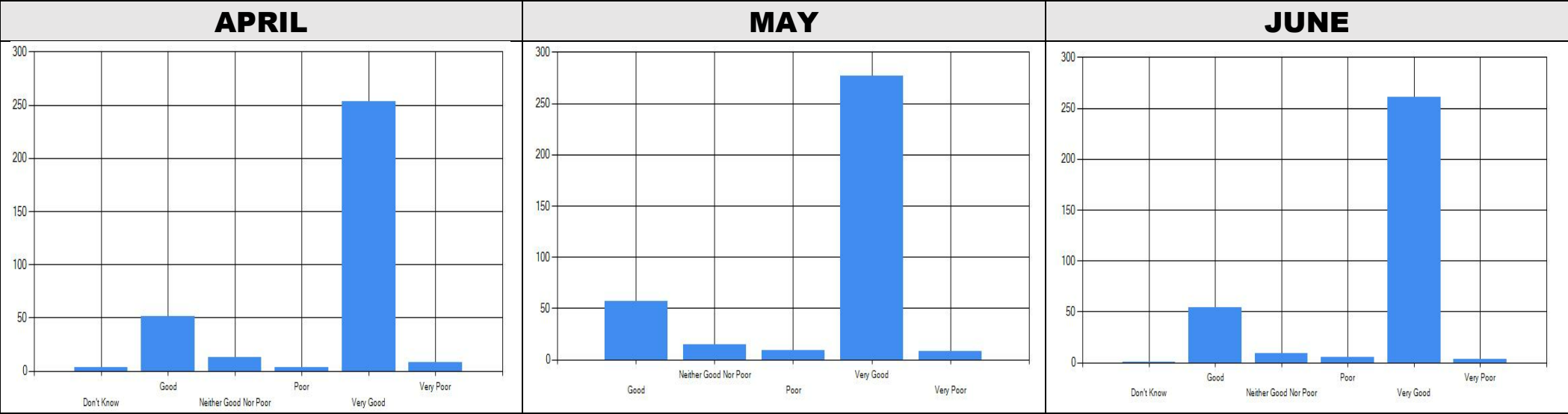


FRIENDS AND FAMILY TEST RESULTS APRIL TO JUNE 2025

	Apr	May	Jun
VERY GOOD	253	279	263
GOOD	51	57	54
NEITHER GOOD NOR POOR	13	15	9
POOR	3	9	5
VERY POOR	8	8	3
DON'T KNOW	3	0	1
TOTAL	331	368	335



VERY GOOD**APRIL**

A regular check which is always reassuring and offered without asking!

Good

Always very helpful

Brilliant, good thanks easy to approach, and to talk to thanks 😊

Helped me when needed medical help

Prompt appointment pretty much straight away

Able to see advanced nurse practitioner for a problem. Thank you. Respected and made welcome

Professional team very caring.

Great understanding doctor. Very thorough and continued help to solve my medical needs.

Efficient and friendly

Dr was clear and precise also listened.

ALWAYS HELPFUL ALL STAFF ARE FRIENDLY AND PROFESSIONAL VERY HAPPY WITH THE SERVICE THANKYOU

The nurse was efficient and professional and very pleasant .

Dr Wilkinson was lovely, and I felt listened to. I felt quite anxious, but she made me feel at ease with her during quite a tricky examination for me.

Efficient service

Caring professional explanation which was very reassuring.

Dealt with very efficiently

Really personable and high levels of care.

Saw Dr Hurst yesterday and always have a positive experience and he's a credit to the surgery

Friendly and on time

Got in quickly

It is helping my wellbeing greatly and it's nice to talk to someone other than family about my problems .

Highly satisfied with the care given to myself and especially Fiona my wife many thanks Richard and Fiona

Brilliant staff

Friendly staff. Nice medical centre. GP's are good and listen well. I have never had any issues in the 18 yrs myself and my family have been registered. Well done Walderslade Medical Centre.

Told no appointments until 1st May. Asked receptionist if I could buy meds from pharmacy but she said no because of my age. Said she would get the Doctor to ring me. He did and asked me to come in that afternoon. Was examined by Sophie she immediately contacted Barnsley Hospital and got me onto S Dec where I was kept in and given a CT scan that showed I had acute diverticulitis. A big thank you to Sophie.

Always great felt very well cared for .

Had bloods taken, the nurse was really nice, not met her before and she was very good

On time, pleasant nurse.

Beth was really lovely 😊

Prompt attention.

Very understanding and empathetic. After discussing my reason for visit. A plan was suggested and I'm doing that. I did not feel rushed at all.
Spoke to Dr Farmer today he's a great doctor gave me some good advice much appreciated
Doctor was helpful
Friendly staff and appointment on time.
Appointment on time Dr Hurst pleasure to speak to happy with outcome
Responded quickly and efficiently
I had a blood test and Bethany was very good, and she also helped me with getting someone to ring me about getting some adaptations, and Sue rang me that afternoon and was so helpful.
The Dr was extremely helpful, informative and explained everything to me in a fashion that gave reassurance. The subsequent bloods taken a few days later by a staff member was quick and professional
Practice nurse Sheena was kind and very helpful
Saw on time by Practice Nurse. painless blood test
I arrived on time - and I was seen at the time of my appointment, everything went well, the nurse was polite and welcoming, explained things clearly, carried out the taking of a small blood sample using my left arm, all done painlessly, many thanks .
The rare times I see anyone the doctor and nurses are always very kind.
Appointment was on time and as always Donna was marvellous
Always listen and helpful
Great service from Nurse Claire Caine
Excellent service today from the nurse called Karen, friendly , professional and very helpful
Very Prompt and efficient service, always time to listen to problems always a Pleasure to attend.
Always treat me with kindness and respect
I feel well supported by all staff at Walderslade.
The nurse was professional and kind and very understanding.
Great service from this GP practice as always. I am very happy with the care I receive here. I would like to thank Dr Hurst in particular for the recent advice and support I have been given.
Been to Sophie a few times and she's very friendly, very thorough and very approachable, will definitely book in with her again. Thank you Sophie.
Telephoned at 8, appointment with requested Doctor at 10.
Staff always so friendly, helpful and responsive to need. Keep up the good work, you do a brilliant job
The nurse is always polite and punctual
Dr Allan was very very good and had time to listen to what is the matter with me very good doctor thank you, it's B.T. with bad eyes
On time efficient procedure. No issues at all.
Easy check in, appointment time kept, and successful consultation
Bethany is a very good nurse treats me with respect
Bethany gave good care and treat me with respect
I felt listen to and good advice and care given
On time helpful nurse

Very pleasant little chat that made me feel better
The appointment was quickly sorted, and the HCA was very professional and friendly.
Rang up as off work with an ongoing knee problem to be told no appointments but she would put me on some sort of emergency list where a doctor will look at case and decide whether or not to follow up, receptionist was brilliant, very polite and not the normal abrupt attitude which I've experienced before . Doctor did ring for a telephone conversation and referral to hospital which I did get a letter a couple of days later . So, a 5 star review from me . Thankyou
Friendly staff, short wait, excellent doctor
Helpful responsive
I always receive excellent care when I attend
Great care as always
Excellent service on time and gave great advice
Friendly and respectful!
Doctor helpful with her advice
My appointment was on time, and all staff were very friendly and pleasant and I saw a very nice doctor.
Had to have bloods done nurse was very good explained everything they were testing for
Staff are friendly and helpful. I receive text message reminders for my appointments. I feel listened to and supported during my appointment. The surgery is clean and tidy.
Really helpful receptionist, doctors very good too.
Was very professional.
The doctor was able to change my medication
Had bloods done nurse was very good could answer all my questions
Lovely, pleasant lady
The doctor listened and was very helpful
Very good information and explanation on things I wanted to know about tablets.
Appointment was on time and Jess was very helpful
I was able to get an appointment straight away the Doctor was kind and reassured me about my issue
Junior GP at first examination very professional and the GP came into the room and explained both to me, and James what he was going to do. Very professional and informative
GP went out of his way to help
I feel the surgery is very well organised , members of staff have a role to play and get on with it quietly and positively. I found the member of staff I saw to be very professional, thorough and easy to speak with.
Dr farmer always goes above and beyond like most doctors from surgery
Very understanding and helpful
GP was brilliant, I managed to get an appointment for today.
Unfortunately, I had to request an appointment with a doctor because my request for a repeat prescription with the receptionist was declined. I need BP medication for 3 months and 9 days due to travelling out of the country. The reception told me I could have 3 months (I was issued 3 boxes (the

tablets are packed in 28's and not in months) the doctor issued me a prescription. I didn't want to take an appointment, but I had no choice in the matter!
Made appointment easily as I was reminded went in to nurse at the appointed time
Very helpful receptionist and excellent nurse practitioner
Because the doctor examined me and was referred straight away
I received excellent service and understanding from the receptionist and the doctor who examined me.
Very friendly nurse made me feel relaxed and that helped my blood pressure check
We have used Walderslade surgery for some 41 years and the staff have always been courteous and helpful thank you
Very prompt appointment. Practice sister was very professional and personable. Thank you.
Very caring, problem ongoing
Perfect as always
My appointment was made within a few days by a very pleasant receptionist. I went in on time and the nurse was extremely efficient and the procedure was completed in a few minutes. Thank you very much to everyone at Walderslade, you all do a brilliant job.
Prompt and efficient treatment
Quick response friendly staff
Helped me very straightforward and considerate doctor
Always Excellent.
It was a routine health check with Bethany and she was very efficient, helpful and friendly.
As always, I get good care and attention.
Helpful and courteous as usual gave me good advice waiting appointment from Nurse for Breathing Test.
ANP Sheena is an asset to the surgery. She is professional, knowledgeable and approachable.
Overall an informative conversation and felt like I was being listened to. Very pleasant knowledgeable pharmacist. Thank you
Doctor really listened to me and took time to understand my problem
I only rang at 9am and got at an appointment for 10am. I saw the student doctor Danny Mohamed and he was very thorough and helpful
Very good examination, awaiting results of tests
Took their time, understanding and listened to what I had to say.
No waiting time. Friendly, professional team
Appointment on time
Always helpful, when I ring regarding mum!!! Polite and go out of their way
The Doctor was very understanding, and I felt listened to.
Dr listened to my concerns, and I didn't feel rushed through the consultation. I have previously experienced negative consultations in the past with other GPs at Walderslade, but Dr Toor was really attentive, and I would book with him again. Thank you, Dr Toor.
I was listened to and had everything explained to me
Very happy Sr Emily Wickins goes out of her way to help and is very friendly.
My appointment was on time, the doctor listened to my concerns regarding my medical condition and was very helpful
Both appointments were on time and action taken to check out the problem with a view to follow up help

After an uncomfortable weekend so reassuring that we are able to contact our surgery on the Tuesday after Easter get an immediate appointment and resolve all issues thank you
All staff very helpful
I gave this response for excellent service efficiency and understanding Thank you Walderslade
ALWAYS GOOD APPOINTMENTS IN FACT EXCELLENT.
I received an excellent service from the GP I saw and came away very satisfied with the information given and the future follow up.
Always professional
EXCELLENT AS ALWAYS
I have always found staff very courteous and managed to get appointments when I need them
I was seen at the appointed time. The nurse was very nice and efficient
Great care as always.
I have resolved my issue easy and quickly.
The nurse was lovely and explained everything very well and in detail. I was seen to early and as soon as I arrived.
Friendly staff, available appointments and easy to access
Appointment on time friendly nurse
Excellent care as always
Very friendly staff on reception and the Nurse made me feel welcome and was very polite
Impeccable care for patients
Present staff, friendly, welcoming, clean environment.
All good thanks
Staff very friendly and helpful. Also, the Nurse made me feel at ease
I saw 2 doctors both very good got a diagnosis for my problem and a treatment plan excellent. Put my mind very much at ease. Thankyou
Prompt appointment Clear conversation with the doctor
Appointment with the Advanced Nurse Practitioner. Very professional and friendly. Gave me time to discuss my concerns and I never felt rushed. Thank you
All staff very polite, friendly and very understanding
Practice nurse Sheena Smith lovely lady 😊
Appointment on time
It was a very good but only blood test and just 4 mins then went home. Lady nurse always smiles. Cheers. Peter R.
Friendly and professional always. Makes a big difference when trying to get treatments for a long term illness. Which can be exhausting at times cannot fault this surgery.
Concerned and efficient
Easy booking in was in my appointment on time and very friendly nurse
Fast service, caring staff
Popped in as couldn't get through on the phone. (Signal dropped out while waiting). Appointment made for that day via phone with practice pharmacist and drugs checked. Excellent service very professions member of staff.

Listened and advised
EXCELLENT PROMPT SERVICE.
I asked to see a doctor regarding several new medications. I had a quick consultation and a very quick and detailed response to my request ,many thanks.
Friendly, helpful staff and a friendly, thorough check up.
Saw me very quickly
Prompt service thanks
Great service as always
The nurse who saw my mum, I think her name is Donna McNichol. What a really lovely lady, patient, kind, really put my mum at ease, truly an asset to Walderslade
The Doctor arranged for him to going hospital and gave a covering letter. He was very efficient yet friendly.
Dr Hurst is a great and compassionate GP.
The doctor was friendly, polite, and explained things to me very well.
Problem dealt with
The staff I dealt with were extremely helpful
Well my appointment was at 10.45am and I got to see nurse at 10:30am, nurse gave me medication but told me we only have ten minutes, From ringing up and speaking with a lovely receptionist an hour later the triage doctor phoned me, and everything was sorted, well impressed today thankyou
Happened like I was told. Didn't take long. It was a call from the chemist.
The doctor phoned me when I was told she would and explained my medication, so I understood everything
Efficient service
Plenty of time to talk.
Lovely doctor very understanding
Very quick and pleasant staff
The appointment was on time and the service I received was first class
Doctor T Hurst made me feel comfortable to talk to him and listened what I have to say,
Didn't have to wait long got everything sorted out
Everything was spot on
Sorted me in no notice at all and the problem has been resolved Thankyou
Ring in time scales given. Polite and knowledgeable
Friendly
Prompt appointment time. Very friendly and professional service.
I went into the practice to make an appointment at the same time as letting the receptionist know of my arrival. I was seen way ahead of my appointment time and the practitioner explained everything I needed to know.
Quick and efficient

I have been trying to get an appointment for 4 weeks to no avail, but walked in again last Wednesday and the lovely receptionist got me an appointment the following morning, so pleased and have to say Sheena Smith was brilliant!
Friendly and professional also very prompt with all the dealings
The doctor who I saw was really good.
Very professional and listened well. Provided great advice.
The call was on time. Very helpful with the understanding of the new medication to be take
My experience of Walderslade surgery is excellent all the staff including reception staff are excellent and today I saw Sheena who is a nurse prescriber, and she issued a prescription for antibiotics and steroids for a chest infection but Sheena was polite professional and knowledgeable and empathetic as well
The doctor asked and explained everything .
We talked through my problem and came to a mutual agreement. Very professional and informative.
I was able to get an appointment when I rang, it was with a practice practitioner, who helped me to get a hospital appointment ,that same day. At the Surgical SDC at Barnsley hospital. Who were also very helpful. Thank you
Kind caring
Both doctors were amazing. Liaised with each other and listened with care.
Everyone are knowledgeable and efficient and kind.
I prefer Dr Allan out of all the doctors. He is how a GP should be. His diagnoses are always spot on and never gives incorrect drugs.
This was my first time seeing the advanced nurse practitioner at Walderslade. I found her to be very thorough and talk me through the pathway being advised. One issue I do have is receptionists asking face to face questions about why they need to see a doctor. I have spoken with other patients, and they feel the same. Some issues may need to be kept private or are embarrassing for others to hear. This is something that I think needs to be addressed.
I find doctors and nurses and receptionists are all really lovely, the doctor I see is always very polite and friendly and always listens to what I say and helps me as much as possible , I always feel at ease whenever I need to see the Dr or nurse they all do a marvellous job . I would recommend Walderslade to anyone .
Receptionist was helpful when asked for a doc appointment, considered my need and recommended seeing the Snr clinical nurse. Got me an appointment 2 days later. Experience with Sheena was excellent- took the extra time to do a prolonged referral and organised very speedy blood tests. Luckily, I got a hospital appointment within 2 days. A timely response to something that needed immediate surgical attention. Thank you.
The staff are very friendly, Doctor Allan is a brilliant doctor, always got time for you, listens and puts you at your ease.
Listened to the patient
Perfect as always
Absolutely ¹⁰⁰ percent always so obliging
On time. In and out, no messing 👍
I was seen today being Tuesday by Dr Allan for an injection into my knee he put me at ease and I was very pleased how it all went and thankful that it is beginning to work thank you.
Always been satisfied. No problems.
Very helpful

Efficient service
I was seen very promptly
They listened to me and helped me with my query
Lovely doctor with good bedside manner when i can get appointment to see her
Got an appointment within an hour of phone call. Saw a very thorough trainee doctor and another GP who was also very thorough, empathetic and personable. Cannot complain at all at the service I have received on this visit to the practice.
I was directed to go to A&E where I was sent to SDEC and accessed. I am awaiting a 24 hour heart monitor to be fitted but I have been told I can go on my holiday. I feel a lot more settled even though I am undiagnosed as yet. I have been able to sort out my insurance.
MAY
Lovely, friendly staff
The nurse I attend my appointments with is always very welcoming and will answer any queries I have
Very Good The receptionist was very professional, did thorough security and very helpful. The doctor was helpful and I was very at ease
Friendly staff always get to see a GP on the day
Very helpful and patient
The nurse made me feel so relaxed, when having a smear something I dread but it has to be done.so thank you for making it more comfortable
Always very understanding to your illness and give you good advice
Because it was very good!
Great care and compassion as always
Was solved and told ok
Claire Caine very helpful, professional and friendly
The process of booking having my bloods with a very helpful team is amazing and needs to be celebrated
Always good and thorough
Nice and friendly, clean. A calm and quiet place. Pleasant Doctor and had time to hear all your problems. A good experience for me.
I was treated the same day and are now feeling much better
Sophie is the main doctor I ask for because I feel like she always listens and really puts thought and attention into the diagnosis or a resolution to the issue. The Dr I saw today was also lovely and the nurse who took my bloods were really nice.
No problem at all thank you
Very friendly staff and appointment was on time
Excellent service from Doctor Hurst. Listened intently, explained everything clearly and helped to put a plan in place in order to resolve my issue. Great GP. Many thanks, D.E.
My doctor is excellent I'm seeing a lady who is a wellbeing nurse, and she is great
The receptionist was very kind and efficient and really listened to my issues and added me to the emergency doctors list. The GP rang me and listened to my problems I was having and gave me good advice and explained some things which became clearer to me. A plan was put in place to see if it resolved things, and I was told to ring back in a couple of weeks if I was still having problems.
I receive the advice diagnoses or treatment etc I need. The doctors listen. Act accordingly. Refer for specialist services if required
Always professional and approachable. Never had a problem getting an appointment. Advice and care from staff always good

My appointment time was spot on I wasn't delayed
My review was completed quickly but thoroughly
The doctor was very good took time to talk with you. I didn't feel rushed asked me questions about my condition. Lovely doctor went out of her way Very Good Pleasant and Friendly staff
The nurse was very friendly and explained everything she would be doing .
I have always been pleased with the service and staff at Walderslade.
Very efficient, courteous staff. Professional
Saw a trainee doctor then saw a GP both was amazing and very professional 🙌 all round good service
I can always get to see or speak to a doctor. Excellent care and advice from all practitioners
Appointment happened at the time allocated. My first visit to the surgery and all staff were welcoming. Good to meet a Doctor and be able to discuss my medication etc with him, I didn't feel rushed.
I was seen on time and as I was at the surgery for blood work, I was out in no time at all.
Very helpful
Doctor listened to my concerns and was very supportive
Good service Doctor didn't rush me and listen to me
The visit I came to went very well and professionally from the Receptionist through to the nurse who did my regular diabetes check- bloods, blood pressure, weight, doppler check, urine test.
Dr Allan is a credit to the surgery. I am an anxious person, and I often put off going to the doctor's unless I really need to as I'm afraid I'm overthinking it. He always listens, never judges and I think he is a real advocate for mental health. He comes up with a plan for medical concerns which puts my mind at ease, makes me less anxious and makes me feel heard. Thank you.
Dr Jarvis is a very good listener
Very fast seeing a doctor staff was very polite.
Dr Taylor is always very helpful and understanding. Don't feel any judgement and feel like I can discuss anything
Always been treated with respect
Always helpful and there to give advice
The doctor I saw today was absolutely amazing checking over my baby on his 8 week checks. My baby did nothing but smile at him. Couldn't fault him amazing with kids.
The overall treatment went well, maybe took longer than expected but taking in consideration the Student Professional was very thorough
Reception very helpfully provided a timely alternative to seeing a GP to discuss my medical concern. Senior nurse was thorough in examination, addressed my main concerns, suggested a plausible cause for ongoing symptoms and advised me to return if these persisted/worsened.
Thank you for the doctor that saw me. She spent time discussing my problem and was very professional and helpful. Talked me through my prescription and made me feel relaxed.
Excellent service from receptionists, nurses and doctors.
The doctor was very thorough, asked questions I never thought about relating to my issues and very caring.
Very nice nurse (Bethany) put me at ease.
Very helpful and easy to talk to and gave advice needed

Rang Walderslade surgery in the morning and managed to get a same day appointment. Very proactive and professional service.
Everything was very welcoming, pleasant and professional, from initially speaking to one of the receptionists in booking my appointment, and in speaking later on to Dr Taylor.
I visited Dr Allan for a steroid injection in my knee. He is such an approachable man, always makes you feel like you are being treated as an individual and not just a random patient. He takes interest in you as a whole person and offers valuable advice on top of everything he is treating you for.
Felt that Sophie listened to my concerns and symptoms and provided a clear explanation of the problem and proposed treatment.
Always have good experience as Doctors are professional have excellent communication skills and care about their patients. This experience was no exception. Kind and informative manner. Won't hesitate to see him again.
It's a surgery that WORKS for its patients. Not many do now Always speak to friendly helpful staff in first instance, and it carries through the whole practice
Because it was good having someone to talk to and explain my health concerns rather than, bothering family, and get some direction on what to do to improve my health
The Pharmacist was very knowledgeable and helpful, polite and friendly.
Picking up and doctor ringing me to put me on the right antibiotics
I had a thorough examination, and all the appropriate questions were asked. So, I came away very satisfied with the appointment.
Quick and efficient.
I had a really useful and positive appointment with Dr Allan, he helped me 5 years ago and it was no different today - he listened and understood what I was struggling with. Also, my interactions with the admin team were great. Thank yous all round
Dr Hurst is a brilliant GP. So compassionate and understanding. Exactly what you need in a family doctor.
I always manage to get an appointment with my chosen GP and within a reasonable timescale
The doctor was very pleasant, attentive and knowledgeable. I had a thorough examination and was given a follow up x-ray appointment to find out more for a diagnosis. I don't think I could have asked for a more professional appointment.
Appointment ran on time and friendly staff
Lovely Doctor caring and pleasant felt comfortable around her one of the best doctors I've met thank you
Dr Hurst. Best GP experience we have received in a long time. Patient, knowledgeable, empathetic and considerate.
Excellent all the time absolutely so obliging thank you for a wonderful service
Got in to appt on time and was treated promptly by doctor
Very Good never had a problem over the phone. Always helpful. X
Fast efficient and very reliable
Very helpful and very understanding
Always pleasant staff
All the staff I met on my visit were extremely helpful
A relaxing genuine discussion, very reassuring. Thank you
Saw a doctor on the day I rang for an appointment
Very understanding Dr extremely helpful. We found the right solution 10 out of 10

Sophie Carter is very thorough she makes sure she has checked everything and she is very understanding and caring.
All good and on time appointment
The doctors listen to what I was asking for and told me the good and bad
Doctor Allan was very thorough and courteous and explained my problem to me.
No problems
Dr Allan was the best doctor I have seen in a very long time. He actually listened to me, and treated me with care, compassion and understanding. Makes a refreshing change to not be patronised or disregarded like my past experiences have been. I will only make appointments with him in the future, he is brilliant!
Friendly and helpful service.
They are mostly reliable, and Dr Allan rang when it was arranged. just a shame that appointments are not more readily available
Very understanding listened to my problems and together we both tried to resolve the problems together. He was so helpful and sympathetic
Nurse called and took bloods very professional.
I was very apprehensive about moving doctors surgery due to house move, however every interaction I have had in the last month with receptionists and the Dr have been excellent, friendly, on time for appointments so very happy so far
Excellent service by the nurse, always polite and punctual. Good experience.
No problems at all
My concerns were sorted for me thank you so much
I was seen in a quick and timely manner
Always providing a good personal service keeping me and my family healthy
The doctor was very helpful and kind 😊
Prompt appt time kept Polite friendly/helpful reception
Went for blood test Donna very friendly and helpful
Because I was seen very quickly and had tests carried out quickly .The doctor was very understanding and helpful as we're the reception staff excellent service
GP very helpful and arranged further appointments to address the problem.
We are very lucky to have Walderslade surgery and all its staff especially Tammy and Dr Ibrahim who have looked after me for the past few weeks since my operation with amazing care and kindness .Cannot thank you all enough.
Nurse was first class, very professional
On time Donna was very helpful and pleasant as always
I've always been very satisfied with my appointments
Very helpful and reassuring
Because Doctor Hurst understood my concerns, and gave me proper advice and treatment.
Every appointment and I have a lot is on time reception see to all my questions and see to everything I need, nurses treat me well and are pleasant all in all I am very well treated and treated with respect. Many thanks
Very approachable and friendly
Excellent service by Donna the nurse while taking bloods.

Continued sensitivity
Always helpful and polite
Was really very helpful
Always time to listen and chat about my concerns .
Got a telephone conversation same day and prescribed antibiotics thank you
Dr Allan was very good, listened and helped put a at ease.
Unbelievably quick response which was amazing
Nurse was very helpful. She listened to me and offered advice. She's always very encouraging and that's a bonus!
Appointment ran on time, so I was in and out very quickly.
The doctor was very patient and kind. She explained things clearly and carefully.
The Nurse explained everything to me about my blood test prior to my annual review. Couldn't get my bloods on the first attempt and had to use a baby needle which was painless and successful the second time
The Receptionist listened to my concerns. A GP called me within an hour and a home visit was arrange. A brilliant service thank you.
Staff very friendly and professional
Walderslade practice is where patients are listened to, respected and treated by friendly, highly professional staff. Thank you for caring!
Never had any issues when needing to see a Dr
Excellent understanding.
Never feel rushed. Kept to the one reason I was there. understanding . And empathy. Always satisfied with the outcome.
Very helpful reception staff. The doctor was informative and gave great advice. The best doctors surgery I have ever used
Very Good because Dr Farmer listened and understood just how I felt
Always very helpful
Dr Allan was brilliant took time to listen to my concerns so appreciated. Stephanie receptionist was fabulous too . Friendly and very professional sorting things out . Again, all appreciated. Thank you all
Always friendly, warm welcome. Staff are approachable and helpful.
A very thorough examination
They listen to you and give you ADVICE
The Surgery were very helpful with my enquiry, also the doctor was helpful with my medical problem.
My appointment was on time. Dr Toor that I saw was very good and put me at ease.
Dr very good at explaining situation and plan forward
Your staff are knowledgeable, competent, courteous, and patient.
Excellent service, friendly staff and Doctor. Having just moved to this surgery I would 100% recommend from the experience I have had so far
Because I've never come away not satisfied and wondering. ALL the Doctors I've seen and my family over the years have been great, empathetic and caring. Never felt rushed either. It's a brilliant well run practice.
Happy with the doctor I have seen today thank you
Staff are friendly and polite. Doctor in contact to arrange medication and sent prescription off with no issues after.
Dr. Wilkinson is a superb doctor, is always pleasant, and certainly knows what she is doing.

Got an appointment same day within about an hour and a half
Donna was prompt, friendly, professional and took a pain free blood sample
Got a phone call from a GP to put me on the correct antibiotics
Running a little late but was informed when I signed in didn't take long the nurse explained possible side effects
Dr Wilkinson was very thorough and made you feel very at ease
When I contacted the surgery with my enquiry the receptionist was very helpful. When I had my doctor's appointment the doctor was very helpful with my medical concerns.
Excellent service today, appointment on time, no waiting.
I was seen by Mr Maskell, under the supervision of Dr Hurst. Mr Maskell was very thorough and professional. It was agreed that I was sent for an X-ray, due to a underlying condition. Both Dr Hurst and Mr Maskell were very supportive.
Friendly and professional
Appointment on time. I felt as if the doctor listened and gave solutions to my problem.
Dr Taylor was very thorough and helpful with my health query
I actually got an appointment when I needed one and the doctor was very thorough
I have always been treated courteously and with respect from the reception staff, nurses and doctors.
On time, given lots of information about what expect after the vaccine
The Doctor was very friendly and understanding, made me feel at ease with talking about my symptoms
Very polite and made me feel at ease
Because it was
I was seen by a trainee doctor and a doctor and both were brilliant.
Felt listened to and thorough consultation , not rushed and very friendly
She is so thoughtful and caring
Bang on time and very helpful
Quick and efficient
Very reassuring Thank you
I had everything done in the one appointment the nurse was nice polite and spot on
Appointment on time nurse was very helpful and pleasant
Always very helpful and friendly staff
Was what I wanted to know.
On time appointment, good treatment.
Fast appointment and got a lovely doctor who sorted me some antibiotics
Well looked after polite and caring
Clean a bit warm in the waiting room. Always great service and excellent doctors
Lovely nurse. Very professional and helpful.
Nurse was very nice
This is the first time I have met Dr Taylor. She was approachable, professional and I was satisfied with the outcome of the appointment.

Lovely surgery appt from start to finish the staff doctors are most welcoming
Majority of receptionists are willing to put themselves out to help, especially the younger ones!!, as for doctors themselves, they are all exceptional. 10/10 for those we have seen up to now xx
Trainee Doctor and Doctor that examined me were excellent in every aspect, Paul
The receptionist was very good I had a problem with my internet access so couldn't order my prescriptions and I had run out of an item she sorted it for me and picked them up from the pharmacy today. The nurse was very friendly and professional and was seen to and sent on my way very quickly
Because both Emily the nurse and also Dr Hurst was both very understanding and listened
Both Emily the nurse and Dr Hurst was great listened to what you said and very good
Excellent service always is from Walderslade. All Drs Nurses Staff polite knowledgeable ect. Second to none
The Dr I saw was very good. Knowledgeable and showed empathy. I felt listened to and understood
Phone on the day 8.10am was in and out by 10am and seen to
Excellent, thorough, professional and patient. Many thanks.
First time I've seen this Dr and he was good and explained things to me, got medication hope it does the trick as last two medication as don't nothing only made it worse.
Easy booking in system, not had to wait long, clear signage when called for your appointment, polite staff.
As always lovely staff
Because I did not wait much for my result and the person, I spoke to was listening to my views
Always helpful and pleasant whenever we need them.
Easy to make an appointment for monitoring blood test. Appointment was on time. All staff were polite, helpful and friendly.
Very friendly, professional and listened to me.
Helpful. Informative responsive Overall professional and caring
Made me feel at ease when explaining my problem.
Doctor Ibrahim is lovely listens to everything you have got to say and does not rush the appointment at all .
Because I got the information that was required.
Receptionist was very polite, and the doctor was great.
Seen Dr hurst and fingers crossed I'm hoping we've made progress and I might start and enjoy life again one day.
Quick service
Full discussion and treatment. Extra investigation to be organised. Not a long wait.
Prompt response, all queries answered, efficient and very reassuring. I rate the entire service very, very, highly, thank you.
The nurse was really good and got my blood test the first time x
Very helpful but give support I needed to do myself
I was unable to keep my appointment, and Dr rang me at home and hopefully we solved my problem. Thank you. I do prefer my landline to be used for appointments please.
Dr Taylor was very kind and attentive to my concerns and arranged for various tests to be carried out thank you
Always on time and doctor very caring
The Dr I saw really listened and cared he couldn't have done any better

I got an appointment with the doctor on the same day as I telephoned for one and Doctor Jarvis was excellent
Seen on the day I rang. Given immediate remedy for poisoned thumb. Hoping it works!!
Lovely lady doctor
Bethany explained in detail excellent nurse
Relax atmosphere and good information
My appointment was on time and my review was very comprehensive.
I was given the appropriate treatment
Very lovely doctor, helpful and informative
Very Good Appointment on time. Nurse was extremely polite and did her job in a very professional manner
Excellent treatment made painless by a wonderful nurse Emily
Always the same for me
Got sorted in time and sent my tablets straight to chemist.
Everything good
Timely and efficient
Great service
Always very helpful and pleasant
I can always get an appointment. All staff are super helpful and very, very, kind. All the GPs are great . Never feel rushed. You have all looked after my 88 yr old mother with such great care . I think Walderslade surgery is great!
Dealt with my complaint. Was very satisfied.
Always see the same person
Seen on time and was treated in professional understanding manner
Always helpful, thorough reviews. Healthcare workers / reception staff also very knowledgeable as well as GPs.
Good friendly efficient service
JUNE
Thank you very much to Sheena all your help recently I feel much better best wishes MW
Thank you so much to Sheen for listening and referring me for neck pain. I am scheduled for a posterior foraminotomy in July, I feel I need to acknowledge your excellent care J.M.
My first visit made the team highlight my high bp and being investigated for, very pleased with the care
In on time great service
Very prompt and professionally dealt with
All the staff I have seen at Walderslade have been excellent
Caring, knowledgeable and professional.
Young lady was very personable and professional.
My 25 minute examination was professionally done very knowledgeable in all areas very helpful also regards
Yes the staff was very good make you feel at ease

Dealt with kindnesses and consideration Daniel was fantastic and Dr Farmer brilliant 🍌 After feeling nervous I was put at ease straightaway I feel satisfied I was dealt with, and actions were taken Thank you
Very efficient receptionist, which initially couldn't give me an appointment but rang me later to say she had secured one that day.
Great staff, good doctors, only drawback is the appointment system, having been unable to get appointments at 8.03am and having to ring each day and still not be able to get an appointment is ridiculous.
Doctor was excellent in his examination . Got my tablets to ease the pain.
After making the appointment, I received text reminders, booked in on the day, was called within 10 minutes, nice friendly welcome, thank you
The advanced nurse specialist I saw, was very supportive, and took time to listen to me
Got what I went for
Requested blood test which was offered within 1 week, and result of test provided following day.
Managed to get through on the telephone and make an appointment. The Dr was very helpful and a pleasure to see.
The Nurse used a smaller needle when taking my bloods as it is difficult to do it with a normal needle
Receptionist got me an emergency appointment which I was very pleased about I did have to sit in waiting room for an hour passed my appointment time but from what I understood there had been some sort of an emergency
First time visiting this surgery. Very easy to book in. Friendly and helpful staff. Friendly and understanding GP
Nurse was lovely explained everything what was happening and asked if I had any questions
GP very thorough with establishing symptoms
Walderslade surgery are the best staff, Drs, nurses receptionists you could hope for. Second to none, thank you for the help and time you give us
The Doctor was very thorough and pleasant to deal with.
Dr Hurst talks to you like a person very understanding and professional
Friendly and had the time to listen to what I had to say
Excellent service very professional and pleasant
Everything was on time and the nurse was very nice and asked me what I was doing for the rest of the day.
I find the staff helpful. I always seem able to get an appointment, It's not an easy job so I try to treat the staff as I would like to be treated.
Excellent treatment
Offered a Shingles vaccine through the NHS app. Found I could make an appointment on-line, so didn't have to become frustrated by having to book by telephone. Appointment on time and nurse was professional and friendly. Putting me at ease and explaining everything clearly.
Could not fault the doctor who listened, examined and came up with a care plan.
The nurse I saw was very knowledgeable Understanding and was willing to point me on the right path if needed, I was put at ease straight away . I felt like I could have talked about anything that I has concerns about.
Always very helpful and polite staff they try to help as much as they can
She was very polite and good
Efficient and thorough.
Seen promptly by Daniel and then Dr Bessant. Nail diagnosed as coming off. Given referral to Care Force Barnsley for early physio plus painkillers for damaged shoulder. Defer ultrasound until bruising reduced. All much appreciated.

Very Good Nurse was pleasant, professional and procedure was painless and quick. Full list of possible side effects and a letter of explanation received all with a smile and pleasantries
Always helpful and thorough
Exactly what I needed. I think they're brilliant.
Gracie found the doctor very approachable and easy to talk with. She is only just 16 and its taken some encouragement to see the doctor alone she would usually want myself to speak on her behalf. After a little prep and a few fake scenarios I sent her in. The doctor did not only treat Gracie as a young adult he gave her confidence to speak honestly in a safe space and independently. Well done 🙌
Doctors on the ball friendly informed
Couldn't get me an appointment at the doctors but got me in straight away at the pharmacy
I messaged on the NHS app this morning with my issue, and you called me back same day and generated a prescription. Really appreciated the quick response
Dr Amran was very thorough and even made me a follow up appointment to see how I was doing.
Happy with appointment
Good reasons with my condition
Appointment in time, good advice and help from Dr Bessant
Appointment arranged at convenient time. Responsive GP
I have seen Donna a few times now and she always offers a consistent friendly and professional service.
As always perfect service.
On time and good service friendly and helpful
The doctor I so was lovely and so understanding
The colleague that took my blood sample was pleasant and professional
Called at 8am, got through after 5 or so minutes. Appointment made for later that morning. Appointment running on time
Always helpful and professional
Appointment on time had my blood taken and was back out within 5 minutes
Telephone appointment very prompt GP gave good explanation of my problem
Found me a convenient appointment and sorted out my requirements !
I gave that response because the staff, doctors , nurses etc are always polite and helpful 😊
Always quick and easy to communicate with them very polite
Always efficient and helpful.
Extremely satisfied with the service
Appointment on time. Friendly efficient service
Been with Walderslade for many years . Well done to all 😊👍
Always a great service
I visited nurse Emma re my medication review, and all went well and my appointment was on time.
Felt comfortable telling the doctor my problems and not feeling embarrassed
Donna did my Thyroid blood test...felt absolutely nothing and she is so pleasant happy and cheerful.... thankyou

Dr Farmer always takes time to fully discuss your situation and assesses the best treatment plan.
I had a lovely talk with the asthma nurse she was so kind and caring and very helpful thank-you so much
Urgent appointment for a blood test needed by NGH Sheffield. Dr Ibrahim waived protocol and bureaucracy to streamline the process which was appreciated by Sheffield Teaching Hospital and ourselves.
The nurse was lovely. I hate blood tests, but the nurse put me at ease
Friendly and competent
Staff actioned my problem very speedily and efficiently resulting in a most positive outcome. Very impressed with the professionalism and care shown. Thank you so much.
Very kind and helpful as always Regards Win
Good care from GP who listened to my health issue
Everybody did a good job
Everyone polite and helpful
The young lady on the desk that day was very helpful I would like to say if I may, your newer members of staff always polite, and nothing too much trouble.
Good
Sophie helped me a lot and she is caring
The doctor I saw was very good she listened to what I was saying and put things in place felt like me and when my husband visited were not listened to sadly he passed away last year
Sophie is still continuing to see what is going on with moles.
Considerate people
Debbie in reception was very helpful and the doctor was really good
Just an amazingly kind and caring person.
On time, friendly and knowledgeable staff.
So quick!! Very grateful to be able to message on the NHS app and get such a quick response, really appreciated
On time
Always a great pleasant service
Very thorough
Jess is very professional and supportive, is an excellent coach and keeps you focused on being healthy
Friendly professional nurse. On time. Appointment timely rescheduled due to sick nurse on day.
Excellent service
Very pleasant staff and doctors, also very thorough
Always very helpful and listening to me excellent service
Nothing too much trouble
I was dealt with respectfully and promptly. Thank you.
Excellent service given promptly and efficiently
The Doctor was very understanding and explained everything so I could understand. Very good GP skills

I gave the response due to the fact that the general practitioner was very understanding listened and prescribed what I can guess is the right medication even though it's only been since Friday, but probably one of the best GPs that I've come across in 42 years.
Excellent service again! Obtained an appointment which has led to a referral. Saw physio within 5 days and again very informative session.
Addressed my concerns and then spoke reassuring about my problems.
Dealt with Dr Allan before, excellent.
I had 2 appointments with the nurse, she was very professional with a nice friendly approach, making me feel reassured.
Prompt and efficient
Everything ran on time, and everything was explained clearly as what to do for next steps.
As they listen to your problems with my breathing, and I really do appreciate it .
Tammy the receptionist was so helpful, and kind Daniel was so thorough and kept me at ease Dr Farmer was wonderful and reassuring Thank you
I was buzzed through to consultation room more or less immediately after checking in on the screen, the nurse I saw, I believe named Millie, was lovely and put me at ease all the way through my appointment, explained things clearly so I knew exactly when and what to expect from my results. She really knew what she was talking about.
The nurse was very thorough
Everything straight forward and on time.
Very efficient
Premises are well kept and in a convenient location. Nurse that I saw was very pleasant and I felt at ease
Very friendly staff and helped all they can
Excellent consultation with the GP
Seen promptly and everyone was pleasant and helpful
Dr Allan listened and explained to me everything I asked. Great service.
Able to be seen straight away and appointment on time. Good support and advice given
Always get good response
Very helpful
Usual efficient service. Very pleasant staff
The surgery feels warm and welcoming all the staff and doctors are friendly and put you at ease with their professionalism and knowledge
From when you step through the door everyone is helpful seeing the doctor is a pleasure as they are forward with their advice and do everything to help you.
I saw Dr Gilani, she was very pleasant and thorough. Listened to me and her responses were clear. She referred me for 2 appointments, one fairly urgent, the other was not and I understood the reasons. She put my mind at rest regarding tenderness following abdominal surgery
Great service thanks GH
Dr Farmer is very understanding and polite and he knows I don't go out so my telephone appointment he knew what to give I know this has nothing to do with surgery but what Dr Farmer recommended because I won't go till Thursday because I am having to wait on week so in this weather been really hard
Called at given time, knowledgeable pharmacist who was polite and helpful. Very polite and efficient and made me feel ok

Once again, your marvellous nurses have looked after me done my dressing several times in the last three weeks I can only say thank you for helping me during this difficult time
Because Julie knew what she was doing and very patient also seen Emily and she was very good as well
Appointment kept to time and friendly and pleasant staff
Telephone consultation was efficient and helpful.
Once again fantastic nurses have looked after me for the past 3 weeks changing dressings etc answered all my questions thanks a million
Managed to be seen straight away when needed
I was treated with respect and care ,and given a follow up appointment which is so helpful to me as my Cellulitis has been very severe this time, I just don't know now when the Cellulitis has cleared up.
Dr Farmer gave me an injection he was very informative and professional
The doctor was excellent he listened to everything I said, and in return his advice and care was very clear and helpful, he made further appointments for me and he was very detailed in the information he gave me. I don't visit the surgery very often if I can avoid going but I would be happy to visit if I could see the same doctor again , excellent service .
Very pleased with the response and efficiency ,thank you
Very professional
Easy booking on arrival at the surgery, appointment on time, positive doctor patient conversation. Thank you
Whenever I have to have anything with bloods Donna's my go to gets it really every time makes me feel relaxed and comfortable even does my B12 now
Very efficient and friendly
Walderslade has been our family Drs for 43 years.
The staff had a problem with their booking in machine, so they had all the patients queuing up to the desk they were very efficient
Dr Allan was amazing. Made it feel like a normal conversation and helped me as a man open up
Very helpful and prompt response . I feel that the practice always goes the extra mile to help their patients.
I was seen promptly had a lengthy discussion with the Dr and was diagnosed with an infection which cleared up after the 7 day course of antibiotics
Experienced staff, no problem at being seen with the nurse, all in all a good experience apart from the car parking, it's horrendous trying to find a bay.!
Doctor Allan understood my problem and took the time to speak to me and give me good advice. He was excellent and it gave me a lift.
Attentive staff, welcoming and supportive. Always a fresh and clean environment.
I've recently had a leg injury which has become infected. Dr Farmer gave me a consultation at very short notice and prescribed antibiotics. The response was first class and has really helped me in what could have maybe turned into something more serious. I am really grateful for the care and attention of all the team at Walderslade.
Nice, considerate people. The GP I saw is very understanding and listens carefully. I was pleased with his solutions to my knee pain, but you can tell he has his eyes open for other things a patient may mention.
Sorted out my issues and made a referral to the relevant services.
Easy to book in, the building is nice and clean. The Doctor was polite and friendly. She listened to my problems and questions. It was a really nice experience

Well organised Clean and tidy surgery Excellent service from doctor had a good and positive response regarding my condition
My appointment was on time, Donna explained everything regarding why I was attending, she was very professional and attentive.
Friendly and very helpful
Although the appointment was not on time everything else was good. I found the doctor very helpful and professional. I left the surgery feeling confident that the doctor will sort out my problem. Thank you
Very helpful Thank you
People at the surgery very easy to talk to and very helpful and reassuring to which doctor/nurse I needed to see
Early appointment - great manner, service and support from the GP. Really quick follow up with appointment for MRI scan. First class service and overall experience.
I was attended to promptly and professionally.
All the staff were under pressure as the machine for booking patients in was broken so everyone had to wait in turn to see the receptionist which made all the appointments late my doctor was very good
Very competent practice and I feel grateful for all their help
Everything ran smoothly and on time
Appointment timely Doctor thorough.
Easy to check in. Short wait. Donna explained procedure well and was clear about side effects Was easy to make initial appointment
Excellent understanding GP
On time and very pleasant nurse
Sheena who saw me was very professional, friendly and helpful. She listened to my concerns and was helpful with diagnosis and solutions. Very satisfied thank you
Very helpful and efficient.
Good friendly service
Didn't have to wait too long Good experience overall
Quick to get an appointment
I have been seen very quickly and an appointment has been arranged with the specialist immediately. Excellent service. Thank you
Excellent treatment
All very efficient and helpful
No delay, quick friendly and efficient
Appointment was arranged quickly
The nurse I had to see, was Donna, she did all the tests that was required for my check-up. I was very impressed with my visit.
I was in Cyprus and still had access to a doctor
Much better in the upstairs waiting room with the AC, thank you! and Dr Hurst excellent as usual
Appointment was on time and the nurse was friendly polite and very professional and helpful
Always very professional, supportive and helpful.
The medication worked medication worked
Good service

Because of the service I received
Walderslade Surgery and all the staff have been very kind and compassionate to me and my wife. I am always grateful for their care and support.
Excellent Doctors and Staff. Friendly helpful service
Very organised
Nurse is very kind and efficient
Staff very efficient and kindly
Quick and efficient
Very Good Having tried and failed to get an appointment last Friday I called in personally at 8am today and was offered an appointment to see Dr Bessant who listened to my symptoms, offered advice and changed my medication and recommended further blood tests and a scan. The receptionist was helpful, overall, I was happy with my care on the day.
Did not have to wait long for an appointment
Very quick at getting the appointment
Dr Hurst has been exceptionally understanding and helpful over the last few weeks and shown compassion and understanding over and above what was expected as we dwelt with my poor health. He is a credit to your practice Well done
Satisfied with everything
Always helpful
The lady Doctor Kate Reeder I saw was lovely, reassuring, considerate and thorough. She listened well and examined appropriately
I have given this response, because I was met with a very pleasant and friendly receptionist and was also well looked after by the nurse who I went to see.
Dr Reeder is a caring person always listens to all problems and explains everything
Couldn't have been more helpful and I've unfortunately had the need to contact the surgery a lot over the past 6 months. All brilliant, answering the phone, arranging appointments and at the practice.
I saw Dr Allan today and he is a fantastic doctor he's what I call a get stuff done doctor he is always polite and friendly and well turned out for work. He's a doctor you feel at ease with and feel comfortable telling him anything. So, all in all visiting Walderslade surgery today was a positive experience.
My GP is always polite, understanding and respectful during consultations.
Staff always very professional and supportive
Dr Wilkinson was so friendly, helpful and professional. She took time to listen and answer my questions. The wait time was long, but I didn't mind as I felt cared for.
I've visited twice over last couple of weeks with asthma difficulties, Claire the nurse was so understanding and helpful and explained everything so well , I am now doing a lot better thanks to her intervention and starting me on a new
I saw Sophie Carter. She was very friendly and understanding. Made me feel very comfortable.
Very helpful from start to finish. All the staff are friendly
I have always felt that I'm looked after well at Walderslade, and this visit was no exception!
Claire took time to listen to concerns and gave me useful advice needed before my holiday.
Everyone always professional and very pleasant.

The Doctor in training was so attentive and understanding about my problem
Good experience all round, from booking, waiting time, attention for the doctor and the receptionist was very helpful, thank you

GOOD
APRIL

The nurse was very polite and professional all the time she explained what she was doing and why she was doing it which put me at ease as I don't like needles. So, all in all my trip to my doctors. Was a pleasure and all due to the politeness of the nurse
Because it was good
Appointments system is terrible, Telephone at 8am and there are no available appointments,
The last doctor I saw was a female, and she just requested me to book into the physio he suggested I get a blood test for prostate.
Friendly and polite
Sophie Carter is great. So friendly and explains everything clearly and patiently. I feel safe going to see her.
Very good with response
Practice clean and welcoming, friendly receptionist
Slightly late appointment but overall good
I got 2 separate appointments very quickly with Sheena. Very knowledgeable and friendly. Easy to talk to
Had to ring about 3 times before being able to get an appointment.
Very helpful and understanding
Under the pressure we have you cope very well thanks
Good service
Wait time was 1 hour
The doctor got back to me
Just because it was good
Accessible for appointments
I'm usually satisfied with the outcome. There's only been a couple of times recently that I've not been able to get an appointment when I've phoned on the day, and I know it's the thing these days to be asked what you want to be done but sometimes this isn't helpful.
Receptionist was very good and helpful.
Good service fast appointment
Good chat and explained my concerns well
My time and doctor was changed last minute but can't complain doctors and staff doing the best job possible no worries from me.
On time and nice appointment
Unable to give full marks due to difficulty in getting appointments
Nurse was very helpful, gave good information, spoke to go on my behalf
It's being able to have my diabetic bloods done instead of having to trail to the glasshouse as we're both not good having to walk a distance .
Nurse very helpful and gave good information, spoke to GP on my behalf . Said she would ring back, and she did.

No problem other than I should have been getting messages with my prescription but my pharmacy is paperless and doesn't do this so bit of non-communication
Easy check-in for appointment, only had to wait 5 minutes before being called.
Sometimes difficult to get an appointment over the phone. I have to attend in person when the practice opens.
Very helpful with good advice, was given wrong telephone number for a scan for my knees.
Appointment was on time and nurse put me at ease.
I normally give very good. But my recent effort to obtain a Prostate test reduced it. Having to waste the doctor's time by having to make an appointment appears a dreadful waste of their time. Kind regards W.V.
I was satisfied with the appointment
Mostly I have been able to get an appointment if I have needed on. The doctors are great especially Dr Allan. The receptionists are polite and helpful so are the nurses
Appointment was on time and Doctor gave good advice
Because it's hard to get an appointment at this surgery
Nurse Emily was really understanding and caring also the Doctor who came to see me was very nice .
I would caveat that the appointment was 50 minutes late but fortunately that didn't cause me problems as I have flexibility. My doctor is excellent and provided great advice and care and apologised for the wait.
I was late for first appointment, but they rang and arranged another one. Nurse that I saw was really good.
Brilliant surgery. However, it's difficult to get an appointment.
MAY
Listened to and was promptly assessed / examined and medication prescribed. Thank you !
Wasn't waiting too long was explained about side effects and potential problems
Waiting time reasonable and my doctor's appointment was really good. Left the surgery feeling really looked after by all. Thank you
Very helpful
It was efficient and quick, the staff member was friendly and polite
I didn't have long to wait. Dr was very pleasant and helpful
Asked receptionist a question and 15 mins later a doctor rang and spoke to me and partially sorted my husband's problem out.
I was asked by the Dr to make a blood test appointment and an appointment with the physio. I wasn't able to make either at the time, which now means I have to remember to ring back at a later time to make these appointments
The receptionist was very helpful and got an appointment to see a trainee doctor immediately as she had a cancellation.
Was on time with my appointment time.
Checked in with no problem
It was a good experience thank you
Doctor was thorough, and friendly, listened to what we had to say and did the best they could
Was contacted at the time stated, all my concerns were answered, and action plan put in place
Not too much waiting time polite nursing staff explained things well
Good

Didn't have to wait long
Doctor was lovely but I still don't know what is wrong with me. All I keep getting told is physiotherapy will do any tests you need.
Always good
The appointment was good and helpful
Was disappointed to not see a doctor but nurse practitioner did as she said she would and had a word with the doctor and action has been taken Thank You
I couldn't get appointment to see the Doctor so I went to see the practice nurse who was very helpful
I was very pleased with the appointment I had with Sheena recently.
Good advice given
Pleasant helpful staff comfortable waiting area good service
Helpful
Arrived a few minutes early and was seen on time
Call from Pharmacist was very good, helpful and informative.
I gave that response because the appointment was running late, which wasn't a problem on this occasion, but could be on another day.
Appointment was only 10 minutes late but everything else was fine
Both the nurse and Doctor were brilliant, I came home feeling a lot better as everything to help my Cellulitis was explained and I wasn't made to feel I was wasting their time
I was pleasantly surprised about being able to see a doctor the same day, my appointment was on time and the time that I spent with doctor was a pleasant experience, thank you.
Did you get the picture of my finger can you let me know if and when the Doctor is going to operate on the finger
I got attended on time which was scheduled
Swift with the appointment and doctor was great
Doctor listened and gave full frank answers
Blood test was speedy and professionally done. Friendly approach.
Friendly place to visit and good service
Keep people up to date with how things are progressing
We generally have good results from our contact with the service. Recent interaction with various doctors and staff at the service have been positive.
No problem with getting an appointment good service from doctor
Doctor was friendly and approachable
On time appt. And. Good treatment
Nurse was great, really helpful and understanding however my appointment was almost 30 minutes late. We discussed the wellbeing coach, but as I work full-time there's no appointments that I could attend
Struggle to understand how a 9 o'clock appointment can already run 40 minutes late. But the Dr did apologise, and it's the first time this has happened to me at this practice.
The doctor was late with some appointments, not his fault, I was not waiting too much longer to see him

I got an appointment on the same day as I telephoned for one and Doctor Travis was excellent
Just got straight to the point and relevant referral made
Friendly staff Prompt service Only downside is trying to get through on phone when I work 7.30 - 5.30
JUNE
I saw advance nurse practitioner Sheena Smith. I found her very helpful and positive towards my condition.
Brilliant, I can't praise this practice enough, all the Doctors and staff are so nice and accommodating
Doctor was very good and helpful
Well respectful staff, treated like a human being not a number.
Always very helpful and friendly
Would have been Very Good but the appointment ran late
My doctor takes time to really listen and is proactive with sourcing support. However, being able to book an appointment can be a difficulty and I have Multiple Sclerosis, so some things need attention much sooner
The nurse I saw was excellent as always, however my appointment did run approximately 15 minutes late.
Easy to find the right time appointment, pleasant staff
Would be very good if 8am booking procedure is improved. Dr Alan very good and understanding
Doctor listened patiently and has actioned a plan and I feel less anxious about my future treatment.
Waited less than 10 mins for appointment and blood test went fine. Asked at reception about covid jab for a vulnerable person who missed out due to be at day care and no other arrangements were available
Sheena was exceptional. Even though my husband's appointment was complex she was helpful and offered excellent advice. We did think that we should have been offered an appointment with a doctor but were pleased to have seen Sheena.
Straight forward visit
The appointments system seems to have improved recently, and this restores my faith in the GP's
She gave me answers to my questions
Always pleasant
My experience of the Dr I had my appointment with was very good. I would have scored very good overall if I hadn't had to wait for 2+ weeks for my appointment, I do, however, understand that everyone is very busy and I was glad to be able to book an appointment.
No problem with getting an appointment
Doctor was good
Good based on the GP but not receptionist
Only ten minutes late which is acceptable sometimes have to wait longer
I have had good service whenever I visit or have a telephone conversation
Friendly polite professional service as it should be.
Never get seen at the time given but overall, a good GP practice
Prompt good advice
Prompt and no waiting

Even though my appointment was 20 minutes later than planned, I did not feel rushed but was given the necessary time and attention to attend to my ailment.
In and out before appointment time.
Lack of staff on reception let's it down when there is a queue and check in isn't working
Friendly service at reception, quick in and out
It was okay. Just needed blood tests on this occasion.
Doctor very helpful
Very nice and attentive
Appointment was a little late but a very good appointment and very helpful
First time I've ever got through and been able to make an appointment
Dr was nice and polite and helpful she said my family had asked for a Xray but we hadn't so she was ok about it and she was pleased that family has made it so I can get around bungalow on my own in wheelchair and get outside for fresh air plus I can get in and out of shower on my own without having to need extra carer's, plus I have meals delivered to me freshly made on the day from local cafe
I got an appointment on the day I wanted
Very professional staff who listened and gave good advice.
Because both the nurse and Doctor have been so helpful, and I have been given follow up appointments which is really helpful when my attacks last for weeks .I don't have to keep ringing to try and get appointments.
Dr Reeder was approachable, listened to me and thorough in her examination. The lady who took my blood was pleasant, efficient and didn't leave any mark where she taken my blood.
Donna the HCA was very helpful and knowledgeable.

NEITHER GOOD NOR POOR

APRIL
Not started medication yet so cannot comment
I was told someone would ring me back on the Wednesday, I waited till Friday to go into the surgery as I hadn't had a call back.
GP didn't really have a clue about my history or ongoing tests.
Telephone appointment with GP still left me unsure of my problem but I felt better after a few days.
I didn't leave with a cure for my problem. I expect Doctors to solve every issue and keep us all fit and well. Otherwise, the practice is usually very good.
Unwilling to appreciate dilemma spent a couple of hours waiting in reception without any resolution
Managed to book an appointment on the same day as ringing,(good) but had to wait on the phone for ages which is frustrating as the music is terrible.
Receptionist was very helpful, I received a text from surgery saying to see a GP re my medication unfortunately she was unable to book me an appointment for less than 2 weeks but did suggest me to arrange appointment with the surgery pharmacist for 4 days later & he was able to sort my medication out. I could have got an appointment with the Dr if I phoned at 8 am the following day & be stuck in a long queue to be told eventually that all the appointments were booked & try again tomorrow

MAY

Although informed GP was running 50mins late .

It was a waste of time coming. A nurse and doctor not communicating causing waste of my time but waste of appointment someone else could have had as we all know appointments are like gold dust.

Trying to get an appointment in the past has been frustrating. Not today but previously, after many weeks trying to get an appointment, I was told I had 10 minutes to pick one concern from the few I had and make appointments for the others. I understand NHS is stretched.

I booked an appointment for my sons skin problems to find the person I was booked with doesn't see children under 2

Appointment process could be easier but once there, excellent service.

Doctor was running 29 mins late (sometimes it happens) But seemed to be rushed when I wanted to discuss another matter

Arrived at 07:50am and could only get an appointment with a junior doctor. I was however reviewed by a doctor who said he would get me an appointment with a physiotherapist and here we are 5 days later and Friday and heard nothing and still in great pain

Received my telephone call at the right time

I asked to see a doctor and gave a detailed explanation of my health problem to the telephone receptionist. I was given an appointment with a nurse. She could not help me as my issue was not in her area of expertise, which is what she told me. So now, a week later I need to go back to see a doctor which the nurse arranged for me.

Very helpful practitioner

I asked for a GP appointment, wasn't a GP I saw apparently only 2 doctors working today, not good service at all, but then I suppose I was lucky to get seen at all by anyone!

No comment

Pleasant nurse doing her job taking blood for testing

The admin staff perfect, Dr did not get back to me with response

JUNE

I asked for a stronger painkiller not codeine and I got anti-inflammatory less than I was on and no painkiller which isn't helping pain in knee at all

Appointment at 13:30 but it was 13:45 before I was called through . I booked in at 13:20 on a quiet lunch time period, and no explanation given as to why the GP was running late nor any apology offered. If I had been 15 minutes late it would have been classed as a missed appointment which the NHS makes such a Song and Dance about. Fortunately, I had nothing planned this afternoon BUT bad time keeping by both public and NHS staff is not acceptable - yes ?

The medical test itself was 1st class, lovely nurse, and most efficient. However, the fact my appointment was at 15:45 and I didn't get in to the Nurse until 16:25 was for me a little bit too long.

It's so hard to just get to see someone if your working. You can't take a day off to just stand ringing you to be told all appointments are gone.

Previous history wasn't taken into consideration

My appointment was cancelled 30 mins before scheduled

POOR**APRIL**

Tried for weeks for appointment then said may need physio. Couldn't get a physio appointment eventually saw an advanced nurse practitioner who diagnosed arthritis. How come no appointments are available yet banner's outside the surgery say new patients are being accepted???
The appointment was delayed by 1hr 10mins and I was sat in the upstairs waiting room which was overcrowded and at one point standing room only and very hot
MAY
Had to wait 6 weeks for an appointment
Because of the doctor I saw
Can't get a male Doctor and they don't read up on you give me the right dose of medication as per my notes Dr Farmer knows my case
I was not happy with the treatment I got from the doctor.
Due to my history with my mum's cancer I've a mole and wanting it looked at by a specialist and doctor asked me to send more photos which I'm not happy with as it is irritating my skin
Over an hour late seeing the Doctor, told can only deal with one ailment at that appointment due to them running behind and would need to book another to get anything else looked at
I had to wait over 2 weeks for an appointment. I have type 2 diabetes and it was affecting work so it's not really helpful
JUNE
Yes I was told by doctor not to go back on medication until after a blood test, one week later I'm still waiting to hear
Ridiculously hard to get an appointment. Ended up booking through the app with a male doctor I didn't know who I've never seen before. Had blood tests done on Friday. Told I'd get results Monday and still haven't heard (Wednesday) although I'm guessing they were fine as I'd had them done not long before as I explained to him. I feel I'm suffering peri or menopause symptoms, he didn't seem to think so and was more concerned with my overall mood which is low due to constant bleeding and tiredness. But what do I know?
I still do not feel that my symptoms are taken seriously. I have a pain in my back no one has actually examined me or sent me for further X-rays to check this I feel totally "fobbed off" by GPs at the minute
Was sent a text with time of appointment at 11:00 but got a call at 10:25am to say my appointment was at 10:15 and I had missed it.
I think the follow up appointment was a long time after I had had my appointment at hospital

VERY POOR

APRIL
The nurse I saw was abrupt rude and just very aggressive in how she spoke to me and even said she didn't even know why I even bothered coming
I was told to give my problem a bit longer
It is all about tick boxes instead of that person's care. Prescription requests made at reception are ignored and not dealt with when requested
You originally made my appointment for Easter Monday, when you weren't open. I had to call you back to make it for the Monday after. You sent me a reminder for the correct date, but when I tried to check in, it didn't recognise my appointment. The queue was out of the door at reception (8.10am appointment) so I couldn't check in there either. So, I had to ask a patient who was going in (whose appointment was after mine) to alert the nurse to my presence
Dr was not sympathetic to my needs seemed very dismissive about fibromyalgia. Said there's no magic pill for pain and I have to learn to live with it.

I was an hour and 10 mins late for my appointment. I am in constant pain at the moment, so this made me so much worse. Also, I came at the beginning in March and was told I would be referred to muscular skeletal and this referral hasn't happened so I'm going to have to wait longer. When I approached reception about being so late for my appointment I was told "well there's nothing I can do about it"

MAY

I recently joined this doctors again after living away for 2 years, they told me I need an appointment as a general check, I took the day off work to go to this appointment for them only to say, 'looking at your records you're all good' and I left within 60 seconds, waste of my time, that could have been said on the phone

Come out feeling worse than going in GP no compassion

Because didn't think I was listened to as was given a printout of exercises to do daily that I had already told physio that I do at local sports centre which I've been a member for years and also do at home, so why give me a printout that I didn't need. 🙄

Had no answers; just fobbed off-no help

JUNE*

Need a proper doctor the ones I see don't know me or my notes, got fined twice I have been near to hospital know the doctors they don't know me I'm just an appointment next I feel let down

Receptionist had no sympathy whatsoever and just told me there were no appointments left, didn't offer any help or even check her pc. I spoke to another lady on the phone an hour later and she booked me in for an appointment which took place the next day with no issues. While waiting the same lady who told me there were no appointments the day before was in the same position again telling some other lady that there were no appointments, but she had way more sympathy offered to take down the woman's number and call her as soon as anything came up. She did not treat me in the same way. Also, previously the same woman did not let me into the surgery even though it had reached 8am and I had an early appointment 7am I saw others sitting inside but she wouldn't let me in until she saw other people had shown up behind me and then opened the doors for everyone. I did explain through intercom that I had an early appointment but I was still made to stand outside.

DON'T KNOW

The lady on the reception was rude and had no manners

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.

***Two comments have been removed this month as we have managed to deal with them through the complaints process.**

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.