

Heaton Road Surgery

Friends and Family Comments – June 2024

Positive Comments:

- "The staff are always polite and friendly."
- "Locum Doctor very pleasant."
- "Quick, efficient, very helpful staff who understand and accommodate pre chemo bloods."
- "I'm really happy with Doctor and your staff."
- "Doctor listened to my concerns regarding *patient*, receptionist lovely and appointment was for 2pm and *patient* was seen at 2pm."
- "Helpful."
- "All the staff are so nice and helpful."
- "Dr Gall was exceptional as always. She checked my symptoms and concerns. She explained it thoroughly, answered my questions so I was able to leave completely assured. Thank you."
- "Did not have to wait long after appointment time and Doctor was very nice."
- "Doctor was very helpful."
- "Dr was very nice explaining everything."
- "Good advice."
- "The nurse was very welcoming. She took the blood very easily and asked all the relevant questions. She was knowledgeable and interested. Excellent."
- "Quick, friendly and easy."
- "Always a friendly face at reception and willing to help when asked."
- "The Dr was very good and understanding."
- "Very helpful and got a fast appointment."
- "Needed to see Doctor and got offered an appointment that day."
- "Appointment was on time. Dealt with my matter effectively and answered all of my questions. Booked me in for 2 appointments at the Surgery."

- "Excellent contact with GP."
- "Very good."
- "Good team."
- "Doctor was very professional."
- "Very prompt service after my initial phone call. Appointment on time and in and out."
- "GP was excellent, very thorough and kind and took my whole life situation into account when considering my current health problems. She showed empathy and medical skill and I have no complaints. Thanks to all of the staff there!"
- "I was very impressed with Dr Hudson."
- "Doctor Gall was lovely and made *patient* feel at ease explaining everything."
- "Was only there 10 minutes, nurse very welcoming and friendly."
- "Seen within 10 minutes of appointment."
- "The Doctor was really nice and also listened to my concerns."
- "Friendly Doctor and reassuring."
- "Can't fault the nurse. I was in and out on time."
- "In on time to see a lovely Doctor."
- "Appointment on time, Surgery calm and staff are lovely."
- "Pleasant greeting, seen at time of appointment and nurse was very helpful."
- "I was nervous as it was my first ECG. The healthcare assistant was friendly and professional and told me what to expect. It was done very quickly."
- "Was seen quickly and told exactly all of the possibilities of what my illness is."
- "My appointment was on time and the person taking my bloods was lovely. Very nice and chatty while remaining professional."
- "Thorough discussion and advice given. Felt reassured and that I hadn't wasted anyone's time."
- "The GP was very helpful and understanding. Thanks."
- "Was amazed at getting an appointment so soon, Dr Chan was very helpful. Hope the medication helps my problem as quick. Thank you."
- "Found I had very good experience from my phone call to the Surgery to a same day appointment."

- "One of the best customer service and deep understanding of one's problems."
- "No problems."
- "The Dr attended to me very well."
- "Lovely."
- "The nurse was so so lovely."
- "I found Dr Hudson very understanding and listened to me. I didn't feel rushed at all. She was very pleasant. We also discussed my arthritis pain. I didn't go for that, but she didn't have a problem talking about it."
- "Very pleasant, friendly and very professional."
- "The Doctors are always great. They take the time to ask and explain. I can never fault them."
- "Very professional and efficient service."
- "Dr Craig was very nice and made everything clear about a few of my ailments. Sent me information to my phone straight away and got my prescription sent to the chemist. I got my medication the next day. I was given advice and consultation to understand my health condition and follow up appointments also arranged. Thanks."
- "Call back was within a reasonable timeframe and then appointment seen on the same day."
- "Good service of the nurse."
- "Quick appointment and thorough examination."
- "Nice and relaxed getting blood then had to see Doctor for leg."
- "Was seen at appointment time with nurse. Had input from Doctor and a follow up appointment was made."
- "Friendly,"
- "I rang today not expecting to get an appointment however the receptionist triaged my call extremely well and offered an appointment for 3pm given my symptoms. I was prescribed antibiotics for sinusitis. Thank you."
- "Fast in for an appointment and nurse made me feel at ease."
- "I was dealt with efficiently and effectively by Hannah who apologised for being seen late and made me feel she was competent and well prepared. Also, she listened to my questions. Good experience altogether."

- "I saw a lovely Dr Kristina Gasparayan. She checked me over, gave me antibiotics as I have a chest infection."
- "I didn't have to wait long to be seen by a Doctor, I felt I was checked properly and prescribed medication."
- "The professionalism of everything the Surgery provides is wonderful including aftercare."
- "Very efficient and friendly."
- "Waited over 25 minutes for appointment but nurse was very nice and very friendly and efficient."
- *"Nurse was very helpful and happy."*
- *"The nurse was reassuring and patient while listening to my questions, Friendly and professional."*
- *"The Doctor had plenty of time to talk and sorted out my problem. She made me feel very comfortable."*
- *"The nurse was very efficient, caring and informative. Very good."*
- *Doctor understood my issue with attending in person which was greatly appreciated."*
- *"Great staff."*
- *"The nurse was very nice and polite."*
- *"Hannah, the nurse I saw was really helpful and friendly."*
- *"Professional help."*
- *"I was served in the surgery very well. Thank you so much."*
- *"Dr Hall explained my blood test results, asked questions and listened carefully to my responses, made an examination, took a further blood sample and referred me for x-ray and CT scan. It felt very thorough and professional, as well as caring."*
- *"Dr Hudson listened to me and I find that very calming and felt she was really helpful."*
- *"In depth consultation and resolved all questions asked. Very satisfactory visit."*
- *"Seen within 5 mins of arrival at actual Appointment time. Doctor was thorough and explained clearly results and way forward."*
- *"Phoned the surgery for a phone call from doc at 9-15 and received phone call back at 10-30 appointment and had at 2-30 appointment with doctor."*

- *"Seen on appointment time. Nurse had friendly but professional attitude. Felt at ease, informed and reassured."*

Areas for improvement:

- *"I'm really happy with doctor and your staff, but I'm not satisfied with your way of appointment. I mean it took nearly one month until I could see the doctor eventually. All the people don't know English well fill up all online appointment form."*
- *"Not well."*
- *"Appointment was 30 minutes late."*
- *"Dr was very dismissive of an issue I had explained multiple times was hereditary and said my condition was mild. The condition was mild 5 years ago when I was last seen and has obviously worsened."*
- *"I had kept ring for an appointment and then had to wait a month to be seen."*
- *"Terrible"*
- *"Waiting time 15mins and computer login not working."*