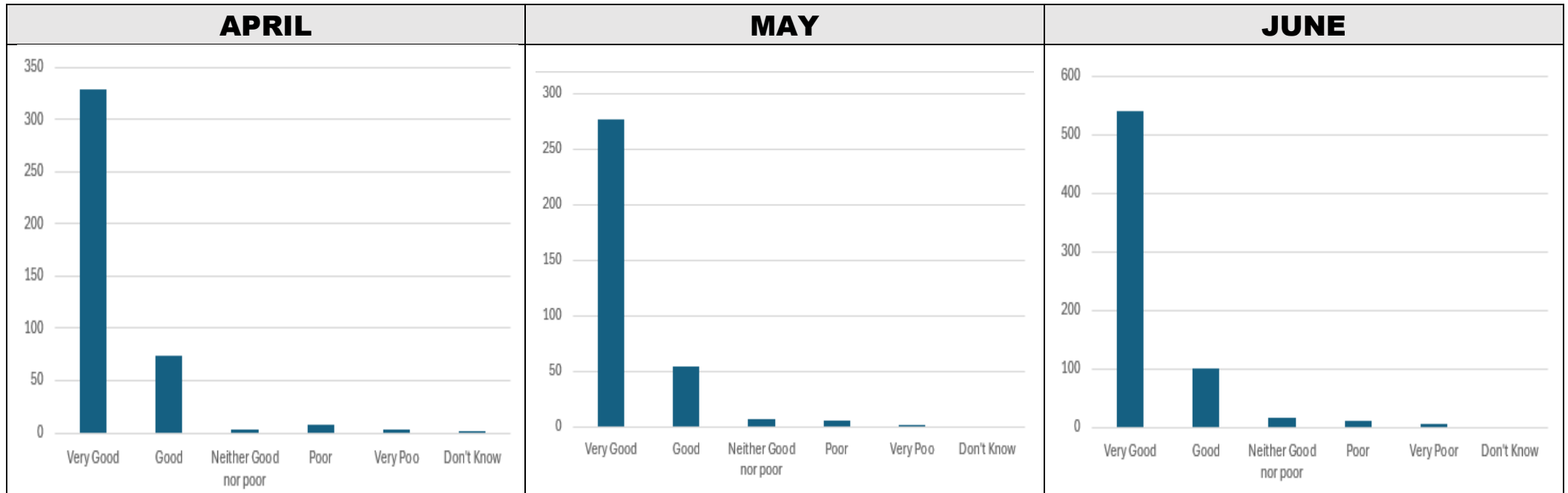


FRIENDS AND FAMILY TEST RESULTS APRIL TO JUNE 2026

	Apr	May	Jun
VERY GOOD	328	277	539
GOOD	74	54	99
NEITHER GOOD NOR POOR	3	6	16
POOR	7	5	11
VERY POOR	3	2	6
DON'T KNOW	1	0	0
TOTAL	416	344	671



VERY GOOD**APRIL**

Dr Toor is a brilliant doctor, listens, straight to the point and gets thing sorted

Dr Sloan is the best women's health doctor I have ever seen

I had the best blood test I have ever had with Julie the Nurse, didn't feel a thing

I wish to pay my compliments to Dr Allan and Medical student Samuel they were both wonderful in my appointment

Always professional

Dr Wilkinson sat and listened and was very pro-active in the follow up needed.

Very friendly and helpful

My appointment was on time and doctor very helpful

Got appointment and problem dealt with same day. Doctor very helpful x

The Doctor I saw was very Pleasant/Thorough/Professional and explained everything to me about my Diagnosis. Also didn't rush my appointment.

Was seen in the same day by a doctor that listened and understood and was very polite

Excellent service, much appreciated.

I submitted an online request and was responded to a lot sooner than expected. I had a face-to-face appt made the same day. I had a phone call the day after where I had everything explained to me and will receive a further appt in 4 weeks. Very good service and response times. It's so nice knowing that when I do need to liaise with the surgery which isn't usually often, this is the service that is given. The staff are lovely. I was seen straight away at the surgery too.

The nurse who took my blood to test my COAG was very good 👍 and I felt happy with everything.

He's a great doctor and he listened to what I had to say and sorted it.. 100% again also great staff on reception 🙌

Been there a lot for me of late with medication changes and very reassuring regarding sending me for a mammogram

Quick appointment

Time efficient, knowledgeable, skilled and professional. I always feel well looked after and my health and interests are considered by all staff from the minute of booking an appointment, to seeing nurse, GP or practitioner and in follow up care. Thank you.

Was concerned and got me a quick diagnosis. very pleased with outcome.

I felt really relaxed and was informed about everything

Appointment on time. Dr Toor very knowledgeable concerning my case

The nurse was very efficient and friendly

Helpful, polite, also got appointment within few days

Dr Wilkinson is always kind and explains treatment options clearly. Reception staff are always friendly and very helpful.

This is the only thing you could put thanks again for all your help

Excellent friendly efficient service always get an appointment

I called up with concerns over a reoccurring ear infection and they managed to get me an appointment within 45 minutes. Sheena the nurse practitioner was excellent with myself and my son, very thorough and made sure I understood everything regarding the next steps. Brilliant from start to finish which is what you need as a concerned parent. Thank you

Making the appointment in the morning was easy and the receptionist was very helpful. We went to see Dr Sloan, and she was lovely, very professional and knowledgeable. Thank you!
Because I got the care I came for and didn't have to wait for long.
Ok
Sorted my problem quickly and efficiently
Very professional, caring and understanding
I saw Dr Sloan and who I visit mostly, she is so good and is always very thorough and approachable and I really appreciate seeing her every time, the surgery itself staff are always friendly and altogether it is a good if not very good practice
Always very useful when I need appointments with the nurse or Doc thanks 😊 GH ..
Once again on time friendly staff nice and clean
I was seen by a student nurse first and she was excellent ! Then I saw Dr Ibrahim who went through her findings with me in great details ! Very satisfied with my treatment
Always helpful, quite easy to get a face to face appointment, good experiences with doctors and other health care professionals
Contact with the staff at all points is now very good and certainly professional.
Listen to my concerns, and very professional 🙌
Always helpful getting appointments asap. Very friendly and pleasant on reception and put at ease.
Receptionists v professions / kind / helpful. Sheena really professional and informative Dr's seen/so far/ always good
Got my problem sorted promptly
Very efficient perfect outcome
My daughter rang the surgery on Monday and got an appointment for me the same day
Appointment on time. Doctor listened to my problem and gave me good treatment.
Every visit is a positive visit at Walderslade surgery when your treatment is 2nd to none you are made to feel welcome and cared for every time you attend the surgery
Staff very caring, reception staff very helpful
The doctor was aware of the reason for my visit, I did not feel rushed and happy with his diagnosis and treatment. Thankyou
Appointment was on time. Very friendly and helpful Dr. Didn't feel rushed and felt reassured with information and diagnosis.
Excellent service
No problems whatsoever
Lovely helpful staff. Highly satisfied.
Excellent surgery
The doctor was caring and through
No waiting. Nurse very friendly polite and professional. Put me at ease straight away.
Efficient and friendly practice nurse
Very helpful Phlebotomist.
Always polite, seen at correct appointment time and informed of availability with blood outcomes
I felt that the doctor listened to my worries and concerns and didn't rush to end the appointment even though he was running late.

Saw Jess, Well Being Consultant who was supportive and helpful once again. I raised an issue about a third party assisting me with an ongoing health issue and they got in touch 2 days later.
Dr Ibrahim, is a very knowledgeable doctor. Listens and takes the appropriate action.
Dr Hurst was a delightful doctor. Very professional and caring x
Helpful. Quick and efficient. Appointment straightaway
I got help and understanding when I met with this doctor. this doctor was professional and sincere
I had Dr Martin and she's so lovely she answered all my questions perfectly and she doesn't make me feel judged at all however strange questions I had asked 😊😊😊
Good service and advice given
Good reminders, good medical check-up.
Nurse practitioner was lovely and made the appointment easy.
An appointment booked for the next day, the nurse very friendly and approachable
Friendly staff very helpful. The waiting time for an appointment can be too long
Always work very hard to help
GP listened and considered my issues. Felt it was an effective appointment- Did not feel rushed Excellent service
A very professional and caring nurse, helped answer my questions and gave support in other areas of my health
Sorted an ongoing issue within the day
1st class service and standards are common place at walderslade surgery from the moment you walk in and approach reception to seeing 👁️ a nurse or a doctor Walderslade surgery is setup for it's patients to get the best care and attention that can be delivered. It's a real privilege to be part of Walderslade surgery's patient list
Good service and communication
Always a very good service from front line staff and GPS was excellent in explaining the issue I had attended with
First time seeing Dr Hurst and he gave me time
Very pleasant and capable lady found vein for blood test first time no bruising
It is the efficiency of the staff and surgery when receiving medical attention.
Friendly welcoming member of staff. Fully explained everything and was chatty and sociable throughout.
Receptionist was very helpful and my actual GP appointment was very in depth and found I was heard and listened too . Dr Allan
Brilliant, thank you for listening and being supportive, a plan for medication and correction of my repeat prescription to show steroids, as no one knew I was on them this weekend at emergency doctors or A&E outstanding thank you again with your help on an illness not many people know about or how it affects my body
Very friendly professional staff who are all doing their absolute best to look after the patients.
Doctor was understanding and helpful.
The response to my health concern was dealt with immediately and an indication of the home visit required was given to me. The doctor was understanding and thorough in her diagnosis of my problem and ensured I received the required medication as soon as possible.
Staff very helpful
Really put me at ease

Excellent all round service ... dedicated staff. Well organised.
The nurse who saw me was very kind, caring and understanding. She made me feel at ease. Altogether a pleasant experience. Thank you.
All staff really nice nothing is too much trouble.
The doctor discussed the problem with me and addressed it for short term and for long term and explained the reason.
Excellent service, friendly, engaging and efficient.
Dr Elbashir was excellent. Listened and explained and made an appointment for blood tests and a follow-up appointment to see her after the tests are back.
Friendly, professional, efficient and accommodating. Great service provided by Nursing Team.
Always helpful and professional
Sheena the nurse is very professional and polite and friendly I don't like going to the doctors or hospitals, but she put me at ease
My appointment time was on time and the staff, and the doctor were helpful
The visit was seamless, I arranged an annual blood test online with a GP visit, from speaking and arranging this with reception, through to having bloods taken the experience was seamless. Thank you all. :-)
Appointment with nurse ran on time very friendly and helpful
The correct advice was given and was something I could quickly sort out. I didn't feel that issues had been pushed further into the future: they were properly addressed straight away and correct assessments put into place.
Good communication with doctor on a telephone appointment. Friendly helpful receptionist.
Cleared up my water infection
Dr Hurst was very good, and I didn't need to be worried when I left the surgery.
Thorough Doctor
Sent me for a test find out what's wrong
Excellent, as always.
Dr Hurst was very efficient and was quick at getting blood results which I was worrying about and text the results to me Thank You
Because the Doctor was friendly and listened properly
Very efficient
The GP communicated with me lovely. He gave me eye contact and listened, and I did not feel rushed. Very satisfied.
The nurse was very caring and gentle and a pleasure to see
On time good reception staff doctor had time for me
Staff are always very professional and personable.
Everyone is so helpful at Walderslade Surgery.
Very pleasant and professional lady
Very considerate and understanding.
Very understanding and put me at ease for a private and rather embarrassing consultation
Excellent response to request made for GP call back. We were listened to and GP responded positively and in a caring and kind manner. Thank you
Efficient, professional and friendly service From all staff.
Very accurate in diagnosis and helpful

Everything is fabulous apart from one particular reception staff, who is always grumpy when responding to me. She expects doctors and nurses to deal with 2 separate issues related to one patient to deal during one 15 minutes appointment. I have asked her for double appointment- she said that nurse will deal with me during one appointment. The nurse was fantastic and unfortunately, she could not deal with my second issue as she is not a doctor. I was very concerned as the receptionist assured me that nurse will be able to deal with my issues. I felt very sorry for nurse who was distressed due to receptionist response and I also it wasn't fair on me as I do struggle a lot still. Thank you, Kind regards	
Dr Wilkinson is a good listener is always friendly and makes you feel at ease.	
Lovely nurse listened advised treated with respect	
Very friendly, polite, make me feel confident in treatment prescribed and take the time to explain things!	
Be my family Doctor for as long as I can remember. They always work hard to make sure that you are felt with as quickly as possible.	
My appointment with the nurse was on time, and she was very friendly and professional, and made me feel very comfortable.	
MAY	
You sorted some paperwork out for my mum, and I wanted to thank everyone who had seen her mum and helped as everyone has been very helpful and kind	
Thank you to the two lovely Nurses who looked after me on the two visits I made within the last 7/10 days. I got my B12 jab and then for my blood pressure checks. Both appointments were no fuss with a smile and nice chat, happy days, regards and respect	
I had an urgent appointment with Dr Barson yesterday, my UTI has cleared after a while. I was very impressed with him and I wanted to say thank you	
She was very friendly and informative when I asked any question.	
Dr Rebecca Sloan listens to me and I feel the only health professional who understands the severity of my symptoms from my Bronchiectasis and the impact it has on my daily life. She tries to explore all solutions, and I trust she will do what she says she will. She has helped me with other conditions and ailments too.	
It was pretty much on time and without any problems	
Booking in easy, staff very pleasant , in on time for my appointment excellent service	
Dr Hurst is very good and always running late, but still worth the wait, just hope he can find a cure or get to bottom if my problem.	
Dr was very friendly and positive	
Doctor Allan is brilliant	
Very informative about my results offered me other services regarding my weight, spoke to Emma very approachable.	
Because everyone that had to approach me for whatever reason was very polite and sociable, thank you	
Dr Farmer, first class, plus surgery got me in the same day, to assess my swollen knee, plus treated there and then, with a steroid injection from Dr Farmer	
My appointment was on time and dealt with in a professional manner.	
The Dr who I saw was very polite and spoke to me very nicely as you would expect from his position but they're not all like that thank you and Walderslade staff too	
The nurse was excellent. She removed necessary stitches perfectly. She also willingly looked at a bruise on my leg . She sent for duty doctor to ensure all was well. She then did an unscheduled, but needed, quickly and willingly. A pleasure to experience her professional attitude.	
Dr Taylor was very knowledgeable and helpful.	
Dr Hurst was a big help	

Given time for full discussion of problems followed by helpful and understanding advice and prescription.
Doctor Barson was very professional and dealt with my needs perfectly very lovely doctor and will definitely see him again for my follow ups and was called in exactly on the time of my appointment very satisfied with everything.
The nurse was lovely and pleasant, took my blood perfectly.
My appointment was early, and Dr Allan was excellent
I am very grateful for everything thank you
Quick and easy appointment
Both doctors so helpful and explained everything very well
Rarely late with appointment times. Nice and friendly professionals. Everything was explained to me in a genuine caring manner. I was treated with respect.
No problem booking appointment at a suitable time for me, easy check in on touch screen, very friendly staff, computers were down at the time of my appointment, so was a tiny bit behind, but not a problem,
Very friendly professional care a credit to the surgery
Very helpful and friendly. Quick to respond.
Great doctors and never have to wait long
Brilliant clinician Comprehensive
Very friendly and polite
I was listened to and examined thoroughly. I now have my results.
I think the staff have been excellent and the girls on the reception are lovely the help you if they can
On time, friendly and efficient
Amazing service. Got an appointment immediately. Doctor, I saw was lovely. Always a great service . Never complain.
Recent visit for a blood test. Blood taken and results on my file next day.
The doctor was very helpful in starting the process to sort out my problem.
I had to cancel my first appointment the team was very understanding, and re booked, the nurse I saw on the day was very friendly and extremely informative
I managed to get a quick appointment to discuss some medication I'd had a reaction to and I needed a replacement
All went ok
I came to see nurse Chloe for some blood tests who is quiet bubbly which puts you at ease she is very polite and professional at all times and represents Walderslade surgery very well
Through no fault of my own I was 15 minutes late for a blood test and the test was arranged a few minutes later. First class service
The nurse was very kind helpful and thorough.
Dr Martin was thorough and attentive
Just Sheena explained everything on my X-ray and put a plan in place
Quick appointment, fully examined, condition diagnosed, and medication prescribed ready for collection from my local pharmacy on the way home. Dr Martin has an excellent manner , first class all round.
Always get an appointment, reception staff very polite, and Dr Allan is always there to listen and deal with and helps me with my problems

Always request Dr Allan if not too urgent as always booked up. I've seen other doctors but not a patch on him or Dr Farmer
A very pleasant and thorough nurse
Friendly, polite, listened
Satisfied with everything
Dr Hurst makes you feel at ease and he always goes above and beyond
Having bloods taken. No problems. Friendly and polite Nurse asking how I'd been since my last result. Was I feeling OK etc.
Although appointment was running a little late I was happy with how it went.
Professional and thorough appt
Dr Sloan was very kind, efficient and organised tests that came back swiftly which eased my anxiety.
Efficient, on time Good attitude
Always a great service. Polite and knowledgeable doctors/ nurses.
Excellent service
Receptionist very helpful. Doctor was very good.
Doctor Toor attentivefelt like he cared about me
Problem solved efficient friendly service
Quick appointment and prompt
Always friendly
Brilliant staff, doctors and nurses
Quick appointment and quick response to what was discussed
Very professional and kind service
A quick appointment with the nurse
Went in early - had blood taken with no issues.
I was very satisfied with the way that Dr Hurst thoroughly discussed my symptoms and explained the procedure of further investigation very well.
Very pleasant and professional Lady.
My appointment with the nurse today was very pleasant. Everything was explained to me in detail
Always very helpful and friendly people
No problem whatsoever, making appointments or getting help explaining what happens next.
Any concerns I have had with my health my GP or the receptionist has dealt with things and I worry all the time about my health but they are reassuring to me as to what my results are and are clear all the time
All ways get appointed
Superb service. Dr Georgian Taylor was excellent, thorough, gave clear explanation/advice and within 24 hours I had been diagnosed and receiving treatment. Thank you.
Doctor listened and gave me antibiotics that worked
My appointment was punctual, friendly competent nurse who gave me all the info I needed. Thankyou
Easy to phone and arrange phone appointment. Telephone appointment was at the scheduled time
The nurse I saw was very pleasant and helpful and efficient. She put me at ease.

I received help on the high level
Feel well looked after
Very understanding and helpful. Put me at ease.
The doctor took time to listen to me and was very helpful
Always very helpful and friendly people
No problem whatsoever, making appointments or getting help explaining what happens next.
Usual problem getting an appointment. But young lady GP I saw was excellent. Listened to my problem, explained what was necessary. X ray advised.
Care I received from the diabetes nurse was very good thanks
On time
This practice sees you as a person and do their best to respond to your medical needs and to support you to be as healthy as you possibly can be.
Dr Martin has always got time for you and very understanding
Very friendly Nurse, put me at my ease straight away, Explained things in plain terms. A very good experience.
The docs and other professionals always listen and help resolve the problem
It's very good
The GP took time to listen and to explain my condition even showing me pictures to show what's happening within my ear and printed off some exercises to help with my condition.
Nurse was lovely and appointment on time
Very pleasant and professional lady
Very efficient
Listened to my problems and tried to assure me that I am looking better.
The nurse I had the appointment with was exceptional. Nothing was too much trouble. Very knowledgeable. I have seen her on one previous occasion, and she was the same then.
I was made to feel at ease and listened to, with a solution to my problem.
I attended for my annual diabetes review and saw Chloe, one of the practice nurses. As always, Chloe like all the staff at Walderslade, was friendly, professional and helpful.
The nurse Chloe was very thorough and informative, and engaged with the patient
Kept to the appt time Dr very friendly and helpful
The Nurse was very polite and helpful asking me about my medication even though she had to take my blood a second time (it was painless)
Saw Dr Wilkinson, she was so lovely, I had been so worried about some blood test results I had received and she definitely put my mind at rest and I felt much better when I left the surgery, if I need to see a doctor again I would definitely book an appointment to see her
Friendly staff and Doctors. I got my problem sorted out.
I get looked after very specially after my wife passing away last August.
You got me an appointment immediately. Can't wish for better than that ! The doctor I saw was kind and reassuring. Your service is ALWAYS brilliant ! I am constantly impressed by you .
Staff brilliant and very helpful

I came for a smear and was put at complete ease, the lady who did it was so reassuring, I felt at ease at a time where some women can feel most uncomfortable.
Always feel welcome
Nurse was very caring
Excellent all round attention to my issues. Thank you so much ★★★★★
Excellent service. I saw both the clinician and GP and they were both superb. Thank you ladies
Lovely doctor. Was really helpful and understanding. Reception staff very friendly
The doctor kept to appointment time, she has been very thorough and arranged for a variety of tests to ascertain the cause of my problem. Everything was explained well, the results and the next steps. I cannot thank her enough. I was totally reassured
The nurse was very polite, seemed to care about giving a good service and was knowledgeable in how to carry out her task
Because it was
Don't use them.
Nurse Emily was professional, caring and efficient, she was fully aware of my medical history, putting me at ease during the blood test etc.
Friendly nurse, made me feel very comfortable
Because the doctor understood what the problem was and sorted.
First time with this Health Care Assistant and she was welcoming and made one feel relaxed and got the blood on first attempt.
Nurse Emily Smythe was very friendly and helpful which put me at ease, and she shared most relevant information
The nurse was lovely and was very professional and reassuring throughout the appointment, listening with empathy.
In my opinion , Always helpful staff on reception and usually seen as soon as possible
Both the lady on reception and Dr Farmer on a phone appointment were wonderful and put my mind at rest about my Husband's health.
Very friendly, efficient and on time. No concerns.
It's difficult to get Doctors appointments but I was seen by your practice Nurse who was helpful and could give me the necessary pain relief
I was treated well and with respect, as a mental health sufferer I am now feeling more relaxed attending Walderslade as its very rare I leave the house. Dr Stuart Allan is a credit to the surgery, he listens well and has an excellent knowledge in his profession.
Nice understanding lady who listened
Listened and gave appropriate advice and medication . Receptionist very helpful and friendly.
Staff and doctor was very polite and efficient. Also used the new system when trying to book an appointment and the doctor phoned me back within the hour and made me an appointment the same day
Lovely friendly polite, listening to me and asking questions, checking me over and giving advice and medication. Nice that they take time to listen, thank you
Pleasant member of staff and on time
Very easy to talk to and also professional.
The nurse was a good listener and answered all my questions and put me at ease. Lovely girl
A pleasant reception upon arrival, clean comfortable seating while waiting. Minimum amount of waiting. An independent discussion with the GP. Thank you to everyone.
Same day appointment. Lovely Doctor Friendly and helpful staff

Abigail & Dr Allan very thorough, reassuring and helpful
Appointment on time. Nurse friendly
She was a lovely lady very helpful and kind
Very helpful and very quick service yesterday
I have only ever dealt with the doctors a couple of times on behalf of my father in law (I am his lasting power of attorney) I couldn't fault the reception staff or Doctor Allan (the only doctor I have met) all were fantastic. Which is very much appreciated thank you so much
Because Dr Hurst was very good. Thank you.
Dr Martin is an amazing Dr! She takes time to listen, you don't feel rushed to explain your issues and she's happy to refer you to people who can help rather than just give you painkillers and tell you to see how you go! This Dr is an absolute credit to your practice!!
Nurse was so friendly and kind to me, considering I'm nervous about having bloods taken
Always polite and accommodating where possible
I was able to get an appointment fairly quickly when needed.
Excellent consultation with doctor and quick follow up from nurse practitioner
Overall, I have not had difficulty in making appointments or being answered on the phone. However, I would welcome the opportunity to speak with a Dr without the need to make an appointment to see them. I wanted some advice regarding a new drug and I have been told I need to make an appointment to see the Dr. This seems like a waste of their time as well as my own!!!
Had a problem and receptionist sorted it out right away
All the staff and doctors at Walderslade are helpful, kind and understanding. I've had excellent service.
I was seen on time the nurse was very. efficient. and professional.
The nurse I saw was Bethany she was very understanding and kind.
Dr was very concerned and very helpful wish they was all like her
Excellent care that runs through all the surgery from the Drs to everyone who are essential in your care that are behind the scenes
Never had any problems always been on time
Polite understanding
Seen on time and very friendly and efficient
The nurse was friendly and did the procedure well.
As always extremely well organised highly professional and very kind new GP to the practice, helped me feel at ease and listened carefully to me. I'm glad to say the issue that I attended with is now resolved
Bethany was very thorough
Looked into things very thoroughly
Listened to my problem and advised .
Always friendly staff and very helpful
She just sorted me out. Thank you. Very good.
Always professional
Chloe the nurse doing my blood test was very friendly and very good. Didn't feel a thing.
Polite, understanding and professional

The examination and diagnosis was professional and explained .
I had an excellent consultation with doctor Allan and as always he comes up with best plan for any treatment I need
The Doctor listened to what I had to say, and she was very thorough when examining me .
Doctor was so thorough and very helpful
Always very friendly and helpful x
Dr Allan is excellent nothing beats your Doctor actually knowing you.
Superb surgery with dedicated staff
Because I can never fault, any of my appointments I've ever had.
Prompt appointment time, explained all before injection commenced
Seen on time , friendly, speedy
Managed to get an appointment the same day ,
Caring, professional, thoughtful, knowledgeable and a lovely genuine person.
The staff at Walderslade are all amazing
I called to make a telephone appointment for my husband, and he was greatly satisfied with the outcome
Gave very good advice
My appointment was quick pleasant and very clinical thank you for your efficiency.
Always friendly, helpful staff. Great service from GPs and nursing staff. Thank you.
Appointment on time, friendly staff, highly satisfied.
Dr Sloan explained everything simply
From making the appointment to seeing the GP everyone was extremely polite, professional and helpful.
I was lucky to get a same day appointment as a result of a cancellation the staff and Doctor were excellent thank you!
I always feel put at ease and looked after by everyone I come into contact with at the surgery.
Excellent service as usual. Dr had time to listen and didn't feel rushed. Well satisfied with the appointment and advice given. Best surgery by far
Polite friendly staff
Always friendly from receptionist to nurses and doctors
Really good doctor helped me in many ways
I'm grateful for the care and treatment I receive. The reassurance you give to me and my wife is sympathetic. Thank you to all of you.
The member of staff was very efficient and friendly, and my appointment was on time.
Because the staff are very helpful and friendly. Every good with our family.
On time, easy consultation diagnosis prescription.... bish bash bosh
Receptionist was lovely and nurse was fantastic
The appointment was on time, and I was very satisfied with the outcome
Was sent for X-ray result was a serious issue, my GP received email results and took the time out to message me to check wellbeing, Dr Allan continues to be committed to his patients care and is always a pleasure to speak with.
Because I don't think I could have had any better anywhere
Very attentive and able to answer questions

Staff are all so polite, listen to problems and offer excellent advice. I had a check-up today with Chloe and it was very thorough and educational!
Lovely doctor who explained things clearly .
The Nurse was really nice and easy to talk to
Chloe was very friendly and very helpful.
Excellent patient experience and superb support from Dr G Taylor who was very professional, helpful and competent. Thank you, Dr Taylor,
Prompt service
Seen on time GP very friendly and helpful. Listened and gave advice.
Very professional service
Always been ok
Always quick efficient and friendly staff.
No wait time, calm surgery. Practice nurse was lovely
Excellent service appointment on the spot doctor diagnosed the problem successful conclusion
Dr was very nice polite and a good listener
Practice nurse was very good and answered all of my queries.
Very helpful consultation. Felt like I was being listened to in a supportive way.
Very friendly
Professional and caring
Appointment was on time, all staff I interacted with were so friendly and helpful, checking in was easy, the surgery was calm, clean and tidy.
Doctor addressed my concerns. He was very nice and kind
On time appointment...doctor was very attentive and seemed interested in me
Receptionist very helpful
The nurse was very good, explained everything, taking time with me not rushing.
You always do your best for your patients, that's what I think, thank you to all the staff
Didn't have to wait, appointment on time. Dr Sloan is a very good doctor, listens and has empathy. I feel I am in good hands and can trust her.
Saw nurse (Emma), who was really lovely and interested in what I said. Appointment wasn't rushed and was a comfortable experience.
Dr Allan is an excellent Doctor, sympathetic, and understanding and explained my recent hospital visit to me as I didn't fully understand what they had meant at Barnsley hospital very professional
JUNE
Dr Martin is out of this world, I can't praise her enough for everything she's done :)
I would like to compliment nurse Emily Wickins. I am an awkward bleeder and have only ever had my bloods taken with Nurses Claire or Julie because I have to have them drawn from the back of my hand. When I made the appointment, I was scared and annoyed that I couldn't see Claire or Julie as I have had bad experiences before from others trying to take my blood. I walked into my appointment yesterday and Nurse Emily knew straight away I have to have my bloods taken from the back of my hand and have them drawn with a small butterfly. It was drawn perfectly with no discomfort, and she got my bloods first try. I would like to compliment her she is so good at what she does and was so polite and caring throughout. I won't hesitate in the future to book with her.
I would like to thank Tracy Barnett for everything she has done to help us set things up for DH recently, it's very much appreciated. MH

I would like to share some heartfelt feedback about Dr Allan. He is a wonderful and attentive doctor. During my appointment, he treated me with genuine respect, listened carefully, and took real care to understand my concerns. His kindness and professionalism put me at ease, and I left feeling reassured and confident in his care. Thank you, Dr Allan, for your warmth, dedication, and the care you show your patients. It is truly appreciated.
Dr Elbashir was wonderful, I was very pleased regarding the standard of care that I received and everything went well
Chocolates and a thankyou card for Dr Barson and Nurses Julie and Claire , last week pt had heart attack like symptoms at an appointment she wanted to pass on her thanks for the care she received thankfully no heart attack
Lovely doctors perfect
Quick appointment, highly satisfied.
On the rare occasion if I or a family member need an appointment the staff try their best to get us seen as early as possible. Thankyou
The Dr was very patient and kind with my elderly mother, treated her with respect and listened to her and myself understanding what the problem was.
Because the people at welderslade do very well taking into the account how many people use the NHS thank you 😊
Immediate service. Appointment on time understanding doctor dealt with my problem thankyou
Short waiting time
Was given an appointment with a nurse same morning as telephone call and all sorted before my holiday the next day .
No issues at all with any of the staff
The nurse/doctor I spoke to was so nice and understanding. I wish I got her name for future appointments
From arriving to the next stage 5 star always well done telephone skills excellent well done
Very quick appointment and bloods taken professionally
Dr Hurst listened to our requests and acted on it.
All staff are friendly, helpful and professional and understanding.
I visited for my diabetic check and had been having chest pains all day ... the nurse could see I wasn't well and got a Dr who came and saw me straight away ... I they took me to another room and called 999 for an ambulance ..the care I received for the 2 ½ hours I was there waiting for the ambulance to arrive was amazing and above and beyond
Treatment ongoing but so far so good.
Prompt and efficient service
I could not get an appointment on the day but was told to ring next morning. I was only 5th in the queue, I spoke to a very helpful receptionist and was allocated an appointment with Dr. Martin that afternoon so excellent outcome.
Yes
No
The GP I saw had the time to listen and followed with tests and follow up appointments.
Appointment on time. Very good nurse did my yearly tests and well informative. Reception also helpful and courteous
On time Efficient Friendly Referred to appropriate department at hospital.
Seem to be going quite a bit these days since having children. Always welcoming friendly staff. Not had any issues with appointments either. I would highly recommend Walderslade.
Polite workers, appointments without long wait.

Went in on time and the doctor was very helpful
Because the nurse was very good at getting my blood.
Very professional and friendly
Friendly and efficient, on time too
I have noticed that the staff have in recent times been far more helpful and supportive to patients. I suspect that this is due to better training.
Parking was easy. Appointment was on time, Nurse polite and pleasant.
Dr Sloan was very sensitive to my situation and listened attentively. I felt heard and she has helped me enormously.
Beth was really good. Friendly and quick appointment
Usual service - went in, discussed what I was getting and got my jab. Easy
Prompt response and courteous staff
See this person regularly
Very professional
Lovely staff
Felt listened to
Reception and the last GP saw seem very kind and helpful
Very professional service
Filled form in online, received a call back from surgery a few hours later and saw doctor next day. Doctor was very good,
The staff are brilliant. My GP listens to what you need to tell him and gives you the answers in a very understandable way
My appointment was on time, and I was treated in an understanding way and received the treatment and advise I needed
Appointment on time. Chloe was both professional and friendly and was able to confidently answer any of my concerns. She had a well-placed sense of humour which she used to good effect.
Good service has always
Helpful receptionist and the doctor was very nice
Efficient and timely service
Very friendly
Prompt and efficient as usual
Dr. Wilkinson - very friendly and helpful
Yes was very helpful
Excellent care and information given
I felt the doctor was really thorough and put me at ease
Being friendly and understanding
The nurse was very good and friendly
Very professional,
The staff I have spoken to today have been friendly, supportive, accepting of my decision and helpful.
Dr was easy going but very professional and knowledgeable
First class professional service delivered in a timely manner

Handled very well all excellent
Same service as usual. Went in, nice chat as blood was taken and next appointment booked. Thanks
The doctor was very kind and listen to my complaint and help me with my issues
The nurse was very professional and caring
It was for diabetic bloods that was straight forward
Very friendly and professional
It was on time the nurse was efficient and very gentle also friendly and put me at ease
Doctor Hurst & Dr Allan have been great with me since my cancer diagnosis
Dr was friendly and professional. Explained everything and I felt at ease .
Because nothing is too much trouble.
Reacted well to my concerns
Dealt with my issue quickly
Dr Elbashir best doctor I've seen and will be seeing her again
Appointment on time and very good nurse. Shame about the car parking situation
Because Dr Hurst listened to what I said
The practise nurse was very thorough and took interest in my concerns without rushing the appointment
As always excellent customer service and a very empathetic and understanding GP
They are very caring and polite people
Appointment on-time SN nurse very good
On time and efficient when seen
The doctor was very understanding and listened and then treated me accordingly.
The nurse handled sensitive information really well and comes across as a genuine caring person.
Dr Martin as always showed empathy towards me. Always kind and considerate with the upmost professionalism throughout my recovery from open heart surgery
Efficient as always
Always take time to listen
Very friendly nurse and professional manner thankyou
The Dr was very thorough and looked after me very well
Dr Allan listened and took the time to explain things, so I didn't feel rushed. He puts you at ease.
Appointment was on time and was in and out really quickly for my blood tests, I am still waiting for the results to show on the NHS App though.
Very thorough. Polite
Was very professional and very organised such as appointments and medication
I had bloods taken by a very professional friendly Nurse. The bloods were on my NHS app by the next morning. What an excellent service. Well done Walderslade staff.
Walderslade has always been good to my late wife and I. Very professional and friendly
My appointment ran to time, and the health care professional was polite, courteous and efficient.

The doctor listened and fully examined my knee and had an excellent 'bed side manner' .
Nurse Emma explained everything to my understanding.
I was given an injection of steroids that has greatly reduced the pain in my knee
I got the medical I was treated for and got fitted it right away which helps my anxiety
Very efficient and polite
The nurse was kind and helpful she made me feel at ease
Appointment on time. Doctor listened to my concerns.
Yearly review helpful and pleasant
Made to feel comfortable and I was confident in what I was being told.
The nurse that did my blood test put me at ease as I can get very anxious with blood tests
Thorough, professional and courteous. All that one could ask for.
Fast friendly service
Exceptionally helpful reception staff, great GPs and nurses.
Punctual Friendly very professional
Quick, efficient and friendly from the first contact all the way through to my assessment during the appointment.
Very professional
Friendly and professional
As usual they were all very polite and friendly. Very good at putting you at ease and efficient
I found the reception very helpful when booking my appointment. I arrived early for my appointment and was seen ahead of time.
I felt listened to.
I have seen Sheena the ANP at the practice several times. She is very thorough and knowledgeable as well as being approachable and friendly. The Practice are losing a very valuable member of staff when she retires in a few weeks. I will regret not being able to consult with Sheena in the future. I hope she has a long and happy retirement. Thanks Sheena, you have been a star.
Total satisfaction as always. Thank you
Just a well run surgery all-round, Very helpful and friendly very quick response in seeing too your every need
Explained everything.
Good interview 👍
Appointment process significantly improved. Dr Sloan is first class.
Appointment on time, friendly staff, everything explained fully
Prompt and efficient service
On time and nice staff
Dr listened and advised on things to do and take
My appointment was on time and went well
Nurse Caine was very knowledgeable, positive and engaged in my yearly review. Thank you Claire
I called into the practice for advice and Dr Allan called me approximately an hour later, he was very understanding and informative, I found my whole experience very helpful, kind and professional, thank you everyone

Friendly and knowledgeable as always
Good staff and very helpful
On time and very polite
Always feel good when I have seen doctor Sloan I know where I stand
Yearly review friendly and informative
Dr Ibrahim always helpful
I always feel listened to, respected and cared for during every GP appointments, I have had at Walderslade Surgery. Dr Hurst and Dr Allan in particular have been a huge part of my health journey and have always advocated for me. Most recently, I have seen Dr Hurst on a monthly basis, and he has always kept himself updated with my health progress and diagnoses, so I have not felt like I have had to retell my story. The surgery is always clean and welcoming. I've never experienced an issue. All staff have been excellent.
The doctor took great care to find the root of my problem. Prescribed steroids and was very informative and put me at ease. To go back if not improving
Prompt, efficient and friendly
I've had a few tests for a couple of problems I have at the minute and the Doctors who I have seen have been very supportive, caring and on the ball regarding referrals.
The nurse was very friendly and polite
Listened and treated me like a friend.
I have been cared for today by my doctor with 100% understanding and care
I really don't like needles, Chloe took the time to talk to me and I felt really relaxed. She had to get blood out of my hand, she was so good
Compared with other GP surgeries I think we are very lucky, the Dr's especially Dr Allan are first class, the nurses and the reception staff are very nice and we personally have always had first class service .
Easy appointment booking
Because it was very good
The receptionist was polite and very helpful to me
I have had a problem for several months and at last I think it has been hopefully resolved.
Prompt. Lovely staff. Sorted another problem out whilst I was there and arranged a same day telephone doctor appointment, can't fault it
Very happy with quick and efficient appt and outcome.
They have wonderful doctors and nurses and helpful staff.
On time very nice doctor
GP very thorough and explained issues.
On time appointment, Dr Ibrahim was very knowledgeable and listened intently, then gave excellent advice.
Today was yet another example of the caring, responsive and genuinely informed GPs at the practice. Sincere thanks...
When I need to see the doctor I can always get an appointment, the team as a whole are very friendly and helpful
Very helpful and informed me about everything.
As always, the reception staff and the doctor were just great. We really appreciate their kindness, professionalism and helpfulness
Was very helpful

I was seen within five minutes of arriving and the nurse was friendly, efficient and professional
It was.
Always lovely professionals and treat you nicely .
Quick to be seen at time of appointment Very good advice, very professional doctor
Polite friendly staff who make an effort to deal with your situation.
I thought I responded just a minuet ago , I think this might be shorter version I really appreciate how the doctor understands my illness and sees me around every 3 weeks with my carer he really makes me feel ok thank you. 🙏
Good news given by my hp who is very welcoming when giving advice. She also comes across as a very caring individual
Very happy with consultation with doctor
I phoned bang on 8 am, but was 28th in the cue, which has never been that many before, the Lady I spoke to was very nice and I got an appt at 10:20, that was excellent to me
Dr Martin is wonderful. Sorted out everything that needed sorting in a lovely way. Thank you
All were friendly professional and dealt with my problem completely and may i say on time
Excellent service
Always friendly and helpful
Efficient
Sorted out my tablets 🙌
The doctor listened and was so attentive to what I was saying, and so caring made me feel better just speaking to her .
Went to see Nurse Emily to have two injections and I don't like needles but she takes her time as one of the injections takes about four mins to go in. Worst part is sitting down after. Best nurse they've got.
Our Doctors are very kind considerate and very patient and understanding
The GP Dr Sloan was very thorough and efficient with diagnosing my symptoms and she really made me feel at ease and very satisfied with my treatment.
They are so pleasant to talk and always there to help
I was listened to and all problems mentioned were addressed
On time, very competent nurse
I was very lucky to get an appointment same day as I have not been feeling very well saw Dr Toor who was very understanding he wants me to check my blood pressure for 7 days and have some blood test done and see for the results. I've always been happy with all the staff at Walderslade surgery. Thank you .
Very concise and listened to my problem
Dr very kind and reassuring thankyou
No complaints all staff are very helpful
The Doctor listened to what I had to say and was very helpful, so I was very pleased.
Very polite and efficient
Quick, professional and friendly
Always professional

Dr Allan listened, answered my questions fully. Was pleasant and very approachable
On time very friendly any questions answered
No delays Dr listened and responded with empathy
See previous response. Look up my illnesses and look up radiation weapons. As that is the cause. Thank you
On time and friendly service.
I was 10mins before my appointment, so I was out before my time
Dr Allan took time to understand my concerns and gave options and support which really helped and brought clarity on how I could get better. Very approachable, very knowledgeable and a real support, thank you
All my concerns were answered. The doctor was careful and patient despite being busy .
Prompt and courteously carried out
Very Efficient and listened. Very nice.
All. Ways polite and helpful
My appointment was on time, and I was treated in an understanding way and received the treatment and advise I needed
Because Dr Hurst listened to what I said
The practise nurse was very thorough and took interest in my concerns without rushing the appointment
As always excellent customer service and a very empathetic and understanding GP
They are very caring and polite people
Appointment on-time SN nurse very good
On time and efficient when seen
The doctor was very understanding and listened and then treated me accordingly.
The nurse handled sensitive information really well and comes across as a genuine caring person.
Dr Martin as always showed empathy towards me. Always kind and considerate with the upmost professionalism throughout my recovery from open heart surgery
Efficient as always
Always take time to listen

GOOD
APRIL
I have received some advice and treatment for my health management. Thank you!
I was very happy with my appointment. The surgery is always clean, and the nurse was friendly.
A little late, but good guidance
Quick access to GP
Appointment on the same day as I rang on arrival very little waiting time saw doctor and happy with outcome
Only problem I have is what everyone has and that's getting an appointment, the doctors and staff are excellent
Was able to get a phone call appointment same day and Dr Martin listened to my concerns and booked me for the relevant blood tests

Helpful staff and knowledgeable
Very helpful
I was able to get a face to face appt, even though I had to wait a couple of weeks. Happy with the Doctor.
Managed to get an appointment ok, and doctor was great. Would have got a very good if we hadn't had to wait 30 minutes.
Jess was amazing and I am glad I met with her. It's a shame about the long wait for the appointment due to constraints of working. Not many health services allow for those working Monday to Friday
35 mins late
Never had any problems with this GP .
Reception found me an appointment. The doctor listened really carefully .
Went well as usual.
Appointment with nurse. Was on time and no problems
Very thoughtful and professional.
24/04/24 8:10 am appt - already running late. Told 15 mins, ended up being over 30 mins. Took early appt to avoid time off at work, now have to work it back. Then had to return just to take a photo (been seen previously for same complaint and this was all done at 1 appt). Appt today for photos with PA also took longer than expected so again will have to work time back at work. She was very pleasant and apologetic.
Got a short notice appointment by checking online. GP was very good, helpful and friendly
Bit of a wait but no problem Medical student very thorough and professional, credit to himself and the surgery. Dr Allan very helpful too
Was dealt with quickly
Always a good experience staff always helpful
Actual appointment with GP excellent However unfortunately 30 mins late
Pleasant service
Sheena was very considerate took time with explaining treatment felt comfortable throughout the appointment
Always helpful
I believe it was a telephone doctor appointment, Doctor was helpful and gave me medication for my condition?
The doctors were very thorough when examining me and were very helpful
Short waiting time and efficient and pleasant staff
Got the service I required when I booked in.
Friendly and efficient
The pharmacist listened to my problems he had very good bedside manner and very professional
Got an appointment with requested doctor and medication for 1 issue. Not particularly happy with other diagnosis
Only negative was that the doctor was running 30 minutes late, otherwise excellent
Everything went smoothly thank you, the ladies on reception were very helpful. Mr G.O.
Good chat with nurse but she was going to send details of the alternate diabetic medication for me to look over as the Metformin were making me really poorly, but she omitted to do so.
The Dr was extremely understanding
Good service terrible wait

Everything was made clear to me after my MOT appointment.	
Very friendly. Only downside was PA was not familiar with programme and took a while to use system, take photo etc, which meant more time off work for me which I had to give back. The last time I needed this the GP took the pic in the consultation, and I didn't need to return for a separate appt.	
Good working practice by all of the clinical staff	
MAY	
Everyone was very helpful even though all staff were under stress due to computers being do.	
I've never had a problem speaking to a receptionist. They have always been helpful. Getting through on the phone to get an appointment is sometimes a problem, but I do understand about the volume of people that use the surgery, unfortunately it will only get worse.	
Appointment times can get annoying as I ring at 8am however I am like 50th in place so all appointments are gone by time I get through. I understand this isn't the practices fault but even if I call to make an appointment it's like 3 weeks until the next one and I can't book any online either	
The doctor was brilliant, but he requested blood tests for as soon as possible but the earliest one is 12th June I wouldn't mind any other time but I really am struggling.	
It would be very good if you could ever get an appointment	
I don't think I have any problem with the surgery	
All computer systems were down, and I had to rely on my NHS app to assist GP with my medication	
Saw the nurse always a good friendly informative appointment thank you	
Helpful and friendly receptionist and Dr	
Receptionist was very polite my only complaint is registering in at the machine doesn't tell you if your doctor is upstairs or downstairs	
Got an appointment same day and got the medication I need to clear up my tonsillitis and chest infection	
Sometimes struggle to make appointments although I didn't for the most recent appointment. Can be stressful when you aren't feeling well. But on this occasion, I was fitted in very quickly	
Saw nurse for diabetic yearly medical. Very prompt and efficient.	
Because it was good.	
Dr listened but time constraints of only being allocated a short set of minutes for seeing me made it a hurried appointment and felt not able to talk about health concerns as I wanted. Not her fault it's a crazy system. Also on booking a blood test have to wait until next month to get it	
It's a good service	
Telephone consultation with Dr Elbashir ... feedback given on blood tests and all clearly explained	
Rang within timeframe given. The consultant listened and gave treatment options to address my issues	
good quick and efficient service	
I was puzzled as to why I had been called to give another diabetic blood sample in May. I had given one recently in March and my annual checkup is not too far away in September. The computer couldn't provide me with an answer. I don't know if it was due to an error of some kind, or because my blood now needs more frequent monitoring. I put good rather than very good. Good for leaving me feeling a little in the dark about my own condition. No problems with staff though - all very good as usual.	
She listened and took time for a thorough discussion	
Sorted my appointment ok, had an interesting appointment,	

Waited a long time to speak to receptionist but staff excellent
Appointment was on time and very productive came away feeling that I had been listened to
My appointment ran a little late, but I saw the Doctor I requested.
The receptionist was excellent and responded to my request as I asked. Outcomes good
Dr Martin was very professional while still being friendly and understanding she is a credit to the practice, the only bad thing was having to wait 2 weeks for an appointment.
I had some difficulty accessing the service I needed. However, the treatment I eventually accessed was good.
Appointment on time
Doctor was very helpful
Doctor was good with information and phoned me back a few hours later with more helpful information
Doctor was interested and explained what could be wrong very good
Was nice to see same GP for on-going problem and didn't have to wait too long
Both doctors and staff seem very good at what they do
Good doctors. Great Physician's Assistant. Only downside is trying to get an appointment when you need one.
I had a long wait but didn't mind because he is a good doctor and explains everything very well. There were other people waiting to see him and they all said the same thing, they didn't mind waiting.
Scarcity of bookable current appointments
Straight to the point . Helpful
Dealt with quickly.
I came for a blood test 2days later I am asked to make an appointment for my diabetes 6 month check couldn't that have been looked up and done at the same time saving time for nurses
Everyone was very helpful even though all staff were under stress due to computers being down
JUNE
Doctor listened to my concerns & dealt with my issue sympathetically.
The nurse that I got was really good
Was put at ease and health coach showed willingness to help.
Staff seen friendly and reassuring.
Mostly satisfied just frustrating sometimes getting appointments. Drs responses generally good
Emily was friendly professional and courteous and did the job of removing my operational staples with minimal discomfort to me
Very professional no waiting
The person on the phone appointments was very helpful and got me an appointment with the right doctor who could give me an injection but I was let down by his diagnosis and his refusal to give me the injection that I requested
Excellent service from the receptionist staff to the GPs
Don't seem to get much follow up now I'm 80 probably I'm to old? thanks GH.
Ok good service thanks 😊 GH
Managed to see a doctor. Even though it was 45 minutes late

The service was good the waiting time was bad after about 1 hour late the receptionist told us there had been an emergency everyone was ok nobody's fault but we could have been told sooner
Very nice Doctor and receptionist really helpful
It was good as a got an appointment same day I didn't give it top score as I had to wait nearly 30 minutes when I got there
On the rarest of occasions that you can get an appointment its good but 90% of the time you cannot get an appointment for best part of a week, and they say they don't book appointments in advance.
My GP was very good well mannered, understanding and plight it's the receptionists that are the problem
Although the appointment was an hour late I feel the Doctor was thorough and did his best to help me
Easy to check in and seen on time
The doctor I saw, I have seen a few times, and he seems very helpful and concerned
Although running late is the norm at Walderslade, levels of care are still good
Very good service seen on time and no problems
Notified doctor running late when booking in so prepared for wait not just left wondering
The appointment was fine and very professional but was half an hour behind.
Seen on time. Blood test done quickly
Very helpful and appointment time very good
Informed when checking in that doctor was running late surgery nice and clean
Dr Hurst was very helpful and gave me the advice I needed
Dr very professional and told me about how the injection works
Pleasant, efficient staff
Never had a problem getting an appointment
It was a phone appointment about pain patches the ones he was taking we're not strong enough the new ones should be able to pick up Tuesday with luck
I saw a nurse for blood pressure and blood test and she was efficient and polite
Chloe was very pleasant and made me feel at ease

NEITHER GOOD NOR POOR	
APRIL	
Waited over 2 weeks for appointment was very disappointed as doctor was not a bit interested in any of my problems so aloof. Have not seen him before.	
Felt confused and upset	
They did their best to help me with my mental health, but it hasn't been enough.	
MAY	
Doctor very understanding about general health issues and took time to look at medical history and discuss my recent blood results. However, generally some of the doctors seem to be being pressured to get patients on tablets for blood pressure and cholesterol without considering the patients other needs. This has got to stop. Also, text messages are not acceptable way of finding out information about your health.	

	The doctor was running late by approx 10 mins. Surgery clean, easy to check in. An abusive member of the public to reception staff was disturbing Doctor quite thorough not seen this doctor before
	The doctor was great, however booking the appointment was bad. How is it even possible to call at 8am on Friday and be told there are no appointments and to call back another day (next week).
	Visit to see the doctor. No clinical examination during consultation. Legs/ knees not physically examined. Would have thought this would have helped with a diagnosis.
	Unhappy with appointments
	I went in regarding my mental health, but I also asked the doctor about the pain in my arm which is keeping me awake at night and he said to go back in 2 weeks' time about my arm as my mental health was more important. When I saw a doctor about 3-4 weeks ago there regarding my arm she said if it starts to swell or keep me awake then to go back. The pain in my arm isn't good for my mental health either as it's keeping me awake at night. I do not want to see that Dr again.
JUNE	
	It's so hard to get an appointment with the doctor of your choice
	Gave up trying to fill survey in got kicked out twice from completing the survey
	Only some of the nurses do my medication, the one I was booked in with was off sick so my appointment was cancelled. I was two weeks overdue for my medication.
	My appointment happened 30 mins later than scheduled. The temperature of the waiting room, due to the heatwave, was horrendous. I arrived early for my appointment and had a long wait in poor conditions due to appointment running so late.
	Doctor was excellent, however rang initially to request a blood test as suggested by BDGH due to it not being logged receptionist was adamant needed to see Dr. Explained long standing issues with anaemia and didn't want to waste a GP appointment. 10 days wait to see FP and now another fortnight for blood test. Waste if GP time and now month later from initial request for a blood test. Receptionist really ought to consider listening to patients. GP was excellent
	I had a filling done in November 25 and it fell out. Waited over a month for an appointment to have it re-done and fell out again within 48 hours. Everyone friendly and pleasant but not happy about repeat visits.
	Waiting time in the upstairs confined room
	I went to the surgery and asked for a Doctors appointment, I was given a date and time and handed a printed ticket with the details on it. When I arrived for the appointment, it was with a nurse practitioner. At no time was I asked if this was ok nor was it pointed out that it wasn't a doctor I would be seeing. At time of booking I felt that from the attitude of the receptionist that I shouldn't be asking for an appointment, it wasn't something trivial that I had come for.
	I entered a triage, and reception kindly booked me an appointment to discuss it which I was really grateful for. I have seen multiple clinicians and dealt with numerous reception staff, and they have all been lovely and professional. My recent consultation with the ANP wasn't the best I was a bit disappointed. She did not introduce herself, and I was not asked why I was there or what my concern was, she essentially spoke at me throughout. I think this is likely because the information was already provided to her via the triage entry and I understand it saves time. But I do believe you should allow patients to have their say and introduce yourself by your name and role.

POOR	
APRIL	
Had got tonsillitis and wanted a prescription for Diffiam, I already pre-pay and the doctor wouldn't give one so it cost me again to buy from chemist	
My son had an ear infection. Doctor told me that he missed an appointment to see the ear specialist as the post was cancelled on our street but didn't mention anything about getting him seen again	
Never get contacted back when sending triage form	
Only because it took 2 weeks to get an appointment. Absolutely nothing wrong with the surgery or doctor	
Prompt appointment to see advanced practitioner who was very thorough and personable. Blood tests were authorised. On booking my bloods to be taken I was dismayed to find that first available appointment was more than 2 weeks wait. Not fault of surgery but fault of system	
MAY	
HAD TO WAIT, 40 MINS LATE, I THOUGHT YOU HAD A 10 MIN APPOINTMENT. PREVIOUS HAD MUCH LONGER.	
Given wrong dose of tablets plus wrong HRT patches	
I had a morning appointment for my blood results. Expecting to be in and out as I was working. The surgery was overrun with patients. Some told their Dr was already running an hour behind. Mine was 40 min behind. I was away from work for an hour in total. I missed a meeting. I wasn't overly impressed with that. My Doctor was good.	
Because there are hardly any appointments to be had	
I had a walk in appointment for 4.40pm but the doctor phoned me at 3.30pm so I had to go down and rebook and it hard work getting an appointment	
JUNE	
I assume this is about the phone call I got from a PA last Friday regarding a recent ECG test. She phoned an hour, and a half earlier than she had arranged, and it was a very inconvenient time. She told me my results were 'abnormal' but couldn't say in what way or to what extent. This left me anxious all weekend. She asked me lots of questions about my health most of which information is on my medical records. She didn't know I was recently diagnosed with type 2 diabetes and that it was the diabetic nurse who had referred me for the ECG. She told me not to worry but then said if I had chest pains over the weekend, I should call 999, which, considering I had no prior inkling of any issue with my heart, was extremely alarming.	
I want to make it clear that this review does not reflect my experience with the whole practice. I have seen other members of staff who have been kind, professional, and genuinely caring. Unfortunately, this review relates to my experience with the Head Nurse. This was my third appointment with the same person, and after trying to give the benefit of the doubt on previous occasions, I feel I need to share my experience. During my most recent appointment, I attended because of an ongoing skin rash. After briefly looking at it, I was asked whether I was sure it wasn't simply caused by being in the sun or having a tan. I found this surprising and disheartening, as I was seeking advice about a persistent skin problem and felt that my concerns were being dismissed rather than explored. Overall, I left the appointment feeling unheard. Throughout my encounters with this nurse, I have had the impression that the consultation was being rushed, rather than my concerns being carefully listened to and considered. I fully appreciate how busy the NHS is, and I do not expect unlimited time during an appointment. However, I do expect to be listened to and to feel that my concerns are taken seriously. I have received excellent care from other members of the practice, which is why this experience stood out so much. I hope this feedback is received in the constructive spirit in which it is intended, because every patient deserves to feel heard, respected, and supported.	

Dr Allan was excellent, however I was on crutches, all the middle seats were taken I managed to find a seat. An old lady was struggling so I offered her my seat, of the 8 seats in the middle 4 were taken by patient's friends Not one offered the old lady their seat
Doctor questioned when I was diagnosed with fibromyalgia as if I was lying about having it. Then throughout the conversation all he kept saying was hmmm, very patronising when all I wanted was some stronger pain relief to cope with my flare up. I didn't feel as though I was taken seriously and made to feel like I was begging to be prescribed pain relief.
Because of the way some of the receptionists communicate. They have spoken to me on more than one occasion leaving me feeling judged and upset.
1 hour after appointment time but this isn't the norm.
Dr Wilkinson was 50 minutes late which isn't a problem, but my appointment felt rushed and her bedside manner is shocking she has no empathy and is borderline rude.

VERY POOR
APRIL
I was in an emotional state, and I was telling the doctor how I don't bother making appointments anymore because of the reception staff being rude and the lack of care. I explained I would rather not be here than live the way I have for the past 14 or 15 years and no care was given. It led to me walking out as I was not getting any help at all. If I was wanting to do anything stupid, then nothing was done about this at all. No follow up or anything! How you lot sleep at night is beyond me.
I waited 1 hour for a prescription to be sent round to the chemist next door not acceptable
I am writing this because I feel completely abandoned by my GP. I have a diagnosed disability due to severe PTSD, and I am currently going through a very difficult relapse. During my visit, I explained that I have severe social anxiety, and I am very withdrawn, making it almost impossible for me to handle administrative hurdles or self-referrals online. Although the GP initially told me to do it myself, after seeing my distress, he eventually promised to submit the referral for me. It has been several days now, and I have heard nothing. No one has called, no one has contacted me. I am left alone with my trauma and no professional support. This lack of follow-through and empathy towards a vulnerable patient is unacceptable. I feel ignored and left to suffer on my own.
I was not impressed after my last visit which basically shunted me back to musculoskeletal at New Street. I am having problems with my thumb and forefinger and now to a lesser extent middle finger. Treatment so far has been to assess my mobility? and strength of my shoulder-arm and hand, My shoulder has mended but the lack of or intensified sensation in my digits is causing me concern. Can you acknowledge receipt of this JN
MAY
Absolutely disgusting seen doctor for my eye after being in pain for 5 weeks, the doctor accused me of banging my eye when I haven't so ended up walking out after second appointment with them and not doing anything for me and taking silly amount of pain relief for the pain so took myself to A&E
That you can't get a doctor for 2 weeks is disgraceful
JUNE
Appointment was 40 mins after agreed time, the doctor did not listen or follow the correct pathways that are available.
I find it disgusting to have your meds stopped without being informed previously, then to find out when you arrange to speak to a doctor that the person/doctor who stopped them did NOT read the full letter from the consultant whom I see

AMETURES!!!

DON'T KNOW

MAY

Receptionist was very good but disappointed with doctor I saw. Felt as though he did not have the time or interest for me.
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Always have a good friendly experience with reception staff and they always do their best if an appointment is needed despite the pressures that exist. Thanks.

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.