.
Always found the reception staff, Doctors & Nurses to be lovely! Thank you
ALWAYS VERY GOOD ATTENTATIVE SERVICE STAFF HAVE TIME TO LISTEN.
Clear advice and information given.
Sorted me out in no time. Thanks
Pre booked appointment, outcome received and supported going onto HRT
Whole experience from booking appointment to having appointment very good. Staff very competent and professional. Very confident in all services I have received from this surgery, wouldn't hesitate to recommend you. Thank you to all the brilliant staff 😊
First class prompt service.
Dr Hurst is a great GP, very caring and open and speaks in layman's terms, which is important when trying to understand your own medical issues..
Very caring staff. Doctors superb.
Dr Wilkinson very patient and helpful.
I rang for an appointment and got one that day. Excellent kind reception staff. GP good my only point to mention is he said I needed a second appointment to discuss the second issue. The doctor himself made it for me which was very good. I just feel bad taking another appointment another patient could need when it could've been sorted there and then. Maybe due to the timing of appointment slots? I didn't realise this what you should do as try to avoid having to go to Drs.
Dr Jarvis is incredibly thorough and genuinely cares about patient well-being. She takes the time to listen, explain, and ensure nothing is overlooked, and has provided referrals when needed. I feel confident that I'm in good hands. Highly recommend!

Prompt visit and Dr's advice.
Easy to sign and not long waiting times.
Excellent as always, first class service from all. Well done, HG & GH
Seen by the nurse on time and had results within a few days which were sent by message
I really liked the doctor, and she listened. I didn't feel rushed. I really hope she is permanent
I have been poorly these past few weeks so had to visit surgery often. The attention I received from doctors was amazing. Thank you all at Walderslade.. God bless you all
I would like to say a big thank you to Sr Emily Wickins, her nursing colleagues, the doctors and receptionist who helped me on Thursday 27th. As a result of an incident at the surgery, during my appointment, I was subsequently taken to hospital .I cannot praise enough the professionalism of all the people at the surgery, the NHS is in safe hands with the type of personnel who work at Walderslade Surgery.
Efficient and friendly
One to one by a GP good talking /listening what patients request good doctor. Dr Amaram.
Thank you.
Excellent doctors NHS service.
I saw the doctor on the same day as I rang to make the appointment. I saw a student first, named Drew, who was brilliant and then I saw Dr Bessant who was wonderful. They were both very friendly and caring. I was glad to help Drew in his training. Excellent experience all round. Thank you
I was seen by the nurse Emily who I have found to be very professional and efficient. I was also seen by Dr Allan who always puts you at ease and has my complete trust as my GP Thank you for the excellent service you always provide
Dr Allan is always very pleasant, listens to what I'm saying and offers good advice and always wants to do his best for you.
Dr Allan appointment

GOOD
JANUARY

Appointment on time Dr Toor pleasant and courteous
Appointment was good and the nurse was very professional.
The GP was exceptional and really helped with a long term issue. This is ongoing. The down sound is getting into the GP, it took me almost 3 months to get an appointment as I cannot always call at 8am. The phone service talks about a triage form, but every time I fill this in, I get an aggressive message telling me that I should not fill it in. You need to clarify this with patients.
Got to see my preferred GP
Professional and courteous and listens .
Nearly always get to see a health professional at the time of my appointment The receptionists are always polite and courteous
Telephone appointment on time covered everything
Friendly staff nice clean waiting room
I find the staff very pleasant now
I felt the nurse was very thorough, gave appropriate advice and understood the difficulties I was experiencing
Nice and friendly very clean

Helpful doctor. Always had no problem seeing a GP here. Only negative was having to wait 45 mins to see the GP for planned appointment
Always been treated with kindness and understanding once got an appointment. We are all under pressure and the staff also, please be patient, they're also trying their best.
My appointment was late but happy with outcome, lovely doctor
I saw Karen, who was very informative and polite.
It's good practice, only thing I would say is getting appointments when you work it's not always possible to be on your phone at 8am to try and book but that's not just Walderslade, that's all other practice's
Can't always get an appointment very easy. I start ringing at 8am it takes five minutes before it lets you know you are in a queue sometimes by then I am in a queue of 17 or 19 then there is no chance of getting an appointment. I don't have transport I am 82 years old so can't get to surgery any earlier. It is the same for a lot of patients in my age group and others with disabilities.it would be easier if you had a better system.
Friendly Doctor.
The doctor was very thorough and requested bloods immediately. Within 5 minutes I'd had my bloods taken and said I would get the results in the next couple of days. I still haven't received my bloods or had a call/text with the results. That's why I haven't rated the service very good
When you get a appointment its good but can be hard to get one by phone you have to go down for opening time to book one
Polite staff not waiting long
Seen the next day when I phoned regarding a breast lump. Saw the doctor, had a blood sample taken, and referred to Barnsley hospital in the space of 30 mins of my appointment. Also received relevant supporting information via my phone at the same time.
The nurse I saw today is absolutely lovely. There are times I come and feel pressured to be put on different medications and being 74 years old and quite vulnerable I feel like some staff like to scare the older generation. But overall, most doctors and nurses are lovely.
Although I had to wait 40 mins as doctor was running late at least I was informed when I checked in so I was prepared.
Efficient service but appointment time was delayed slightly.
The experience of being at the Doctors is pleasant , but sometimes I feel that some Doctors are not listening to what I say and so it has taken almost 18 months of suffering before I was believed that I had lost my sense of smell and NEVER had covid !
Good The GP agreed to my medication request but thought it would have been for more than 2 weeks' worth as it's for torn ligaments in my ankle. His suggestion to see me or refer if not improved by then. Asked about wearing a support stocking or boot but GP didn't really say yes or no.
Appointment was on time. Nurse was friendly and professional
If you can get up at 7:30am to get an appointment
Mostly very good the fact that you can get answers on the NHS app through your GP surgery is good however I find that wasted appointments could be avoided. Twice I have used the app to try and get medication which I have previously been prescribed which I only need it occasionally and had to go in to see a GP. I find that a quick telephone appointment wouldn't waste valuable appointments for really poorly patients that need to see a GP. Therefore, freeing up appointments as the waiting list sometimes is weeks.
Appointment on time and doctor/nurse very good
Dr Toor dealt with my problem efficiently kept me informed on the follow-up result
Dealt with my problem without any issues
Answered my questions and reassured me
FEBRUARY
Over last few weeks have been ill and required home visits. Most sorted on the day

I was given a quick appointment after visiting the pharmacy next door and they couldn't help with an ear infection
The lady doctor I saw was very thorough, very calming and sensitive and sought the opinion of another doctor in the practice to confirm her diagnosis and put me at my ease, My only adverse comment would be that my appointment was running about 30 minutes late, however, I cannot complain about my experience with the GP I saw
The student doctor listened to my concerns and did all she could to help, best service I've had in a while
My Drs are quite good, but sometimes you can be waiting a long time for your appointment
Helpful and clear advice and friendly
Managed to get a same day appointment. Polite receptionist and my Dr was very helpful.
Had to have a phone appointment but got the antibiotics I needed. Was unsure how to take and send a photo of the reason for needing a prescription but I got there in the end
The appointment was on time, but I saw a SR nurse it's easier to see the nurse because you don't have wait to see a doctor which can take up to two weeks
The nurse I saw was very helpful, I had a problem trying to get my bloods done in Barnsley, before I had my scan. The surgery did them for me as it delayed my MRI Scan.
Overall the practice is good on most appointments .
The practice nurse who facilities my INR test is always friendly polite and professional and always conducts the test efficiently
While the receptionist was very helpful and managed to get me a phone consultation with a doctor, I felt that the doctor I spoke to didn't understand my problem given the issues I'd had over the last couple of months. I also found him very hard to understand what he was saying
Appointment was running to time, friendly efficient doctor. Link by text and telephone appointment numbers sent immediately to my phone as advised, positive experience
Appointments appeared on time, friendly staff
Understanding about my work commitments so have made adjustments to be able to see me.
Managed to see a relevant doctor for problem and sorted to see physio
Attended for postnatal and baby check/immunisations. Postnatal check felt like a box ticking exercise. Rushed and impersonal. Nurse was unwell. She was wearing a mask but had a very heavy cold and was coughing excessively. Both myself and baby then came down with a cold/cough a few days after attending. I'm convinced we caught it from the nurse. She shouldn't have been at work with vulnerable people in my opinion. Also saw doctor- all appointments booked together which was very helpful. Doctor was very good. Swabbed my babies eye at my request and turned out baby had an infection. Very grateful to doctor for performing the swab despite the infected eye looking fine when we visited the surgery, based on what I had told him. Felt like he had listened to my concerns.
Easy access no waiting
Difficult to get an appointment especially when working long hours, seeing different Drs you have to go over your history again and again as they don't have time to read your notes
Was down at 7:45am in the morning to make a appointment only 1 left, tried to do this on my app to no success
Apart from having to wait three weeks for an appointment, the process was straight forward, and GP was very understanding.
Saw doctor and saw physio day after
Getting an appointment was time consuming but the actual appointment went very smoothly.
Got an appointment on the same day. Treatment plan sorted.

My request was dealt with satisfactorily.
I came early morning for an appointment no issues, Receptionist was very polite and helpful, Dr was thorough also polite and prescribed medication for my Problem.
Waited for more than half an hour for my appointment
Had to push to get an appointment
Very helpful
I was directed to the upstairs waiting room. I was dealt with at the time I had been given, the nurse was polite and welcoming - asking various questions politely and explaining as we went along - I was kept informed of what various results had indicated - she was most professional when it came to taking a blood sample - I left feeling fully informed of my present condition - and confident that my course of treatment was progressing positively - many thanks .
I got booked in
I got the support quickly for my wife
MARCH
Got an appointment when needed
Always early for appointments but never seen on time
Appointment was a bit later than scheduled but otherwise very satisfied.
I had a text to say I could have 1 round of my current medication but would have to see the doctor before I could have the other 2 rounds, sadly I can't get an appointment for nearly 3 weeks how bizarre
Despite a 2 week wait for a Dr's appointment an excellent consultation and explanation
HCA very professional, gave relevant information
Efficient busy practice but always tries to accommodate patients good experienced and caring GP service
Had to wait over 2 weeks for an appointment with my chosen GP
I struggled at first to get an appointment at the time and with the doctor I wanted, the receptionist was very helpful and got me an appointment that was convenient.
I find all the staff at Walderslade helpful, and the doctors have always given me the time I've needed for my appointment. I've never felt rushed.
I thought I was going to struggle to get an appointment with the Doctor and the time I wanted but the receptionist was very helpful and she sorted it out for me Thanks .
Good service from receptionist
Cause you deserve it 😊
Doctor was excellent and very caring, reception staff not helpful and getting an appointment is a nightmare
I felt the doctor was very reassuring
Always pleased with service, pleasant staff and appointment made easy.
Was helpful with my problem .
Good service and quick appointments
Explained problem to receptionist who got a doctor to ring me and problem solved over the phone.
Would have been Very Good but running late. Doctor very good straight to the point

I was pleased with the call back service which enabled me to arrange a same day appointment at a suitable time and with the attention and advice given both by the student and the doctor who then saw and examined me at the surgery
Had to wait 30 mins before saw doctor but didn't mind as junior doctors have to train.
Appointments always on time. Health professional efficient and friendly
Receptionist very helpful after explaining problem she arranged for doctor to contact us.

NEITHER GOOD NOR POOR

JANUARY

Appointment was at 4pm waiting over an hour after scheduled time
It takes too long to get an appointment these days
Dr Toor didn't seem very knowledgeable and had to refer my main concern. Felt like he wasn't listening very well and didn't really answer my second query either.
Didn't get any response to why I went to doctors
My appointment was over 30 minutes late. I did not feel like the GP was particularly interested, which was very unlike all my other experiences at Walderslade.
The appointment was 25 mins behind schedule.
Receptionist was lovely and really helpful - calling the duty doctors and calling me back to relay info. Dr I saw was quite dismissive and made me feel like I shouldn't have attended. Asked questions such as 'why are you here' 'what are your concerns' 'what are you trying to rule out' in, what felt like, a condescending, dismissive tone. My appointment was heart related, and my grandma is diagnosed with AF so I was quite worried - I had been told by a pharmacist to attend (the pharmacy actually called me to check I had booked into the doctors as they were worried). I'm not particularly bothered about the response from the Dr as they have referred me to cardiology so I will investigate my concerns further with them but I wouldn't want any other young/worried patient to feel the way I did.
Very short call didn't feel like my concerns were addressed and I'm still in a lot of pain
35 minutes waiting time for appointment

FEBRUARY

The doctor was friendly and thorough and sorted my problem however I was not called in until half an hour after my appointment time which was supposed to be 8.40am
Managed to get an appointment on the morning I rang, which was good compared to past experiences. My appointment was 10.15am but didn't see the doctor while 11.10am (not too worried as I had nowhere to be). Doctor was not my usual doctor but was very thorough and dealt with my needs.
The waiting time for an appointment is a scandal.
Staff mostly friendly and helpful, however more appointments need to be available. I do not think some GPs have the time to discuss patients concerns with them, this is why problems/diagnosis are getting missed. Also feel my appointments are always rushed. I know we are all under pressure with appointment times etc.... No excuses for not listening to my concerns, I am very upset regarding my appointment today. Wonder if anyone will contact me???
I requested a cholesterol test. I had full blood tests, but it appears that there is no result for cholesterol. Nurse was lovely but this wasn't what I had asked for.
Don't like needles and I looked just as the nurse was getting it ready

This is a hard one to judge as the situation is not of their making. The surgery and staff are absolutely brilliant and dedicated dealing with patients very professionally. However, getting an appointment is difficult if needed on the day. Keep doing what you are doing Walderslade, you all work very hard and it is appreciated	
Poor appointment booking - took a day to get through on the phone but once got an appointment smooth running	
Appt 45 minutes late, and ultimately not needed, which could easily have been deduced from reading my records	
The doctor was friendly and thorough and sorted my problem however I was not called in until half an hour after my appointment time which was supposed to be 8.40am	
MARCH	
It's a shame that unless I queue up before 8am I'm unlikely to get an appt. However, Dr Allan was excellent and I would return to see him about anything.	
As a patient you are encouraged to use the online triage and put in how you would like to be contacted. This is ignored, and the triage form doesn't cover what you need. Which is communicated via SMS, so you then have to try and get an appointment over the phone. When you finally get a GP app, this is great, but then the next available blood test is a week, and you asked for a blood test in the triage form in the first place. You start to feel better, so blood test shows no action. However, when you look at the results its not unreasonable to assume that i was anaemic, as it shows I'm borderline for b12 deficiency, and the other indicators show borderline for potentially b6 and b9, overall, I'd pay to bypass a GP to get a blood test, and i can figure the results out myself, and monitor myself.	
I work regular night and struggle to get appointments so not all patients are catered for I've had conversations with the receptionists to no avail.	
I'm concerned over my health I have mental issues, and I know my body and sometimes I think when I'm not well I always feel the worst and then therefore I think I'm wasting doctors time but I have a few ailments that set my depression off and that's been in the last few months.	
It was just a straightforward visit for a B12 injection.	
I can't remember the call too much as I forget things.	
I rang for nearly 2 weeks prior to getting an appointment, this was worrying. When I saw Dr Taylor I had a thorough examination.	
My appointment was a straight-forward B12 injection. Nothing to complain about, nothing to say was very good.	
You cannot book in the morning for the afternoon ,or the following day.	

POOR	
JANUARY	
Reception staff are great, but the doctors (mostly) don't listen and don't care all they want is to get you out the office in as little time as possible. I was spoken over and ignored constantly asked "what do you think is wrong" "what are you wanting from this appointment" well I came to see a doctor for an educated opinion on what it might be. We can all Google things, but I have no medical training so I would like you to listen to my whole situation and see your opinions on what might be going on and what can be done or even possible options. I literally wrote out the issues and explained I'd done it this way because my brain fog is terrible, and I cannot remember everything but want it looked at as a whole, not individual symptoms. Dr glanced at the paper and repeatedly asked me why I was there. It's a reasonable adjustment given I am classed as disabled and expressed my difficulty at the minute yet was a battle to get him to accommodate it.	
I had to wait 25 minutes waiting for my appointment	
Dr wasn't understanding, I felt like my problem wasn't taken seriously	

Can't get past reception, whenever I do get to see a doctor, I get the one who doesn't know my record and doesn't listen, what more can I say

Again doctor running late but no-one comes to update you or apologise, patients in waiting room getting irritable. Doctor sent a repeat prescription over for me only to be told not ready till Tuesday. How is that any good if it was a new medication doctor needed to try on me, left hand doesn't know what the right is doing. Very frustrating from our side of things

Asked for medical records to be updated after your mistake and still nothing done

FEBRUARY

Poor service delivery for accessing appointments. No online options, the only medium offered is telephone call into the surgery at 8am which is archaic and often ineffective for gaining any on day appointments when calling after 8:20am. Not sure what the SLA agreement is for calls answered but often cannot speak to a member of the administration team before a 10-15 minute wait time at least. The surgery is let down by it's access to service provision.

Not had the greatest experience when dealing with a number of clinicians regarding my child's health. Seems a lottery service depending which GP you see

The Dr did not even look at my leg when I attended, just told me to make a x-ray appointment. It's now Monday and still can't get through to make an appointment not good at all and I'm in agony

I am 77 years old. Bad fall at home banged head on stone fireplace and caught up in a chair twisting my shoulder pain and tingling sensation shoulder neck and face. Referred to physio. NO Physio given, just conversation. First question asked when I sat down was have you had cancer. I have health anxiety, and I was a bit shocked. Then found out no physio which last time I had this problem I had sessions of physio . Letter arrived today telephone appointment . March 7th. not impressed at all.

I'd been to A&E who had taken bloods. I was discharged from A&E before the results came back, I was told to contact my GP for them which I did. The surgery told me to contact A&E because it wasn't the surgery that had taken the samples and they 'hadn't received them and didn't have access to them. I contacted A&E who gave me an email address and details of what the surgery needed to email in and request and said they couldn't understand why they'd sent me back to A&E. I phoned the surgery back, I explained again, the lady on the phone went onto ICE and found them and said she'd ask someone to look at them and wasn't sure why A&E weren't dealing with it. So the surgery did have access and I wasted my time as well as they of A&E staff chasing up with them and then also the staff time at the surgery calling back again. I was phoned by surgery following day to tell me to make an appointment, earliest appointment was 5 days away due to weekend, I was told no alternative due to capacity. I called back to request if there was any other way or a telephone appointment, I was told she'd ask the GP if it was urgent. The GP was wonderful when she called me back the same day. I've been taking treatment for 4 days and only just starting to feel improvements, had I waited I would be delaying treatment and possibly worsening my symptoms. Last year I brought a referral letter in after he'd spoken to the surgery and asked if he could email it, he was told no and that a hard copy had to be taken in, so I printed it out and came to the surgery, the receptionist told me I needed to email it in, I asked her for the email address and she told me that she didn't know it and would have to find out from someone else! While I was at the surgery a woman was trying to make an appointment for her partner, she was explaining that he was incoherent and hadn't urinated in days and was feverish. The women at the surgery asked for his name and date of birth which this lady supplied - she couldn't provide the address that you had on your records as it was an old address from before she had met him - receptionist refused to give her an appointment and told her that her partner would need to phone in but the lady was trying to explain how unwell he was and she didn't get a response that helped her get him treatment. So, it's a combination of my own experience and seeing how someone else was treated. If you can get to speak to the Dr it's great but otherwise the other staff need extra training.

Had to wait 45 mins to see the GP and this was a 9.10am appointment. This made me late for work. I spoke to the receptionist, and she stated that she was unable to ask how long the GP would be even though her last patient had been out of their appointment for 30 mins. GP was fine just the fact that the GP wanted me to come in and wanted to send for further tests just in case.
I checked in with the remote screen approx 10 mins before my consultation time of 10 40am. At 11am I queried why I had not been seen to be told that the remote screen had not accepted my presence. This meant that I did not see the GP until 40 mins after my appointment time. My consultation with the doctor was fine.
Got a message about my scan results and blood test cannot see the doctor for 3 weeks
MARCH
Took too long to see the Doctor from my requesting an appointment. Plus, the Doctor was unable to send me for further investigation without going through muscular. Which will be another 2 weeks away.
I would guess, as everyone will say, it l'd so difficult to get to see a doctor. Having said that I did get great service from SRN Sheen.
40mins after my appointment time before I got to see my doctor. Not even an apology. Some of us have to book time off work to see a doctor. My appointment was a 30min one and I was out after 15mins! So not sure how it gets so behind by 11am?
I'm going through a lot of problems with neuralgia and headaches. Dr Toor referred me for an MRI as the head pain is getting worse and I have been through various medications previously. I then had a message to say the MRI had been rejected. I rang for an urgent call as I wasn't happy with this. I have to put up with this pain nearly every day and I want it sorting. The Dr who called me was not clear on the phone at all. I couldn't really tell what he was saying, and I don't mean to sound rude, but you should be able to decipher what the doctor is trying to say. It was a fairly long call, and I made it clear I wanted another referral for an MRI. He wasn't happy about doing it but, in the end, said he would. I wasn't fully certain that this would be done. The call was very hard work!
After receiving a text asking me to make a appointment for blood test results, then having to wait three weeks for the next available appointment. If medication is needed better sooner rather than later.
Getting doctors, I don't get one that reads or knows my medical history. On two occasions I have not got that they totally ignored me they were right and the patient was wrong.

VERY POOR

JANUARY

The Dr I saw couldn't even take my temperature due to the batteries in the machine running out! No wonder people are seriously ill
You are not listening to my concerns over my mother's failing memory. She's your problem as of now as I'm not dealing with her anymore before my mental health suffers more than it has.
Because to actually get an appointment I needed to get up to the surgery at 7.50am
I had a text message on the 19th of September saying I was eligible for the RSV injection but told not to contact the surgery as they would get in touch with me when to come in to have it done. After waiting 4 months I enquired about it when at the surgery, I was told I should have made an appointment and told it was my fault for not making a appointment. Bad information given.

FEBRUARY

Useless doctor could not or would not help me with my health issue
Can never ever get to see a Doctor, it's just about impossible

Treated for constipation suffered a fortnight only to be admitted to hospital for urgent lifesaving surgery. Blockage in my bowel.	
Poor diagnosis	
Completely mis diagnosed almost lost my life through mistreatment	
I took my dad to his 11am appointment today to be told it's tomorrow then I've received this text asking for feedback on this appointment rung back to the doctors to ask why I've received it been told the doctor was going to put him in today but put him down for tomorrow instead but I've not been informed of the change which was upsetting for my dad so I am now making arrangements for tomorrow's appointment and rescheduling with my work	
Can never get a Doctor's appointment and I've waited all day for a phone call from the triage list	
Very STRESSFUL trying to get an appointment, ringing at 8am, by 8.07am no appointments.	
Because yet again you failed to get my medication right and I am still 5 days trying to contact you to rectify it, good job I have some old stuff in the cupboard. Why must I try and get sense from a receptionist about my medication. She isn't qualified and doesn't know what it's like to not be able to breathe	
MARCH	
I saw the nurse for the second time for blood results regarding an annual checkup a week ago. The nurse I saw was very good, I explained to her I felt terrible fetching blood up as I do in the mornings and very weak. This I think is due to an autoimmune condition I have but not felt well for some weeks. She told me to make an appointment with a doctor. I went to the receptionist, told her what the nurse had said and was told an appointment couldn't be booked while end of March and I had to phone from 8am everyday to get in for a same day appointment. I have been trying many times to get in to see a doctor to be told appointments are already booked up. I give up. I have made an appointment for big of April, in case I couldn't get in to see a doctor beforehand. I know I have a complex autoimmune disease, but I want to see a doctor at my own surgery not at one of these I-Heart, where they don't know my medical history. I don't understand why, when told by a nurse at my surgery I need to make an appointment with a doctor, that one can't be made straight away. I am 70 yrs old and been under this surgery since I was born and find this so annoying and frustrating. I felt I needed to write this. I have always found that, nurses and doctors I have seen at Walderslade are extremely good and nice, it's getting to see one is the problem.	
Didn't have an appointment !	
The doctor did not listen, appeared uninterested and only offered support through a talking group, even though I explained I'd already gone through six sessions of counselling through Aviva. Working full time, it is very difficult to actually get an appointment with a GP. To then feel unheard and not helped, even dismissed as nothing to worry about, is really disappointing and disheartening.	
I think it's very unprofessional that your receptionist was sat there singing at the top of her voice, patients are here because they are not well	
I was left extremely frustrated when I was told by the doctor that the best option would be to Google private mental health care uk.	
The doctor was absolutely horrendous. He wouldn't even let me finish a sentence before interjecting. I was talking to him about a very sensitive issue, and I couldn't even get my sentence out before he dismissed me. I told him about my stomach issue and said the tablets aren't working is there any other alternatives, so he prescribed me something that I've already stated on record multiple times doesn't work. In the end I asked if there is any further tests, we could do to identify the root of the issue and he flatly said no, in the end I asked for some blood tests and he 'settled' for that. In the midst of all his dismissiveness of my issues, I questioned "well what if I was to go and jump off a bridge after this appointment" and his answer was "it's out of my hands" and a shrug.	

I keep asking for a medication approved by the doctor to be added to my repeat prescription. Ironically after repeated requests, it STILL hasn't occurred.

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.