

## Heaton Road Surgery

### Friends and Family Comments – September 2023

#### Positive Comments:

*"It was a very good experience for my first routine smear test. My appointment was within 5 minutes of scheduled time and nurse was very helpful!"*

*"Always impressed with the organisation and administering of the flu vaccine. I was in and out within 1 minute! Thanks to all."*

*"Great service & staff are excellent. Keep up the good work"*

#### Areas for improvement:

*"I work as a GP Partner. During my appointment today, I feel like my concerns and expectations were not met by the Doctor I saw. ."*