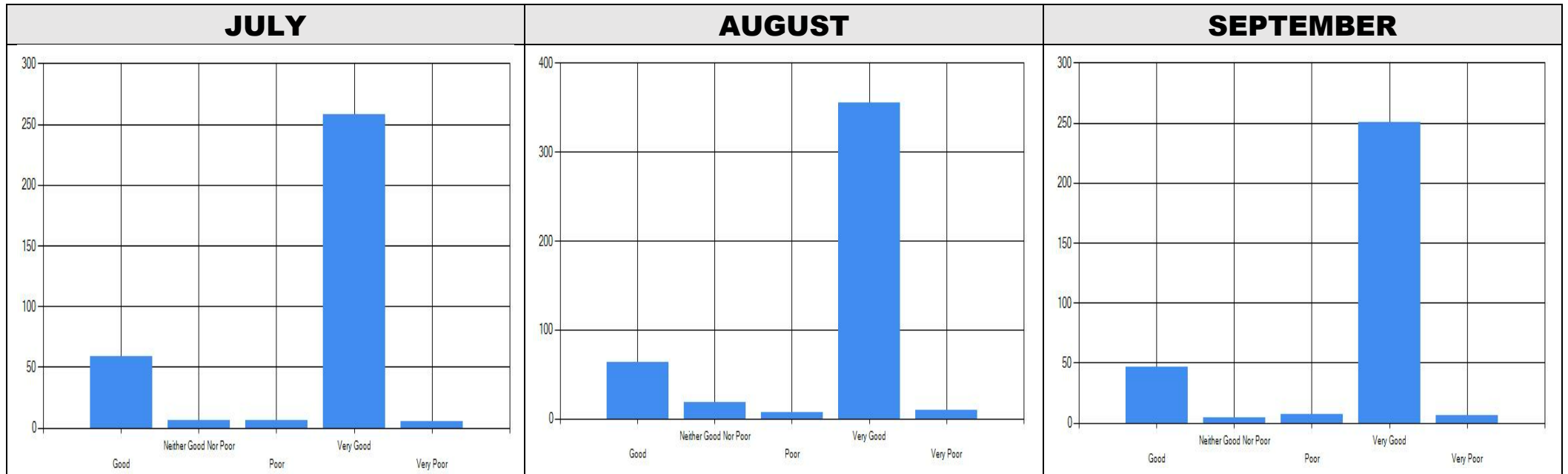


FRIENDS AND FAMILY TEST RESULTS JULY TO SEPTEMBER 2025

	Jul	Aug	Sep
VERY GOOD	260	356	251
GOOD	59	64	47
NEITHER GOOD NOR POOR	6	18	4
POOR	6	7	7
VERY POOR	5	10	6
DON'T KNOW	0	0	0
TOTAL	336	455	315



VERY GOOD

JULY

I was very happy with my appointment for my B12, Emily the Nurse was lovely, it all went according to plan.
Every time I come to this surgery, you are all so polite and kind, a kind word goes a long way when you're ill or not feeling good
Have always been there when needed
Seen on time, Nurse discussed concerns and booked follow up appointment.
Sophie was very thorough and helped me recover in time for my holiday.
I went back to Dr Reeder after having a different female doctor who made an examination very painful on my last visit. Dr Reeder was gentle professional, proactive and worlds away from my previous appointment. Thought she deserved some kudos!
Thorough investigation into difficulties and continued support until an outcome was reached. Consistent communication received and feel that concerns were listened to and progressed.
The doctor was very helpful, very good communication skills and very caring
Thoughtful, caring and professional treatment
Good service and friendly staff
Because they are really good
Always pleasant staff
I spoke to Emma one of the nurses. She was very friendly and polite, she was very professional and knowledgeable. She was able to answer all my questions.
The doctor was very pleasant answered my questions and explained everything to me.
My appointment was on time. Dr Toor who I saw was very nice. I appreciated that he took the time to talk with me and explain things well for me. This is something I have felt lacked during appointments with other GPs in the past.
Very helpful and friendly doctors
Always helpful and polite and friendly
Given time to discuss my concerns and treated with respect listened to attentively
Dr listened to me regarding my health and prescribed appropriate medication and reception was very helpful.
Very professional
Doctor Allan is the best Doctor I have seen in a very long time
Quick, easy and good advice given
Nice and polite
Doctor very polite got the service I needed
Confident in them giving me all the help I need.
Excellent listening skills to my complex problems. Patient, thorough. Hopefully will begin to resolve my health issues.
The GP was very friendly, helpful and explained everything very well and clearly where I was able to understand
Very polite Doctor. Good knowledge. Good listener Explained everything clearly. Good eye to eye contact.
Appointment with nurse. Very prompt and efficient. Travel vaccinations also discussed.
Personable doctor, took time to speak and explain things to me.
I was seen for my appointment without any waiting by a very pleasant and caring nurse
Lovely friendly staff
Lovely kind nurse
Thank you for all your help I am extremely grateful it's good you're there when we need you 🙏
Lovely friendly staff
As always pleasant staff and understanding doctors

Got a appointment on the same day as I phoned with a doctor who could sort out what I needed
ALWAYS POLITE FRIENDLY AND PROFESSIONAL
Nurse was pleasant, informative and efficient. A pleasant experience ✨
Super-efficient service. Being listened to and feeling valued. Refreshing modern approach putting patients first. Thank you
Dr was courteous professional and thorough
Lovley girls on the receptionist. Very helpful. And lots of patience. Thank-you to all the receptionists
Appointment was on time and very helpful and professional
As always outstanding thank you
Because the doctor listened to me well
Just always very good service first class staff at all levels
Reception staff are helpful and the doctors care.
Dr Amran really listening to my concerns and made me feel heard when that hasn't happened recently.
Kind, helpful staff
The visit was very good on time and very nice to speak to the nurse and be listened to.
Everything went well Thanks
Wonderful friendly and professional staff
Useful and informative conversation with the pharmacist re my medication.
Excellent.
Was a good visit
Receptionist was polite and was able to give me an appointment the same day and at a time to suit me. GP looked at me and listened instead of looking at the computer and was very helpful.
Everyone you deal with is so efficient , friendly and helpful . I cannot fault anyone at this practice
Satisfied
Very kind and caring service Provided assurance and next steps
Very efficient
Dr Reeder really listened to how I was feeling about my recent physical and mental health issues and worked with me about a plan for the future. I felt reassured after my appointments.
I got a message to go for a blood check I rang and got an appointment that was convenient for me The nurse was friendly and professional as was all the people I dealt with
Doctor Allan is very kind and caring. He speaks to me as a person not a number. He gave me lots of time and explained things well to me. I trust him and feel comfortable with him. I also had a face to face appointment with the clinical pharmacist. Muhammed gave me lots of time and discussed my current medication. I was very happy with this consultation it was very worthwhile
Very prompt response and appt time on the back of my hospital scan.
Good doctors and good focus.
Very friendly polite, and informative
Dr Hurst carefully listened, took time to discuss and was reassuring. As a patient I felt listened to and important.
Very Good seen in a timely manner. Doctor very pleasant. Good resolution for presenting problem
Always efficient
Dealt with what I had been worried about.

I've been at Walderslade surgery for a number of years now and never had a bad experience with anyone, reception, nurses or doctors it's always been a pleasant experience for me. So if it's not broken don't try to fix it and keep up with your great work
I was given a specific time for a call re my prescriptions and the call was bang on time. Very pleasant young man, answered all my questions and was very thorough re my prescriptions.
Very understanding and listened to my concerns. Took on board and addressed the issues I'm experiencing... very professional, also such a nice GP
Prompt, efficient service utilising AccuRx with a good outcome
Nurse Emily goes above and beyond to help
Efficient and responsive service
Good service and excellent staff 👍
Able to book appointments very quickly. Lovely doctors nurses and staff
Not one complaint about our surgery. Everyone is kind and helpful thank you.
Always had excellent service. Responsive to needs and have been courteous and professional. Well done
Saw a locum doctor and she was great. She took my concerns seriously and was very knowledgeable.
GP allowed plenty of time and addressed all my concerns.
Tracy was very charming
My appointment was with Tracy Barnett. Found her to be very professional, helpful and friendly. She told me how long it would be for the blood tests results, which I thought was very efficient. Provided a great service and I received the results in excellent time. Thank you
She was so kind and understanding
Very Good On time, polite and informative
The nurse was very nice and helpful
Staff member concerned was very professional and helpful.
ALWAYS PROMPT FRIENDLY SERVICE.
Courteous and helpful staff, punctual appointment.
Not waiting long, and the nurse who I had the appt with was extremely professional, and friendly
Just a nice nurse
Nurse was waiting, collected me, put me at my ease , was efficient and pleasant.
Managed to get through on the phone 1st time got an appointment with the GP I asked for who was very pleasant and helpful made me feel at ease.
Very pleased with my visit.
Fantastic doctors fantastic ladies on the front desk had my blood done last week the lady that did my blood was very professional and very kind thank you to everyone
Because I think the practice is full of amazing staff, doctors and nurses
Always excellent
My appointment was with Claire (Nurse). I have seen her now on several occasions for Type 2 diabetes management. She always offers a caring demeanour and consistently provides sensible medical advice.
Very prompt as I didn't have to wait too long and the nurse made me feel relaxed.
From receptionist contact to consultation with the GP, the whole experience was an excellent service
This appointment is so good for my wellbeing I really need them.
Very good, well informed overall excellent 🙌
Very caring Doctor

Seen at appointment time. No waiting, everything explained clearly. Tests carried out in a friendly and professional manner. Informed what follow up to expect.
Very apologetic as running 30mins late was a quick process and nurse went through side effects with me.
Going in person I was able to book an appointment quickly with a clinical physician who was able to prescribe antibiotics straight away. She was very polite, informative and efficient.
Tammy always treats me with kindness and respect and Dr Carter was wonderful and very helpful Thank you
Very helpful
Because they are always good. I have never found reason to complain.
Dr Jarvis was very kind and helpful
Excellent service lovely staff , really helpful
Got a appointment with GP
Quick response and very competent service and referral thank you
The Doctor was extremely helpful and understanding.
The nurse was very friendly and reassuring
Telephone conversation. Didn't feel rushed/limited to time. Listened and answered questions
Both ladies very professional and informative
As I sent a message asking for a blood test and my reason why, appointment was arranged for me without having to book in and see my GP first. As it's very hard to make an appointment when I work down in London Monday to Friday
Always pleasant staff 😊
She just had a lot of understanding
On time and clear explanation of the process.
The doctor was very thorough and thoughtful. The place is clean and tidy. Reception staff are helpful
Walderslade has always maintained its professional approach to the job of looking after it's patients.
Dr Amran seemed to be very knowledgeable about the problem. Awaiting results at the moment.
Very helpful and polite x
Sophie Carter went above and beyond to be helpful. She looked at my daughter's rash then looked at a patch on my arm and sent images to a dermatologist. That wasn't what we were booked in for but she was happy to help. I've seen her before and nothing is too much trouble. She's a real asset to the practice.
All staff friendly and helpful
Amazing response. Quick appointment. Very professional. Listened to my explanation of symptoms. Executed a thorough diagnosis plan. Doctor was exemplary, kind, pleasant and professional throughout the examination. Extremely pleased. Thank you
It was my first appointment at this practice and it was on time, and the Doctor was very helpful with his advice.
Good service as always
They try their best to help you
Excellent consultation with Dr Farmer, very caring and helpful
Everyone is brill staff nurses doctors
Very good thanks you Karen is always an excellent nurse
Lovely staff and very helpful go out of their way to help
Easy to get an appointment. The doctors are so caring.
Same as always friendly nothing too much trouble, and very knowledgeable
As usual, very professional attention from friendly staff.

He gave me straight forward information thank you
I was well looked after by staff
Prompt service
The doctor was professional, efficient- just a bit rushed/ sort appointment slots given
Very good examination with very good Doctors
Marvellous staff Doctors Nurses and Receptionist. What more can we ask for. Thank you
Appointment was on time staff polite, and everything went smoothly as usual. Thank you.
Tracy the nurse is always nice and chatty.
The Dr was very curious and punctual.
On time Knowledge and Reassuring
Dr Allan is good at understanding and listening to you
The doctor went out of her way to help me can I say can you give the receptionist staff a wage rise as well they were very helpful and showed empathy to my problem as well as the young lady Dr
Always pleasant staff
Always attended promptly. Receptionists helpful and friendly
Quick response from the message I sent via the app. The practitioner I saw was very helpful and had time to discuss the options available.
Very prompt
Dealt with my ailment well.
On time listens to me and I come away feeling better
Waiting time not long very pleasant
Excellent service very satisfied
Never had an issue with appointments. Always seen on time, helpful, friendly staff. Any procedures/ results are explained fully.
Dr Bessant Is an excellent GP that instils confidence. I have NEVER had a doctor who I respect so much!!
Staff always friendly and take the time to talk and explain things
I was in on time and the nurse was very kind and friendly.
Everything ran on time, Nurse was brilliant with me like she always is
I used the online triage service and I received a phone call just over an hour later and a GP appointment was booked.
Staff were very kind. GP was very respectful and responsive, the referral was made very quickly, and my bloods was taken the same day. The nurse was very gentle. I would rate as an excellent experience and service as opposed to very good.
Was seen within five minutes of registering, staff was helpful and friendly, only bad thing is the car park and trying to get a parking space apart from that it was a good experience.
Punctual and courteous appointment.
Very prompt report and actioning on an X-ray
All was done in a timely manner i.e, appointments, blood test, prescription, and everyone I spoke to was friendly and straightforward with details and answers. Thank you.
Always pleasant and helpful
EXCELLENT CONSULTATION WITH DOCTOR SHE WAS VERY THOROUGH AND POLITE AS ALWAYS TIME TO LISTEN.
Popped in to make an appointment to see doctor and I didn't have any problems. People on reception are always very pleasant and helpful.
Excellent service as always.
Dietitian nurse was really good and understood what I was going through with my weight situation, and she listened which is good for people who are depressed with their weight really nice lady

Always respond well and check things out, can't thank you enough for all you have done for me, I would not be here today if it wasn't for you .	
I was listened to. We talked. Help was given	
It's just the best. Reception staff are delightful, helpful and empathetic. The doctors and nurses are responsive and diligent. As a family we could not wish for better support from the team at Walderslade.	
All staff I spoke to were friendly and helpful	
All good	
Very helpful and approachable	
Gave me sound advice for further treatment, thank you	
Very quick and easy.	
Everything was explained to me in a very thorough way and understanding this was a very good phone call	
Sheena listened to what we said and responded in a helpful caring and professional way. Sheena explained everything and made appropriate referrals.	
The GP was on time clearly had checked my notes before I arrived and was able to engage properly with my concerns responding with appropriate treatment	
Pleasant staff and did not feel a thing when she took blood.	
Punctual appointment, friendly thorough service from the Nurse Practitioner. All questions answered with informative explanations.	
Absolutely 100 percent always so obliging	
Helpful sorting appointment. Pleasant staff	
Prompt contact from surgery following hospital referral. Was seen on time at appointment. Friendly and helpful staff.	
I have received the help and support that I needed. Appointment within 24 hours, on time, blood test no bruising. was I lucky ??	
Responsive to my requirements and kept me informed promptly and also pleasantly.	
Recent visits to my GP and thoroughly checked me over	
Everything went smoothly and early as usual well impressed	
The nurse was very good, friendly and caring	
I had an appointment with prescribing nurse who was excellent. Listened and advised me regarding my concerns.	
The doctor listened and referred me as requested	
Quick appointment to see the nurse, who was very friendly and professional. Dr referral to hospital breast clinic came through the next day.	
Absolutely brilliant! A professional and well run health centre compared to what we have just left in Burton on Trent. Thank you to you all	
It was on time the Nurse was really lovely and very pleasant ,the follow up has been excellent	
Nurse was pleasant, put me at ease and made sure I understood everything.	
Appointment on time and Sophie was very professional. Aswell as friendly. As always, she makes you feel at ease and can talk to her. Nothing is too much. I think she really cares. Which is good.	
Dr Allan gave me time and help and I came out more positive than I went in	
Very professional and pleasant	
If I come to the surgery early in the morning I can usually get an appointment. Staff friendly and helpful	
The doctor I saw didn't rush and asked if there was anything else she could help with. Very friendly lady	
AUGUST	
I saw a practitioner who was very experienced and knowledgeable about the problem I have she made arrangements for me to go to the hospital and have a scan and the result is that I have to have blood tests and carry on my treatment	
Reliable fast and efficient service	
Seen on time nurse very nice and considerate	

Appointment early friendly nurse
Excellent service all the time
Very caring
Quick and efficient service good communication
Because it's the way you dealt with my crisis
Very quick and efficient
Very approachable and helpful.
Very professional service
ALWAYS EXCELLENT SERVICE.
He was very understanding of my memory and other problems I have
I usually manage to get an appointment, and the receptionists are usually very helpful . We have an array of different doctors who are all very thorough
This time the nurse found all the stitches the first time 😊
Saw a doctor on the same day and she was excellent. Put my mind at rest if a matter I was really concerned about
Got an appointment by phoning up at 8am for the same day. Works really well .
Friendly welcome, efficient service
Appointment was on time and nurse very thorough and pleasant
Prompt appointment and satisfactory result.
Straight in no messing about polite helpful Julia
All was great thanks ,have appt booked for the sixth.
Appointment was on time and bloods taken without any problems.
The GP arranged my medical 'test' I went to ask about - it was sorted and sent off to the hospital that same day - thanks
The nurses were very nice and very professional.
Always a pleasant and clean environment with the facilities easily accessible. My consultation with the doctor was treated with empathy and discussed With clear clarification of the next steps to be undertaken to try and solve my current frustrating situation!
Helpful staff
Sophie Carter saw my mum last week who had the start of a chest infection. She was very thorough checking my mum. She didn't rush, she took her time and was very patient with my mum who is hard of hearing. My mum who can feel anxious when visiting the doctors felt very much at ease. Thankyou
Staff are very friendly and polite and take the time to explain things
After my husband visited the surgery with concerns for my health I received very quick phone. Today I have a follow up appointment. Excellent service. Thank you
Very good visit
Always listen and don't rush you
Karen was very friendly and professional
Appointment on time nurse very friendly made you feel at ease
I didn't have long to wait The doctor listened to what I had to say and was empathic too
The Dr I saw was first class. Definitely the best Dr I have seen for years. He listened to what I said.
Very good everyone brill staff and doctors and nurses.
The nurse was very understanding and carefully saw me. She was also very nice explaining me my records and gentle when she took my blood sample.

Got seen quickly and received effective treatment
Dr Wilkinson is very caring and supportive...and I know precisely where I stand, regarding my diagnosis and future plans. This has always been the case at the surgery, following my initial diagnosis of Type-2 diabetes 15 years ago.
I felt that you cared
Always very helpful
Was dealt with by the doctor and receptionist in very professional way.
Very friendly nurse, explained everything to me. Felt more positive on way out
Been with the practice 30 plus years. Excellent GPs empathic and efficient.
On time pleasant nurse .
Friendly staff well informed
Good fast. Service
Great service
Your service is always excellent & we have never had cause to complain & we have been under your excellent services for well over 20 years. Well done to everyone for being so kind and understanding. 10 out of ten. HH and GH
Made a pre appointment with Dr Reeder. Dr Reeder was very professional and took her time to listen to my health concerns and took her time understanding my needs. Brilliant GP.
Very helpful and very thorough. All the staff are very pleasant.
Seen for my bloods being taken before my appointment time. Quick ,pleasant and professional.
Because all staff doctors included are very good
Very friendly and helpful
ALL THE STAFF ARE VERY PROFFESSONAL HELPFUL ALLWAYS HAVE TIME TO EXPLAIN FULLY SO EASY TO UNDERSTAND MY PROBLEM THANKYOU
I was treated with respect and the service was efficient.
Very efficient I've every bit of confidence in them.
Very friendly and helpful.
Excellent attitude. Very helpful advice. Beyond the call of duty.
Very friendly and helpful
Always polite n respectful when I phone regarding my mum, always try to give me support to best of their ability Doctors always attend at home and give a lot of advice and care my mum requires
Test results clearly explained and proactive plan put in place to manage things going forward.
Always supported me over the years.
Very informative
Fantastic service always so obliging
Got an appt easily at a good time and Emma was lovely
I love that when you check in the monitor states of the doctor/nurse is running late. It was my daughter's first time at the doctor's and they were so good with her, it was first time getting immunisations for my daughter without my husband's support and the nurse was brilliant and gave the injections in the car seat which calmed my anxiety. The reception staff are helpful as well as doctors and nurses
Prompt attention and doctor revealed chest infection I didn't know I'd got.
Quick, informative and helpful to ensure I got my prescription quickly
Quick and helpful
The doctor was very thorough and sent me for appropriate test.

Because it is 'Very Good' all these stories of people not getting appointments and Walderslade never fails us. Thank you ❤️
All staff are kind, competent and pleasant. Walderslade is an outstanding surgery to belong to. Nurse Julie deserves a medal as big as a bucket!
On time, clear plan and advice.
The receptionist was very helpful and the nurse I saw was really nice and put me at my ease
The doctor didn't rush me, was really thorough and asked if she could help with any other issues, also very friendly.
It was very good
Great service. Health care assistant was lovely and understanding
I felt my needs were listened to and action was taken to help me. Friendly and helpful.
Appointment on time Phlebotomist was amazing she apologised for the needle but I did not feel anything ! Bethany is a fabulous asset to the practice
Surgery always helpful and drs and nurses very good
Very helpful and approachable.
It was a telephone appointment to review my medication very friendly and professional
I didn't have to wait long for the appointment. I was called in on time. I got the result that I wanted.
She was very pleasant
My problem sorted quickly and efficiently
As always, a good service provided.
Dr Allan was very understanding
I went for blood tests and was told within 2 days I needed to make an appointment with the doctor which they did.
Excellent care from Doctor Farmer.
Doctor was very friendly and helpful. Listened to me and my concern then was able to amend my medication. Wait time past my appointment was only a few minutes.
Always on time, pleasant, polite, professional and put me at ease. Thank you 😊
Thanks for arranging a short notice appointment. Great service from the receptionist and Doctor
It's just an excellent surgery. Polite courteous and sensitive. They have cared for me and my family for over 20 years. They are exemplary.
As it was good
Dr Reeder was very professional and actually listened to what my opinion was and we both agreed how to move forward. I would prefer if possible to have all my appointments with Dr Reeder. Inspiring attitude that other GP's should learn from ?? Well done Dr
Sympathy to our problems
My rash has virtually disappeared and my doctor reassured me about it. One day normal the next day covered in spots. For no apparent reason. Self isolation.
All was required and helpful to me thank you.
Had bloods done did straight away
When I phoned the practice first thing that morning I didn't think I would get an appointment. I called back later in the morning and was told I would be able to see someone that day.
On time appointment, medication & B.P. queries sorted out.
Phoned 8am app at 10.15 doesn't always happen like this but that day it was very good
Very good all round service
No wait to get through on phone. Appointment given for same day to see Gp. Gp sorted problem. All staff polite and professional
Good
Very efficient, knowledgeable doctor's and staff

Friendly staff.
The doctor cared about me and listen to me he gave me good advice and he didn't mind my husband coming down mind what we both had to say
Prompt service thanks
Very efficient, knowledgeable doctor's and staff
Amazing communication. I felt like I was in a safe space.
Organised and efficient
Straight in and got my injections done no messing
Clear, honest, succinct messaging. Great follow up.
All staff, receptionists, admin, doctors and nurses are always respectful and professional.
I am pleased with the level of service and support from all staff at Walderslade.
Doctor was empathetic and professional
Friendly professional people who care about their patients Easy access and quick response to telephone requests
Efficient and professional with a friendly atmosphere
Easy to book
Always helpful ,polite and efficient thankyou
Glad to have a doctors who do their very best to give their patients the best care possible thanks to you all
ALLWAYS PERFESIONAL FRIENDLY STAFF GOT GOUT AND GAVE ME AN APPOINTMENT SAME DAY CAN'T BETTER THAT THANKYOU TO ALL AT WALDERSLADE
Always a good experience as it always friendly atmosphere and the staff are very helpful 👍😊 thanks.
Pleasant staff all very helpful and approachable GP was great I got answers to my illness came away feeling he had listened and took me seriously
appointment time friendly nurse capable goo overall appointment
I called to say I would be 10 minutes late due to traffic and they were very understanding
My appointment was more or less on time, and the nurse was very friendly. but professional. Also she explained what she was going to do and why, before she carried on with my treatment and check-up. A very good and quickly dealt with appointment.
Prompt professional treatment
Friendly, professional staff
Nurse was very helpful
Although I had no wait an apology was given and I understand that some things take longer than the allowed time between appointments. I did not feel rushed when being seen and full explanations were given for all results. Overall, a very pleasant review of my BP and Asthma status, carried out professionally.
Timely & efficient service
I have been having treatment on my arm since may by the nurses 3 visits per week the nurse looking after me was Bethany and what a brill job she has done taking care and explaining everything that was being done Claire also checked on my progress making sure that things were going well thanks to all the nursing staff
Very helpful and kind
Very professional & friendly GP
Only Short wait, bloods done general health, checkup, for Annual review + COPD review. Both Nurses Donna & Claire friendly and informative. A credit to practice
I've always been satisfied with the service at the surgery. I didn't have to wait long for an appointment
Always efficient
Seen on time, discussed my concern and received reassurance. Happy outcome.

Easy to get appointment and doctor was very helpful
Same as always a great experience at Walderslade right from the get go. From the receptionists the nurses and doctors i would like to give you all a heartfelt thank you for all the hard work you all put in making sure I'm cared for and kept safe while I'm at Walderslade surgery. Thank you : Andrew
My overall experience of Walderslade surgery is excellent, excellent reception staff and all the GPs are kind compassionate empathetic and very knowledgeable and understanding also the nurses are excellent especially Emily Wickins I see her every 10 weeks for an injection and she is excellent at administering the injection she is really kind and thoughtful. I have been a patient of Walderslade surgery since 1974 and in all that time the practice as a whole as grown and evolved into an excellent practice with plenty of doctors and nurses and brilliant reception staff as well.
I am always satisfied with the quality of care I receive from Walderslade, The Doctors and nurses are always really helpful and professional, the receptionists are all very helpful and very nice too .
Dr Allan sat for 20mins listening to my health problems unheard of any other doctors giving such time
Excellent and efficient service
Courteous and professional nurse
Doctor listened to me and put a plan of action in place
AS ALWAYS EXCELLENT .
Sophie was very professional, supportive and excellently prescribed the correct treatment for my condition which is improving daily. I feel she gives 100% to her patients, listening carefully and answering any queries . She's a real asset to the practice.
They seem responsive and caring
Never had any issues
On time, friendly and efficient
I like this doctor always willing to assist
Very helpful
Helpful and professional
Was able to get an appointment much quicker than anticipated with advanced practitioner. Appointment was on time and AP was her reassuring in her review
Came up this morning at 8pm got an appointment for 10 30
As always, I get looked after at Walderslade.
Listened to my problems and got the treatments I needed thank you
The Doctor listened to what I said and was very understanding.
Bethany took my bloods, also asked about my Methotrexate and any side effects. Talked me through it. I felt seen and informed. Excellent lady and a professional!
Everyone helps you lovely doctors and staff
recent visit great well done to you all
Easy to get appointment and doctor very helpful
Everything was well organised and ran smoothly. My consultation with my GP was a very good all round experience and the outcome was very supportive in referring me for further investigation. Thank you.
I recently had a lump, I an appointment at Barnsley hospital the following week and it was removed 2 weeks later. I was very pleased and would like to thank all at the surgery.
Appointment on time and very professionally carried out and friendly atmosphere
On time and was very friendly
Very good staff and very helpful
My appointment was on time and no problems

Blood sample taken at surgery. Far more convenient than having to go into Barnsley.
The GP I saw was lovely, and made me feel very comfortable discussing my problems. She explained everything very well.
The doctor rang me back very promptly
First Very Good
The appointment was on time, the nurse was pleasant and efficient.
The doctor rang at the exact time of the appointment. She was helpful and gave good instructions.
Dr Allan is a very good doctor, and the staff are helpful and efficient
Always make time to try & fit you in or answer any queries. Thank you - Keep up the good work! the reception were very helpful. Plus, the Doctor was very good.
The appointment was on time, the nurse was pleasant and efficient.
The doctor rang at the exact time of the appointment. She was helpful and gave good instructions.
Dr Allan is a very good doctor, and the staff are helpful and efficient
I was seen promptly. In the past, I have had problems with actually having blood tests. Bethany was the best I have ever had. She got in the 1st time with no problem, & when you have had a fear of needles, this is important. I didn't even know she had started, & there was no bruising.
The Lady Dr I saw was very good having tests done as I'm getting out of breath, Went to get tests results for head scan but was told they get in touch but could be a long wait.
Always make time to try & fit you in, or answer any queries. Thank you - Keep up the good work!
Always a pleasure to attend the surgery it's friendly and easy going staff are brilliant in everything they do 👍😊 thanks.
I had a satisfactory visit for my annual medical check-up.
Very caring doctor surgery always on time
Prompt. Time was given to me to explain my problem and I felt listened to.
You are very good at getting my bloods as it is all easily
They are friendly and I'm happy and satisfied 5he service I've received from them.
Tests etc were carried out in a professional manner, with an explanation as what was happening and why.
Excellent friendly staff
Very timely Very Good Friendly polite staff, appointment on time, not sat in the waiting room for very long, staff member who i had appointment with was excellent, informative, friendly and good at her job, overall, a excellent service.
Injection and blood test carried out in very friendly and very caring manner, without any discomfort to me. A very good experience. Please pass our thanks to Emily for her service. Harry
clear and concise only took 5 minutes
Always treat with respect
I work full time and can be in the early clinic when I need too
Caring. Efficient. Helpful
From ringing up to having my appointment 1hour brilliant service
Quick appointment and referral. Already been to appropriate clinic at hospital. Staff very helpful.
The staff on reception are very pleasant & the doctor I saw actually has time to listen to you. getting an appointment and everyone very helpful
Happy with thorough abs prompt assessment. Doctor Hurst was very reassuring.
Absolute clarity delivered with personality
As always you are treated with respect from the get go by the receptionists the nurses and the doctors making it a more pleasant experience for you
Appointment on time, waiting room clean and tidy, great experience with nurse

I needed an urgent appointment and was given one the same day.
Donna was pleasant efficient and on time
I was listened to and helped with my health worries
My appointment was on time and the nurse I saw made my visit stress free and was informative with relevant information which was helpful to me
The doctor I saw was really lovely it's a shame she was leaving the practice she was very easy to talk to felt like how doctors were when doctors Fairclough and Sagar was there that doesn't happen now it's just 1 big rush all the time.
Great reception staff, friendly and helpful. Doctors and nurses efficient and thorough. Feel safe in their hands.
Pleasant, polite, on time, explained what was happening, efficient and put me at my ease.
Prompt appointment with nurse and with very pleasant service
Prompt service thanks
I must say what a lovely man the doctor was on my very last appointment and on the appointment prior to that. I am hoping that things are heading in the right direction.
I thought the service was friendly and helpful
The doctor was very friendly, made me feel comfortable and gave me good information.
Got an appointment same day. Staff were friendly and got the medication I needed
The Reception staff are outstanding, a can't do enough for you. They wheeled me in a w/chair in and out to see doctor. And very polite and friendly. Can't thank them enough.
Very helpful and approachable
The receptionist was very professional & helpful
Appointments on time and all doctors and staff are marvellous
I have been at Walderslade for years and never had a bad experience. I was Seen at appointment time. the nurse was very friendly and explained everything about my new medication. She answered all of my questions and demonstrated how I needed to take my new medication Thank you
I all ways get a good service from all the nurses they do a brilliant job
The doctor, listened, I did not feel rushed, I was highly satisfied. Thank you.
I felt listened to and not rushed. Also asked to make a follow up appointment to check the prescribed medicine was helpful.
The nurse was very happy and helped me through the blood test that was required without any pain or marks on my arm.I was called in on time and looked after very well.
Dr hurst was very good and helpful
Very efficient and lovely staff, always very helpful
Professional, supportive, caring practice. Thank you.
On time and made feel at ease
Excellent treatment
Cannot fault the surgery. Everyone is polite and knowledgeable. Everything you'd want from a surgery. Second to none
Felt like the. Doctor was really interested
Pleasant professional People who instill confidence
Doctor was excellent my appointment was late but was worth it for the advice I got
I came to the surgery because I had a lump. This was removed in 1 month due to the quick response of the doctors.
Service was good, on time and treated well. Nurse associate who dealt with me was friendly, polite and professional
Doctor was really friendly, and calm seemed pleased to see us
I have always felt that my care under the NHS and my GP surgery has been excellent...and caring!

I managed to get a same day appointment through speaking to reception rather than through the Internet. I saw Dr Toor who was very good and listened to my concerns. He booked me in for further tests with the nurse and also arranged an appointment with cardiology. He wanted me to come back for a review appointment in a few weeks which I was able to do there and then at reception. The receptionist was very friendly and helpful Thank you for excellent
Easy booking in and being informed which waiting area to be in. Had to wait quite a while after my original appointment time but the doctor I saw was really good. Very approachable, easy to talk to and made me feel comfortable. I'm new to the practice so he talked me through what to expect and when I will be asked for bloods to check on my meds. Only the one visit, but really please I've joined the practice
Excellent health service provided for patients.
The care and advice that I was given was excellent. The doctor was very thorough in her diagnosis and suggested further treatment if I am still experiencing pain within the next fortnight.
I felt that I was listened to.
Prompt, efficient and friendly service
Very nice nurse and punctual
Very efficient, no trouble Very friendly staff on reception 😊
Doctor I saw Dr Jarvis was brilliant with me she explained things and I felt comfortable with her
The pharmacist was very thorough and was interested in my prior hospital appointments and my decision not to proceed at this point in time.
I got to see the GP at my appointment time. I didn't have to wait at all.
Everything was on time and staff were pleasant
It's always a good service, you are not waiting long.
Doctor very helpful with regards to my questions.
Very kind and very approachable people
Timely appointment and follow up
I was answered after a short while and was unable to book an appointment. But the receptionist listened to me and understood my query and offered help to get back to me. After a short while I was contacted by a doctor and my query sorted. Thank you Walderslade practice.
Dr Wilkinson reassured me about the tests I needed to have and why. She listened to me and I felt much better afterwards as I understood things more clearly.
Very polite and good service
I did have to wait much
Got an appointment straight away and went in on time. Didn't feel rushed with the doctor and she was very reassuring
We didn't wait too long on the phone for assistance, doctor call back was quick as was the home visit that followed.
Excellent service thank you
On time. Efficient, helpful and friendly
There should be an excellent box. Dr Jarvis was superb in the way she dealt with my problem. So quick with test results and her assurance put me at ease. Thank you
I needed an appointment on the day I made contact with the surgery. I was given a time. I saw Dr on time and received the necessary care. I am disabled and one of the staff carried my bag to enable me to get to the Dr's room. Top marks for care and consideration . Thankyou
Because she was good with me.
Excellent service by Doctor and reception staff
The young lady I saw was excellent checked me out fully I felt that she was very patient and experienced I felt confident with her
Try to accommodate where necessary or try their best to fit you in
Very efficient and on time

Courteous, polite, friendly and knowledgeable.
Very efficient n friendly
Always there to help very good 👍 GH thanks 😊
Very polite and professional
I have always received an excellent service from all members of the practice, from receptionists, nurses and GP's.
My appointment was on time with Donna for blood tests and have no bruising afterwards which is great
Staff always listen and do everything they can to help
Friendly helpful staff
I NEVER have a problem at all with Walderslade, always manage to get an appointment and ALL the staff are lovely.
Dr Reeder was professional and helpful what a shame she is leaving the practice. I wish her all the best for the future.
All good thanks
Always listen
No complaints, doctor was very nice and explained everything that I went to see about. The doctor sent prescription to chemist for me. I want to thank doctor and nurse for everything.
Dr Toor phoned me back i found this helpful as i wasn't able to get to the surgery due to my husband being ill as well
The Receptionists are good and the doctors even better
The doctor dealt with my concerns very sympathetically and was very efficient in referring me for more tests. I'm glad to be having the same GP whilst I need support dealing with several separate medical issues.
I was allocated an appointment with Sr Sheena nurse practitioner because there wasn't any Dr appointments available. I have a foot injury that wasn't getting any better and I had to use a walking stick for support when moving around. Sr Sheena prescribed me a course of water tablets and sent me for some blood tests. Within a couple of days some of the swelling had reduced and I could move without the walking stick. When the results of the blood tests came back she rang me to discuss her findings and told me she wanted further blood tests to check for deficiencies in my blood , and she prescribed a course of treatment for Folic Acid deficiency. She also advised me to see a doctor if after a week or two the swelling in my foot hadn't cleared up as she couldn't offer further treatment. A very competent nurse practitioner, thoughtful caring and knowledgeable who gives good feedback and advice.
Friendly and efficient.
I have received excellent service from the physician associate and receptionists during my cancer journey. They have been sensitive, helpful, thorough and totally professional and are exemplary examples of the NHS at its best. Thank you.
I always get an appointment and always feel looked after
The nurse Emily that helped me was absolutely fantastic. I got my appointment straight away too. Brilliant service.
Always able to deal with me for blood tests & advice.
Jess Roberts was able to suggest a few tweaks to my diet to help reduce cholesterol naturally. Thank you
The nurse was lovely, and I was seen straight away
Very helpful and friendly. Not being rushed .
Appointment booked without any issues follow a reminder for my 6 monthly review.
I got great advice and exactly what I went for and was not waiting long in to go in.
Very caring friendly drs, very understanding, I've recently changed practise and wish I did it a long time ago! The drs here really do care
The doctor I saw listened well to my symptoms and was very kind and offered a way forward which I was happy with
Reliable fast and efficient service
SEPTEMBER
Can always get an appointment and doctors are second to none

Made appointment and got called in on time so happy
Dr Ibrahim was pleasant, nice and helpful as he always is thank you
Sophie Carter really good at her job, only doctor our daughter likes
GP rang me on time and sorted my problem quickly.
Dr Ibrahim is a credit to the medical profession, he listens, doesn't jump to his own conclusions like some of the staff there do.
I felt listened to
Good communication
I was treated very well
I was listened to and the dr had read my notes so knew what was needed next.
Very prompt appointment
Excellent as usual. Fantastic surgery
From the receptionists to doctor all are friendly and professional
Appointment on time very polite and good at taking blood with very little pain
Overall, very good service and the GP I saw was very polite and professional.
Good doctor
Dr Allan provided promised information within an appropriate time scale
Phone call on time. Nurse Claire Caine was helpful, pleasant and easy to understand.
First class very understanding of my condition thank you
I would like to appreciate the immediate response from the staff.
The doctor was polite, friendly and efficient.
I got an appointment straight away and the doctor was very understanding which helps tremendously.
Didn't have to wait too long. Nurse was very efficient and friendly and explained what the blood tests were for. Also, I had no bruising from the needle
Needed stitches out. Got appointment when needed, saw Bethany who was totally professional and gentle with it!!
Quick and efficient
Reception area was not too busy
I spoke to a very pleasant receptionist after I had seen the doctor as he said I needed physio on my shoulder, and she took the time to ring me back the next day with a suitable appointment.
Reception staff very helpful, polite and friendly. Doctor very helpful and gave excellent advice
Prompt efficient service by doctor dealing with my problem and an action plan developed to treat my condition
The person I saw was very efficient with a very pleasant manner, she put me totally at ease.
Receptionist so helpful Donna who took my blood first class
Quick Easy And professional
Been with Walderslade for many years, staff are always professional and polite well done to all 😊👍
Actions were taken to process needs
All staff are always friendly to talk to and try to resolve any queries as quickly as possible. I always feel listened to, and feelings are responded to thoroughly.
Very nice doctor. Got me in at hospital now am just awaiting my appointment in just under 3 weeks. Thanks a lot doc
Got an appointment straight away for the same day. Lady, I saw was very nice, listened to my concerns and spoke with Dr for advice before prescribing antibiotics. Also made me a follow-up appointment so I didn't have to go to reception.

Brilliant staff
Always helpful and understanding
Pleasant staff, very professional manner and I only had a blood test.
ALWAYS GOOD RELIABLE SERVICE.
Everyone that works at Walderslade is part of a great team. Thank you
Dr listened and is following up
Professional and friendly
Saw Dr Farmer and he is one of the best doctors, whom I trust.
Always friendly and caring.
Ease of getting an appointment, when necessary.
Was very polite and understanding
Got an appointment really quickly.
The lady I saw dealt with me in a lovely polite and engaged with my issue. Diagnosis and treatment was done quickly and
Positive pleasant call from practice nurse, with clear explanations and she was prepared to listen to my point of view also.
Easy to check in plenty of seats polite staff just late going to see GP but that can't be helped.
I felt that doctor Jarvis listened to me, was supportive and helpful. I'm glad that she wants to see me again as a routine appointment in 4 weeks. It will save the Russian roulette of trying to get an appointment on the phone.
To help give me some pain relief.
The doctors are very good and thorough and actually listen to what you have to say and not rushed out.
Dr Jarvis was amazing. Kind, interested, understanding. Getting an appointment wasn't too difficult, as there was a long telephone queue I was given the option of a callback which came quite quickly and I was able to arrange a convenient appointment for that day
It was a telephone review appointment which was very thorough and helpful, the pharmacist answering my questions fully and clearly.
Very professional Nurse
Excellent go on time great service
GP running late but very professional as always and didn't rush my appointment.
Walderslade surgery ALWAYS looks after me fantastically.
Very efficient and a pleasant experience
EXCELLENT SERVICE EXPLAINS IN EASY TO UNDERSTAND TERMS..THANKS SOPHIE ..
The nurse was very professional
I got an appt easily the receptionist was very good. I was very pleased with the young Lady Doctor which I saw ,she was excellent and listened to what I was concerned about, I was very happy with her, then again, I have only ever felt disappointed once in over 20 years, I'm always telling friends and family what a wonderful practice we have .
Saw the nurse for my diabetes. Booking appointments was easy, nurse very pleasant and knowledgeable. Appointment was in time. Great experience thanks
Managed to get a same day appointment. Doctor very thorough and booked a scan within the week . Really good service.
No waiting time, swift appointment
Returned call and gave me a prescription straight away to solve my medication problem
I was treated with respect and with dignity. while going to the GP for a very personal procedure. Was also treated with respect and with dignity while receiving a procedure from the practice nursing sister on the provisional week
Doctors diligence and support are brilliant
Always a good service

Fast and friendly
Always excellent service
Very good meeting with practitioner who listened talked and was very helpful
Happy with the care
The dr was very nice knew what she was doing
Dr Allan spent as much time with me as I needed, which I appreciated very much.
Excellent service from Dr Sloan. Concern and understanding. Made urgent referral Very impressed Also good service from Reception
I had a blood test today by Bethany. Quick, easy and friendly. She also explained what the test was for. Thank you all once again.
Claire is very good person to talk to and helps in every way she can
Because the nurse who saw me was very efficient.
First class care as always
Fantastic service always so obliging
Dr Taylor was very helpful and set things in motion for a follow up appointment.
Staff are always pleasant and professional
Not waiting too long
Prompt service, minimal waiting, and good doctor. All as it should be
I was called in to see the Dr on time, all my needs were met by him
My doctor explained everything clearly about my medical history I understood and will take advice on board
Excellent practice . Follow up appointment after my blood test and full explanation of all results plus necessary change to medication . Reliable , informative and friendly helpful Doctors, nurses and staff . By far the best practice I have ever been to.
Blood test taken painless
Brilliant doctor that took time to assess my problem gave me some advice how to help my condition improve .
Very professional
Appointment happened on time and the nurse we saw was very kind.
I was referred by the District Nurse because I had an infection, I was seen promptly really good experience
Very efficient
Easy for reception to arrange meds.
GP excellent
Easy check in, comfortable chairs in waiting room appointment on time in and out ample parking spaces in car park.
My appointment was not scheduled, but I had an accident and so the Receptionist fitted me in the next day.
Thank you for everything you do for me I am extremely grateful keep up the good work 🙌
Seen to on time and the Doctor was professional, patient and pleasant.
Always we are treated professionally by both the reception team and the nurses, senior nurses and doctors and all of the staff. Thank you
Walderslade always helpful
Helpful friendly staff
Easy to book in and appointment was on time
Pleasant reception lady and prompt appointment time. Very helpful and supportive GP thank you.
The GP I saw was very thorough, he answered all my questions, I felt very supported and left the surgery with lots of answers.
It's normal in my experience to get seen quickly and effectively.
Bethany explains so much for our health very patient with oldies

The doctor was very efficient and I left with no worries or questions
Dr Hurst is and always has been brilliant the staff are always polite and respectful. I have been with the surgery for over 20 years and will always be with them.
Rang at 8 o'clock got same day appointment.
The nurse was friendly and reassured me she didn't hurt me when she took my blood she was very gentle
No complaints at all from getting an appointment to being seen very good
Very attentive, very polite all members of staff , and always message when my prescription is ready .
Efficient and friendly as always
Quick and easy and very efficient Thankyou
I was treated respectfully and with dignity. Especially as I was having a personal examination/ procedure done. Doctor Taylor was lovely
No problems at all
Good service second to none staff doctors and nurses
I had my annual MOT, and the nurse was very thorough and even asked me if I had any questions about anything
Thorough and professional. Very caring approach. Thank you
Nurse had plenty of time to explain my new medication. Follow up appointment booked quickly and without any hassle
Walderslade surgery have been looking after my health for a good number of years now. When I've needed to see a doctor or a nurse its always been 1st class service I've never been dissatisfied with the quality or professional care I've been given by the teams you have in place
The wellness coach is very thorough in her approach, easy to discuss issues with and I feel supported in what we are trying to achieve
Excellent as always
Having a nurse who knows what she's doing is great, I have B12 and testosterone injections every ten weeks, and the latter one hurts if not done right, as it's a slow drug going into your body, not injected in a min. So pleased my Dr's got proper staff.
The doctor was excellent and very helpful
Because time spent in surgery is always positive
Always pleasant experience delivered by competent experienced staff. Thank you
The health and wellbeing service is very good
Always efficient
My appointment was with Sheena Smith and I feel she listens and she has a really lovely manner.
The GP listened was sympathetic and is continuing to help resolve my issues.
Doctors go above and beyond
Very good service always been able to be seen & given an appointment.
No waiting Good service and pleasant staff
No messing and to time.
Donna is very caring and pleasant
I've always been able to get dealt with politely.
Good service very friendly service 👍
Quick and efficient service
I was quickly dealt with and diagnosed with my condition
I filled out an online form on Sunday and on Monday morning I received a phone call. I had antibiotics prescribed and ready to collect by 10am.
Really happy with the fast response, just happy with the service
Always friendly and helpful

The dr was very pleasant taking her time and also very supportive and professional
Prompt and effective treatment.
My appointment was running on time, and the member of staff I saw was very friendly, helpful and extremely informative and professional.
Managed to make an appointment for same day. I was sorted out professionally and quickly
Always very responsive and understanding
A prompt, effective response with home visit for an elderly relative. Thank you.
Very professional and knew what she was doing
Was seen to very quickly and I was very happy
I managed to speak to a receptionist quickly and make a GP appointment
Because my appointment was booked and went ahead with ease.
Everything was explained and given advice to go back if needed.
My vaccination appointment arrived on time and the procedure was administered in a professional manner by Donna, who also took time to explain possible side effects.
Always, friendly and considerate.
Everything was ok .
I really needed an on the day appointment and thankfully there was one available. The receptionists are always nice and friendly. The GPs are great too
GP listened to my problem. I felt heard.
The doctor listened and did not rush me making sure she had the full story before making a decision on my treatment
The doctor was very nice and listened to me.
I went to 2 appointments this week one was to see the doctor for a sick note as I've just had a bereavement in the family and Dr Taylor was lovely with me . My other appointment was a pill check with Emily and she was lovely and very caring.
The receptionist was polite and efficient, and the practice managed to accommodate seeing Archie quickly so that he could start on antibiotics asap for his tonsillitis.
Used callback for appointment, and got a response and appointment within 15 mins
My appointment was on time and the staff were very friendly and helpful
It was a telephone conversation it was very clear and easy to understand
Everyone is polite and helpful. There is every service I could require . Also the Doctors are so patient and happy to help with anything
I was called into my appointment on time. I had all my questions answered. I was happy with my treatment.
Appointment was promptly kept and Donna was lovely as always.
Very good surgery, very helpful, nothings too much for them to help you.
Excellent service always
Appointment on the day within 2 hrs
Very professional lady. Grateful for her advice and help. Thank you
Proactive care.
The nurse made me feel at easy. And she was very friendly. I never felt her do my smear. She was brilliant
Dr Allan answered all my questions I was concerned about in terms I understood. Thank you Dr Allan
Just on time
On time good staff
Excellent GP service delivered in a friendly efficient way and personal future health plan developed for me

The service provided was excellent, Dr Ibrahim was very helpful and caring. As my condition had worsened and I felt very weak I didn't feel I could get to the surgery. A paramedic was to my home. He was very helpful. He put my and my wife's mind at rest that it wasn't more serious than a virus, no chest infection. That's why we were very pleased with the service provided.
On time and the doctor listened and advised
Very caring and made me feel safe and happy
Listened, not lectured enjoyable not depressing
I was listened to by the member of staff, discussed any issues I had, and the way forward
I rang for an appointment on the worst day, Monday morning! The receptionist was lovely, despite having been on the phone all morning. I was offered an appointment with ANP, Sheena. Very efficient and personable, arranged x-ray and offered physio access. Excellent care every time at Walderslade.
Didn't have to wait long and Dr was very thorough.
I have always been accommodated in my health needs. Which are currently a priority and extensive for further wellbeing.
Appointment on time dealt with efficiently.
I was earlier than my appointment but more or less went straight in .for my blood test very friendly and relaxed atmosphere. A good experience thank you
Was able to get an appt in advance with the doctor I requested. Felt seen and supported during my visit.
All the staff and doctors do a brilliant job and nothing is too much trouble
My request was dealt with efficiently. I received a call from Dr Hirst he was so professional... thank you
Rather running late but thorough! Thanks
On time Claire Caine professional
Excellent staff
Always friendly
I telephoned at 8am, got a same day appointment within 10 minutes, I saw a lovely lady doctor who took her time & listened to my concerns.
Dr Sloan knowledgeable and kind. Friendly yet professional. Very good
The receptionist was polite nd helpful, and the Dr helped put me at ease, asking questions & interested in what I had to say. Nice people
Very efficient, feel like they actually care
Very pleasant person. Often quite tricky to get blood from me but this was first time. Knew what she was doing.
As always, my visit to Walderslade surgery is always a positive outcome from booking in and seeing a nurse / doctor every person treats you with respect and dignity and always treat you as an individual and not just another just another patient
Dr Sloan was very pleasant and gave me a lot of information and explained all about my test results. Very satisfied.
I was desperate to see a doctor was in so much pain with my neck. The receptionist managed to get me appointment with a doctor .She was very helpful Thank you
The receptionist was friendly and helpful, My appointment was on time and the doctor was great
Dr Allan was brilliant with my son Thomas
Had an appointment
On time and easy to get the appointment
No concerns

GOOD
JULY

Immediate appointment given when I reported the nature of my symptoms.
Appointment same day, and appointment on time
Came for blood test was in and out in ten minutes very good service.
Dr Asghar very helpful regarding my current medication.
Despite having to wait a while once we saw the nurse she was very friendly and put my husband at ease. Explained everything and then arranged for another nurse to take blood and look at his feet. Again, was very pleasant and explained why she was doing what she did. Both very good
Just overall good appointment.
Except for the wait to see the doctor of my choice, excellent service as usual
I got same day appointment
GP listened and reacted to my concerns
It was a blood test with Emily
Clean environment. Friendly reception staff. Not kept waiting.
It's sometime difficult to get an appointment to see a doctor
Prompt service when I explained my situation
Efficient Pleasant Professional
Felt good after appointment
Everything ran smoothly in a professional manner
Rang up same day got appointment no problem
I got an appointment the same day and Miss Smith who was very efficient
Appointment time always running late
Meet my requests and was helpful
Helpful receptionist and appointment made quickly and effectively.
It was a very fast appointment for diabetic bloods
GP very professional
Very polite and helpful
Everything carried out efficiently and explained as necessary.
Nurse was very kind explained everything. Only point was I wasn't told pre the it was a fasting blood test, but I should have known after the last one.
No concerns. Could have probably been dealt with via AccuRx, if I was texted about needing a hospital referral I would have happily saved yes and saved you an appointment. All staff involved were efficient and helpful. Dr Taylor lovely and no concerns.
My appointment was slightly delayed but otherwise everything was fine and the doctor I saw was helpful.
Good service and appointment the same day
Usually efficient but I told receptionist that I would need to see doctor after my blood tests for annual review. She wouldn't let me book that and had to see practitioner. Just seen practitioner and she's made me a doctor appointment. Could have saved me and practitioner time if reception had let me book with doctor after blood test.
The doctor was pleasant and listened to me throughout and hopefully the diagnosis and medication will do the truck
Don't go a lot but have recently been twice, on both occasions was treated with respect.
I sometimes find it hard to be able to get an appointment but the fact that doctors will do a phone consultation is incredibly helpful
2 appointments together separated by 1 hour doctor on time nurse managed to see me earlier than me waiting an hour. I appreciated this as I was due into work afterwards thank you!
The staff are always polite and respectful.

Whenever I need things sorting, we can get things sorted quite easily by just calling in and speaking to people in person.
Got my date wrong but Dr Farmer gave me a call which I really appreciate
Staff very pleasant and helpful.
Excellent help, Nurse very knowledgeable in specialist field. Ongoing advice very valuable to me in management of chronic problem.
Calling in to reception to make an appointment allowed me a same day appointment which was good. The consultation itself was excellent, and she was brilliant. I only calling in at your reception as I was unable to get through on the phone, and the recorded message said to make an appointment online. I tried that, and that service would allow me to make one either and advised I rang up. So that was all very difficult and needs addressing.
AUGUST
Very pleased that Dr Farmer is still doing home visits
Was able to get a same day appointment using the app.
Only had to wait a few minutes
Same day appointment, seen on time
Because we were allotted a visit on the day requested. What wasn't good was the wait I had with my mother. Due purely to geography, we were moved from an earlier slot to an end of day slot to fit in with other requests for a visit in the area.
Dr Wilkinson was very thorough, dealing with what I went to her for, and asked if anything else she could help with so went through medication review. She is very pleasant xx
Friendly and thorough.
Positive outcome
The blood test was on time and painless, the nurse was very good, thank you.
Repeat bloods required - had to wait several days for an appointment
The actual meeting with the Nurse Julie was excellent. She shared her knowledge of my problem very professional. Gave me plenty of information on how to help my problem and make changes to do so. I left the surgery feeling very supported knowing I had some genuine help. The only downer was yet again I was waiting over half an hour past my appointment time even though I was 10 minutes early. I wouldn't have brought this up but over the last 18 months I have had a lot of appointments and not one has been anywhere near on time, over 45 minutes on one occasion, but a big thank you to the doctors and nurses for their help.
Although it was a Friday lunch time, and I did not expect an appointment I was offered a call from a doctor within a few hours.
I knew to take a urine sample but not told when I booked my appointment should be told when making appointment, otherwise very good
Dr Toor helped sort out our problem and responded quickly
Came for a B12 injection with nurse in and out in two minutes, Nurse pleasant and good.
Gave me correct ointment for my ailment, just need to find out when I can have the weight loss injections If you could tell me who to contact as I have sleep apnoea
Did have to wait long. Saw the nurse and she was very friendly and considerate
Very friendly and helpful today, finally getting an appointment for a specialist
Would have been very good if appointment had been on time
Appointment more or less on time, nurse quick to put me at ease and very professionally
Very thorough and considerate during appointment
First time of seeing this lady
Very polite and helpful
I would have given excellent, but there was a delay to the appointment, which was not anticipated.
Tend to run late on appointments
Annual bloods. No fuss and good communication from practice regarding booking and attending my appointment

Booked myself in so no contact with receptionist machine said doctor running 2 mins late was in fact 25 mins delay
Room 16 door in a bad position for my powered wheelchair
Difficulty booking appointment But doctor was brilliant.
Had to wait 30 minutes after appointment time but everything else was good.
Health outcome satisfactory
Satisfied with my appointment
Friendly and no waiting.
Everything was fine, reception/doctor - no problem
I saw the same doctor I had seen previously which is a great help to me as she knew all about me. This should happen all the time like it used to be.
I got an appointment quickly. Dr was knowledgeable and friendly. My appointment was 15 minutes late and I was due back at work, I do appreciate that these things happen though.
The visits to the surgery was roughly on time, as well the agreed calls from the surgery to me.
Once an appointment is secured, the service is excellent but prebooking an appointment over the phone seems almost impossible at times. I managed to book this particular appointment online, but those appointments are rare.
The doctor was very efficient.
Most reception staff are incredibly helpful.
Managed to get the same day appointment on the second time of ringing.
I cannot criticise the GPs or the Surgery...."But, what I do criticise is the system...I never come for an appointment unless it's absolutely necessary and when you are told that there are none, that's when I criticise the surgery. On this occasion you were all brilliant. Thank you
Consultation went well
The clinician treated me then referred and made an appointment to see a doctor
On time and job fulfilled
Dr Farmer is one of the best and most trustworthy doctors at the surgery.
SEPTEMBER
Friendly and professional
Quick appointment although I did queue first thing to get one. Quick appointment for blood tests and hospital referral . Also thank you to the doctor who referred me quickly and rang me at home to communicate everything.
The practice is a very friendly place with helpful staff. However the appointment felt rushed as though the Dr was trying to make up time and rushed us through.
I have been referred but the appointment (phone) is not for some weeks and my knee is a problem
The service has always been good. The only bad thing and that's all over is the waiting time to book appointments
Nurse kind and helpful
Would have been very good but was half an hour late.
Very knowledgeable and caring doctor
Run a little late everything else was great
I received the advice that I was looking for from my GP
Good to talk to, got blood first time would have been very good if appointment had been on time
Walderslade is a good practice, but it would be a lot better if there were more online appointments instead of having to go through the 8am lottery.
Quick appointment same day brilliant service
Received same day appointment, Doctor was very attentive, responsive to my issue's and actioned further investigation.
Always managed to get an appointment unfortunately not always on the first request

Jess listened to me and we made a plan together
Good team all round. Problem getting an appointment is frustrating.
Great Doctor listens and provides the service
Not kept waiting. Pleasant staff and referral to Dr to address concerns.
Always good service good doctors very helpful much appreciated, only thing is stressful queue to get an appointment as so busy
I was in and out in very short time
Prompt efficient diagnosis and treatment
Dr Sloane was really understanding and easy to talk to. Made me feel so much better . Thank you
Rang at 8.10am and was offered an appointment for 10am. Seen by a very friendly GP whom I had not heard of before and was reassured by his diagnosis.
Quick referral, and follow up
I'm really satisfied with the care I received
The doctor was good at explaining things to me and listened to my questions he got back in touch to say what had been discussed with other doctors not everyone does
Doctor was ok but she wasn't sure about my history
Everyone is polite and friendly
Sorted my problem out with one phone appointment
The whole organisation appears well run
Quick appointment
Good reception at front desk, waiting time as expected. Visit to doctor was excellent.

NEITHER GOOD NOR POOR

JULY

I only went for a blood test. I got to the surgery 10 mins early and waited 20 mins so was 10 mins late for my appointment the nurse after the Doctor delayed me, the Nurse was in her rights to send me away, but she didn't and I had my blood test.
As a new patient, I anticipated a little more explanation of how the surgery works etc.
I went up other day to see about a doctor because I have a lot of frequent urine problems but the receptionist at the time sent me to chemist they could not help so I ended up going back to doctors receptionist did not seem happy at that time I felt as though I had inconvenienced her
When I checked in it said doc was on time but yet had to wait more than 15 mins and nobody else was there
Difficult to get appointments with selected doctors. Difficulty in getting blood test from Walderslade Surgery to Weston Park Hospital
Only way of getting an MRI is having to pay for it or wait 3 months, I have paid into the system for 39 years

AUGUST

Very good, informative and helpful, waiting time poor, I waited a half hour after my appointment time.
It was about a result on a MRI scan I paid for, and it wasn't good news, I am now waiting to see what the next step is, and I hope it won't be long 👍 👍 👍
The doctors are excellent but the 8am booking system makes me very anxious and in the past has often resulted in me not getting an appointment. It does seem to be somewhat easier recently to get an appointment with a permanent doctor.
I was not offered any help. Why should they, it's not them that has the problem.
Sometimes it's very difficult to get an appointment to see a doctor, after calling the number as soon as it's available and waiting to speak to receptionist to be told all appointments are booked is very frustrating.

Waiting times for a doctor's appointment
Used the messaging service to ask a question about medication got a message back saying I couldn't have an appointment through AccuRx. I had to message back stating I wasn't asking for an appointment just advice on my medication, finally I got a reply from a doctor.
I attended to give blood samples and subsequent 11 weekly Nebido injection I gave the 3 samples, the results of which I am still awaiting, but was told that my injection is currently on hold pending the results. Thank you.
My appointment was at 1pm and I didn't get in while 2pm somebody could say something and come upstairs and say you are running late but obviously they did not but the person I saw was very good and understanding do appreciate what I feel like and she was a lovely person
I was 10 minutes early booking in for my appointment but wasn't seen while 15 minutes late of my time even though the waiting room was almost empty.
Too long to wait for an appointment
Had an appointment for 3.40pm didn't get seen while 4.35pm. I wouldn't usually mind but my appointment was for 4.10pm originally and they rang me to come earlier I agreed but still waited over 45 minutes and I was at work and came out on my lunch break. Oh, and I got a disciplinary as they said dc app don't take
Was seen on time for my appointment. The receptionist was very helpful in helping with other issues.
What was usually one appointment for diabetes review is now split into three
Waiting half an hour
Good experience with Dr, but a 50-55 minute delay waiting for appointment, so can't say good overall. Appreciate there may have been good reasons for it (no explanation given) but from my point of view, I can't call it good overall for this reason.
Difficulty in getting an appointment and GP running half hour behind was the issue.
Arrived at 9:15 for 9:20 appointment. Not seen until 10:05. Discussed results of blood test! Could have been done over the phone.
SEPTEMBER
Had to keep repeating my symptoms, but felt the Dr wasn't listening. Went through same questions repeatedly, asked same things last week. I was told blood tests were normal but two say abnormal. Kept offering talking therapies which isn't relevant. Didn't address ongoing symptoms. Wants me to book another follow up but feel there's no point. I've been made to feel like my symptoms are not believed.
Always takes three weeks to get an appointment
My husband has Parkinson's and Lewy bodies Dementia. This is a daily struggle made harder by the fact that his routine B12 injection can't be booked in advance from this appointment. Often when I book it in allocated time frame you don't have appointments available. Sadly, I mention this every time and sounds dramatic but often brings me to tears as just another thing we have to deal with.
Very hard to get an appointment when you ring at 8am and there's no appointments available , waiting for upwards of 2 weeks for appointments is not acceptable along with pre booking.

POOR
JULY
I was asked to have some repeat blood tests. I asked for them to be tagged on to the annual review blood tests which I was told they would be. I always go to the Glassworks as it is difficult to get blood. On arriving at my nurse appointment, she wanted to take blood as they had not been put on ICE. I now have to take time off work to go to the Glassworks again. The nurse put a note on to say I go to the Glassworks. Why has this never been done before? I have not been feeling great, and this has delayed my results, and I still haven't had a cardiology appointment.
Ages to get through, told a Doctor would phone me a female Doctor phoned said she would call a medical clinician to visit me. Took six hours for them to get to me.
Grumpy unhelpful GP

I was booked in for a medication review. Can I suggest this should have been with the doctor who requested it. Donna didn't put the blood tests for my annual review on ICE so missed again, and I need another visit for these tests for decisions to be made. I was worried something was wrong and still didn't get any answers. So now have to wait until the end of August and was told it was probably my weight causing the issue. Nothing offered to help with this despite me mentioning I had daily pain.

If I had been told about the side effects prior to having the vaccination I would have chosen to not have it. I have now been suffered for 5 days

The nurse did her job well for the items she had been asked to do. However, it was not the appointment I was expecting in that she informed me that another appointment had been booked for me to discuss medication and heart matters. I had not been informed that a second visit would be required even though this appointment had been booked a month ago. This appointment was reduced to a BP check and confirmation of my height and weight, together with a lot of questions, the answers to which were already known.

AUGUST

I had a telephone appointment which had been made by 111 following my concerns about my back. The call from the Dr only lasted 4 minutes, a prescription was issued, I wasn't told how long to take these tablets or if I needed a follow up appointment, so no examination has taken place or been recommended so I don't know what is wrong with my back.

I was specific in the information I provided about the monitoring of my symptoms, the GP advised to further 'monitor' my symptoms. When I challenged this, they prescribed a medication which has begun to alienate symptoms. This is poor practice which I have begun to witness more often at the practice.

Asked to see doctor ,ended up seeing nurse , she told my ear was full of wax and to go and buy some bicarbonate ear drops, and if I wanted wax removing, I would have to go private. I said I couldn't afford to go private, she said well you've just been on holiday, VERY RUDE, I'm 64 years old worked and still am working, paid my stamp all my life I'm entitled to free healthcare won't go to the nurse again, rude arrogant person 🙄

I have been waiting since February for an appointment to see someone about my right knee and had 2 appointments cancelled, I'm at the stage where I can hardly walk and in constant pain

The surgery doesn't offer online appointments it's a telephone only service which isn't very flexible and in my personal view a poor service. Please can you bring back the online appointment booking system as many other practices offer to their patients.

SEPTEMBER

Not been able to get a face-to-face appointment since leaving hospital in June after spending 6 months as an inpatient. Twice had a water infection and needed antibiotics which were given once I was able to get a water sample into the surgery. I am a catheter user and feel this is not good enough, especially as bowel and bladder infections could cause a flare up of my autoimmune condition which could lead to devastating consequences in my health. A telephone consultation is not good enough!

Difficult to get an appointment, when I did after eventually calling into the practice was given an appointment nearly 3 weeks later. I work full time and a part time job also and needed a set appointment. On arriving for my 9am appointment (registered at 8.50am I asked at 9.10am if the appointment was going to be much later as I needed to let my workplace know. I was informed the dr was running late. I was called at 9.20am to see Dr, I entered (no apology), and was in less than 2 minutes, given no advice so I asked what I was to do and asked what I needed to do and was told to look it up for exercises to help. Not happy and felt disrespected and basically judged. I will in future ask who I will be seeing. This is the second time this has happened where I did question the dr to ask for further investigation, hence after X-rays I am now awaiting surgery.

GP confirmed secondary intention healing on my c section wound. I was given no care advice for the open area except 'apply a dressing'. I asked what kind of dressing and was given no advice. GP failed to address my feeling of unwell and tiredness. No temp / BP checks. No discussion around iron levels (very low in pregnancy). Asked reception if I could book for bloods to check iron and a message was sent to the GP and someone was going to call me. That was Thursday and I haven't heard anything. Overall feeling of being rushed and unheard

Not long to wait but was told incorrect information from the receptionist when I booked my appointment. So will now have had to book another appointment.

No appointments available when needed or very hard to get. I understand that the only way to ensure an appointment is to go to the surgery at 8am and queue, this is going back 50 years then you just visited and waited at the he surgery to see the doctor

I responded 'Good' to my overall visit as I have always felt 'good' about my previous experiences. Unfortunately, not on my last visit. I waited a long time to see a female doctor and in hind-site I'm not sure why? I have started suffering from short term memory loss, which is quite stressful as my mum suffered from dementia for many years before she died at age 92 Firstly, my husband accompanied me, obviously, so he could fill in the blanks so to speak. Which, I got the impression, doctor didn't seem very happy about. One of our questions was about the effect of statins and their side effects. I basically I didn't feel listened too. I'm not a person who would go to the doctors on a whim Doctor seemed reluctant to send me to the memory clinic but didn't actually explain why. I felt I was wasting her time and was literally shown the door. I left feeling dissatisfied and quite cross. I know you are a busy surgery, and I wouldn't come unless I was concerned about my health However, I have booked in for a blood test and hopefully be followed up by a visit to the memory clinic in Barnsley regards J.Mc

VERY POOR

JULY

Doctor seemed uninterested and very unhelpful and dismissive of my problems . Please contact me for more information .

Been kicked off Drs when chronically ill, saying they'd sent a letter in May? when it's 2nd of June today I've rung for an appointment, I tried my best to get today being a few mins late. Then when I rang, I just got a very abrupt attitude, I asked for a letter explaining your reasons and dates

Can't see a doctor's telephone consultation, appointments in 3/4 weeks, ridiculous and below standards

I was prescribed 28 days' worth of blood pressure tablets as my BP was high when taken at the surgery. I was told that if my BP didn't come down, then I would have to be on the tablets long term. I submitted 7 days of home readings and received a text saying. "Your blood pressure is within the normal range. No further action needed." I then received a text 4 months later to review my BP medication. I phoned the surgery to say that I wasn't on any medication as I was told no further action was needed. I was then informed that I should have still been on them, even though I have never been given a repeat prescription for the tablets, and I was explicitly told that no further action was needed.

The Dr was very blunt insensitive and had no people skills literally broke me on the spot saying suspected breast cancer before I even know what's going on . Came back next day saw a different Dr who was amazing prescribing antibiotics which the other Dr wouldn't do and was very sensitive to my situation. I'm very fragile and have gone through much trauma which she put me right back to where I'm trying to heal from knew nothing about me or my HRT journey will never see this woman again

AUGUST

At review with nurse told to book blood test at end of July as Ezetimibe added to medication, she even watched me put a reminder in my phone, tried to book today and was informed by receptionist I wasn't due for one till October, explained again what nurse had told me to do, receptionist just repeated what she told me about October, so I couldn't book the blood test.

The doctor I saw was very rude. He was shouting at me and had me in tears when I had taken my baby for advice.

Not a very good doctor wouldn't see him again.

I am feeling overlooked by the GP. With my health problems. He wasn't speaking English for me to understand. All the experience was very, very, very bad.

The doctor I saw was a stand in so would not give me any treatments, they blamed the NHS saying they have given false information out. Also asked for cream to be put on repeat prescriptions and was told no cannot have that on repeat but I can buy it over counter from any chemist shop??

Dr does not listen is more interested in a guideline than the person and information that is in front of them.

Pointless phone call. That doctor never seems to be as helpful as others in the surgery. Still didn't get the answers I needed in regard to the Wegovy weight loss injections.

Went to Dr's went to desk to book in and get another Dr's appointment, was booked in at 08:45, my appointment was 08:50 and went back to desk to find out why I'm not being seen, was told to sit and wait, on entering to have bloods done I asked why are you so late as it was now 09:20 and she said the desk lady had booked me as not being here, then when I went to desk to complain she had said could you fit him in please. Not good enough !!!

SEPTEMBER

Not seeing a doctor and having to see a nurse practitioner that has to message a doctor isn't practical and is time wasting. Appointment was 30 minutes late. The nurse practitioner was showing signs of panics because she didn't have experience in the situation with my daughter. This lead to having to correct a mistake that was made by myself with the hospital and this could have affected her health. Not acceptable not all and this should never be an issue in the NHS

I had an appointment on Friday 12th September at 7.50am but did not manage to see a dr. I was waiting for over 20 minutes and there was one person in front of me, who got called in at 8:15am. This meant that I would not have been seen until 8.30am, 40 minutes after my appointment time. I spoke to a lovely receptionist who apologised, when it isn't her fault. I booked that time because it was all that was available and with being a teacher, I cannot come in the day and need to be back at school for a certain time. I was highly frustrated with the service and found it terrible how so early in a morning, it can be that behind. The receptionist set me up with a phone call appointment that evening. The dr phoned and sounded rude and disinterested. I did not want to disclose certain things to this dr as I simply wanted a referral for an ultrasound, but he was rude with his wording to me. At the end of the conversation, he abruptly said bye and put the phone down.

I've had chronic kidney disease for 3 years, I found this out last week

It's a constant battle to get appts and when I am lucky enough to get one, I'm never satisfied with the doctors advice. I've never been to Walderslade and come away thinking you have done a good job.

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. However, there are times when we must correct some of the information we are sharing with the public and this month we would like to respond to the comment made about the surgery [COMMENT INFO HERE]

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.