

Heaton Road Surgery

Friends and Family Comments – July 2024

Positive Comments:

- *"All staff in the Surgery are very good and friendly they serve us well."*
- *"Although I waited a while to be seen, the consultation was calm, clear and thorough. I felt listened to and was pleased with the outcome."*
- *"Always very helpful."*
- *"Appointment made on time, received great advice and care."*
- *"Appointment was made really quickly and not much waiting time when arrived at surgery."*
- *"Because I only rang today and spoke to Jade, she was very helpful for doctor to ring me back give me appointment."*
- *"Because I am happy with the service I received."*
- *"Because its quick and she has good behaviour."*
- *"Because she is lovely doctor who takes time to listen to you knows what she's talking about and helps you ever step of the way not just takes a look at you and says your pain is because you're getting old."*
- *"Because she listened and was very helpful."*
- *"Because staff and doctors took notice and helped me."*
- *"Because the doctor called me in after telephone call. I'm at RVI now getting seen to all in same day. Thank you."*
- *"Because the doctor I seen was lovely."*
- *"Because there always a top-notch service."*
- *"Best doctors in Newcastle always fast appointments when you need to see someone. Outstanding, always amazing service."*
- *"Did not to wait long. Appointment on time and every member of staff was very polite and friendly."*
- *"Didn't expect an appointment as quickly as I got one, was in and seen within a few minutes of getting there. Nice and easy."*
- *"Doctor Chan was very pleasant and professional my wife and I were made at ease."*
- *"Doctor Chadwick was extremely helpful and thoroughly pleasant to talk to and to deal with. Also, very efficient and knowledgeable."*
- *"Doctors listened to me."*
- *"Doctors and staff are always friendly and polite and help you the best they can."*
- *"Dr Chan was excellent."*
- *"Attentive, caring and helpful."*

- *"Dr Chan was very accommodating, knowledgeable, empathetic and responsive, despite it being our first meeting."*
- *"Dr Chan was very kind and listened to all of my symptoms patiently. I feel confident that she will be very thorough in finding a solution to whatever the problem turns out to be."*
- *"Dr Hudson understand think injection caused my problem hope soon better thank you for help."*
- *"Dr Schofield has been one of the most thorough doctors that I have seen at this practice all the time I have been there. Could not ask for anyone better."*
- *"Dr Schofield was very professional didn't keep me waiting and explained things very clearly."*
- *"Dr very pleasant - took bloods and blood pressure to save having to come back and said will phone with results."*
- *"Easy to check in, short wait times and very friendly staff."*
- *"Emergency appointment straight away."*
- *"Everyone was very helpful in getting the appointment sorted. I saw Dr. Hall in person, and she was very thorough and sensitive when treating me. I really appreciate it. I've always had very positive experiences with the surgery. Thank you!"*
- *"Everything was fine. The nurse was really nice and professional."*
- *"Felt like I was listened to, and actions taken."*
- *"First time meeting Hannah, she made the appointment very easy and explained everything to me."*
- *"For the first time in a long time the appointment was at the time it was meant to be, and the Dr was invested in the problem."*
- *"Good doctor."*
- *"I got an appointment straight away when I rang and got seen to quickly as well."*
- *"Got an appointment very quickly and the doctor was efficient and informative."*
- *"Got in on time to see nurse."*
- *"Got seen to straight away."*
- *"Nurse lovely."*
- *"GP was informed and efficient."*
- *"Great Doctor. Much respected. Very understanding. Thank you."*
- *"Hannah is always very friendly and welcoming, painless blood test!"*
- *"Healthcare professional. Good communication skills."*
- *"I didn't expect to get a same day appointment but was given one for 50 minutes later and the Dr was on time and helpful. He gave me a follow up phone call as promised."*
- *"I like the way midwife treat me. She always give me answers of my questions."*

- *"I would have replied very good because the nurse Hannah was welcoming, friendly and professional."*
- *"It's just good."*
- *"July is a hard month for me with my mental health. The nurse I seen was very patient and listened and put me at ease throughout my appointment."*
- *"Lady was lovely (sorry can't remember her name)."*
- *"Limited waiting with friendly and professional staff."*
- *"Always very professional when the nurse was free. Hannah is an asset to the surgery."*
- *"Lovely nurse makes one feel very relaxed and always pleasant."*
- *"My appointment was quick and easy. It was good to do face to face. Staff are nice and friendly."*
- *"My doctors are always the best."*
- *"Nurse Hannah was lovely and staff are polite and friendly."*
- *"Nurse this morning was very caring. I was very upset, and she came with me to get an appointment. She got me one for afternoon. Dr I seen this afternoon listened to me and was very understanding."*
- *"Nurse was sympathetic to my issues and arranged for GP to phone me which she did and issued the medication I needed."*
- *"On time appointment and quickly done."*
- *"On time in and out quickly mind you I was only having bloods taken."*
- *"Because the doctor was very good, she explained well and did a good job Thank you. Pleasant nurse and seen on time."*
- *"Prompt and informative info given."*
- *"Quick appointment. Friendly reception. Great doctor and service."*
- *"Really great nurse (Hannah Atkinson), informative, friendly and made the appointment very comfortable."*
- *"Really lovely appointment, super nice and very helpful."*
- *"Receptionist was very attentive and informative. The doctor was very kind and accommodating."*
- *"Seen on time, nice & quick."*
- *"Staff and Drs are very helpful and friendly and always help you to try and feel better."*
- *"The appointment was on time with no fuss the nurse was very professional and polite a nice experience was had. Thank you."*
- *"The doctor clearly explained what could be causing my symptoms and carried out a thorough examination. I was then told what would happen next in terms of further investigation. The doctor was very professional and at the same time friendly."*
- *"The doctor is excellent and helped us a lot."*
- *"The members of staff were very polite and respectful. It's always nice to go when they treat you with respect."*
- *"The nurse was lovely and made me feel at ease."*

- *"The nurse was very attentive and knowledgeable and very pleasant."*
- *"The people working at Heaton Rd Surgery have always been polite and pleasant."*
- *"The staff were very helpful and friendly."*
- *"The team are actively seeking to deliver best care to patients, felt well looked after, thank you Hannah you were spot on!"*
- *"Very approachable to discuss my health issues."*
- *"Very easy to use the sign in equipment, very clean and organised and the nurse I seen was very friendly."*
- *"Very friendly."*
- *"Very friendly staff. Seen on time."*
- *"Very good staff, helpful."*
- *"Very nice doctor."*
- *"Very professional lady with fantastic attitude. She explained me everything went well and put me at ease."*
- *"Very, very good thanks."*
- *"Was a smooth process."*
- *"Was seen quickly and really nice GP who sorted out everything and referred me straight away and explained all the next steps clearly, so I know where I am going from here going forward."*

Areas for improvement:

- *"I would always prefer to have an 'in person' appointment."*
- *"The only drawback was the waiting time, and she even apologised for it."*
- *"Late appointment but doctor apologetic and very helpful."*
- *"Locum GP not the best communicator- eg didn't say hello or how are you before hitting me with procedural things. Also, your photography machine not working so only asked to resubmit the same photos. Really was no value me coming in."*
- *"Long wait which seems to be the norm sadly, but always very professional when the nurse was free. Hannah is an asset to the surgery."*
- *"No clarity as to why I was there. Diabetes hba1c check? Annual health check? I didn't know and HCA didn't know either. Was asked to bring urine sample which I had to offer - wasn't asked for, and blood pressure not taken nor own readings asked for."*
- *"Nurse gave me no confidence- didn't know what my oncologist had asked her to do (thought I only had to have one vaccine when it was actually three) and had to Google what vaccine to give me. Very unprofessional."*
- *"Some questions were repeated."*
- *"The appointment went as expected but it ran nearly 20 minutes late."*
- *"Well booked in few weeks shingles injection waiting then got told health care assistant can't do them so why was it booked with her and does say shingles*

injection plus had reminders so how did it not flag up luckily after a wait Hannah done it."

- *"There is a problem with this surgery, getting a health summery takes longer than other surgeries as an example. If we call at 08:30 for same day appointment for an emergency there is none provided."*
- *"The service is very poor."*
- *"Was sent to hospital where I had to wait 4 hours for a prescription the Dr could have prescribed something similar. (Hospital told me this)"*