|  |  |  |  |
| --- | --- | --- | --- |
| May-24 | PATCHS |  |  |
|  |  |  |  |
| Date | Method | Rating | Comments |
| 01/05/2024 | Appointment | Very good | Appointment was made very quickly and I was able to have a good conversation. |
| 01/05/2024 | Appointment | Very good | No pain on my bloods happy |
| 01/05/2024 | Appointment | Very good | "'The doctor I saw was really friendly and happy ðŸ˜Š.. she also delivered my good news this morning, very positively!ðŸ‘.. I came away feeling cheered up by seeing her and also knowing that my test results were good news too, which helped me a lot." |
| 01/05/2024 | Appointment | Very good | All my questions were answered and all information I received was well delivered. All in all everyone helped immensely. |
| 01/05/2024 | Appointment | Very good | "'Appointment was on time, nurse was very polite." |
| 01/05/2024 | Appointment | Very good | Yes felt very comfortable |
| 01/05/2024 | Appointment | Very good | Everything went just fine. Well Done. |
| 01/05/2024 | Appointment | Very good | "'Excellent treatment provided by Nurse. However, disappointed over the fact that a message I'd past earlier during the week to cancel an appointment was not passed on by the reception team." |
| 01/05/2024 | Appointment | Very good | In on time very kind and efficient nurse tha best |
| 01/05/2024 | Appointment | Very good | Because i called and they fitted me in very helpful |
| 02/05/2024 | Appointment | Very good | "'Appointment (Nurse) i was seen very close to my time when seen, excellent interaction prompt attention for my needs cannot fault anything " |
| 02/05/2024 | Appointment | Very good |  |
| 02/05/2024 | Appointment | Very good |  |
| 02/05/2024 | Appointment | Very good | Was very well looked after |
| 02/05/2024 | Appointment | Very good | The doctor was clear about plans  Good rapport |
| 02/05/2024 | Appointment | Very good | She was really lovely and really nice |
| 02/05/2024 | Appointment | Very good | "'I got my answers i needed, it was very helpful " |
| 02/05/2024 | Patchs | Very good | thank you |
| 02/05/2024 | Patchs | Very good |  |
| 03/05/2024 | Appointment | Good |  |
| 03/05/2024 | Appointment | Good | "'I find all reception staff APART from Tracey who is and absolute credit to the surgery and is such a genuine and caring person to be very dismissive and donâ€™t listen to what patients are saying over the phone I often have to phone several times in the hope of getting somewhere or speaking to a different member of staff who has listened and understood what I am trying to enquire about. The more mature lady who has been at the surgery several years in particular I find to be extremely rude, I have had some really troubling concerns for instance bleeding through pregnancy or mental health issues and see simply say if itâ€™s that bad go to a walk centre where as Tracey goes above and beyond to see if thereâ€™s anything the practice can do to help before discarding your concerns, as the walk-in centre isnâ€™t ideal for some situation as you need a familiar face who know you history without have to explain over and over again especially if your not the right mind set. All doctors and nurses I myself or family members have seen again are fantastic especially Dr Stewart, Dr Rushforth and Dr Eastham." |
| 03/05/2024 | Appointment | Very good | The doctor i saw as been very thorough in sorting out the problems i have had and very pleasant and explained everything to me |
| 03/05/2024 | Appointment | Very good | My experience with foundry lane surgery was pleasant and left feeling reassured with the quality of care and professionalism |
| 03/05/2024 | Appointment | Very good | "'I had been seen by the Julia the nurse. Ive had a problem with a leg ulcer since last year, Julia has managed to help get rid of it finally for me. " |
| 03/05/2024 | Appointment | Very good | My GP was very sympathetic and listened intently to what I had to say and reassured me and diagnosed my symptoms quickly. I left the surgery feeling so much better. |
| 03/05/2024 | Appointment | Very good | I am scared of needles and the nurse who did my bloods was realy nice |
| 03/05/2024 | Appointment | Very good | "'Dr Shaw listened, and discussed my problem, she extremely thorough with next steps." |
| 04/05/2024 | Appointment | Very good | The doctor was very helpful i |
| 04/05/2024 | Appointment | Very good |  |
| 06/05/2024 | Appointment | Neither good nor poor | |
| 07/05/2024 | Appointment | Very good | Seen quickly and the nurse was really nice |
| 07/05/2024 | Appointment | Very good | Pleasant dr |
| 07/05/2024 | Appointment | Very good | The doctor was very careful with myself. I donâ€™t have words to gratify the doctor for the amazing consultation. Many thanks |
| 08/05/2024 | Appointment | Very good | The doctor i saw was so understanding and helpful |
| 08/05/2024 | Appointment | Very good | Dr Cooper listens which I really appreciate. |
| 08/05/2024 | Appointment | Very good | Dr Cooper is a fantastic Dr. She listens to you and that Is really appreciated. |
| 08/05/2024 | Appointment | Very good | "'Doctor Daewood was very good, friendly and helpful in her knowledge and expertise with my personal medical situation. I felt like I was provided with very useful and valuable information and options so I could make sure that I had plenty of options for my suitable next steps. I appreciated her sympathy and kindness too." |
| 08/05/2024 | Appointment | Good |  |
| 08/05/2024 | Appointment | Very good |  |
| 08/05/2024 | Appointment | Very good | "'Seen on time, Ruth is a very pleasant and informative practitioner. " |
| 08/05/2024 | Appointment | Good |  |
| 08/05/2024 | Appointment | Very good | Always polite and helpful |
| 08/05/2024 | Appointment | Very good | Always helpful and friendly |
| 08/05/2024 | Appointment | Good | "'Had blood tests, received a phone call to arrange the appointment for the following day." |
| 08/05/2024 | Appointment | Very good | The doctor (dr Shaw) was attentive and very helpful - including arranging blood tests at short notice. I was given a prescription which seems to be having an immediate impact. |
| 08/05/2024 | Appointment | Good | Had to wait half an hour after appointment time which i thought was a bit much. |
| 09/05/2024 | Appointment | Very good | The doctor that I saw was very clear in what she was explaining to me. Thank you. |
| 09/05/2024 | Appointment | Very good |  |
| 09/05/2024 | Appointment | Very good | Because I was seen quickly |
| 09/05/2024 | Appointment | Very good | Appointment to change a dressing that I can not access |
| 09/05/2024 | Appointment | Very good | Informed me very well about my problem |
| 09/05/2024 | Appointment | Very good | Promptly seen and GP was very reassuring |
| 09/05/2024 | Appointment | Very good | Friendly and professional service |
| 09/05/2024 | Appointment | Good | But find it difficult to get an appointment to suit my working hours. |
| 09/05/2024 | Appointment | Very good | Friendly staff |
| 10/05/2024 | Appointment | Very good | Doctor was great |
| 10/05/2024 | Appointment | Very good | The surgery is close to my home and the doctor s and staff are all very caring to patients |
| 10/05/2024 | Appointment | Very good |  |
| 10/05/2024 | Appointment | Very good | Quick with appointment for bloods. And friendly staff. |
| 10/05/2024 | Appointment | Very good | There was sufficient time for me to discuss options. Dr Stewart listened to my concerns and was able to answer my questions fully. |
| 10/05/2024 | Appointment | Very good | "'Dr Shaw always makes you feel at ease, she actually listens and has an excellent bed side manner. You never feel rushed and she is very thorough." |
| 11/05/2024 | Appointment | Very good | Seen on time nurse very good |
| 11/05/2024 | Appointment | Very good | Seen on time nurse very good |
| 11/05/2024 | Appointment | Very good |  |
| 13/05/2024 | Appointment | Very good | The nurse and the doctor was very helpful |
| 13/05/2024 | Appointment | Very good | "'Quick , lovely nurse , made me feel very comftable " |
| 13/05/2024 | Appointment | Very good | "'Appointment on time, doctor very understanding as always." |
| 13/05/2024 | Appointment | Very good |  |
| 13/05/2024 | Appointment | Very good | They are very pleasant bunch of people that work there |
| 13/05/2024 | Appointment | Very good | "'I regularly go for bloods & the nurses at foundry lane always make me feel at ease, as Iâ€™m always nervous, thank you " |
| 13/05/2024 | Appointment | Very good |  |
| 13/05/2024 | Appointment | Very good |  |
| 13/05/2024 | Appointment | Good | Managed to get an appointment after weeks of trying |
| 14/05/2024 | Appointment | Very good | Nice doctor! |
| 14/05/2024 | Appointment | Very good | Always listen to me and take there time with me |
| 14/05/2024 | Appointment | Very good | Friendly helpfull staff |
| 14/05/2024 | Appointment | Very good | Dr Cooper a credit to the practice |
| 15/05/2024 | Appointment | Very good | The doctor was very helpful in suggesting remedies for various age related aches anx pains and cleared up several confusions I had prior to my appointment. |
| 15/05/2024 | Patchs | Good |  |
| 16/05/2024 | Appointment | Good |  |
| 16/05/2024 | Appointment | Very good | Waiting time is short. The attending Doctor was friendly and listened attentively to my complain. Am very satisfied with the care my baby got. |
| 16/05/2024 | Appointment | Very good | Very pleasant staff all of them and made me feel at ease with queries. Appointment on time. |
| 16/05/2024 | Appointment | Very good | Didnt wait long an the nurse was very professional an polite. |
| 16/05/2024 | Appointment | Very good | The nurse dealt wth me and answered my questions professionally but friendly |
| 17/05/2024 | Appointment | Very good | It was a phone appointment and the Dr listened and explained the answers to my questions. |
| 17/05/2024 | Appointment | Good | "'One of the things I wanted was for one of my prescriptions to go back to three monthly, and I just got a fresh one for a month rather than three. Also mentioned my over 40s checkup thingy and this wasn't resolved either " |
| 18/05/2024 | Appointment | Very good | The nurse was very good . In what the nurse did and very understanding. |
| 20/05/2024 | Appointment | Very good | The nurse was very thorough going through my copd and asthma check and blood test |
| 20/05/2024 | Appointment | Very good | "'Got appointment quickly, got into see doctor on time. Went to see receptionist after who delt with my query very well. " |
| 20/05/2024 | Appointment | Good | Actually appointment run to time today |
| 20/05/2024 | Patchs | Very poor | Constantly getting ignored |
| 21/05/2024 | Appointment | Good | I was booked in by making an appointment at the surgery in person ( 8 am ) appointment for that morning. My GP listened and gave explanations to issues. Carrying out checks prior to repeating a medication and made further appointments/investigations to follow up. |
| 21/05/2024 | Appointment | Very good | Very efficient wellooked after |
| 21/05/2024 | Appointment | Very good | Dr Copper listened to all my concerns and we worked out a plan together |
| 21/05/2024 | Appointment | Very good | "'Helpful and friendly receptionists Supportive, kind, compassionate and thorough GP. Didn't have to wait long" |
| 21/05/2024 | Appointment | Very good | As always julia was very good and went through everything |
| 21/05/2024 | Appointment | Very good | They responded well |
| 21/05/2024 | Appointment | Very good | "'My appointment was with Dr Cooper who is a very approachable & caring doctor & seems to understand my needs, thank you " |
| 22/05/2024 | Appointment | Very good | Always polite and approachable and efficient |
| 22/05/2024 | Appointment | Neither good nor poor | N/A |
| 22/05/2024 | Appointment | Very good | Timely feedback and proper checks |
| 22/05/2024 | Appointment | Very good | The doctor was very helpful and thorough. |
| 22/05/2024 | Appointment | Very good | Clean pleasant waiting room friendly polite and pleasant staff |
| 22/05/2024 | Appointment | Very good | It was a telephone appointment and I was given the information I needed and a follow up appointment for holiday jabs |
| 22/05/2024 | Patchs | Good |  |
| 23/05/2024 | Appointment | Very good | Always a excellent service |
| 23/05/2024 | Appointment | Very good | "'No messing about, appointment was on time and the nurse today was really lovely" |
| 23/05/2024 | Appointment | Very good | Excellent quick service |
| 23/05/2024 | Appointment | Very good | No waiting a d the nurse was very professional everything was explained  Thank you |
| 23/05/2024 | Appointment | Very good | i went to have some bloods taking .but i also had a nasty fall and my leg got infected so the dr saw me and prescribed antibiotics. im very grateful for this dr . |
| 23/05/2024 | Appointment | Very good | i saw the nurse but ended up having to see a dr .i didnt have to wait for an appointment .staff helpful. |
| 23/05/2024 | Appointment | Very good | Because the Doctor was very helpful and listened to me plus made I felt comfortable with herðŸ’¯ |
| 23/05/2024 | Patchs | Very good |  |
| 24/05/2024 | Appointment | Very good | All tests done promptly and efficiently |
| 24/05/2024 | Appointment | Very good | "'I am very hard to get bloods from, but the nurses are very good and patient, thankyou " |
| 24/05/2024 | Appointment | Very good | Was seen pretty much on time and the nurse was very nice and pleasant as always |
| 24/05/2024 | Appointment | Very good | All staff friendly and helpful. |
| 24/05/2024 | Appointment | Good | Quick and efficient |
| 24/05/2024 | Appointment | Very good | Was 10 min late but it was enjoyable and the nurse was very friendly |
| 24/05/2024 | Appointment | Very good | "'In attending this appointment, and whilst undergoing a regular procedure, I felt naturally relaxed and reassured by a very professional approach by Nurse Julia Hawkead." |
| 25/05/2024 | Appointment | Very good | "'Vary good purely down to my nurse Katie going above and beyond for me. She's lovely ðŸ˜ " |
| 28/05/2024 | Appointment | Very good | Because when you can get an appointment they are very polite and things get explained |
| 28/05/2024 | Appointment | Good | "'Saw one of the doctors today, previously Iâ€™ve seen locums who donâ€™t seem to want to prescribe " |
| 29/05/2024 | Appointment | Very good | Staff and nurse very friendly. |
| 29/05/2024 | Appointment | Very good | We were seen on time and the nurse was very efficient and friendly |
| 29/05/2024 | Appointment | Very good | Lovely nurse very professional and friendly |
| 29/05/2024 | Patchs | Very good |  |
| 30/05/2024 | Appointment | Very good | In and out in no time friendly staff |
| 30/05/2024 | Appointment | Very good | Very professional and polite and really helpful |
| 30/05/2024 | Appointment | Very good |  |
| 30/05/2024 | Appointment | Very good | Appointment was on time and nurse was very friendly |
| 30/05/2024 | Patchs | Good | When I get an appointment. They always sit and listen first to symptoms and not just assume everyone has the same needs menopause wise . |