

## Heaton Road Surgery

### Friends and Family Comments – January 2024

#### **Positive Comments:**

*"The doctor I saw (Dr Hudson) was thorough, patient, explained everything clearly and set out the next steps; very professional and courteous."*

*"Big thank you to Dr Hudson for making a not very nice experience much more bearable! I was extremely stressed about it, but she really put me at ease."*

*"Outstanding service very polite staff."*

*"I have been a patient at Heaton Road Surgery for many years. I have always found the staff both medical and support to be knowledgeable, helpful and courteous."*

*"Timeless and prompt service delivery without time wasting."*

*"Good experience and we get proper management of the problems promptly."*

#### **Areas for improvement:**

*"To be kept waiting for a telephone appointment which was booked 3 weeks prior is unacceptable. Appointment was between 2/3 I'm not allowed my phone at work".*

*"Could do better with flexibility in appointment booking."*