

Heaton Road Surgery

Friends and Family Comments – February 2024

Positive Comments:

"Within an hour of speaking to Dr Gall on the phone, we were in the Surgery, had a consultation with the doctor and had an ECG. Very thorough and considerate."

"Ali is the nicest person I've spoken to at the Surgery."

"I received excellent advice and treatment from Dr Schofield today."

"Heaton Road Surgery is excellent, all the Doctors, Nurses and Staff are excellent, and I am 100% satisfied with the excellent care I receive."

"Receptionists were welcoming and helpful. GP listened to me and gave me a lot of time. She explained what she was going to do."

"Reception staff and GP were welcoming, knowledgeable and efficient."

"Great service. Appointment at short notice, sympathetic reception staff and fabulous Doctor (Dr Kristina)."

"1st Class. 5 Stars!"

Areas for improvement:

"I am very dissatisfied with the service in relation to a number of past appointments and services offered at the practice."

"If the universal problem of quicker GP appointments could be solved, that would be wonderful!"