

Heaton Road Surgery

Friends and Family Comments – November 2023

Positive Comments:

"The Practice nurse is brilliant."

"Great service, best doctors in Newcastle. Never had any problems. Service is outstanding."

"Ali has a lovely, caring nature and is always helpful. Even if she does not have the answer, she always goes the extra mile to help. She is an excellent admin member."

Areas for improvement:

"Why offer appointments for 8:30 when staff are not ready until 8:45am"

"Getting through on the phone is very frustrating. E.g. 20 minutes or more on hold with no way of knowing how long it might take."

"My appointment felt a bit rushed and when making a new appointment, I felt very disappointed to hear that I needed to wait a month"