

Heaton Road Surgery

Friends and Family Comments – March 2024

Positive Comments:

"Dr Craig is by far the most knowledgeable, professional, and person focused medical professional I have had the experience of attending with. I felt like I was listened to and cared for as an individual, as opposed to just another number. I came away feeling informed and somewhat knowledgeable myself as to what was going on. I had trust in the diagnosis / treatment / next steps."

"The woman who did my vaginal exam was incredible kind and understanding with it being my first one. She went above and beyond to ensure that I was comfortable and felt listened to."

"Best Doctors in Newcastle, very polite and helpful. Great service."

"Excellent service, Dr who seen my son today was outstanding. Very polite and helpful. Best Doctors in Newcastle."

"Always a good service and the eConsultation is an effective way to communicate with the Doctors."

"I was impressed with the speed and efficiency with which you responded to my eConsult. Excellent service."

Areas for improvement:

"After waiting 2 months for an appointment, they have cancelled it. I had to push to get seen later today having to change work schedule for the 2nd time."