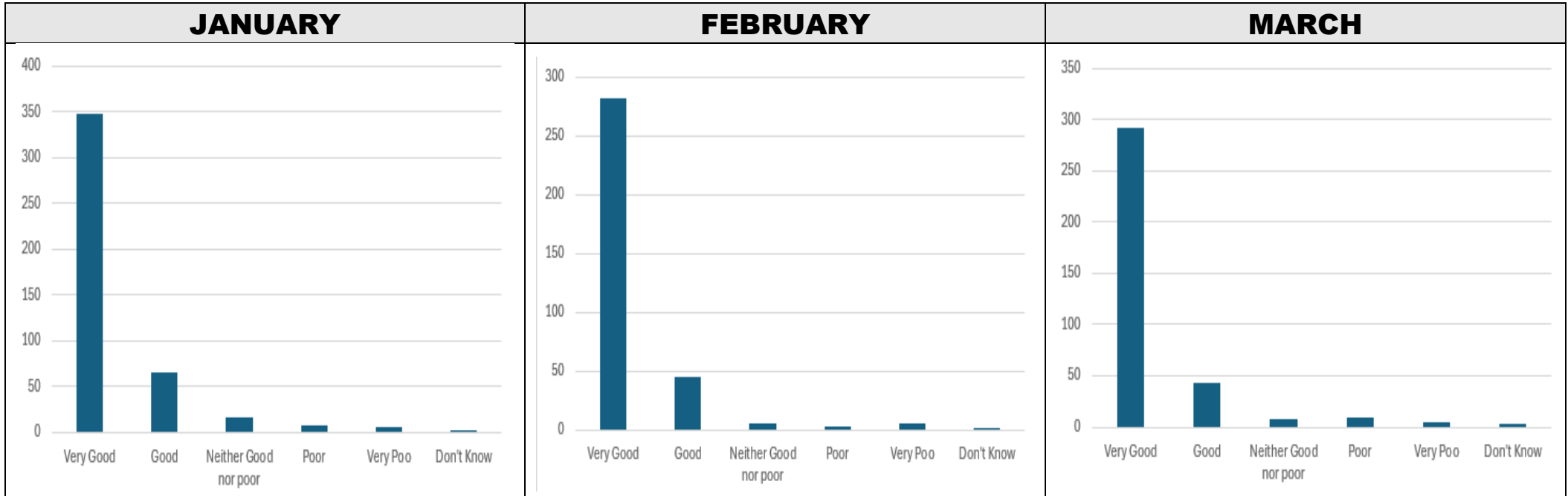


## FRIENDS AND FAMILY TEST RESULTS JANUARY TO MARCH 2026

	Jan	Feb	Mar
VERY GOOD	348	282	292
GOOD	65	45	43
NEITHER GOOD NOR POOR	15	5	7
POOR	7	3	9
VERY POOR	6	5	4
DON'T KNOW	1	2	3
<b>TOTAL</b>	<b>442</b>	<b>342</b>	<b>358</b>



**VERY GOOD****JANUARY**

On visit to clinic wanted to say thank you Claire the Nurse, the appointment went very well.
Tracy Barnett is amazing, anything she says she will do for you is done, she's been so helpful
He is a brilliant Doctor who always listens to you, he is fantastic
Thanks to all for your attention to detail in looking after my sister Celia after her RTA last Wednesday. Thanks particularly to Drs Bessant and Jarvis.... and for the patience, shown to me by your receptionist, when I visited the surgery this morning. Celia speaks very highly of you all and your services, PB (Patient's Brother)
The practice is exemplary
Wanted to thank three members of the reception team who had dealt with her recently. All three had been really kind and helpful when she had rung
Reception staff at Walderslade are excellent and always go above and beyond, thank you, because you do have a very challenging job
I am writing to forward my thanks and compliments to your team. Throughout all interventions and communication with staff at the surgery my experience is that of a professional, approachable, flexible and caring team. This is reflected in everything they do from telephone advice to support and treatment planning. They are always informative, inclusive and demonstrate a high level of sensitivity and care towards patients and families. Special thanks to Dr Farmer and Hayley on reception for your understanding and going the extra mile. You are all appreciated
Wanted to compliment Chloe who is clear, concise and covered everything, patient will also be sending this feedback to friends and family
Family said to thank Tracy for all her help in what is a difficult time for them, it is greatly appreciated
Came to see Chloe re bloods and was very complimentary about Chloe during the appointment
Brought in a bunch of daffodils for Annaleigh for being such a wonderful person.
Said how lovely Jess is, makes her feel calm, welcome and really supportive. Couldn't praise her enough.
Brought in a box of chocolates for Nicola for being so lovely and helpful
Seen on time. Felt heard. Dr Farmer was very thorough.
Always efficient and friendly
I felt listened to, not rushed but my issues were quickly and efficiently dealt with.
Fantastic dr who listens and took action to help. I felt heard and taken seriously.
Very friendly and helpful
Excellent surgery
Very helpful
Friendly staff, prompt appointment, got what I came for. :)
Very polite and very efficient
Very efficient dry
Helpful staff and calm waiting areas
Lovely young lady
Even though the doctor was running behind, I wasn't rushed through my appointment. My problems were listened to, and dealt with satisfactory.
She was very friendly, professional and helpful. Explained everything to me
Professional friendly

Got the treatment I went for
The Receptionists are very pleasant and helpful. The doctor I see explained everything clearly
I was very happy with my result from seeing the doctor everything was explained to me where I understood and that helped me with my anxiety
Dr Hurst is always professional and efficient, he listens to my problems and medical concerns and always makes huge efforts to help and resolve issues promptly. I saw him one day, he referred me to the wellness clinic and they rang and booked me in the very next day. Excellent service ! The doctors, nurses and other staff at Walderslade are kind, helpful and professional and second to none.
No problem with getting an appointment
The Practice is very efficient and the GP that I saw was absolutely fantastic.
Polite; discreet; immediate call back from pharmacist.
Very professional
Very helpful and understanding
Nurse Emily was polite, informative and made me feel comfortable during my appointment.
Absolutely fantastic service right from the front door to seeing the receptionist . Doctors are first class and even the ladies and pharmacist next door are excellent 🙌 thank you everyone ❤️
The receptionist was very pleasant and informative, also the nurse was very friendly and efficient.
I have always been satisfied with every aspect of Walderslade, except for occasional issues with reception. That said, my experience with Dr Jarvis was exceptional. She was kind, caring and listened in detail to my concerns. Thank you Dr Jarvis.
Clean, efficient and professional.
Great service
Lovely doctor
Easy to make the appointment Chloe new HCA was polite professional and explained everything Chloe was excellent
Excellent consultation, advice given, reassurance, not rushed, listened to plus medication prescribed. Appointment was on time, warm and clean in waiting room and GP room. Thank you
Diabetic Nurse was friendly & efficient as always .
Prompt polite and obliging service
Seen on time, polite staff
Very good care
Kept appointed time. Professional & respectful.
First class professional service with a same day appointment
Nice and friendly and I wasn't waiting at all. The surgery is very clean and tidy.
Professional in every way
I was promptly seen and examined by the nurse practitioner and given the appropriate medication. Excellent care as always at Walderslade surgery. the service, empathy and understanding as well excellent care continues to warrant a consistently high recommendation from me
Mistakenly thought my appointment was half an hour later than it was, spoke to reception who made a quick call to the doctor and he managed to squeeze me in, very grateful

Appointment was on time The doctor I saw was amazing Dr Hurst Very understanding very informative Went above and beyond he is the best doctor I have seen for decades
No hassle appt for bloods taking so was in and out the nurse Bethany was superb
Very friendly reception and dealt with my problem no problems thanks very much
Friendly telephone survey. Hopefully new medication works ok
Quick appointment, felt like I was listened to properly and examined well.
Nurse was efficient and easy to talk to.
Dr Allan always explains and gives you a good understanding of the nature of your problem. Listen's and gives you time to explain as well as making you feel relaxed. Excellent Doctor
Prompt, quick, friendly and painless service.
Always absolutely obliging
They look after my very well and are always there for me
Very good service and if you have a problem you can ring up and they will talk to you and try and solve the problem for you
Very efficient
By attending the surgery early, I was able to get a same day appointment. The GP was both thorough and understanding and suggested an action that could progress finding out what may be the problem.
Speaking on the phone doctor knew exactly what the phone call request for you.
Clare was really good she explains everything I need to do
Punctual kind friendly and knowledgeable
Thanks as always for professional, friendly manner at reception when booking a future appointment as requested by the nurse. Also by the nurse in the appointment. Thank you.
Quickly seen, very satisfied
Fast appointment and thorough assessment by doctor. Also, on another issue of a bcc spot contacted dermatology and reported back to me promptly.
No issues services and staff all very good
Dr Allan requested a scan and I received it on the 3rd February I couldn't wish for a doctor that shows empathy and never makes me feel that I'm wasting his valuable time
Everyone very friendly, on time with appointment and the doctor was very understanding and sympathetic towards me.
Mrs Chloe Matthewman, phlebotomist, was absolutely amazing and made me feel so comfortable and calm
Nurse was very knowledgeable & friendly.
Tracy who deals with emails is so helpful and very quick in sorting things for you when asked.
Very responsive lovely lady GP who took time to explain things to us and my 99 year old auntie
Met a female Dr who was friendly and informative but most of all listened
Friendly helpful staff
Staff very professional and approachable.
Happy with service, took 1 week for appointment but happy with doctor, very thorough

Helpful. Friendly and gave the information I needed professionally
Reception and GP friendly and polite.
Very patient when discussing my condition
Dr Ibrahim is brilliant, always listens, and treats with compassion and understanding
Very happy with the service.
Always very pleasant and helpful u have a good tea. At minute and place is always very clean thank you for your help
Absolutely excellent great doctors great staff
Quick efficient call. Covered all the details.
Appointment was prompt and informative
Very helpful and friendly staff best Drs I've been with ever
Dr Hurst was excellent. Took time to listen and offered solutions.
I have found all staff to be consistently polite, helpful and professional over many years
Very efficient and helpful
Excellent service
Very good and thorough, explained everything clearly
Prompt appointment with friendly, caring attention to me.
Got an appointment without much trouble. Was seen and treated very well, with understanding of my problem. Thanks.
Efficient on time appointment, Dr Ibrahim is a professional, easy process to book requested appointments.
Sorted my problem out by changing my antibiotics,
Felt it was I was listened too which was a relief
From seeing reception staff, GP, to bloods being done everyone was first class. No one could have treated me any better. Thank you Comment
Pleasant staff .
Always helpful when I phone for mum, listen and get me to the right person/doctor, very good surgery
Nurse Claire very professional
friendly and the staff are great well done
My follow up appointment was made easily
Called on time. Sorted out in 5 minutes.
Easy to arrange appointment. Explained side effects of vaccine thoroughly.
Staff very friendly in Reception. The doctor I saw was very pleasant and very helpful in explaining everything I needed to know.
Great support for the unexpected dilemma I faced from the first consultation to the home visit by the doctor. Every process discussed was smoothly delivered and at the arranged times. The doctor was thorough and answered all my concerns. She read the contents of the barrier cream and reassured me this was suitable. Felt relieved knowing the procedures I had to undertake for a positive outcome. Thankyou PL
My last visit to Walderslade surgery was to see Dr. Allan. As always, he was very good. I always try to see Dr. Allan if I can. You never feel rushed. I was very satisfied.
Always very helpful everyone and always listens to you what's wrong a very excellent surgery
Claire was first class and cares about her patients health.

I so the nurse today she was really helpful thank you
Speedy appointment made direct with the surgery. Very thorough GP examination and quick assessment. Appreciate the support and action. Thank you!
Prompt appointment and satisfactory result.
It was Good 👍😎😊
All the test were done quickly and the results were sent to me br phone at the date and time agreed, thank you
Friendly efficient knowledgeable
In my experience the treatment I received was excellent and the nurse who did the consultation was knowledgeable polite and friendly and very patient focussed
Excellent Healthcare, no issues getting an appointment, phone at 8am. Lovely reception team.
Very helpful receptionist. Easy to book with her. She was friendly and explained what it was.
My appointment was on time and the nurse was friendly and professional.
Got there early due to bus time. Also got in for my appointment early which made it ok for my bus home as there is only one per hour.
Excellent, professional, very kind, GP, Reception Staff understanding and helpful.
Friendly staff and good explanations of change in medication.
<b>FEBRUARY</b>
Dr Toor did a really good job and has cleared patient's psoriasis up, wanted to say thank you very much for what he has done, he is a really nice doctor, all the staff are brilliant and do a good job. I think it's rubbish that we are probably used to hearing bad feedback or complaints so wanted to give us some good feedback for a change.
With deep thanks for the expertise and opportunity to be personally managed by your Nurse Practitioner Sheena who has facilitated my own ongoing recovery. She has demonstrated strong clinical skills, has shown a strong empathy and understanding, ensuring I feel reassured and well cared for during what has turned out to be a protracted recovery.
Said to thank the ladies who are on the telephones for getting her an appointment this morning. Also commented on how lovely Sheena is
Phyllis's Nephew Robert said it is always a pleasure to ring and speak to the reception team as we are extremely helpful and always do everything we can to help/assist with any questions/queries he has
Saw Dr Sloan this morning, she said she was very helpful, a very nice person and wants to thank her for all the help she has given
Would like thank Annaleigh and Sue. He thought he had an appointment this morning to for Chronic Disease but there was no appt showing. I apologised and Annaleigh was able to juggle some nurses appts and he came back later this morning.
On visit to clinic on 4th February wanted to say thank you to the Nurse, the appointment went very well. With respect and thank you
Family of Peter Woodhead – to the whole team – sending grateful thanks for Peter's care and his wife have received from the surgery over the years
Barnsley PCN has received the British Gymnastics Foundation Collaborative Partner Award 2026 in recognition of the work they do delivering Love to Move across Barnsley. This achievement is a direct result of the dedication and hard work as Love to Move deliverers. Sue Hill, you should be really proud of yourself and the positive impact you are making. Congratulations and thank you for the difference you continue to make in care homes across Barnsley. Karen Gug Primary Care Network Deputy Manager
She has brought a box of chocolates and a thank you card for them both as she has had an appt with them both and is really happy, feels a weight has been lifted off her shoulders as she knows the ball is rolling in regard to getting her problems sorted.

Mum advised that Emily has been finally accepted under CAMHS and wanted to say thank you in getting another referral pushed through to CAMHS to enable them to finally accept her and get the help she desperately needs.
Dr. Wilkinson & Ibrahimi great with managing my long term health issue
appointment was on time
Got an appointment straight away and with the doctor I wanted.
It was great that I could make an GP appointment the same day by being at the surgery first thing. The GP (Laura Martin) was excellent - patient, caring and thorough and although she wasn't able to diagnose what was wrong, she did pass me on for tests to help achieve that so I felt things were moving in the right direction. Thank you!
Friendly and informative
Always get good service from Walderslade
my appointment was on time, and a very friendly, polite and professional member of staff saw to me.
Was seen straight away no fuss
Excellent practice, Dr Allan is a professional.
On time, professional and a friendly chat
Appointment on time. Very understanding and caring.
Not had any trouble
I saw a student doctor first who was really nice and listened to what I had to say and then I saw a GP who was also nice, he reassured me that he was going to try and help make my symptoms better
Because I received an excellent service and care provided by the nurse
Dr Allan explained about the pain in my arms.
The nurse was really helpful and very careful when giving the injection and I was very impressed that she had read my notes which lead to her using a small needle to lesson bleeding and bruising which I was very grateful for
Excellent service thank you
The service was very good. Very helpful, efficient and friendly staff as I made the appointment. My consultation was very good with my GP listening to my concerns. She was very caring, professional and reassuring. Thank you to everyone concerned.
The support and care I received was excellent. I cannot speak highly enough about service I have had. Thank you.
The interaction between the surgery and Yousaf at king street pharmacy to get me treatment for sinusitis, was exemplary.
Dr Ibrahimi very good GP
I went I. Very anxious and upset. He was friendly and made me feel at ease
Very good service and very well organised
Was a bit uncomfortable with the 1st appointment as it was a male. But after meeting Dr Laura Martin I feel a bit more comfortable. Listened well considering my situation is so complex. Very welcoming.
Very caring
My consultation was thorough, and he listened to my issue and ordered the appropriate tests to try and identify a diagnosis. Happy with what was agreed and will await my scan results.
Receptionist very helpful and polite Appointment was on time and Dr was very friendly and helpful

Dr Allan is a very good doctor, he seems like he really cares and talks to you on a level that you understand, I will always try to see him if I need a doctor again
Appointment on time diabetes blood test and review by the attending nares faultless
Walderslade surgery is wonderful . Everyone is so efficient , polite and helpful . Dr Allan listens to your problem and explains everything to you .
The nurse I saw was very friendly, polite and efficient. The receptionist that I saw after was also very friendly, polite, efficient and very helpful.
Met Dr Martin for the first time she was very very thorough and understanding .she actively listened to me and was very considerate
The GP was very approachable which made me feel very comfortable. After discussing some test that I had, I left feeling very pleased with his response to everything. He was very respectful.
Prompt service thanks
Very friendly and sorted my problem very quickly
Great doctors very helpful reception staff 100 % keep it up thank you 😊
Vary organised
I was seen to on time, the nurse Emily was friendly and efficient,
Appointment given same day. Doctor I saw was understanding and very thorough. I was made to feel at ease and was able to talk about my issue. Follow up if needed
Pleased with the help given to me
Front of surgery very professional Nurse very professional and friendly
The information from Dr Khyatt was very good
Got an appointment no problem at all, & a quick one at that - then Dr Allan was great, helpful, informative, wanted to help & care. Great experience
Seen at appointment time by a friendly nurse.
Doctors at this practice are always very helpful and informative, they are very easy to talk to and they take everything seriously and are considerate
My hubby and I both saw Emma who did her job perfectly she talked us through everything and was very pleasant and made you feel comfortable thankyou Emma
The staff and Doctor ibrahimi are brilliant and caring
Dr Allan Super chap - more like him please
Good help from the nurse, she was very good
Today I had my diabetes full check with Bethany. As always, she was happy and professional. It makes the experience much easier and less stressful when the professional staff are friendly, not only the nurses, but doctors, health visitors, including the receptionists and everyone at Walderslade surgery, are very friendly, professional and have empathy for everyone. I don't want to move out of the area because of this practice. There isn't any other practice like it anywhere. I thoroughly recommend the practice
I got an appointment quickly, went in on time and the nurse was very professional. All as expected.
The doctor listened to my thoughts and gave me a prescription for what I asked for straight away
I received excellent help from Hayley, she enabled me to get the services which I need. Thank you so much.
Dr Ibrahim was lovely and is following up my results
Efficient

My appointment was 19.30 I was in early. Everything went great as the last few times I have been great service thank you od Very good is my response because I have always had courteous and caring treatment.
As always, I felt listened to and that my own choices and opinions around health mattered. I was given time to discuss options, talk of benefits and risks. Whilst also leaving reassured about your future contraceptive options. Thank you for your time and professionalism. The student dr was also really relatable and knowledgeable whilst confirming and summarising our discussion effectively with the overseeing GP also. Thank you
Helpful
Reception GP Nurses Everyone you see is fantastic. They listen and do accordingly
I Tel phoned the surgery at 8am & there was 15 people in front of me in the queue, I was offered a call back & on this call I got a appointment for that morning. Excellent service thank you
Easy to talk to and gives good feedback
It was quick to get it.xx
Both doctors I've seen have been amazing. They practically helped me get back on the road to normality
Very helpful advice and professional care
Because as usual the staff ,nurses and doctors are always friendly, and professional
Appointment easily made. Procedure carried out efficiently and on time
There was Very little waiting, and your staff are friendly and polite.
Miss Bates took time to listen to my lifestyle didn't rush me and I left feeling she had done her job to a high standard
Understanding staff nice environment
Everyone always so helpful and takes time to listen and offer advice. Thank you
Staff always helpful and friendly
No problems
I love dr Allan he's brilliant
Through throughout. Can't fault them. Polite at all times
I was able to speak to dr over simple matter who was very responsive to my request without need to attend in person
I was happy with your service
As a new patient found my experience fantastic saw to lovely people the doctor was great will be more than happy to see him again
I was happy with your service
Dr farmer shows interest and is very kind and gave me a thorough examination before diagnosis
All staff helpful and professional
I have no complaints at all & my medication was sorted so thank you very much x
Because the phone call went very well and got what treatment I needed
Doctor Alan was caring and listened to me and looked at me not his screen
Dr was full on, very helpful and understanding.
Very professional no problems
Had a duty doctor messaged me and I was asked if would send pictures of symptoms, over a secure connection, and within 10 mins I had antibiotics without even having to go to the surgery! Fantastic

I attended for a steroid jab in my right knee and Dr Besant was brilliant, using all his sports medicine skills! I've always felt that all the doctors and practitioners have truly looked after me and I'm very grateful
Practitioner Bethany was very pleasant helpful and professional
Got my appointment with no problem, Doctor Sloan was very attentive and interested in my problem, I felt comfortable speaking to her didn't feel a nuisance.
Reception were really helpful and polite, I had 2 appointments and didn't wait long for any of them. Went to see Doctor and needed bloods. While I was down there, they fitted me in straight after the docs appointment. Now that is what I call service.
Bethany - very friendly and helpful
As usual friendly and efficient staff
Dr Farmer, excellent. Kind, caring, listened to what I had to say. Very happy with consultation.
Although waiting room full, wait time was very reasonable. Seen by friendly, supportive nurse.
Doctors listened to me and felt that what needed to be done was completed to a high standard
Everyone so helpful
Ease of getting an appointment and prompt diagnosis
Always dealt with fairly quickly.
Very welcome service and professional practice
Really friendly receptionists and doctors
The diabetic nurse I saw was thorough and pleasant
Friendly prompt & useful information
Got an appointment when I needed one. Seen by a medical student and thereafter a doctor for further advice . Outcome was extremely helpful to myself . Receptionist was lovely
Recent interaction with Sheena specialist nurse practitioner at the surgery while suffering from a significant respiratory illness. Her highly professional and empathic approach made me feel reassured and well cared for. My illness has proven extremely debilitating and worrying but her careful explanation of everything and subsequent follow-up is a continued indication of the excellent care provided by all members of the team at Walderslade.
Appointment made with ease. Easy to use the app to check Appointment time. Nurse on time, polite and professional
Always manage to be seen by a doctor or a phone call. Very helpful and friendly staff
received prompt advice and treatment as usual. Many thanks
Service was very good
They contacted me about changes that were needed for my tablets the nurse was friendly and reassuring
Everything was done from phoning in the morning to seeing the doctor in the afternoon same day service
Very friendly and helpful
In on time nurse very nice
Lovely staff member. Blood results back very quickly. Seen promptly.
Excellent very friendly staff and doctors clean, tidy surgery
Dr Sloan very approachable, listened and explained reasons for new medication prescribed.

Both the staff and doctors are caring
The doctor was lovely and helpful.
Saw Dr Sloane as was worried about how I was feeling. She was lovely and took the time to check me over and put me mind at rest . She also rebooked me in so I could see her again . Was extremely helpful
I see Jessica at my practice with my weight loss journey, and she's been brilliant I've lost 2.5 stone in 7 months she brilliant
Always professional and caring
From contacting the receptionists to either seeing the GP or nurse it is helpful and effective service in my experience
The nurse was very nice and listened to what i was saying, sometimes you don't get that. She said she would try me on a different inhaler to see if it was better for me , i said i would try and see how i would get on. Very satisfied.
Very attractive, lovely personality, good at problem solving, good listener.... But, enough about me! Dr Martin has transformed my quality of life almost overnight.
All went well thanks.
Got appointment straight away, seen spot on time.
Dr Allan made me feel zt ease and explained things to me so that i could understand, also Jessica Roberts is very good aswell,5
Appointment provided within the time frame I needed for driving an HGV. GP very thorough undertaking the interview in a friendly yet purposeful manner.
My visit was for yearly check up with nurse Bethany who was really pleasant & informative
Staff were very polite
Dealt with my problem by providing physio appointment.
Got an appointment straight away
Lovely doctor very polite and sensitive
GP was kind and understanding. Listened to my concerns and was reassuring.
Professional
Bethany who took my blood was slightly early calling me in but this was great as I had a very busy day Friday so was very helpful. She was friendly, smiley & professional we had a quick chat about the recent rainy weather whilst taking my blood which put me at ease & distracted me. I was left without a bruise, I found the experience very quick, painless & professional. Thank you 😊
Appointment same day, bloods done all within the week thank you. Hopefully we can sort things out,
Because doctors are great and always helpful. Especially doctor Hurst and Doctor Taylor.
Touch wood, in 14 years that we have lived in Hoyland and been registered with Walderslade Surgery, I have always found the services provided to be timely, appropriate and suited to my needs
Friendly..polite..and removed stitches pain free
Every appointment is always good at this practice.#
Exceptional service never had any problems very helpful
No problems
Prompt appointment, seen timely. Engaging, knowledgeable staff member who was friendly and non-judgemental.
Very polite and professional staff,

Very good service always there to listen
All staff are exceptional. I felt listened to by the doctor.
Doctor showed interest and kindness before diagnosis
Received call back on time & doctor gave very good & clear advice, many thanks.
My experience across the board with the practice has always been a positive thing. I am grateful for them all.
I so a trainee Doctor who was very thorough and polite. I then so the Doctor who was very good also
the doctor was very caring
Super-efficient shared care blood test, no pain and felt comfortable throughout.
All staff professional and helpful.
Always polite nothing too much Always listen to u and very helpful and professional place Always clean could make u a cup of tea 😊 lol
I got an appointment on the day I called for the same day.
quick, efficient service
First of all, I have received two messages as reminder of my appointment and a phone call on the day as reminder. Then when I arrived surgery waiting time was reasonable, finally U was there for my yearly check-up, service was excellent and I got answers to my questions. All in all happy with the service, thank you all.
Appointment on time, friendly helpful staff
Reception contact good and helpful. Appointment wait time 45 mins late.
Very professional service
Nurse called me straight away once they had my blood results to check in that I was OK.
Seen on time. Reassuring and helpful information given by a good listener.
On time nurse very professional
Friendly staff GP very informative
Appointment kept promptly and consultation was excellent.
Friendly staff and atmosphere
Always friendly and helpful
I suffer from white coat syndrome And the nurse i saw Emily was really Understanding and really did settle my nerves
The nurse was very helpful and has a nice manner
I had my preview with the nurse and she was excellent. She also rang me and told me the results of my blood tests
On time excellent nurse
Very helpful staff, reception, nurse and GP. Always feel everyone is working hard to do their best for me. Very reassuring. Thank you.
Never have a problem when attending the practice.
Both reception and Dr Jarvis were great. Very friendly and I got the help I needed.
My appointment was on time and Nurse Emma was very helpful and friendly.
Very Good Dr Allan was very thorough and explained everything clearly. He listened and took the time with understanding of my difficulties and provided lots of support. I can't thank Dr Allan enough!
Appointment was on time, the doctor was helpful and straight to the point.

Never had a bad experience , always recommends them to anyone new to the area.
On time, efficient & pleasant member of staff.
I have been with the practice for just over 12 months now and have been more than pleased with my experience from reception staff, nursing staff and doctors and feel valued as a patient. I would recommend this practice for anyone needing a surgery
Efficient courteous and informative
I saw the nurse practitioner, and she was very thorough and a very good listener
Showed compassion and understanding
Everyone in the surgery are professional, helpful, confidential, and caring . From the Drs especially Dr T Hurst , Health and wellbeing coach, reception and admin . Makes it easier and less stressful for a visit . Thank you
I came fir staples out after my knee replacement, and I was terrified, but the nurse was lovely n made me feel at ease
Already replied, after seeing Jesse
Excellent
I was seen on time the doctor was very helpful and kind.
Excellent professional care.
Lovely healthcare assistant. Very friendly and professional
T THIS IS REPEATING TIME AFTER TIME.PLEASE REMOVE IT.
Well organised and helpful staff
I don't very often have need to visit the surgery but managed to get in and see someone on the same day. Working shifts this is so appreciated as illness can't be planned and getting to see a GP when it's needed is always a positive. I was seen by a student and was really happy with my visit. Thank you Walderslade.
Nurse Emma was friendly and helpful
helpful and professional
<b>MARCH</b>
Wanted to pass on her thanks to the lady who booked her appt which was Debbie. She listened to her, let her speak and helped her out she was wonderful were her words
I was seen as a walk in by Dr Wilkinson on call, I was very impressed on how I was looked after from the reception staff and Doctor
I was desperate for my medication ordering, Tammy sorted this for me and I want to praise her, she was great
I would like to thank Dr Hurst following my appointment with him, he is a brilliant GP and sorted my problems out for me I am very thankful.
A very good visit to the Surgery.
They immediately put me back on Fostair when I told them Lufabec was less effective for me.
I have had a few different appointments recently and tests and all health care staff have been professional and knowledgeable and provided timely feedback with al aspects of my care Thank you
Dr Wilkinson listened to me and carried out further investigations i.e. requested bloods if she hadn't my outcome would have been different. It identified a very low potassium reading which required a hospital attendance.
Dr Sloane is Amazing! She is a real credit to the surgery. She takes time to listen, empathise and gives excellent medical advice. She is a real advocate for young women's health. Thank you.

Fast and efficient
Always get an appointment when I need to . Staff are lovely and helpful. GPs are always very caring, and I never feel rushed.
Lovely friendly front desk staff and doctors
Everything was very good from start to finish
Always have a good experience when seeing a doctor or nurse.
I had a telephone appointment, the doctor called me at the right time
Friendly. GP understanding and took time to listen & go through everything.
Full and proper explanation of why I was having done and why
Quick to sign in and informed where to wait. Friendly nurse who explained about what she was doing taking stitches out
The nurse I saw was very good she gave me some information about a problem I have been having and I was very pleased with what she said
The appointment was in time, the information was given in a way I could understand
My experience at the surgery has been excellent.
An excellent caring practice
The practice is always clean, staff are friendly and go out of their way to help you in every possible way they can.
The doctor and staff where very good and the doctor listens to our problem too was very helpful
Friendly and helpful.
Very friendly, professional.
Professional, friendly. Very good service.
Bethany who looked after me was very friendly and professional. She talked me through everything that she was going to do and why. All the tests completed and reported.
Nurse was amazing so friendly & brilliant at her job
It all worked OK
DR WAS VERY UNDERSTANDING LISTENED AND DID EVERYTHING TO MAKE SURE HE COVERED ALL PROBLEMS THANKYOU
All staff are professional and kind
Appointment more or less on time. Doctor was very pleasant, understanding and explained everything to me without me feeling rushed.
Very helpful
I have seen the same nurse on a few occasions now and she is always very pleasant and helpful.
Mrs Chloe Matthewman was very friendly, welcoming and explained the reason for the requested visit as I was unsure why I had been called in. She made me feel at ease and I understood what the next steps would be as a result of the tests taken.
The nurse I saw Chloe Matthewman was great. Very professional, communicated and explained everything
Straight forward and on time. Everything explained
Dr Ibrahim is an excellent doctor as are all the others too always listening to my problems, I was given an appointment quickly , feel blessed to have such a good surgery always very quick to help me or my husband,
Very reliable listened
Dr Sarah Wilkinson a really nice and caring doctor.
Always happy with the service given from reception staff to the nurses and doctors.

On time and nurse was very good
I was seen by a trainee GP who was lovely and very thorough.
Call on time good discussion
Never have a problem with the practice.
Very pleasant and helpful lady
It was very good
Very nice experience made me feel welcome
The practice nurse was knowledgeable and friendly.
Sheena is very understanding Chloe health care assistant very good in what she does ,I'm so very happy with Walderslade.
Dr Marton is a patient friendly doctor, I immediately felt at ease with her. When I explained my concerns to her she gave me a good examination and advised me on a course of action and instructed me to return in a couple of weeks if the problem persisted
I came for results of my Dexa scan and saw Doctor Hurst ,he explained everything to me what the problem was. I'm going to be on some more medication fingers crossed to improve my problem
Very professional and helpful. Explained everything clearly. Plus on time
The nurse in question is always very polite and friendly.
Jess is wonderful and the two nurses had their work cut out in trying to get blood from me.
The receptionist was very good and the dr was very helpful it is a lovely practice
Always very helpful
Excellent service from arranging an appointment to being given a diagnosis and treatment. Cannot fault this surgery or the staff who work there.
Very good service by all. Drs nurses and receptionist .
Appointment on time, efficient nurse no issues at all
Because person I spoke to was polite and helpful And I was amazed I got an appointment for same day
Listened to me. Excellent explanation and put me at ease
Dr Hurst was really helpful . Much appreciated, thank you.
Although I did have to wait a few weeks for this appointment it was worth it I saw dr Allan, this doctor goes the extra mile to help. Doctors like this are rare now he has helped me through some really tough times due to my health such a brilliant doctor who actually cares about his patients Thankyou
Nurse could not do enough for me and made me feel at ease .
Dr Jarvis was very thorough, and I was happy with the diagnosis, I got some medication and fingers crossed for a good outcome.
1st class communications text alert for my date and time good
Helpful receptionists, always polite and helpful. The nurse who attended me gave me all the information about the vaccine she was going to administer.
The lady I saw was pleasant and chatty. Complimented me on my weight loss and improvements ive made to diet.
Great service, quick appointment, always happy to help all they can
Quick efficient appointment
Very happy with service.

Receptionist was very helpful locating my appointment details. The nurse Bethany was very professional, caring and thorough with all tasks performed. Bethany gave sound advice and information and explain the process that may take place if necessary.
Was in before time, Dr very good , was very satisfied
Excellent service as usual
Very pleasant and helpful lady
Laura Martin, doctor i saw was lovely and addressed everything. Always first class service
Bang on time for appointment. Plenty of time with Dr and took time to listen and understand my problems and answer all my questions. Excellent service, highly satisfied. Thank you.
Because the staff doctors and nurses are always very polite and helpful.
The medical student was exceptional. I was very impressed with her. She listened well to me and was kind and caring. She will be an amazing family doctor and will be an asset to the profession. I wish her well. I saw Doctor Allan afterwards. He is such a knowledgeable doctor and he always listens to me and puts me at ease. He treats me as a person, not a number and I find this very reassuring. I trust him implicitly. I cannot fault this practice doctors, nurses and administrative staff are an asset!
Good, smooth and reliable. Peter.
I arrived in good time - and was treated at the time of my appointment - the nurse explained the procedure - all carried out - perfectly - politely - well explained.
Thorough and professional and friendly
A good thorough job as usual
From initial contact with all staff are friendly and understanding of your problem. All medical staff including nurses and G.P's are excellent and I have always felt safe and understood
On time ,explained everything
Very good
When visit Walderslade surgery I know that the moment I step through the doorway I'm in good hands. From reception to the nurses and doctors i know they have everyone to take good care of me. My nurse i saw on Monday was absolutely brilliant she was professional, polite at all times and explained why and what for i had come to see her so all in all another positive outcome from Walderslade surgery
I have been working with Jessica, the wellness coach, for a number of months. I find her advice very practical and easy to follow. She is knowledgeable in her field and understands if little progress is made but will then offer alternatives. I find her a breath of fresh air 😊
The diabetic nurse was very friendly and efficient and put me at ease straight away. A credit to the surgery
Comprehensive discussion with Dr Farmer who outlined the various options availble to me.
The staff are lovely and very helpful, and the doctor was excellent
on time took the time to listen very informative
Good communication. And polite
Always a good service never had any problems
All I want is to see dr farmer for a personal thing to do with thing below the belt just to told by reception sorry no doctor's appointment I'm so disappointed with the service at 75 this practise don't seem to bother I'm going to think about this then an official complaints have to be filed
Everything worked well, people were helpful and the surgery clean and well maintained

Very good customer service and excellent service
Booked appointment to see Dr Slone today at 11:15 but just had call from surgery to say Dr Slone phoned in sick, so now seeing a Dr Hurst at 10:10, only trouble is new Dr so have to explain what's going off health wise, when Dr Slone and Dr Jarvis know my case load. Still good to get a Dr's appointment straight away.
Very pleasant clinician with a good "bedside" manner.
Pleasant Staff 😊
The doctor I saw was very kind and caring. Made me feel very uncomfortable in an uncomfortable situation. She made me feel very relaxed and put my mind at ease
Doctor on time
The dr I saw was very understanding and empathetic and I felt understood.
No problems
He listened to everything and was very thorough
Excellent service as always.
Can talk to dr Alan and he listens
Appointment on time. Friendly and professional staff. Appointment easy to make
On time friendly and efficient
Had an early morning appointment and was seen on time. The whole experience was really good and didn't feel rushed by the GP either. As the health service isn't particularly thriving, I think Walderslade perform exceptionally well.
Doctor Alan is understanding and caring. He gave me time to share my thoughts and listened carefully. He was very professional and understanding i cannot thank him enough for being here for me at a difficult time. I feel as if he knows me as a person, not a number
For prescription review: Tel call from GP on time, to correct number. Listened whilst I explained and recorded outcome. Very efficient and helpful. Thank you!
Pleasant and assuring manner.
Can talk to dr Alan and he listens
Appointment on time. Friendly and professional staff. Appointment easy to make
On time friendly and efficient
Had an early morning appointment and was seen on time. The whole experience was really good and didn't feel rushed by the GP either. As the health service isn't particularly thriving, I think Walderslade perform exceptionally well.
Doctor Allan is understanding and caring. He gave me time to share my thoughts and listened carefully. He I rawas very professional and understanding i cannot thank him enough for being here for me at a difficult time. I feel as if he knows me as a person, not a number
For prescription review: Tel call from GP on time, to correct number. Listened whilst I explained and recorded outcome. Very efficient and helpful. Thank you!
I was contacted by the Dr to undertake Hypertension monitoring following my review . Everything was very well organised . I returned the Monitoring form only to find the Surgery was closed, however I rang the bell and the door was opened for me. The receptionist was very polite she took the form and then let me out again. I am not mobile and was on my mobility scooter. There was no problem whatsoever. Thank you
Pleasant and assuring manner.

Clear professional advice, understanding of condition
From phoning up the receptionist was helpful, understanding and got an appointment within 2 weeks for a non- urgent which I feel is good. Did not wait in the waiting room long, had a lovely Dr who was understanding and helpful. My daughter was also seen straight after me and again, was lovely with her and spoke to her in way that made her comfortable. Had my blood taken there straight after my appointment due to a cancellation which was brilliant, although I would have been happy to wait. Overall excellent. Thankyou
Good service as always
Because the doctor was polite and on time
Very friendly staff, the nurse was very friendly and professional. Thank you
Excellent nurse, very friendly, good experience
On time, in fact early, pleasant nurse and very friendly.
Dr Hurst was very thorough and very good at explaining my test results for me and putting in the appropriate referral
Excellent Polite efficient reception staff and dr has time to listen and help Thank you
Excellent care and service Brilliant practice
The nurse took bloods. Very patient and professional easy to talk to and explained what was to happen in easy to understand. Didn't feel thing excellent job thanks
Dr Sloan was very understanding of my illness. She did not rush the appointment and put me at my illness I was a patient not a time waster's
Even though all appointments had gone for that day I was offered a telephone appointment for that day or a bookable in a few days' time. I chose telephone appointment and doctor rang, listened to all symptoms and advised me to go to A and E
I called and got a slot the same day. I needed further help and got a callback saying I needed a consultant. The hospital called me the next day with an appointment a week later. All so quick and efficient.
The reception was very helpful and the doctor excellent
Friendly helpful staff and medical staff
Appointment on time. All issues addressed. Very pleasant receptionist who answered all my queries.
The nurse who I had my appointment with was professional and very friendly.
Appointment was on time. Nurse was really lovely she was efficient and professional too. No bruise from the blood test either.
I didn't have to wait too long for the appointment. Staff were pleasant and helpful. Dr Martin listened to what I had to say, was very caring and attentive, and arranged appropriate treatment.
Doctor Allan is amazing
Efficient. Professional
Nearly always get an appointment. Staff/doctors polite and helpful
Really good dr would not go to anyone else .
Always spot on service can't help patients anymore 😞 thanks again GH.
The doctor i saw was very helpful and listened to my concerns and we came to some solutions to try she told me to go back to her if things we discussed didn't work for me many thanks to her
I was booked in for routine blood tests and had written the appointment time incorrectly. Chloe managed to juggle things around to accommodate my mistake, which I am grateful for.

Lovely friendly receptionist was seen promptly. Dr I saw took time to explain things to me didn't feel rushed at all but listened to - thank you
The service was good in that the nurse explained everything and was a friendly person who made me feel at ease with me being nervous of injections.
On time and procedure went very well
Excellent surgery . Dr Hurst is very professional knowledgeable courteous Dr .listens to patients a d makes us feel at ease . Thank you .receptionists lovely
The doctor was very understanding
Receptionist friendly I was seen quickly and felt listened to by the Dr I saw who gave me lots of information I didn't feel rushed at all.
The doctor listened carefully to my post hospital concerns. Interpreted test results for me. Confirmed the diagnosis and gave me advice for the future.
Very understanding dr
They are very on point as to what is going on and get you the best care they can
on time friendly staff nice and clean
Excellent response when requested home visit, excellent knowledge and response from dr Allan
Amazing Dr who actually took his time and listened
I was happy with the care I received.
No problems as usual
I really value Walderslade Surgery. I consistently find the receptionists helpful and caring. The GP's and nurses I've seen have all been knowledgeable, caring and professional.
Exactly what I needed. No fuss when I couldn't handle it
Appointment on time. Helpful informative GP
Health coach was very supportive and encouraging
The doctor made me feel at ease , asked permission to allow student doctor to be present would definitely see this doctor again thanks
Very helpful and listened
Dr Hurst is an absolute 🌟 very friendly, very knowledgeable and I was relaxed during my visit. Definitely go to Dr Hurst again.
Quick and friendly
I was sorted before my actual appointment time very friendly staff
All staff friendly and helpful.
Always willing to help and talk to you re your problem and your health
Chloe was a kind, caring nurse, who made me feel very comfortable. Valuable member of staff for Walderslade.
The nurse who saw me was friendly and easy to talk to. When she took blood, I felt no pain at all. Incredibly good at her job.
Very easy to check in no queues receptionists very polite and helpful Dr very good nurse was too an excellent practice well done to all in involved
Nurse very friendly and efficient
Always excellent service
Staff are always patient and pleasant
I was seen on time, all staff friendly and professional
Very efficient

Neemah was very helpful and polite although running 25 mins late (said 3 mins when checked in)
All staff were very professional, helpful and efficient
Always polite, informative
Wonderful very caring staff, nurses and drs at Walderslade, 40 years of care for myself and my family, impeccable care.
I received the advice I needed.
My last 2 appointments were dealt with very quick and thorough lovely doctor and the nurse on 2nd visit
As usual we were informed, reassured and given clear, caring advice from Dr. Ibrahim.?
The doctors and nurses also the receptionist are all ways friendly and helpful. They are all very professional and thorough with our illnesses
Always very good service.
Super helpful
Staff, thoughtful, kind ,caring
Dr Hurst is fantastic. He really does care
Very helpful and informative
Offered same day appointment and was seen on time by Dr Bessant. After stating my problem, I was given appropriate advice and revised medication. Excellent experience
State registered nurse very proficient in her work
As usual great service by everyone who works at the surgery
Very good doctor
When I called and spoke to the receptionist, I told them I needed to see a doctor please and told them why and the doctor rang me back within a couple of hours.
I have taken Pregabalin for some time. I made the appointment to ask if I could reduce the dose in order to find out if the pain had reduced. The GP agreed.
I ways get a polite and friendly appointment. I always get listened to and get excellent treatment
All staff really helpful. The doctor we saw was excellent, extremely professional and through with my daughter.
Listened and went straight to checking responses and told me the problem. Sent medication to chemist. Gold star. I was relieved to find i didn't need an op.
Booked appointment online, Doctor very good, listened to me, examined me and then explained everything.
Good service good doctor
Good service
Because every time I come there they're very polite very comfortable to talk and generally I'm impressed
on time very clean staff very friendly Doctor had the time to listen to me
Always very good
Brilliant friendly lady. Great at her job. Professional service with a smile.
Staff listened and actioned my requirements
The nurse I so was very helpful she did more tests on me than a doctor did
Receptionist very good when making appointment. Everything on time & Dr very understanding, professional. Pleased with outcome of appointment.

Dr Hurst very good doctor
I've finally known what's wrong with me Dr Hurst was very thorough with everything
I have always found all the staff at the surgery approachable and helpful
Doctors listened carefully and gave me a solution which I agreed with.
All Staff were very polite and helpful - the nurse I saw Emily was truly professional with such a friendly attitude. The surgery was clean and appointment was on time - thank you
Excellent service whoever you are booked into see.
Good service

<b>GOOD</b>
<b>JANUARY</b>

New nurse and not everyone can get my blood, but she managed it on the 2nd time
Generally, very good service, just harder to get an appointment these days.
Everyone I have come into contact with has been very helpful. From reception to nurse to Doctors.
On time and polite
No waiting in and out for blood test, Nurse very friendly and professional
Felt listened to, left feeling that my issues were resolved.
Appointment was ok but took a few attempts to book it
Doctor was brilliant
Only went for my blood taking
Saw nurse for review. Friendly and professional
Easy to book an appointment & very professional all round 👍
I couldn't see a doctor but saw a nurse practitioner rather than not see anyone at all it was an option
Because it was as I anticipated
Despite having to wait 9 days for appointment. Staff and doctor were friendly and efficient giving me reassurance.
Good appointment but would prefer to see the same Doctor each time so they know me better
The nurse tried hard to find me a vein, she explained me how safe it is to take blood test even for me and for her too. I have hesitated, so from begging I have asked. Still I have bruise from it. I have a tiny vein she said. Thank you!
Didn't have to wait as long for appointment with the practice nurse upstairs ...very patient and listens before commenting which half of GPs don't ...
Nurse was very kind
No problems
Always friendly and helpful
In and out before my appointment time
Too long waiting time for a doctor
Only waiting for a few minutes to go in and reception was helpful

The Nurse I saw was excellent she explained everything she was doing.
Got an appointment and it went well
Waiting quite a while after my time but appointment was good
Great Doctor
Staff always friendly and polite
Got answers to some of my questions
Good appointment
Listened and followed up with treatment. It's mental health I'm struggling with and the referrals. My new referral is not what the doctor and I discussed last week.
Did not feel rushed and was listened to
Great appointment
Always a good service
<b>FEBRUARY</b>
Please correct GP assessment of my appointment this morning to read fathers and not paternal grandfathers. Also, DVT and Apixaban were diagnosed and prescribed in the A&E Dept at Barnsley Hospital where the follow up will take place in July 2026.
I was contacted by the practice to discuss my recent blood tests, the person I spoke with gave me the results and discussed with me the medications available to me to correct the problems that had been indicated, I cannot fault the care and consideration I was shown. I have a follow up appointment in three months to review my diagnosis, I am happy with the care I receive from the practice.
I was given advice which has helped my pain, now awaiting hospital appointment to hear how my operation went as a letter was sent but doesn't explain much what things mean so I will feel better after this.
In and out in less than 3 minutes
Efficient
Very prompt and efficient
I was seen quick, and the nurse was very friendly I was happy with the service
Always helpful if you have a problem.
This practice is very good, however, a three week wait before seeing a doctor lets it down.
The surgery is comfortable, I was seen promptly around my appointment time, and the nurse was very good.
Got a cancellation on the day. All personnel were helpful. Good experience.
This was a telephone appointment for test results. Very informative. Pleased with the service.
Efficient & friendly
Appointment on time and easy to make appointment
Good experience
On time, nurse took time to do my review, it didn't seem rushed. Friendly staff.
Good staff efficient and friendly
Seen on time and efficiently dealt with by nurse
Great staff

Because I think staff are usually pleasant and thorough
No problem getting an appointment
Dealt with swiftly and effectively
I feel like compared to some, I am able to contact them any time and get my prescriptions sorted.
Efficient and effective at the surgery. Doctor excellent and listened to issues rather than just pushing pills.
On time very pleasant nurse made me relaxed and carried out the blood test efficiently and relatively pain free
Appointments on time friendly GP and Student Felt listened to.
Good consultation with Dr Bessant. However unable to find out whether an ear syringe service is available at the Practice. Does anyone read these comments?
Never being able to book an appointment online. Always have to ring on the day. Never seeing same Dr twice
Receptionist good
Had to wait for an appointment but pleased appointment can be made. Saw Dr Bessant who made me feel listened to and took me seriously and gave me the help I needed.
Its clean staff are in general quite helpful and appointments not too far out of time so overall not too bad
<b>MARCH</b>
Efficient friendly service
Always friendly and helpful people
Doctor sympathetic
Just checked in and was called in to see doctor 😊
Once I got booked in everything was straightforward and informative
Got an appointment quickly
30 minutes late today with limited seating, but generally on time
The doctor and receptionist were very good but when I booked in on the computer in reception it said I had 2 appointments the 1 with the doctor I saw she was very good. The other 1 was an hour later with a nurse didn't know anything about this appointment I spoke to receptionist who looked it up and I had a phone consultation booked for 10.20am I hadn't been informed of would that have been a no show if I hadn't answered
The HCA had a very professional and friendly manner. She worked through her checklist offering explanations and answering questions when necessary 😊
Very helpful appointment with Aneesa Qureshi explaining everything. Receptionist helpful getting same day appointment after pharmacist had asked me to see doctor (on Friday.) Pity I didn't get the same help when I rang on Friday and spent weekend worrying, I didn't think the advised 111 was where I needed to be
Got appointment by walking in and got a cancellation
Explain everything
GP service is excellent and caring however some attention should be given to "customer" service on the front desk as it can be patchy.
Seen with no problem
Quick to answer
Appointment made, managed to get in the same day. Very professional and listening to my concerns, no issues at all.

She was very good
Check in was easy and I didn't have to wait very long
On time it was only for appointment
Consultation was good. Would have marked very good if appointment had been sooner
My appointment was running late, but when I got in to see the doctor she was very helpful.
It was my diabetic check-up all good nurse was very pleased
Staff were nice and friendly. Dr was professional, approachable and gave advice that was simple and easy to understand. A nice, pleasant place that makes me feel welcome to come back if I need assistance again. Appointment was later than I booked but those things happen and was not a big deal to me.
Went as well as it should
They provide a good service
Modern building, chemist next door, staff pleasant and friendly
Had appointments with both nurse and doctor 15 mins apart and everything went off without a problem
I would have given a 'very good' score had it not been for the difficulty of securing an appointment.

<b>NEITHER GOOD NOR POOR</b>
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<b>JANUARY</b>
Getting an appointment was difficult over a fortnight and in pain
Waiting time to see doctor
You can never get an appointment when u want, you have to plan to be poorly and life doesn't work that way
The service in respect of the actual appointment was good but getting my results has proved very poor. I had to chase the results, and the NHS app still hasn't been updated. It's very disappointing as access to the results are extremely important to me
<b>FEBRUARY</b>
Waited 30 minutes to see doctor. The doctor gave me a thorough examination.
Zero experience over postpartum feelings / journey and needs with regards to weight loss when breastfeeding Useless appointment and wouldn't recommend
Had to wait nearly 2 weeks for an appointment to discuss pain medication. The doctor I saw however was one of the best I've seen at the practice.
<b>MARCH</b>
My appointment was running 25 minutes late
Certain aspects were good. The appointment for the bloods was very good, and the nurse completely made me feel at ease. The appointment with the physician associate I felt was good at the time but then the subsequent phone calls, messages was very confusing to someone who is not normally used to coming to the doctors. Contradicting information given which was confusing as to what was happening. Then to be told initially that I would have to wait well over a week for important bloods to be able to start some medication I feel is too long.
The telephone appt was not about what I was expecting to discuss

Tried to get an appointment for 3 days running got through at 8am on automated queue, Day 1, 3rd in queue, Day 2, 2<sup>nd</sup> in queue. On answering the phone after 10 minutes I was told there were no appointments left. I asked how that was the case being 2nd in queue and was told there's 7

I can never get an appointment when I am really bad with back pain and I scolded my back with a hot water bottle, and by the time I get an appointment I am almost better. I never even bother these days even when I fell and did the ligaments in my ankle, just hope I don't get anything life threatening

## **POOR**

### **JANUARY**

I didn't feel Dr was really listening to me

Difficulty of obtaining an appointment. Although doctor was efficient didn't feel he explored enough especially in regard to something that could have been associated with a pre-existing medical condition

Had to wait over 40 minutes to be seen, to say that you are timed in your appointment how does this happen.

Can't get an appointment for weeks.

Felt rushed and not listened to, I have a chronic condition, I should be able to expect better service than others.

### **FEBRUARY**

Waited for quite a while to be seen even though I was early. My arm was very damaged after bloods were taken and I was concerned it may go bad for me. Having radiotherapy atm so this made me feel very anxious. I have a picture of how bad my arm was 4 days later.

Someone who was booked in two appointments in front of me turned up early due to then subsequent issues with that patient and the next patient knocked my appointment with the nurse back 30 minutes

Booked in to see the nurse for verruca treatment, was told they do not treat them, why has the reception team not been told this to avoid unnecessary appointments being made wasting people's and nurses time

Sadly when I saw this doctor about coming off Citalopram, the appointment was rushed and the doctor didn't seem very interested. He asked me how I was feeling and when I said, just rushed through reducing the dose. He didn't go through any potential side effects and when I asked him to write it down (as he was talking so quickly) he just told me to return in a month. I asked his advice on whether I should reduce the tablets, and he just said it was up to me. I spoke to the Pharmacist afterwards when I went to get my prescription and she was far more helpful and informative.

### **MARCH**

Overall, the service isn't great and I have suffered with a lot of ailments lately and can never get an appointment. But I did have a positive experience on the 6th when I had an emergency appointment

Could not wait to dispose of me once I had left the catchment area. This was driven by one receptionist in particular, not a GP. I went on the NHS app and it was only then I found out I was no longer registered. This has caused a delay in sourcing MH medication which frankly is unacceptable.

Never able to get an appointment when I have I feel they didn't have great knowledge

I have to wait a week for treatment. Which is not very helpful

Saw a Dr Hurst the Dr was good but he was running 41mins late, so my appointment was 35mins late, it's good we get to see a Dr, I booked an appointment with Dr Sloan but she phoned in sick.

I had an appointment with the study doctor all good on time took 10mins for student doctor to diagnosis me, then I had to wait 40 minutes for the doctor to come in to oversee her diagnosis.

I got a message from you yesterday to expect a call about 9am myself but it did not happen. I telephoned you and you said it was a mistake and it was for my son about me.
I arrived at the surgery at 08:40am. I had an appointment at 09:10am on the 26 <sup>th</sup> March for Blood To be taken. This went well. The HCA in room 16 was very professional and experienced. The procedure was done efficiently and quickly by 9am. From 9am onwards I was sitting in the waiting room waiting for my second appointment. I DON'T know how you came to the conclusion that I missed my appointment. After nearly 90 minutes, I decided to leave as I was still waiting for this appointment booked for 09:20am. I cannot sit there waiting and not knowing what's happening and when my second appointment would have taken place. So DON'T blame me for missing an appointment when I was there but not seen at the time or near the time scheduled. E.C..
Couldn't believe the doctor said she wasn't insured to diagnose eyes. The optician sent me to doctor so then where else would you go.

<b>VERY POOR</b>
<b>JANUARY</b>

Lack of leadership in the Practice. As a past National Chairman of ACCEA I recognise I am disappointed over the difficulty that has been highlighted in conversations with the nearby researchers at the nearby Trusts.
Getting an appointment is impossible and when you get one you are rushed out the door and not listened to
Her bedside manner was terrible, no empathy at all, I did not feel listened to (almost rolling her eyes at me), also felt rushed out the door without a resolution
I've already sent you a response to this please don't send anymore Thank you A.W
The car park is a joke, not fit for purpose for the size of your building, I was late for my appointment because I could not get parked and had to book again.

<b>FEBRUARY</b>
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This is my fourth lot of antibiotics that I will be starting with cellulitis I'm not happy I was let a full day without any because of mess ups at your surgery saying you had sent me antibiotics and I phoned the hospital I was in that much pain and was told your doctor had not written me one I could not get hold of your surgery on Thursday you were closed you gave me a number to call for help it was a lady that phoned nothing to do with your surgery anyway I did not bother the hospital anymore anyway the doctors have been out twice it looks like it is at last clearing up but it's a very serious infection and if not treated correctly it could lead to sepsis or amputation or worse death who's fault would that have been I really think your surgery does not meet neither mine or my husband satisfaction and it says we are told who our doctor is well the one still on my prescription is one I haven't had for years and I don't know who puts ages on I was born 18/1/1961 I'm 65 not 64 that's wrong information for other health teams treating me
Had an appointment with Dr Allan VERY unsympathetic GP. Didn't examine me and didn't speak of previous treatment for my ailment. Showed no interest in anything I had to say.
They are there to listen and give good advice about health give you medicine that works for me unfortunately my husband who has diabetes and blood pressure and worse still heart failure as you can imagine I am extremely worried they give him the water pill for feet and his poor feet look deformed and me well I really think my dizziness is caused through blood pressure they put me on them because I went to hospital for something it was high put me on tablet any way I don't want somebody telling the other nurse when they can't get a true reading that it will do sitting and

standing it will do I don't think so I always had blood pressure I was told to lose weight well I've lost over 6st in two weeks through eating healthy and exercising maybe when I speak with Dr Martin on 12th February he'll help
I felt like I was talking to myself, 3 times she tried the glucose test and failed. I normally give amazing reviews with yourselves, but this time my experience was very poor
I do not like liars they told me two weeks ago I was still on the list to see a neurologist I have phoned the neurology department and been told the last person I saw in AUR had referred me back to my GP and said I had to have more tests from them this is absolutely disgusting I saw care for the elderly last year so why tell me that I was still on the list it stinks the sooner I leave your surgery the better and please post this on your website and put my name on it A.W. oh and by the way I don't need my family to speak on my behalf I can speak for myself
You ring at 8am on the dot only to be told all the appointments have gone, it's just a poor service.
<b>MARCH</b>
Tried to get an emergency appointment due to severe pain and over counter tablets not working. Had to go through 111 and they send our paramedics felt such a wait of resources .
It was as if the doctor wasn't interested and wanted me out of the room I am still in pain and I wouldn't want to see that doctor again
I needed the GP to refer me to another psychiatrist as it said he would be able to do this All he did was refer me back to the ones I was already with and did not want them no more
Absolutely dreadful bedside manner, almost rolling her eyes at me, did not feel listened to at all

<b>DON'T KNOW</b>

**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.**