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| Mar-24 |  |  |  |
| **Date** | **Re** | **Recommend GP** | **Comments** |
| 01/03/2024 | Appointment | Neither good nor poor | Things could be far better. Every time a prescription is ordered thereâ€™s something missing |
| 01/03/2024 | Appointment | Good | Dealt with efficently |
| 01/03/2024 | Appointment | Very good | Dr Rushfirth was very helpful |
| 01/03/2024 | Appointment | Good | Because they were very polite |
| 01/03/2024 | Appointment | Very good | The doctor was very informative and helped me to understand my situation. Gave me lots of information before I decided which path to take . |
| 01/03/2024 | Appointment | Very good | "'Professional and caring, attention always with a explanation and a smileâ€¦" |
| 01/03/2024 | Appointment | Very good | Always professional |
| 01/03/2024 | Appointment | Very good | On time. Aware of current situation. Explained next steps clearly. |
| 01/03/2024 | Appointment | Very good | Staff are patient friendly |
| 01/03/2024 | Appointment | Very good | Kind and vet professional |
| 02/03/2024 | Appointment | Very good | From the customer service/front desk personnel to the Doctor. They were really considerate as I had struggled with making my appointment. Not judging but empathetic. The doctor delivered his message with clarity. Overall a fantastic experience for me. |
| 04/03/2024 | Appointment | Very good | The practice nurse who took my blood today was very gentle and i appreciated this care. |
| 04/03/2024 | Appointment | Very good | "'A very positive experience. Friendly and helpful receptionist s. Dr. Cooper put me at ease, she listened and was patient and understanding.and I was grateful for the care and attention shown to me by both the practice nurses.Overall I found this a very caring surgery." |
| 04/03/2024 | Appointment | Very good | "'The nurse was very efficient, nice and quick." |
| 04/03/2024 | Appointment | Very good | Ruth is great. Everything was explained well and overall the experience was really good. |
| 04/03/2024 | Appointment | Very good | "'The doctor s and nurses and other s are very helpful to everyone and I can't fault them in any way " |
| 04/03/2024 | Appointment | Very good | The doctor was very helpful and friendly. Not too long a wait either . |
| 04/03/2024 | Appointment | Very good | I signed in on the appointment system which registered I had arrived for my appointment and within a few minutes I went into see my General Practitioner who then assessed my needs. |
| 04/03/2024 | Appointment | Very good | "'I am very hard to get blood my veins are so small, but Ruth got me 1st time brilliant.  " |
| 04/03/2024 | Appointment | Very good | Great place staff and doctors great |
| 05/03/2024 | Appointment | Very good | Dr was very easy to talk to and understanding |
| 05/03/2024 | Appointment | Good | "'Poor appointment booking experience, doctor was very good. Why is one of the gates to the medical centre closed? Had to walk all the way round" |
| 05/03/2024 | Appointment | Very good | Problem sorted immediately. |
| 06/03/2024 | Appointment | Very good | Very informative and polite when taking into account my condition. |
| 06/03/2024 | Appointment | Very good | Not waiting long polite and professional nurse |
| 06/03/2024 | Appointment | Good | Always helpful staff |
| 06/03/2024 | Appointment | Very good | Was very friendly |
| 06/03/2024 | Appointment | Good | Quick and sufficient appointment today thanx . |
| 06/03/2024 | Appointment | Very good | Excellent treatment by nurse |
| 06/03/2024 | Appointment | Very good | Got in early for my appointment and the nurse was very helpful |
| 06/03/2024 | Appointment | Very good | Ive seen the same nurse on a few occasions and she is very helpful and informative. |
| 06/03/2024 | Appointment | Very good | My appointment was in time and the nurse was very polite and chatty |
| 06/03/2024 | Appointment | Very good | Was notified by text of appointment. Was quick dudnt have to wait long |
| 06/03/2024 | Appointment | Very good | Excellent care |
| 06/03/2024 | Appointment | Very good | "'My appointment was for 8.30am, was seen by the nurse at 8.35 so didnâ€™t have to wait long. The nurse was very professional and pleasant. Iâ€™ve been going to the Moresdale Lane surgery for quite a few years now and never had any issues with anything. " |
| 07/03/2024 | Appointment | Very good | They were very polite Ki |
| 07/03/2024 | Appointment | Very good | Katie who took my blood test was first class. Very efficient and polite. Well done. |
| 07/03/2024 | Appointment | Very good | pointmemt on time brilliamt murse very friendly and easy to talk to great |
| 07/03/2024 | Appointment | Very good | Nice friendly staff thank you |
| 07/03/2024 | Appointment | Very good | Was only waiting a few minutes to be seen |
| 07/03/2024 | Appointment | Neither good nor poor | Some times very good but not when you can not appointment itâ€™s getting bad. |
| 08/03/2024 | Appointment | Very good | Very friendly and very helpful |
| 08/03/2024 | Appointment | Good | Itâ€™s the first Timâ€™s ever getting seen on time for an appointment |
| 08/03/2024 | Appointment | Very good | The answer is based on the nurse that I seen only not the surgery/staff. After being lied to by the receptionist on 2 occasions this week I would score them inadequate |
| 08/03/2024 | Appointment | Very good | Because the treatment I got was very good |
| 11/03/2024 | Appointment | Very good | Good friendly service with good time keeping |
| 11/03/2024 | Appointment | Very good | The doctor I saw was well briefed and was prepared to deal with my case. I got good news. |
| 11/03/2024 | Appointment | Good | "'The nurse i had my appointment with was brilliant. If it wasn't for her the score would be lower. " |
| 11/03/2024 | Appointment | Good | When you get an appointment the service is great. Getting an appointment is the worst part of the doctors service |
| 11/03/2024 | Appointment | Very good | Very hard getting an appointment as is any GP but the staff are all really patient and kind. |
| 11/03/2024 | Appointment | Good | They always try to do their best |
| 11/03/2024 | Appointment | Very good | Very f Ast andvery good at there proffession |
| 11/03/2024 | Appointment | Very good | Very happy with care i was given |
| 11/03/2024 | Appointment | Very good | Went in to my appointment on time |
| 11/03/2024 | Appointment | Very good | "'Good appointment with Dr Cooper. Always find her approachable, she listens which isn't always the case with other Dr's. " |
| 12/03/2024 | Appointment | Good | Always helpfull |
| 12/03/2024 | Appointment | Very good | Nurse was friendly and kind |
| 12/03/2024 | Appointment | Very good | The nursery know her job and was good at it |
| 12/03/2024 | Appointment | Very good | very good care and attention |
| 12/03/2024 | Appointment | Very good | Quick and no time waiting. The staff who took my bloods was very accomodating. |
| 12/03/2024 | Appointment | Very good | Polite & helpful staff on reception. Doctor explaind my options on treatment |
| 12/03/2024 | Appointment | Very good | Friendly and helpful |
| 12/03/2024 | Appointment | Very good | The nurse i saw talked through everything |
| 13/03/2024 | Appointment | Very poor | "'I feel like I was rushed and not listened to and my issues was no where near solved. Iâ€™ve been suffering with the same thing for over 2 years and I feel if anything Iâ€™ve gone backwards, I had no tests, scans or anything and just told my symptoms match, the medication I was tacking didint work and as a result Iâ€™ve now been told to take less of the same thing rather than trying something different. I very much feel like I did not matter and the aim was to get me out before the next appointment rather than helping me. " |
| 13/03/2024 | Appointment | Very good | Doctor finally sorted out my medication and chasing up missing hospital referral from last year after rare diagnosis. |
| 13/03/2024 | Appointment | Very good | "'Not to long to wait, practitioner knew what she was doing." |
| 13/03/2024 | Appointment | Very good | Supportive and friendly staff. |
| 13/03/2024 | Appointment | Very good | The nurse put me at ease I have a phobia of needles and she was brilliant with me |
| 14/03/2024 | Appointment | Good | Efficiency |
| 14/03/2024 | Appointment | Very good | My appointment was with Dr Stewart. She listened to me and gave me some really good advice and help. I felt so much better and calmer when I left. I find this a really caring practice. |
| 14/03/2024 | Appointment | Very good | Nurse put me at ease whilst taking my bloods thank you |
| 14/03/2024 | Appointment | Good | "'Was able to check in okay, asked receptionist for advice on waiting time for nurse as running late reason given very happy ðŸ˜Š" |
| 14/03/2024 | Appointment | Good | Not long to wait |
| 14/03/2024 | Appointment | Very good | Didnâ€™t wait long and doctor was very helpful |
| 14/03/2024 | Appointment | Very good | The nurse was very helpful and pleasant well done very professional |
| 14/03/2024 | Appointment | Poor | My appointment was very good and the doctor very helpful but it took 4 days of telephoning before I could get an appointment |
| 14/03/2024 | Appointment | Very good | "'I was there today to have bloods taken and I donâ€™t like needles, the nurse was very gentle, thank you." |
| 15/03/2024 | Appointment | Very good | Appointment on time and very pleasant staff both medical and admin |
| 15/03/2024 | Appointment | Very good | The nurse I had today to take my bloods was a very friendly & nice lady first time meeting this nurse but she was very good :) |
| 15/03/2024 | Appointment | Very good | "'kind and understanding GP and lovely,friendly receptionist ,I also needed to see the nurse and expected to have to wait but she very kindly saw me straight away and was very nice." |
| 15/03/2024 | Appointment | Very good | "'Because everything was perfect. Time scale was very good . In fact, i can't ask foe more." |
| 15/03/2024 | Appointment | Very good | "'Nurse very friendly, put me at ease as very scared of needles, chated to me all the way through." |
| 15/03/2024 | Appointment | Very poor | Useless didnt disguse the matter and didnt get anything solved so have to make another appointment with a diffrent doctor its ridiculous |
| 15/03/2024 | Appointment | Very good | "'Dr Cooper is a star looking after me during my cancer treatment &lt;3 " |
| 15/03/2024 | Appointment | Very good | "'Booking in not recognised.Spoke to receptionist.All <a href=""http://sorted.in"" rel=""nofollow"">sorted.in</a> and out Great thank you." |
| 18/03/2024 | Appointment | Good | My appointment was on time and the nurse was nice and friendly |
| 18/03/2024 | Appointment | Very good | "'Nice waiting area, appointment waiting time good." |
| 18/03/2024 | Appointment | Very good | "'Phone conversation with doctor regard a recent blood test, he advised me on the results as well as sorting out my medication issues." |
| 18/03/2024 | Appointment | Very good | "'The surgery was quiet and clean, a few chairs were left to sit on." |
| 18/03/2024 | Appointment | Neither good nor poor | the sister I saw was very good but I think that the receptionist I spoke to about my inhaler been renewed had a bad attitude |
| 18/03/2024 | Appointment | Very good | Iâ€™m always well looked after & things & tests explained |
| 18/03/2024 | Appointment | Very good | I was seen on time and everything went smoothly. |
| 18/03/2024 | Appointment | Poor | "'GP does not seem to understand or have the time to understand how my condiation is effecting med, i have spend the good part of 10 years battling my anixitty which has caused mental health so bad i cannot funcution and i just get passed around Charity servicves instead of getting the correct input form the god dam NHS,...... " |
| 18/03/2024 | Appointment | Very good | "'Appointment on time, doctor very helpful and understanding." |
| 18/03/2024 | Appointment | Very good | "'Above and beyond this morning as had to change my appointment time, lovely staff and nurse thank you ðŸ˜Š " |
| 18/03/2024 | Appointment | Good | Had my flu jab |
| 19/03/2024 | Appointment | Very good | We have always had an excellent service and today was no different. From reception to medial staff everyone is friendly and professional. Dr Cooper has been amazingly supportive to all our family through a difficult time and we are all very grateful. Her care and attention alongside her genuine support of our little girl in particular has been appreciates. We always tell everyone who criticises their Gp practice how wonderful ours is ! Thank you all! |
| 19/03/2024 | Appointment | Very good | Seen by doctor and nurse without waiting |
| 20/03/2024 | Appointment | Very good | Very professional yet friendly service provided by Julia. Put me at ease and fully explained the procedure and what to expect afterwards.  Very helpful service by Jackie on Reception too. |
| 20/03/2024 | Appointment | Very good | Very organised. Seen on time |
| 20/03/2024 | Appointment | Very good | As an old returning patient I was instantly recognised |
| 20/03/2024 | Appointment | Very good | Appointment on time. The Doctor very good |
| 20/03/2024 | Appointment | Very good | Very impressed with the patient friendly way I was attended to. |
| 20/03/2024 | Appointment | Very good | Doctor very helpful and explained the vaccine details |
| 20/03/2024 | Patchs | Very good | Reception always friendly and helpful and caring doctors always listen and help |
| 21/03/2024 | Appointment | Very good | Every service provider so nice and helpful |
| 21/03/2024 | Appointment | Very good | Dr explained everything to me and the process |
| 21/03/2024 | Appointment | Very good | "'The self service is good and efficient. I didn't wait for a long time. The nurse whom I saw was professional and respectful to me, and I felt being cared ." |
| 21/03/2024 | Appointment | Good | Nice quite waiting room appointment on timeðŸ‘ |
| 21/03/2024 | Appointment | Very good | My appointment went very good. Doctor Eastman was very thorough and explained the procedure to me. Thank you. |
| 22/03/2024 | Appointment | Very good | "'Dealt with knowledgeably, seen promptly treated with competency and compassion and understanding ." |
| 25/03/2024 | Appointment | Good | Very. well looked after |
| 25/03/2024 | Appointment | Very good | The nurse gave straight forward instructions and was well mannered |
| 25/03/2024 | Appointment | Very good | "'I artended for blood tests and it's difficult to find a suitablevein but the nurses didn't give up!" |
| 25/03/2024 | Appointment | Very good | I have always received the best and the most caring advise |
| 25/03/2024 | Appointment | Very good | Great service from start to finish |
| 25/03/2024 | Appointment | Good | Straight in and out.. |
| 25/03/2024 | Appointment | Very good | "'Professional, caring and understanding staff. " |
| 25/03/2024 | Appointment | Very good | "'I saw Julia the nurse. As always I received excellent medical treatment. Ive had a leg ulcer and Julia has tried everything available to her to help me and because of her dedication and the care she gives her patients I'm happy to say its nearly gone" |
| 25/03/2024 | Appointment | Very good | The doctor was thorough and listened to my concerns. Further tests have been requested. |
| 25/03/2024 | Appointment | Very good | Quick and easy |
| 25/03/2024 | Appointment | Good | "'Went for a blood test , was waiting about 20 mins after my appointment time but got a blood test done." |
| 25/03/2024 | Patchs | Very good | Very easy to use |
| 26/03/2024 | Appointment | Very good | Staff are pleasant and helpful and waiting time is not to bad. |
| 26/03/2024 | Appointment | Good | The service was good |
| 26/03/2024 | Appointment | Very good | I think u all do a fantastic job doctor n receptionist try ya best for everyone n nit forgetting chemist staf |
| 26/03/2024 | Appointment | Neither good nor poor | "'The nurse was lovely ans anlwa and made me feel comfortable. However I was shocked to have heard the lady on reception make a rude comment towards a patient who was leaving, telling her colleague next to her that the patientâ€™s breath stank?! I thought that was rude and very unprofessional behaviour. " |
| 26/03/2024 | Appointment | Very good | Ruth the astma nurse was very good at explaining my change of treatment. Gave me options and listened to what i had to say |
| 27/03/2024 | Appointment | Very good | "'Always polite, professional and listen to your problems." |
| 27/03/2024 | Appointment | Good | Its just so hard to get an appointment its so much worse even now covid has ended it has not improved |
| 27/03/2024 | Appointment | Very good | Feel me valued |
| 27/03/2024 | Appointment | Very good | Helped me out a lot |
| 27/03/2024 | Appointment | Very good | "'Seen very quickly. Nurse was nice, professional and courteous. " |
| 28/03/2024 | Appointment | Very good | Because she made me feel safe and comfortable and she listened to what i had to say |
| 28/03/2024 | Appointment | Very good | The nurse we saw is always amazing |
| 28/03/2024 | Appointment | Very good | Great nurse who did my smear test. |
| 28/03/2024 | Appointment | Neither good nor poor | The appointment with the nurse was all well and good but the follow-up with the doctor is five weeks away |
| 28/03/2024 | Appointment | Good | "'Very good nurses, better now that cigarette smoking stabby stabby man isn't there to take blood" |
| 28/03/2024 | Appointment | Very good | Consistency caring efficient |
| 29/03/2024 | Appointment | Neither good nor poor | Julia Hawkhead always makes me feel uncomfortable about my weight. and she is forceful with the injection. i can hear it bubbling as itâ€™s going into me. the other nurse is far better. |
| 29/03/2024 | Appointment | Very good | excellent |
| 29/03/2024 | Appointment | Very good | Because it was excellent |
| 30/03/2024 | Appointment | Very good | Very helpful |