

Heaton Road Surgery

Friends and Family Comments – April 2024

Positive Comments:

- *"All the doctors I have met at the surgery have been very friendly and also took my concerns seriously. All the staff are very helpful too."*
- *"Always friendly staff."*
- *"Appointment given straightaway."*
- *"Appointment was on time, staff were friendly."*
- *"Appointment was on time. Health Care Assistant was pleasant and efficient at her job."*
- *"I was very pleased with the treatment I received from Doctor Gall. Thank you."*
- *"As always very pleasant and warm welcoming staff."*
- *"Blood samples taken, done efficiently and quickly."*
- *"Doctor was extremely friendly, great with patient, wasn't rushed, thorough."*
- *"Doctor was really polite friendly, makes you feel comfortable talking to her. Best doctors in Newcastle always get outstanding service."*
- *"Doctor was very helpful."*
- *"Doctor was very polite and highly professional, gave to me amazing advice and prescribed a new treatment for my migraines."*
- *"Dr Chadwick was great with baby when examining him, explained everything really clearly and also helped me with a repeat prescription."*
- *"Dr Chadwick was very understanding & supportive of my current situation. It was lovely of her to contact me about how I was feeling as I had even googled what happens to the body after a painkiller overdose. She also said just call if I need too."*
- *"Dr Chan spent time taking me through my blood test results and explaining everything."*
- *"Dr Craig is amazing. She is very thorough and gave great advice in a professional manner."*

- *"Dr Hudson always listens and takes on board what you have to say, she is very emphatic and resolves any problems you may have. I have seen her several times and always been happy with the level of care I have received."*
- *"Dr Hudson had time to sit and listen to me and worked out my problem I been having awhile now Dr Hudson has always shown me time and patience."*
- *"Dr Ng was very thorough and took the time to listen to my concerns. She also looked into another issue for me which I appreciate took up more of her time, for which I am very grateful."*
- *"Dr very knowledgeable and helpful. Reception staff polite. I didn't have to wait long."*
- *"During my recent appointment at the GP, I seem to have some relief from the Doctor's professional way of handling my illness and giving me hope over my concerns."*
- *"Efficient once in for appointment."*
- *"Everything when smoothly, and my appointment was on time."*
- *"Excellent consultant GP. I always ask for her availability."*
- *"Excellent experience."*
- *"Friendly and caring, helped with my issues as best as they could at this moment in time addressed all issues I brought up"*
- *"Friendly and professional service was provided."*
- *"Friendly nurse Bernadette, proactive in contacting me on the day about potential to change appointment time due to cancellations and generally very caring and respectful in doing the test."*
- *"Good care and very helpful."*
- *"Good friendly advice. Very professional service. Excellent."*
- *"Got a reminder, arrived and was seen in a few minutes. Thank you."*
- *"Got an appointment straight away, and Doctor was helpful."*
- *"GP Listened throughout and showed compassion. Thank you."*
- *"Helpful smiley reception and volunteers."*
- *"Highly professional approach to patients."*
- *"I am very happy with your staff."*

- *"I felt like the doctor I saw really listened, spent time to check me over and answered questions I had. Also booked me in for next week for blood tests and explained what would happen next."*
- *"I felt listened to and I got an outcome which I feel is going to help me. I always feel I get really good help when I come to this GP Surgery. Thank you."*
- *"I got a lot more information than I thought."*
- *"I had a nice experience with GP."*
- *"I had my problem resolved and the doctor was very helpful and informative."*
- *"I have no problem with the level of care given by the GP."*
- *"I replied that it was good because it was."*
- *"I was delayed for my appointment and the GP was still able to see me and give me the treatment I needed."*
- *"I know the Dr's are very busy people, but I did get the call and she is happy with me, and I was happy with the call."*
- *"I was in and out very quickly. Nurse knew what she was doing."*
- *"I was seen on time, the receptionists were friendly, the waiting area is clean and well maintained. I saw Rachelle for a blood test, and she was friendly and professional. No complaints at all!"*
- *"I was seen the day I called as I was needing urgent care. When I had to come back the following week for further treatment there was consistency in care, and I was looked after well. Thank you for helping me get better!"*
- *"I was seen to relatively quickly and the staff were very polite and professional, they made me feel at ease and handled my questions with the utmost respect."*
- *"I was treated with compassion and respect, the GP was lovely, listened and helped."*
- *"I wasn't kept waiting. I got in to see doctor on time which bearing in mind I had popped out from work and needed to back ASAP was good."*
- *"Information from the doctor was good and very informative."*
- *"Informative, gave me the time to ask and answer my questions."*
- *"Kind, friendly, and proactive advice."*

- *"Much easier to speak to the GP on the phone than suffer anxiety by going to the surgery."*
- *"No complaints from me. The doctors are always kind, considerate and always helpful. I can't fault them."*
- *"Nurse very friendly didn't rush me. Very prompt and professional. All in all, excellent."*
- *"Nurse was lovely made me feel very relaxed as I've got bad anxiety."*
- *"Only waited a few minutes."*
- *"Everything was perfect, everyone was kind."*
- *"Phone call appointment rang on time and very professional. Thank you."*
- *"Punctual. Thorough Professional consultation."*
- *"Quick and no fussing about."*
- *"Really friendly and empathetic staff."*
- *"Reassuring, informative."*
- *"Receptionist was helpful and courteous."*
- *"Receptionists and staff are always helpful friendly with a warm smile when checking in."*
- *"Relaxed and caring."*
- *"Service is very good."*
- *"Service was good and on time."*
- *"Service was prompt and everyone we encountered was helpful especially Dr Schofield."*
- *"She sorted my problem sent me for x Ray can't ask for more."*
- *"Telephone triage worked well, received timely phone call from GP and quick face to face follow up the same day with a lovely doctor- thank you."*
- *"The doctors and staff are great; they are very helpful."*
- *"The doctor I seen was very good explained everything, didn't make you feel like you were wasting their time."*
- *"The doctor was attentive, knowledgeable and patient."*
- *"The Doctor was very thorough, and she listened to what I was saying, I felt that she wasn't dismissing my issues."*
- *"The Dr was very thorough and informative."*
- *"The nurse was very nice and friendly."*

- *"The practice nurse I saw was superb. Kind, knowledgeable and very efficient."*
- *"Very positive response from Doctor listened to everything I said."*
- *"Very nice. Lovely doctor."*
- *"Very quick and efficient being seen. Doctor was very understanding and professional."*
- *"Wait time to see the doctor is the shortest I have ever experienced here. Doctor was really helpful."*
- *"Was seen on time & received excellent service. Dr was very helpful with lots of information
Keep up the good work!"*
- *"Was a very nice woman."*
- *"We didn't wait very long."*
- *"Very happy for service."*
- *"Doctor very good, giving easily understood diagnosis."*
- *"Never had a problem. Everyone was polite and courteous. Straight in and straight out."*

Areas for improvement:

- *"One of your receptionists called me and said I needed another blood test albeit I had 1 about 3-4 weeks prior, I questioned it and receptionist responded, "don't know, Doctor just said."*
- *"10 Minutes is too short."*
- *"Appointment was 28 minutes late."*
- *"Appointment was at 16.45pm never got seen until 17.25pm, [patient] has autism and ADHD so waiting around for that long is very distressing especially when it's somewhere he doesn't visit often. Then it's always a different doctor there's no continuity."*
- *"Got what needed to be done but Healthcare Assistant was bit grumpy. I felt uncomfortable."*
- *"It was difficult to get an appointment via the receptionist."*
- *"The health worker was efficient and did her job properly, but it felt a little impersonal because she barely looked at my face or looked me in*

the eye. Her voice tone was relatively pleasant, but I felt like a number, not a human being."

- *"Needs better interpersonal skills. Looking at you rather than talking to computer screen when you enter the room would be a good start."*
- *"The doctor said she think I had a respiratory tract infection. No antibiotics!!" . Why did she say she thinks??!*
- *"Waited ages to see Dr Hampton, even though she had no patient in her room."*
- *"It was great except the question I never like a doctor to ask is "what do I think it is".*
- *"Health care assistant who did my BP assessment was aloof and not bothered."*
- *"Service was good and on time but couldn't get them to send me for X-Ray with the pain I'm experiencing on my right side."*