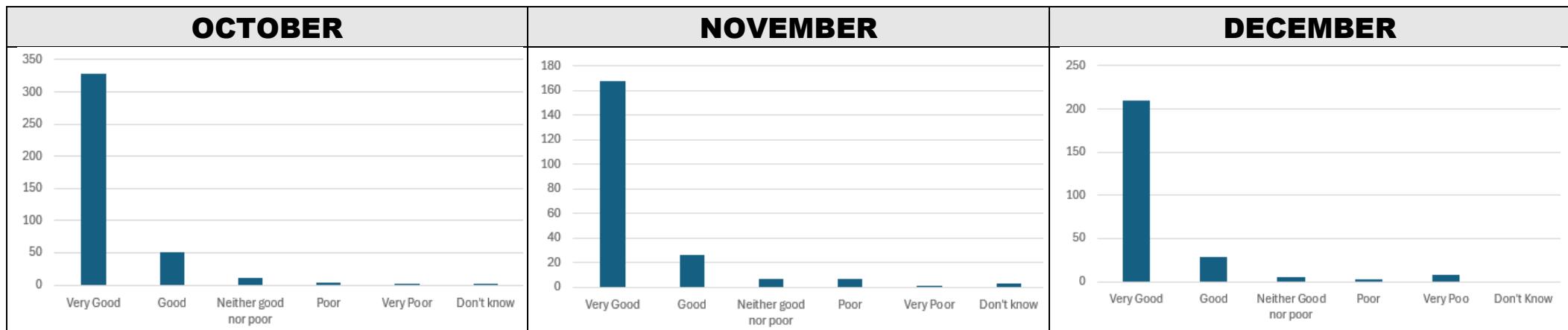


# FRIENDS AND FAMILY FEEDBACK RESULTS

## OCTOBER TO DECEMBER 2025

	Oct	Nov	Dec
VERY GOOD	329	168	210
GOOD	51	26	29
NEITHER GOOD NOR POOR	11	7	5
POOR	3	7	2
VERY POOR	2	1	8
DON'T KNOW	2	3	0
<b>TOTAL</b>	<b>398</b>	<b>212</b>	<b>254</b>



### VERY GOOD

#### OCTOBER

Very kind., Caring and informative

Quick and professional service

Good advice

Really quick and efficient service.

Quick easy and friendly staff

My appointment was on time and I was dealt with very efficiently.

Very organized and didn't have to wait long.

Very straightforward advice received

Given an urgent appointment and was seen promptly by the doctor

Straight forward with no waiting

Did not have to wait long. There was a very busy surgery with people having flu jab.

Professional and on time

Friendly and Professional!

Doctor was very thorough. Got an appointment on same day no waiting. All staff were very friendly and helpful.

Doctor I saw was concerned and very nice and understanding.

Just a jab flu

My appointment went ahead on time. The staff I dealt with were courteous and polite.

Excellent service

Always treat you with respect and polite when you are speaking to any member of staff Given the information available and referred for further treatment.

Reception staff very friendly, clear waiting times upon check in and Dr Allan is the best doctor I have ever come across.

Nice helpful and friendly staff.

I managed to get an appointment on day which has been very helpful. I work in the NHS and don't have time to sit on the phone or the head space to fill out a request.

Dr Allan Is a brilliant Doctor

Booked on app to be seen next day. Seen on time everyone very polite. Dr Ibrahim is a doctor who is always friendly.

No negatives I can think of. Always had excellent care for my two young children, we are always seen quickly. Always had great care for us all.

Everyone I dealt with - regular jabs, GP appointment and reception - was helpful, professional and efficient...as ever at Walderslade.

Very skilled painless visit

Dr Olasimbo was very professional and duly arranged for my medication to be forwarded to the chemist

I had a face to face appointment with my Doctor. The appointment was a little late but I was warned at self-check in.

Easy to book an appointment with the nurse for blood tests, great service, lovely staff.

Prompt to time of appointment and very helpful with my enquiry

Every staff member is lovely and very very helpful

He gave me time to explain and was very understanding, explaining things well to me

Appointment needed on that morning and Dr Hurst sorted out my issue and very pleased with the service I received

Appointment was on time and quick

Appointment given quickly n treated accordingly doctor was lovely

The service was good as always

Went in ahead of my appointment time. Karen was very friendly and efficient. She answered all my queries.

Always very helpful and supportive. Plus got my flu jab at the same time. Which helped by not having to make another appointment.

Got an appointment the same day as I phoned, the GP was on time for my appointment, no waiting around and she was very welcoming and helpful.

I have no problems at all. Very well run practice.

Staff very efficient and courteous. Good attitude towards patients

Only went for flu jab, but check on the terminal was quick and easy and went in for appointment on time

Dr Wilkinson has been a great listener and has put me in touch with services to help me physically and mentally.

Appointment was on time

Appointment to time- no long wait! Friendly members of staff who dealt with my injections. Fairly new to this surgery and also liked the independent check in facilities - no waiting in a queue

Everything went as expected

My appointment was on time, and I didn't have to wait long.

Didn't have to wait long and was also able to see same doctor as last time. I also didn't feel rushed, was able to ask questions and was satisfied with what we discussed.

When I visit the practice, I am always treated in a very friendly and professional manner by the practice nurse who is also helpful in finding me follow up appointments to suit my requirements

Lovely helpful doctor

I saw doctor ibrahimi he was and helpful thank you

Perfect in every way as always

Quick and efficient and on time.

Came for my flu jab and nurse always very pleasant service

On time. Staff friendly and efficient.

On time, excellent caring service.

I got a quick appointment and was dealt with amazingly

Excellent service at Walderslade Surgery vaccinations and doctors' appointments all are conducted in a friendly and efficient manner thank you

Recently the Doctor rang back within 30mins. Very helpful and kind.

The doctor is always friendly and gives me plenty of time to discuss things.

They looked after me

Because I wasn't in 10 minutes from arriving to leaving.

My appointment was on time and the nurse was friendly and informative

Very efficient but

The surgery is always clean and the reception staff really helpful and friendly Jess and Dr Allan who I saw, is always cheerful and friendly, it's really helpful that he'll spend time to listen, never rushes you and always tries to get to the bottom of what is wrong Thank you for having a surgery where staff and GPS care

Always a listening ear and good service

Dr Sloan was fantastic. Best interaction I've had with an NHS professional.

Didn't have to wait long, and flu jab took about 1 minute

I came for a flu jab and all went well

Felt poorly phoned and got a appointment same day so cannot complain

As an older person I never feel that I am excluded from any service

well organised

Had a few appointments with different people, went smoothly

I'm a new patient and my first visit I was treated very well.

Could state my concerns and was listened to with empathy and respect, came out of surgery feeling less worried Taylor was very patient and easy to talk to.

My appointment was very quick and I was made to feel comfortable and at ease by a friendly healthcare professional.

Straightforward

Fast efficient appointment

Just the same Had a flu jab. Excellent efficient friendly staff
The doctor I saw was really nice and seemed to listen when I spoke A experience
Lovely staff. And very efficient. Thank you
Staff very friendly and efficient.
Informative appointment
Pleasant, friendly & professional. Comfortable and clean surroundings. I felt the interest and the care during my appointment.
Dr Allan is very caring kind and considerate. a credit to the practice
Excellent attention as usual from Dr Farmer
Well organised and efficient. The appointment system went like clockwork as your last feedback from me . Excellent in all departments thank you
Friendly staff and very understanding and helpful
For some reason my AccuRx had not sent/been received. I was given a face to face appointment as soon as I had enquired as to whether they had received it as normally responded to AccuRx from the Practice are very quick. When I saw the HP she was so kind caring and empathetic. Thanks to all the staff.
Not kept waiting for my appointment with nurse for flu jab
Excellent service
Very pleased
On time,
Professional, punctual, friendly.
We are very lucky to have such an excellent practice caring for us. Dr Bessant has been wonderful, and our flu jab clinic experience was very efficient, and a lovely friendly atmosphere. Thank you all.
The practice is so professional and organised . Everyone is polite and helpful
When you can get an appointment the staff are amazing but trying to get an appointment is a nightmare you ring at 8am and there are no appointments left but you are still advising for more people to join the surgery I am going mad with pain in my left knee and I am crying myself to sleep the pain is so bad I would like to meet with the surgery panel ASAP please
Appointment was on time
Appointment on time and efficiently delivered.
Each time I see dr Jarvis she listens and gets to the bottom of my problems, can't cure all I've got. She's an asset to Walderslade team. been at Walderslade surgery for many yeas. always knowledgeable and helpful.
Friendly and explained everything
Professional
Helpful and friendly staff.
Had a really informative discussion and provided me with the help and treatment I required
Quick and easy
Excellent consultation with the Doctor, very pleased with the outcome.
Quick and efficient service, pleasant staff.
Was Able to sort out 2 Appointments on the same day next to each other
Doctor Allan always puts you at ease with a sincere and professional manner
The staff and Doctors everyone I see are always professional a cry excellent service
A prompt response to my request for an appointment. Dealt with informatively and respectfully. Very satisfied with the outcome
The care give as passed out before giving blood.
Excellent service

Was Abel to have 2 Appointments on the same day next to each other

The staff are really helpful. When I booked to go for my flu jab, I wasn't expecting to be seen so quick. When I saw the nurse, I was in and out of the room. Thankyou.

Friendly helpful and efficient

Excellent

Saw nurse Karen today for my thyroid blood check, absolutely pain free and didn't leave even a tiny mark. Karen was lovely and friendly and put me at ease straight away- I may add this was during one of the practices busiest times due to a flu clinic, the staff were professional on reception and didn't make me feel rushed in anyway.

Dr Bessant didn't rush, even though I'm sure he was really busy, he was patient and asked just enough questions and played back to me what I was sharing that I felt safe to say more than I had planned too. His support has meant I have been able to return to work with support in place.

I always get amazing thorough and patient treatment from Walderslade. There are only maybe 2 doctors I feel have been impatient with me. I just choose not to see them. I'm grateful and happy with my treatment

I have always found Walderslade very friendly and efficient in what they do 10 out of 10

Dr Allan actually listens to his patients and always gives the very best treatment and advice.

Always very helpful and kind

The Dr didn't rush, she went through everything with me explaining what she was sure the problem was & offered good advice

In and out in no time but I only went for flu jab

A pleasant and efficient experience

The doctor I saw was listening to me and helped for now and hopefully the outcome may be solved

Doctor Farmer listen to what I had to say and gave me the help I needed as always he was very kind and caring so please thank Him

Same day appointment and was seen on my time really good service thankyou

The doctor was very professional.

Doctor very welcoming put me at ease.

Got an appointment the next day

Got an appointment the next day. The doctor was excellent

Excellent nurse. Didn't have to wait long. Missed morning appt for flu jab but they fitted me in in the evening.

Everything was done on time and professionally

Always friendly

The receptionist was polite and friendly. The doctor responded to what I was saying with compassion and respectfully.

Always treated well

I got a same day appointment, and the receptionist was sensitive to my needs and arranged for me to see a female doctor as soon as she knew my problem. The doctor was lovely, approachable and explained everything I needed to know.

Staff and excellent doctors

Warm welcome friendly and on time thanks

My appointment was on time. Pre appointment communication was good. The nurse was really good, spending time explaining what she was doing. She was very caring and professional, although the appointment was nothing serious, I do get a bit anxious and this soon went. Thank you

They provided monitoring to ensure that I received the flu vaccination after I had had to cancel it following contracting covid

Tracy said she would ring the day after, and she did. She sorted out why an appointment that had been made at the pain clinic was cancelled and that I was not informed about the cancellation. I now have another appointment booked for a telephone appointment. Thank you Tracy.

Service was quick and accessible

Nurse was very nice everything went well relaxed atmosphere

Booked online and got a face to face appointment same day.
Easy online booking and seen at the exact appointment time. Seen by a lovely, reassuring nurse.
Because it's always friendly and respectful.
On time Very pleasant & personable It was a pleasure to visit
Asthma nurse informative about blood test results listen to my problems and acted on them by contacting a doctor for further help and advise
Friendly greeting and on time for my appointment
The nurse was very nice and helpful.
It very reassuring to now that the Walderslade practice is there for us rain or shine thank you.
Had bloods taken. All went well.
The doctor was very supportive, helpful and understanding. We spoke at length about my pain and his responses reassessed me.
Appointment on time quick and easy all the staff very friendly thank you
On time Good Staff are approachable and helpful
The receptionist was polite and told me to take off my jacket before my appointment which was nice advice and the nurse I saw was kind and polite and thorough with any potential side effects.
Went in on my appointment time and was very happy with my treatment
Got in on time for appointment nurse very friendly
Quick, efficient, friendly and helpful.
I was a little late seeing the Doctor but that's life it does not matter it's such a pleasure to be met by nice people thank you
Just great all round care
Wasn't waiting a long time and pleasant staff
My appointment
Knowledgeable doctor
Very pleased.
Always helpful
My visit was very positive. Dr Allan discussed my condition in a very pleasant and informative manner. He understood my apprehension and reassured me greatly. I much appreciated my visit and would like him to be my regular Doctor. Sorry this print is so small, so I hope my replies are clear spelt. Even though I had worries I came home greatly reassured. My compliments to him and your surgery.
Very respectful and always make you feel at ease. On a very busy day they int appointment was on time.
Doctor was nice and listened
I felt listened to and supported.
Efficient, pleasant staff.
Quick and efficient appointment for the annual flu injection.
Seen promptly by a very kind and understanding nurse.
Friendly, informative, kind. To the point
Everything went perfectly from the initial phone call as usual. Can't fault Walderslade. Thank you
10+ for Dr Allan listened to me with compassion and empathy didn't rush me or made me feel as I was just getting OLD. Helped me to feel better with my mental health of which I've been very low recently. Hopefully when all 4 test results come back clear I can feel stronger which will help me to continue caring for my husband
Whilst attending my appointment it was quick and easy to login for my appointment, and I was seen on time the nurse was lovely friendly made me feel comfortable and at ease and because I was due my flu jab but hadn't had chance to get it done she did that while I was there
Excellent service and friendly staff

Always professional

Came for the flu jab. Was quick in & out in 5 mins

Pain less

Great doctors very helpful.

Appointment made on phone. No problem. Running a bit late but not horrendously so. Doctor Bessant very helpful. Follow up Appointment for health and wellbeing practitioner made same day.

Excellent service every time we've needed them

Was seen on time for a vaccination and was there no longer than 2 mins.

Walderslade surgery is excellent and the service they provide is very patient centred all the reception staff are polite friendly and helpful and the nurses are really helpful and polite and professional, and they are really approachable and empathetic towards patients and above all the doctors are very knowledgeable polite approachable and listeners and they too are very patient focused and also they are empathetic towards their patients.

Overall Walderslade surgery is an excellent GP service which gives excellent care and support.

Friendly staff and on time appointment.

All the staff doctors nurses etc have always been very helpful I'm very happy with the practise at Walderslade. If I've any problems they always get it sorted for me. Thank you M.W.

I only had a short wait for my appointment.

Nurse Emily was very friendly, as she always is. Appointment was also quick and easy as usual.

Being friendly supportive and reassuring

Friendly respectful staff always.

Helpful reception staff and considerate and understanding appointment with gp.

Friendly and efficient

Excellent service

It was easy to get an appointment, and the appointment was on time

I always have a experience at Walderslade Practice nurse Emma deals with my INR test with friendly professionalism and endeavours to source any follow up appointments to suit my requirements

Friendly medical professional that made me feel at ease

On time and sorted quickly

Nurse was lovely very helpful

It was an on time appointment and felt very at ease with the nurse that did my annual review

Had my B12 injections by two lovely ladies and on time at every appointment

Efficient and informative

I had a problem with meds that weren't on my file, the surgery and lovely staff and Dr Ibrahim did everything they could to sort it. I always appreciate your support! And Dr Sarah Wilkinson is excellently down to earth and made me feel comfortable as my back and meds have got very complicated!

Big thank you to everyone!

My appointment was on time and the consultation with the GP was good with clear communication

Appointment date and time suitable to me. Appointment on time. Answered all my questions. Results back quickly. Lovely nurse whose customer service was excellent. The surgery was clean and tidy.

Doctor Sloan was probably the best healthcare professional I have had the pleasure of dealing with in many years. Friendly, professional and extremely understanding. I hope this Doctor remains at Walderslade for many years.

Appointment on time and friendly efficient staff. Felt relaxed and comfortable.

Very friendly and efficient, nice to feel that people can still show a caring attitude despite the pressure they must be under- 10/10 

Polite and very efficient service

I was seen to promptly and appointment made for hospital on the same day, first class

Very quick and simple to book appointment, good advice given during appointment

Professional

Good service appointments usually on time and staff great

Good text reminder of my appointment

Was easy to get an appointment and I was seen on time.

I have never had any problems, getting an appointment or being seen, the reception team are very helpful and polite.

Dr was very professional and listened was very understanding to both my husband and me

No complaints at all

Good service helpful

Because I was attended in time

My appointment was on time and the quality of care was good.

The doctor was helpful and understanding. Appointment was on time.

No wait for appointment and nurse was lovely.

Fast and efficient

Was seen by a gp who knows me and someone who listens well

I was given a same day appointment.

Very efficient telephone appointment with GP -met my needs by purpose

For this appointment I was in and out before my appointment time. The Dr I saw listened and dealt with my problem.

Always a good service Nurse Emma Smythe is always friendly with a professional manner and always finds a suitable appointment for further INR tests

Friendly relaxed atmosphere provided by the nurse associate who also gave me the impression that she had time available should I have any questions. She also gave Clare information on when test results would be available and dependant on results what action would be taken

Prompt appointments Prompt results Friendly staff More information during my appointment than I have ever received before

Friendly and Professional. Well done 😊👍

Bethany is very friendly and makes you feel at ease. she is a credit to the practice.

The practice is always clean and tidy with very friendly helpful staff. Always do a fantastic job.

Walderslade is a fantastic doctor's surgery with great staff

Had to change our appts for holiday vaccines and the receptionist got us in that very day - excellent service thank you. When we arrived the nurse even accommodated me and my husband at the first appointment. Walderslade is the best GP surgery , we rarely come but when we do always find every member of staff brilliant, and I've worked in the NHS nearly 40 years. Thank you

Appointment the same day. GP very understanding and I really felt listened to. He arranged scan and bloods promptly. I'm very grateful.

Very approachable, friendly, informative staff, never have a bad experience at this surgery. Thank you all of you

Very efficient and polite

Very efficient and kind

My appointment was on time. Nurse very understanding and very friendly.

They are professional, courteous, and efficient

The service provided was excellent

The surgery will always try and accommodate you with your problems and requirements within a good time frame

Quick appointment quick referral

Excellent careful attention given to me by doctor very pleased with the outcome thank you !

Nurses were lovely and very efficient

Helpful staff, got seen on time and made an appointment easily

Good, friendly staff. Very kind and pleasant.

Staff at surgery all friendly and kind and helpful

Friendly, polite and made me feel at ease

Dr Allan is a true professional, listens and gives great advice.

On time and nurse Emily was very pleasant

Always said it's the best doctors about

Fabulous care and support from ALL staff at Walderslade, particularly Dr. Ibrahimi and, on previous occasions, Nurse Julie. As a family, we think that it's the best practice in the world!

Always feel as though everything runs smoothly. And feel highly satisfied with the way. I'm being treated

Despite running behind time Dr Hurst took the time to listen and explain about my issues. This gave me reassurance that I needed

Good care

seen on time

Always very helpful

The doctor has been very kind and professional, giving me information about treatment and best advice for my health.

I never feel like I only have 10 minutes, dr Allan takes as much time as needed to listen and help with my issues, He's really easy to talk to, always listening and trying to resolve the matter Brilliant dr

I was able to get an appointment when I phoned

Happy with my diagnosis doctor explained everything and sending me to have blood tests All staff are so helpful. Thank you

Was very impressed with the nurse and way she worked very polite and professional.

Didn't have to wait long took all of 3mins no pain no problem

Dr Aldam was very thorough and easy to talk to.

Lovely dr listened and sorted my problem.

**NOVEMBER**

Yes,

Straight forward appointment, I felt listened to.

Didn't feel rushed

Because I rang with an emergency and the receptionist listened and put me on a list to see how urgent it is for a doctor to ring me which they did.

When you hear about bad service and how people can't get appointments. I've always been honest with the reception and never rude and I've always been given an appointment. I can't say anything negative

Appointment on time. Nurse was very helpful and gave lots of information clear and concise.

Just a great doctors good staff really nice ladies on the front desk doing their best to help people. Every single doctor that I have seen has been excellent thank you everyone x

Efficient and helpful

The nurse I saw was very pleasant, appointment on time & very helpful

Doctor Farmer was very professional, he listened and gave advice and support. My appointment was made following a telephone consultation.

Reception staff are great. The doctor I saw was brilliant so friendly and reassuring

The dr really assured me and sorted my problems out .

All ways and on time

The doctor was very sympathetic towards a skin condition I have

As always ... excellent patient service. Well organised, efficiently executed and a very positive patient experience.

I never have a problem getting appointments. Everyone on reception is so helpful. The doctors and nurses are always brilliant . There is nothing to complain about and it annoys me when I hear people complaining. Your service is second to none .

Walderslade is a fantastic surgery with staff who really care and truly listen to you. I've been with them years but moved away for a couple of years, tried other GPs in that catchment area but none of them were as caring as the staff at Walderslade Surgery.

Always and professional

Excellent service at this surgery

Well informed and showed a caring approach

Always get a go to mum , all the practice is good

I always think they give a good service, especially to say how many patients they have, they do their best,

Although I'm not a fan of the 8am phone system, I was able to get a same day appointment. I was feeling very poorly and so was very grateful to be able to see a doctor.

Dr Farmer phoned when he said he would. The medication he had given Morris was and made a big difference to our life. He was polite and friendly

Very helpful to questions asked.

Everything been ok with my appointment's and doctors and nurses

Very Comment

No issues at all. Got the appointment promptly and experienced no issues at all.

Very helpful reception staff.. understood my concerns and was offered a next day appt.. excellent care and efficiency

Easy check in, notified when doctor was ready for the appointment and reasonable wait time although slightly later.

No waiting time. Gp listened and actioned.

Dr phoned back & we were able to collect prescription straight away from chemist & start treatment before we were due at hospital next morning, thankyou.

From ringing for an appointment to seeing a doctor everybody was so helpful and professional

The doctor was very understanding and helped me

Got to the doctors for 8 o'clock, got my appointment for 9.40, the doctor i saw I've seen b4 he checked me out sent my prescription to the chemist he had a sense of humour i highly recommended Walderslade surgery

Staff always help with appointments and advice & doctors always have time to listen

The Nurse was very friendly and treated me with a lot of respect.

All staff are so kind and helpful. professional attitudes 100% Thank you

On time friendly service

EXCELLENT AS ALWAYS.

Receptionist approachable and helpful. I did however see a Dr Toor and although he was pleasant, I told him although not feeling ill I wasn't feeling myself for the last few months. I wasn't asked any questions, just said my bloods were OK in May and that was it. Thought you should know, I felt I wasn't taken seriously at all ! This isn't like the drs in Walderslade practice at all .

Friendly doctors and empathic

I was treated with respect and given plenty of opportunity to ask questions.

Can't fault the practice and staff at all Never had any problems

Covered every aspect of my problem did all the testing that was required absolutely first class

The GP was a very nice guy, approachable and helpful.

My medical problems had always been carefully attended by the Walderslade Surgery. I feel my chronic health condition is understood and I received care every time I needed it. I booked appointments when I needed to see one of the GPs and usually, I managed to book in the same day with calling at 8:00 in the morning, except last time and I was booked in 2 weeks' time. At first, I didn't understand why I need to wait that much time but I agreed as my issue was not urgent. I am happy being Walderslade's patient. Nurses are always nice, the last time I got bloods, on 18th Nov, I really enjoyed that meeting. The nurse was all time nice with me, she explained very well what she is doing and she got my veins from the first time. Sometimes, my veins are not easy to make them give blood, they are hidden and hard to reach.

Good service no complaints brill

Had know problem at all

Always helpful and aim to sort out issues, even if it takes a while. This applies across all staff. Thank you!

On this occasion there was no delay to the appointment time I cannot recall the nurses name however should be easily found from my records she was very professional and took the time with me to both discuss any of my issues and also helped me with my phobia regarding blood samples needles etc No rush was treated with care and consideration excellent service

Easy to get an Appointment and the treatment I needed

Listened to my issues provided a thorough and considered response I felt supported.

Seen on time and GP approachable

Dr Allan, is a wonderful caring and understanding doctor. He always takes the time to listen to you as person rather than just a patient. Extremely happy. Thank you.

I was able to be seen today. Appointment looked to be cancelled initially due to staffing but offered to still be seen today as I explained about my working hours, home situation. Thank you.

Had no problems with appointment's with doctors and nurses

Always a friendly voice on the end of the phone and professional friendly reception and nursing staff when I visit the surgery. I had excellent feedback from Dr Farmer after blood tests which I appreciated.

Very efficient and thorough in her examination

Always very caring and quick to offer help and support with medical issues. The receptionists are always polite when greeted into the surgery and extremely helpful when I call.

Excellent surgery

This is the third time I have seen Dr Bessant. He has provided me with consistently sound medical advice in a no nonsense friendly and professional manner.

Surgery was clean and tidy arrived early and didn't have to wait

Jessica is very helpful, easy to talk to and encouraging

Efficient, quick response to the problem

Can not complain

Such a help having someone to talk with and discuss my options Thank you looking forward to my next visit

Great service fantastic doctors and staff

It was on time always does me good to talk about my diet and any problems I have been having

Got through on phone 1st thing. Helpful pleasant receptionist. Dr. Allan very friendly and easy to talk too.

This is the third time I have seen Dr Bessant. He has provided me with consistently sound medical advice in a no nonsense friendly and professional manner.

It was on time always does me good to talk about my diet and any problems I have been having

Because the doctor i saw was very helpful and understanding
Fantastic service as always.
Dr Allan is very considerate and follows up on his patients, the staff are generally very helpful
I feel that the doctor is concerned with my problem and has taken further action to try to solve the problem.
I'm so glad we can still go in and book appointments in person I hope this service carries on. Receptionists are all pleasant and the doctors i have seen have been with me.
Regardless of illness or health problem it is always a pleasure to visit the surgery practice. Doctors, Nurses and all the staff are a credit to the health service.
No issues or complaints Excellent service friendly and helpful staff Dr's are brilliant
All the staff who helped me Dr Farmer and the reception staff were great. They took time out to help me. Thank you all
The doctor listened and hopefully found the solution to my problem. The receptionist sorting out 2 appointments for me.
Went smoothly, not waiting long nurse nice and gentle, no complaints at all.
Didn't wait long for my phone call to be answered doctor rang me back quite quickly after my conversation with the receptionist
Being an early hours appointment everyone was friendly and helpful.
On time appointment and treated with respect and friendly.
Dr Phillip B who I saw on Monday the 25th was absolutely amazing. I finally felt heard and understood by a GP and he really reassured me.
Best doctors I've ever had
Nurse was very kind, knowledgeable and made the experience comfortable overall.
Staff are always friendly and kind and are efficient at dealing with any queries I've had. Receptionists and admin are lovely, despite the difficult behaviour I've witnessed towards them from other patients. Recently been seeing Dr Gilani who was very kind and understanding.
It was ok
Professional
Very helpful and approachable
Fast service and great health practitioner
Karen Bates who did my blood was absolutely lovely! Made me feel very at ease and was very kind and welcoming!
All the staff and Doctors are always willing to listen to you and have time for you excellent service
Dr Farmer was very helpful, considerate and made me feel reassured.
Very friendly, caring and competent nurse dealt with me.
My appointment was later on Monday, and it was really nice and quiet and my shingles vaccine was easy and a big thank you to the nurse on duty.
Very happy and pleased.
service and very friendly
Great attention to detail by the doctor. Quick access to an appointment and follow up tests arranged as timely as possible. It's really comforting to have my health concerns taken seriously.
Very polite and helpful
Always service at Walderslade surgery very friendly and staff are great and always treat me with respect so thanks for this morning's appointment with nurse Karen   merry Christmas to you all and again thank you.
Very friendly. Made me feel relaxed about my appointment
The Gp listened to what i had to say and answered my questions and concerns. I suffer from Agoraphobia and find it a task in itself to leave the house and attend the Doctors, that's why i tend to book a phone call. More calls should be offered to book on the Nhs app.
I was in and out in no time having my bloods taken and was pleasantly dealt with x
Treated as an individual, well informed, I got the information i needed

Been with this surgery 30 plus years, as GP training practice they're very much up-to-date with all the latest evidence based practice. The GPs are empathetic, supportive understanding, and I've only once had difficulty getting an appointment.

The nurse was very professional and it seemed to my wife and I that she was at ease with us. It was good for me to be able to talk openly to her without worrying that she may be uneasy.

Doctor had time to listen to me and I felt he was very understanding

Doctor listened, very understanding. Receptionist very helpful..

It took way too long (weeks) to arrange a simple blood test which only took 7 minutes. However, my experience once I got there was . The nurse was on time and very capable.

**DECEMBER**

The staff and doctors are always very kind and caring even though it is very hard to get an appointment

Phoned the surgery and a lovely lady booked me an appointment for the same day. Doctor was brilliant and sorted me. Good experience

I am a nervous person, and I've never felt comfortable talking to drs, I usually cry every visit to a dr or dentist or anyone professional. Dr Thomas Hurst is so kind and really is a genuinely lovely human. I saw Dr Slone for a breast exam, and she was brilliant as well, really made me feel super comfortable and confident. I won't feel nervous in the waiting room when I know I'm coming to either of these drs, really happy.

The doctor that came to see mum was lovely. Very caring and thorough. I must admit we did complain last time she came to see mum but this time she was like a different person. Thank you

My doctor was very thorough. Very reassuring. Did not hurry me. Excellent service.

Friendly and professional GP

Was given time to discuss health issues with compassion

She was very kind

Jess Health and wellbeing coach was lovely and took time to listen to me . Thank you

Quick and straightforward blood test, clear info

GP listened

On time and listened to. Thorough too

Seen quickly and the doctor was attentive. He listened and explained things clearly

Dr Ibrahim is an excellent Doctor who ensures the patient has the best possible treatment. Receptionist was helpful and friendly

The receptionist was very helpful & polite. The doctor was attentive & helpful too.

Dr Ibrahim is a listener and good advice and friendly, excellent practice,

Always caring treatment

Always treated well

Quickly in and out

Very happy with the service and staff at Walderslade surgery, everyone helps and speaks friendly, the doctors in the surgery are extremely helpful and go above and beyond to make you feel welcome

Always ready to listen and advise

Appointment was on time nurse was really professional and lovely

I arrived early and was seen straight away, Beth is so warm and friendly and understood my blood phobia and put me at ease as well as giving me lots of information about what to expect once the results are back. Having blood taken is never a pleasant experience but Beth, any made it incredibly easy for me, a really lovely lady and very much appreciated thank you.

I was seen by the doctor at the appointment time. The Doctor was kind and thorough. I felt I listened to and was given suitable medication.

Short waiting time, excellent service from GP.

Last minute appointment at a convenient time. Great interaction with the doctor. Hassle free.



Doctor farmer is a doctor, he keeps given me my steroid injection in my knee which helps m4 a lot, also Sheena is they understand what we must be feeling like i have never had a problem with your practice you have always looked after me x

Jess Health and wellbeing coach was lovely and took time to listen to me . Thank you

Quick and straightforward blood test, clear info.

GP listened

On time and listened to. Thorough too

Seen quickly and the doctor was attentive. He listened and explained things clearly

Friendly efficient professional

They got me booked in an assessed within the times needed all the staff are really friendly, I've been with Walderslade all my life and they've always looked after me 😊

The Receptionist Cheryl was lovely and tried her best to get me an appointment and Dr Ibrahimi was extremely caring, professional and kind. We are very lucky to have you all. Thank you.

Friendly and explains everything

Receptionists really helpful Drs advice and empathy invaluable

Generally excellent service, as always.

Really lovely nurse

Very patient and pleasant nurse. Appointment was on time.

Really friendly staff. No issues.

Always receive a good service

Used the self-sign in and was directed to the floor to wait. The doctor that I saw knew what I had come for. I was very satisfied with the outcome.

Always and caring from everyone at Walderslade surgery

She is so caring

Prompt and courteous appointment

Very efficient, the nurse was lovely; very chatty and cheerful

Got a quick appointment Receptionist was really good

Thanks for every think you have done for me

Always helpful no complaints

Dr Guest was easy to talk to, showed a good understanding of my concerns and gave plenty of options.

Appointment was on time and the nurse was .

Not kept waiting. Tests booked & carried out efficiently

Dr Wilkinson is a good listener and always makes you feel at ease .

The doctor was amazing and sorted my problem out thankyou

The advanced medical practitioner I saw Shena was very professional and thorough

I always feel listened to and well cared for. The drs recognised my need and had referred to ENT. I really appreciate his time, understanding and professionalism. As always, very grateful to all staff on reception, drs and nurses in the surgery.

Everything is very thorough and easy to understand

I managed to get an appointment on a Monday morning. Staff are always polite and helpful. This is the best surgery I have been with. Well done

In on time

Despite waiting three weeks for appointment, I was very pleased with my appointment and found Dr Ibrahimi extremely helpful and sorted out my issues. Not surprising as I have seen him a number of times with my wife and as always, he sorts our problems!

Went in to make a appointment, got one the same day.

Had a home visit from the doctor for my mother in law. Doctor was punctual and gave advice on what we could do. Very pleased with the service and the results.

The doctor was polite, helpful, didn't rush things and went the extra mile with looking into my additional administrative query, including offer to send a text with details in relation to that query and suggesting ways to problem solve my query . I was very impressed with the extra mile he went, his professionalism and patient-centred approach.

Great Doctors

Good communication and appointment on time.

Lovely nurse, very professional as well as friendly

Great team and quick response from the Wellbeing team.

Very quick and helpful to resolve a problem

Looks after us very well

Efficiently no waiting great as I don't go to Docs much experience was very acceptable

On time very professional friendly and informative

The nurse was friendly and pointed out things about my diabetes.

Excellent staff

The reception lady was very helpful and the doctor too

Really looked after me this year thankyou

Very polite and helpful receptionist

I visited Dr Allan regarding my mum who's 91 years old and we're struggling to help her as not sure on her mental status and she won't have cognitive testing. He listens and provides some good advice, it takes some of the weight off my shoulders to know that when I need help it's available. He's offered to visit my mum again but after our conversation I think I can cope for a good while.

Can get appointments and good staff

Dr Guest was understanding, showed empathy and gave good direction on what my options were. Really listened to my concerns and helped. Very helpful

DR Hirst listened to me and didn't make me feel like he was in a hurry even though he was running an hour late

From the minute I got there to leaving I felt I was in great hands and assured. I'm usually terrified of doctors surgeries, Hospitals and such alike.

Short wait to see doctor. Very pleasant and patient consultation. Treatment given without any discomfort.

Doctor listened gave me time to explain issue's and conceived a plan going forwards.

Both Dr Jarvis and Dr Bessant were so responsive, caring and understanding. My symptoms were diagnosed and medication prescribed which has made all the difference. I'm now on the mend and looking forward to Christmas thanks to these amazing GPs. Wishing everyone at the practice a

Merry Christmas.  

The receptionist and nurse were very polite, and we were looked after

The nurse was very understanding of our health situation making it a pleasure to be at the surgery. She was quick with the observations with both me and Christine. Thanks for the service you have provided and we wish you all a very merry and happy Christmas.

I was there to have my staples removed from my TKR I saw Emily the practice nurse she really was nice and friendly and did a job of taking the fifty staples out of my wound

As always, the reception staff are welcoming and so helpful. The doctors are the best I have ever been to.

Good communication, did a thorough examination.

The doctor who I saw listened to my problem and was helpful.

Satisfied my medication is suiting me and can go on prescription

On time and dealt with efficiently and politely

No waiting & courteous staff

Seen quickly at appointment. Friendly nurse.

I was seen on the day I called and the gp i had the appointment with was fabulous! Forgotten my phone and needed to call my lift so the receptionist called my lift for me fabulous staff



Appointment on time and all my questions answered

Very friendly and helpful

The person i saw was polite and professional and there were no issues getting in the building for 7.45am.

Quick, efficient service with friendly staff.

All went well thanks

and she put my mind at ease

Although my appointment was delayed by 20mins, I still received the usual excellent service from my GP.and the onward treatment.

I came in for a blood test and as usual polite friendly professional staff. Didn't take 2 minutes and every question I had was answered confidently.

Thank you

This appointment was arranged via the triage form. service

Very helpful

Very caring and understanding

Iv always thought that the doctors in your surgery are and doctor Alan who I always try to see is no exception. A caring and professional man who I know I can trust

Got appointment

As always excellent GPs

In and out appointment same day.

Polite and assist you

Professional treatment as usual thanks to all

Professional

Early appointment and good service

JESS IS REALLY KIND AND CONCIDERATE

Quick appointment in and out.

Prompt and courteous

I was seen on the same day I requested an appointment, and the actual visit went was satisfactory.

I've seen dr sloan this morning and she absolutely amazing with me, so thorough and patient. Didn't rush me at all and just made me feel so much better

I called with an issue which was referred to the on call doctor, I was called back the same day with an appointment. At the appointment I saw a new doctor who was very nice and was referred to the hospital. The receptionist was able to book me in immediately for bloods and obtained a hospital appointment the same week. All the people I spoke to were professional and pleasant.

The appointment was on time and also very nice staff

All the people there are very nice the reception staff are helpful and polite very nice to talk to and all get in on the same day to see a doctor that is great. The Doctors too are brilliant they have time for me and are very caring overall a excellent surgery

Timely, helpful and personable. Thank you, Nurse Sheena.

Thorough and caring

I got seen to on time

I used the call back system, so I wasn't waiting in a queue all morning, and I got an appointment the same day. The dr listened to me and my concerns and was very reassuring she will get to the bottom of my problems I've been struggling with for years.

I was told I would receive a call back on the day and within an hour I had. Highly satisfied.

Thorough and caring

I gave it because I am very satisfied with my treatment and care I receive. Thankyou

I was seen very quickly and was looked after an ambulance was sent for me .The Doctor was caring and looked after my best interest. The reception staff were too thankyou 😊

The DR was very understanding and compassionate and made me feel at ease and listened to

Dr Allan was polite, listened to my concerns and made me feel that we were a team ..both working together for my healths sake I didn't feel rushed or ignored he was extremely patient and courteous

Never had any problems

Was looked after very well Everyone very helpful and kind

The surgery is very caring and understanding also there to help staff and Doctors very professional I would like to say Thank you is a excellent surgery

Very thorough with everything down to the last detail Feel like I'm actually getting the treatment s I need

Very personable people.

Because it was at the surgery and not the Glassworks. Much more convenient

Dr Ibrahim is so easy to talk to, he takes notice of what you are saying and reassures you when you are anxious about something.

I attended and saw Tracy for a blood test. She is very efficient and professional and when I asked questions, she answered them and put me at ease giving me some good advice.

Always efficient and polite, very knowledgeable staff.

Appointment was on time and with the nurse. She was and has always been professional and well organised, with a friendly, caring approach.

Always smiling and put's you at ease. Easy process, no pain, no fuss, and no bruising, I was told what the blood test was, when the results should be back and the next steps. Thank you!

I'm extremely thankful to Walderslade for all the help they give and feel very fortunate that they are there xxx

In my opinion it's the best

I was seen very quickly and was looked after a ambulance was sent for me .The Doctor was caring and looked after my best interest. The reception staff were too thankyou 😊

The DR was very understanding and compassionate and made me feel at ease and listened to

Dr Allan was polite, listened to my concerns and made me feel that we were a team ..both working together for my health's sake I didn't feel rushed or ignored he was extremely patient and courteous

Never had any problems

Was looked after very well Everyone very helpful and kind

Saw Practice nurse...think her name was Sheena. She listened took my concerns seriously and acted on them .

Polite and helpful reception staff. The GP I saw was attentive and involved me in the decision making about my care. Did not feel rushed during my consultation

excellent service

The doctor I saw was thorough and sent me for some tests he thought I needed.

Follow up from referral from pharmacist regarding high blood pressure. Requested an update and gave advice. Very thorough.
An excellent practice, always efficient in sorting medication and monitoring. Always on time. If there's an issue, it's swiftly resolved. The staff are lovely and approachable.
On time and sorted me out
Went over my results and explained everything
absolutely treated me with lots of respect and listening to everything about my illness
Excellent service every time thanks 😊 GH.
Reliable always able to get an appointment.
Fitted in promptly over a very busy Xmas period with advanced nurse practitioner, who was extremely thorough and reassuring. Always had an excellent experience with my surgery from receptionist to Gp and other nursing staff.
Everyone- on reception, advanced nurse practitioner, nurses and GPs all make you feel valid in your reason for going, listen and care. I feel exceptionally lucky to be so well cared for and appreciate all staff at the surgery.
Doctor listened and cared
Prompt review. Friendly staff. GP excellent, listened to me well and was friendly and thorough. Came away reassured and clear on next steps
Very helpful thank you
The doctor listened carefully and prescribed a medicine which seems to be helping with my complaint.
Well looked after choosing who we see.
I was in and in now time
Am a difficult person when speaking and forget things, he takes time with the right understanding of brain tumour damage
I called 111 and was my most recent experience of. Walderslade surgery was excellent from speaking with the receptionist and explaining my problem to the very polite and professional and courteous doctor who phoned me back and he listened to me and there was no rush he gave me time to explain my symptoms and acting on his advice I attended Barnsley hospital (A+E)department for treatment. So my experience was a positive one and everyone at Walderslade surgery are excellent polite professional and empathetic and very patient focused this is an excellent practice.
Good doctor .
Thank you . Happy near year.
Excellent service at all times
Thank you, happy new year,
No problem
Easy to check in. My appointment time was met and the attention given by the doctor was excellent.
Good service, didn't have to wait for my appointment. I attend the doctors for my bloods taking nearly every week. You get to know the nurses, they are very professional in what they do and always make me feel at ease.
Professional, efficient Nurse
Thorough, and professional Physiotherapist

<b>GOOD</b>
<b>OCTOBER</b>
GP was over 30 mins late. Doctor was very helpful and listened to my concerns.
Excellent when you can get in to see our preferred GP. Disappointing over booking system in the morning. Confused regarding advertising for new patients when unable to cope with existing ones.
Always good

Friendly supportive GP well over appointment time by 30 mins
Friendly and efficiently dealt with
The doctors are generally good but the receptionist I spoke with today was extremely rude and not helpful at all
Very professional
Always pleasant staff and help to sort out any problems I may have
I felt that on this last visit that I wasn't listened to in quite the same way as I have been before. Having said that I have been referred and already have an appointment at the hospital.
I was seen quickly and felt ok about what I was advised
Came away with some practical help for the issues I'd gone for.
Why not
On time, pleasant staff, good information supplied
Went for flu vaccine and everything went well.
Staff are friendly and helpful and listen to you, putting you at ease however I am greatly disappointed to hear that the referral requested by the doctor and the hospital hadn't been made since my visit a week ago. I was told this was going to be requested as urgent
Because I had to wait an hour from appointment time after work, but Doctor was Dr Hurst
No problem at all
Staff was friendly and professional
Online bookable appointments needed.
Mainly polite
Not too bad if you can get in and that's a big if.
Appointment was on time. Doctor appointment gave quick assessment and recommendations.
I had a telephone appointment instead of attending surgery, this suited me better with the issue I had.
Had to wait a while for appointment but that's the way things are these days, but everyone was polite, and I had several messages to remind me of the appointment. Good service
You managed to sort out my ADHD medicine, which I appreciate The reception are polite I see the nurses regular and they are always pleasant and smiley. It seems to be run 50% better than the last doctor's surgery
Apart from the frustration of getting through on the phone sometimes, the service has been .
Punctual clean, tidy friendly staff
I came and made an appointment for a blood test you messaged me to make and to see the nurse about my Asthma review , the receptionist was helpful in finding me a time what was good for me, the nurse was on time and all went well thanks
Listened to my needs giving me time and not rushing me . Thank you
I could not get an appointment on Tuesday morning, but called the surgery and was able to make a telephone one. The Doctor called me as promised and I was able to collect my prescription late that evening at my convenience.
Staff polite and very helpful and friendly.
Very caring
Appointment was on time, person on reception was friendly and helpful. The nurse, Bethany is great, easy to talk to, empathetic and happy to talk through things and advise.
The service was quite timely.
Dr Allan took timeout to answer questions and concerns with regards to ongoing issues
Listened and correctly diagnosed, felt comfortable and at ease, best doctor I've seen in a while.

## NOVEMBER

Any questions that are asked are answered.

My appointment was on time and the staff member was friendly and approachable. The challenges are appointment availability particularly to fit within work commitments.

Always got time with a certain Dr, doesn't rush you and tends to get to the bottom of the problem.

Appointment on time. Doctor very helpful and efficient. Two weeks wait for appointment a little long.

I feel listened to.

Average

No problem, good service. Staff are excellent

My appointment was later as running behind, but doc still gave me time and supportive advice

Professional, friendly staff who try their best to help you

I had to have a blood test and book a Drs appointment the nurse was on time and the receptionist was very helpful thanks

Everything was explained to me by Dr Farmer

The doctor was very attentive and put my mind at rest. I felt much better after seeing him.

Almost on time, Dr Allan listens to you and gives you positive feedback about the issue

Very happy with the appointment, the doctor was very thorough with all aspects of my examination . One of the best appointments I've ever had

I had telephone call with Dr Hurst, I haven't actually been able to get into surgery due to ongoing health issues. I have severe M.E and it's a complex illness, Dr Hurst has agreed to be my point of contact moving forward to try and create a better GP relationship and potentially ensure I have a care plan/ annual review moving forward. He listened to my concerns and hopefully he will familiarise himself with the latest research and finding on the illness especially its vast symptoms and how best to manage them. I particularly wanted to ensure any new symptoms were not just dismissed and expressed how I felt my health has deteriorated which obviously effects my mood but also presents new symptoms or more aggravated ones. Am slightly more hopeful now. I know there isn't a cure, but you shouldn't ever stop searching for one.

Appointment was obtained from receptionist for that day and seen by doctor very satisfied

Was waiting a while for Dr to ring but understood the problem

Quick response from GP less impressed with having to go through details with receptionist but I do understand the reasons for this

Found the Doctor very understanding. Reception staff very pleasant and helpful

Good conversation discussed issue and was mostly satisfied. Not sure about iron deficiency

## DECEMBER

I'm not sure I got my point across of what was worrying me, which maybe because I struggled to understand the doctors accent. I was sent for blood and faecal tests, but I was concerned that scar tissue from a previous op was attaching itself to 'something' again as I'm experiencing the same kind of pains. I'm still waiting results of tests.

Once I managed to get an appointment the medical staff were efficient.

Bit behind schedule but can't be helped busy busy 😊

This was just a regular appt for my B12 injection. The nurses are always welcoming, reassuring and keep to appointment times.

I was having my blood taken. I arrived 10 mins before and I was called in to the nurse. Straight away she saw to me straight away and I left within 15 mins

Very popular sometimes hard to get an appointment but otherwise excellent.

The first come first served system for on the day appointments isn't ideal

Booked in electronically. Knew where to go. Easy.

Appointment on time and nurse practitioner helpful

Is OK

The nurse was very friendly and kind

Followed up test results quickly. Sent text message re a scan I'd been for the same day. Pity there weren't any Christmas decorations up in the waiting room though

Polite helpful

Had to wait 3 weeks to see the doctor for a follow up appointment. But when I saw the Doctor she was pleasant and professional.

Always face to face service. Only downside is it seems to take longer and longer to get bloods and appointments.

Everyone at the practice is always helpful. I feel like I'm given adequate time, and I'm listened to.

Good wait time and problem sorted by doctor.

Friendly, helpful, professional staff

The doctor and receptionist was very helpful.

Caring, and very polite x

## NEITHER GOOD NOR POOR

### OCTOBER

Always have to wait for any appointments, not everyone can call at 8am due to work, and the staff do not realise this, not my last visit but the one before the girl on reception told me what my employer should be doing, that they should let me out for appointments and so on. She doesn't work for my employer and had no right to say this. Plus, every person in the waiting room could hear, which was not very professional. Another lady did sort it for me which I appreciated she was .

I had a 20 minute wait for my flu vaccination in a very busy waiting room, although the staff were once I got in there as always. My husband chose to attend local pharmacy for flu and covid vaccines and was literally in and out in 5 minutes. May do the same next time, I hate sitting in busy waiting rooms with people coughing etc

Poor Only used part of the service

Poor first of all no parking spaces. The GP'S seem to always be running late

Waiting 45 minutes for appointment

Negative - couldn't book an appointment via patient access (expected to call at 8am next morning) as previously - this is not always possible due to being at work. Positive - I did get a call back regarding a medical health check that I noticed I could request to book on the app.

I asked for antibiotics as I knew I was getting a chest infection as I had green flem and was chesty, I felt dismissed and not listened to, I explained I was going on holiday but was just told to rest and drink water. As I suspected I got a bad chest infection, it spoilt my holiday. Had to see a doctor today as I had stabbing pains in my back and it hurt to breathe, finally got antibiotics but all this could have been avoided if I'd have been listened to.

Depends on appointments

Test results were given late

### NOVEMBER

Checked in on screen, it said my appointment was on time, it was 20 minutes late. Only one person went in during the 35 minutes I waited.

It would be good if I could get an appointment without having to come up to the surgery at 8 o'clock in the morning. Why can I never get one by going online or ringing?

Was invited for a cervical screening and was told cold and flu clinic was taking president despite most chemist and medical centres are offering cold and flu jabs. Had to call twice to book in. During appointment the nurse was lovely and calming with pleasant conversation and explained about next steps and what to expect.

Just takes too long to book an appointment, by the time your call is answered all that days appointments have been filled,

My latest face to face appointment was booked over 3 weeks in advance

It's very hard to get an appointment sometimes having to wait 3 to 4 weeks for one

**DECEMBER**

Appointment on time. Doctor was very professional and helpful.

Poor bedside manner

I have struggled to get any appointments, there are never any. I needed bloods took over 6 months to actually get correct test now again had to have bloods doctor can't read results. Rang hospital to be informed they'd not done it right again!

**POOR**

**OCTOBER**

I am very upset because I was not informed that I should be taking one of the medications, and no one contacted me regarding this matter. It was only when I opened the NHS app that I saw there was a prescription for me for some medication (the most recent prescription without a date provided). Appointments with the psychologist are constantly being cancelled (evidence available in SMS messages), which further hinders my ability to receive the necessary support. I am very disappointed with the way I have been treated and had expected more care and support from the clinic.

Your Doctors are not interested in Menopause

**NOVEMBER**

I didn't particularly feel like the GP listened to my concerns. I was cut off whilst speaking and reassured I was fine (which is great, but it made me feel as if I wasn't being listened to or understood). Surely, it's clear from my records that don't make GP appointments often (I am very conscious of not wanting to waste anybody's time) so when I have made an appointment to discuss something I am worried about, it would be nice to have felt more heard. I came away from the appointment feeling like I shouldn't have bothered and may have potentially wasted time.

Because the doctor didn't inject my mum's knees, he just told her to take paracetamol it's no good asking my mum anything she has got dementia and doesn't know what she is doing if he had read her notes he would have known this.

I arrived for my appointment time a little early. Worked out where we were in the list of patients when a patient came in and was 10 minutes late for her appointment. She was still seen which pushed my appointment back 10 minutes. She should have been made to wait. I had my 2 year old with me and was being picked up and it just wasn't acceptable. I came to the GP following advice from friends and family as I was struggling after being in an RTC the week before. I explained about the effects the accident had on my day to day living (sleeping mainly), I felt judgement from the GP. I have referred myself to talking therapies (which I could have done without that visit). I wanted help, and I left feeling worse.

I wanted an appointment early and I have got one for 7o'clock tonight so not happy as my breathing gets bad at night.

The doctor prescribed me a prescription which I paid for at the chemist only to get a phone call saying I'd been prescribed the wrong dose. I went a few days later to exchange the prescription only to be told I'd have to purchase again, and the new prescription still hadn't come through. I still haven't received this prescription a week later. Communication here wasn't as expected this time.

He didn't seem that interested in what I was saying. Even had to ask him to look at the marks on my face, he said come back in 8 weeks. Not happy, will be paying someone to look at them.

**DECEMBER**

Online appointments unavailable. Queuing for an appointment at 8am with 38 people in the queue ahead then finally through at 8:15am no GP appointments left for the day. GP running 50 minutes behind. No notification on the online checking system to communicate this upon check in. Poor communication and patient choice available.

Not very helpful at all chest very phlegmy but sent away with an inhaler which had no effect at all

**VERY POOR**

**OCTOBER**

I went with chest pain and back pain and bruises. I also explained my gut/bowel is inflamed making passing stools difficult. I have severe M.E and often bedbound over 20+ hours. There is no care plan in place, no empathy. Staff don't even follow new research or seem aware of guidelines, instead follow outdated default of treating like a mental illness and pump me full of antidepressants which is ironic as the GP I saw was more depressed than me! I try not to go with any new symptoms as I am always gaslighted. The GP I saw wasn't even going to refer me for an xRay or blood test until I pushed it! Even if it doesn't come back with the finding you would expect, it doesn't mean I am not in pain or struggling. M.E is a complex illness, we are only just finding more out about the illness. Hell, I have had to become my own expert because GPs don't have time or can't be bothered to keep up with the findings. It's well documented that there is a genetic DNA difference in our blood in regard to how we produce energy or rather post exertion, we also have complications similar to i.e. auto immune disease and particularly inflammatory response. Yet when I explain this, it falls on deaf ears! I used to have a sympathetic GP at this Surgery, but they retire and now it depends who I see. I have just spent another 20 hours bedbound, pain in back and stomach yet their answer is to pump me full of antidepressants and laxatives! And ignore any new symptoms or research. I am not expecting a magic wand but this falls well short. Lack of basic empathy for a start!

**NOVEMBER**

Appointment waiting times.

**DECEMBER**

The appointment itself was great with a lovely doctor, but it was only to book an appointment for a bone density scan. I did say to the receptionist at time of them calling me to make the appointment, do I really need an appointment for this. So could have been arranged without wasting the doctors time.

I have an issue with premeds, and I struggle with stress and anxiety which in turn can then cause me to have an anaphylaxis attack. The hospital at Sheffield informed me to get some diazepam to take on the night before and morning of my operation which was yesterday, I rang the surgery on the day after the pre-op assessment and was told by your receptionist during the day before the op and this would be done for me with a call to the doctor. I did this he then was very condescending on the phone and refused to give me the prescription. My records can easily be assessed by the doctors and prove what I was saying was true. Or he could have given me an alternative. He didn't and again I had a severe reaction under anaesthetic which extended my stay in hospital and also meant giving me more drugs and much stronger drugs that was needed to do the operation I feel could have been prevented. I am very angry and very upset and frankly disgusted in the way I was talked to I work for a living and have now had to have today off work as I haven't slept or yet recovered. I was assured I could go back to work today on light duties now I have lost another day's pay and in the current climate this is a hard hit to take.

I came in as advised by the hospital to ask for a referral to see a dermatologist (this was a skin specialist who told me to ask) where I felt my case was dismissed. Dr Wilkinson constantly kept mentioning my weight and when reading out whatever she had googled emphasised weight loss whenever it came up. I have lost a lot of weight, around 5 stone, and she has made me feel so down about this like I'm not valid to be seen due to my weight. She basically said there was no point referring me as there is a 10 month wait list and told me to try a cream first and sanex. I already use sanex which makes no difference. She also told me my case and scarring is mild which I strongly disagree with as my body is covered in scarring, which I'm massively insecure about.

My daughter was given the wrong immunisation at her appointment.

Waited 40 minutes and the receptionist was rude.

I am actually sick to death of coming to the doctors to review little or no treatment of what I've made my appointment for. Doctors are useless and offer no help whatsoever, the only time I am satisfied with any appointment I have been for is the repeat prescription of the pill.

**DON'T KNOW**

**Walderslade Surgery would like to thank you for taking time to provide feedback about the practice and our service. Your feedback is shared with the whole practice team.**

**We welcome all the amazing comments we receive. It is very satisfying for us to hear that we are providing a good service for our patients and members of our team are valued. After all, our aim is to provide the best service possible with the resources we have.**

**We also welcome the negative comments and want to assure our patients we take this feedback seriously. We are unable to provide individual responses to comments received via Friends and Family as they are anonymised, which means we are unable to investigate and comment on each individual case.**

**Please contact the surgery and ask to speak to a member of the management team if there are any issues you would like to discuss in more detail.**