

## Heaton Road Surgery

### Friends and Family Comments – August 2023

#### Positive Comments:

*"Very pleased with the surgery."*

*"Very pleased with the continued support and assistance I am getting from Dr Gall."*

*"Your Practice Nurse is stunningly superb".*

*"What a lovely Doctor Dr Gall is."*

*"I just wanted to send you feedback about the positive experience I had during my appointment at 9:15 on 02/08/23, which I can confidently say was one of the best doctor's appointments I have had in my life so far. While I can't remember her name, the doctor who saw me at the appointment was so open and willing to discuss the issues that I had been having with my anxiety, in a way no doctor has to date, that it was an absolute relief. In fact, her willingness to listen to my thoughts and feelings about my symptoms and experiences actually helped clarify some of the issues I had been having and together we were able to make sense of next steps. She was absolutely fantastic, and I feel like doctors don't often get this type of feedback, but I would for it to be passed on to her if she's still at the surgery!"*

#### Areas for improvement: