

## Heaton Road Surgery

### Friends and Family Comments – July 2023

#### Positive Comments:

*"Lovely staff, excellent nurse."*

*"The Doctor in room 5 was great! Really reassured me about my issue."*

*"Appointment today was fine, the lady was lovely."*

*"I've been at the surgery for 64 years and I am very happy with everything you have done for me."*

*"The surgery has been fantastic to me, and I don't know how anyone could have a bad word to say about the surgery."*

*"Very good."*

*"I've always been very happy with my care."*

*"I've been with this surgery for over twenty years and would not change it. Especially over the last year. I have had a bad year and the Doctors have been wonderful. They always have time to listen to you as have the clerical staff and nurses."*

*"How helpful it was to have continuity provided by the surgery without the family having to chase and arrange this."*

#### Areas for improvement:

*"Getting an appointment was an absolute joke, your receptionists need to learn how to deal with patients."*