

## Heaton Road Surgery

### Friends and Family Comments – May 2024

#### Positive Comments:

- "As I don't visit the surgery very often, it was nice to speak to the doctor and she was very reassuring."
- "Nurse was friendly , reassuring and explained everything well."
- "I was in & out in 20 mins."
- "I was seen on time, and the appointment was efficient. I only went for a blood test."
- "I received a message from surgery saying to call for an appointment which I did and was given one for the next day as I couldn't make the same day when I arrived, I gave my name to reception, and I was seen for my appointment on time and out in no time."
- "Very understanding. Was advising on how to progress."
- "Excellent care."
- "Doctor was really nice and took time to listen."
- "Responsive, friendly and professional staff, good explanation of what the issue could be and a plan in place. Great service when everyone in the land of GPs is under pressure and struggling!"
- "All my complaints were all attended to."
- "All staff members were friendly and helpful."
- "Hannah is so helpful and knows her stuff she has a fantastic personality. Nothing was a problem to her, so refreshing. She also checked out on any questions we may have. So helpful."
- "Was seen shortly after arrival even though I was early for my appointment. Lovely cervical screening nurse, who explained everything very clearly and was very professional!"
- "Doctor listened and we talked easily. We addressed my situation with satisfaction."
- "Nurse was brilliant."
- "Receptionist very helpful today at 9.30 am on duty."
- "Made to feel comfortable appointment on time."
- "Staff and doctors are always happy to help in any eventuality. I get stressed quite a lot and they always endeavour to put me at my ease."

- "Hi sir/madam the reception was good. Good service in Heaton Road surgery and Dr listening to me and I would like you yes good service."
- "Rachelle is a professional at what she does and very friendly also."
- "The appointment began on time. Rachelle made me feel relaxed when taking my blood pressure - it's often above where it should be, but first reading was ok. She explained that the results will be posted out when ready."
- "Appointment on time, friendly, professional staff."
- "Dr Chadwick was lovely, caring, helpful & listened to my issues/concerns."
- "Good staff good service."
- "The doctor examined me and reassured me that my skin problem was normal, relieved."
- "The doctor I have seen listening without rushing me out, kindly helped me with all my issues , I felt respected and cared for."
- "She was very attentive, reassuring and professional excellent."
- "Was seen early and was a very professional and friendly."
- "Didn't have to wait long to see the doctor."
- "Nurse was really helpful and patient with me and my daughter."
- "Great midwives , very informative and efficient."
- "Good service."
- "Dr was lovely, explained and took her time with me. I'd like to see this doctor all the time."
- "I was seen to quick; staff were very friendly."
- "Appointment on time."
- "Excellent friendly nurse saw me."
- "Got seen on time."
- "Didn't wait long."
- "Got seen to with no problems."
- "The front desk was responsive and friendly. The doctor took her time to educate me well on my issue."
- "Very good doctor very nice and gave me advice to find my problem very happy."
- "Very polite staff. Not a long to wait for my appointment."
- "Because the nurse was lovely and treated me very carefully and I felt relaxed."
- "Was great I was listened to and was asked if I was ok with the decisions made."
- "Appointment on time and nurse was professional and very efficient."
- "Dr really understanding and really helped me."
- "I am very happy."

- "A great doctor, thank you."
- "I felt heard during my appointment, the doctor has done an amazing job at listening and providing me with additional support to help my symptoms."
- "Quick efficient appointment."
- "Outstanding service Dr Gasparian is outstanding doctor only doctor I like to talk to I get really nervous with rest she listens to how you are feeling. Best doctors in Newcastle."
- "10/10 lovely friendly staff."
- "The doctor took time to check my understanding of the diagnosis and agreement with the treatment, including any anxieties I had. Very professional, empathetic, and made me feel listened to."
- "Was very helpful and explained all the options."
- "The Dr really helped me with the issues I was having and took away my worry."
- "The doctor was very knowledgeable & answered all my concerns."
- "GP explained in great detail and answered all my questions."
- "Very helpful staff. My questions were answered clearly by the doctor and my condition was explained to me in a way I could understand. Very happy with my treatment."
- "Able to get appointment. Was seen on time, the nurse was lovely and used my preferred name, explained everything."
- "Was seen very near to appointment time and sorted quickly and efficiently."
- "Did not have to wait long. Friendly and helpful GP."
- "I didn't have to wait long, and the Doctor was very helpful with why I was there."
- "Overall great experience and good to discuss health."
- "The doctor listened carefully to me. She took her time and didn't rush me. She gave me some practical advice and referred me on to another service."
- "Always attentive and professional."
- "Nurse was very informative and answered all my concerns."
- "All doctor and other staff are very friendly ,kind."
- "Got seen on time."
- "GP listened and communicated well."
- "Very pleasant nurse on time and seen to quickly."
- "Good service."
- "Practice rang me on time and answered all of my questions."
- "Met my expectations."

- "Got appointment 45minutes after calling to make one, and lovely doctor who checked me out and gave me lots of advice on my medical problem."
- "I think the doctors at this practice are really professional and understand our needs when we need advice."
- "Very efficient. Excellent GP."
- "From a lovely lady called Steph, answering the phone. She was very polite. She added me to triage, but some appointments had been open, and She rang me back, offering me one. The GP was lovely also."
- "The doctor who saw me was very kind and I felt well taken care of."
- "The GP I saw was lovely very knowledgeable about the menopause made me feel so at ease talking about my symptoms and what my aftercare would be."
- "Dr Ng was very good- a great manner, she referred me to radiology and sent link to Tims. I did however ask for a prescription for Voltorol, and I think she forgot that I'll be asking for it again. Thanks."
- "Clear questions online. superb response time and effective follow up from GP."
- "Helpful and friendly staff on reception your greeted with a smile. The nurse I see Hannah is also so lovely always smiling and happy to help, makes you feel very comfortable and goes above and beyond for you!"

### **Areas for improvement:**

- "I felt as though the doctor I was seen by wasn't listening to my concerns and trying to coerce me into going on birth control after saying no multiple times. Scare mongering me into believing if I don't go onto birth control there is a chance of Cancer."
- "I arrived on time (a very specific 16:53) before waiting approximately 10 mins in an empty waiting room. It's not a complaint, I get it, that's why it's not perfect score."
- "Appointment was late by 20 mins."
- "I was supposed to have a telephone appointment, but no one called me."
- "I was told to come in for an emergency appointment as I was in a lot of pain . The appointment was for 4.15pm . After 20 min painful wait , I spoke to the receptionist ( who was very kind ) and she explained that there was still two people ahead of me."
- "Don't find the HCA Rachele very friendly or warm, quite cold and brusque."
- "Bit of a wait for my appointment but after Covid most NHS services are running a little late you get used to it."

- "Went in for some blood tests and I'm quite wary of needles. The HCA who was taking my blood didn't really acknowledge I was there or speak to me. I was feeling quite on edge and didn't feel relaxed at all. Happy to speak through this in more depth!"
- "Half an hour late of my appointment time."
- "Took blood, put cotton wool on hold, no tape and bit grumpy."
- "Lack of time to discuss medical issues."
- "Everything was fine other than the phone call was for 7pm and didn't call until 7.45 pm I understand they are busy so all good."
- "Excellent service from the actual GP but I couldn't get through on phone and had to do an e consult to ask for a face to face."
- "Electronic check in service not working or would have been excellent."
- "I did however ask for a prescription for Voltorol, and I think she forgot that I'll be asking for it again. Thanks."