

Heaton Road Surgery

Friends and Family Comments – January 2025

Positive Comments:

- "Dr Ng was caring, friendly, kind and efficient. Thank you."
- "The nurse I had was so lovely."
- " Outstanding customer service from Dr a gall very polite great doctor takes her time to explain things really hard to find doctors how listen to people explains things to you definitely best doctor In Newcastle great service."
- "Didn't have to wait. Speedy blood test. Skilful friendly staff. Thank you."
- "Doctor actually listened."
- " Quick, efficient."
- " The doctor was very thorough and took time to listen to me and explain things. An overall excellent service."
- "Dr Schofield was very nice listened to me and was very helpful with medication."
- "Doctor was nice and receptive. We got seem early no waiting time."
- "My appointment was delayed but the help I received was excellent. "
- "Excellent service."
- " Reception is straightforward easy and quick in handling my queries. The waiting area is good and there is a weighing scale."
- "On time, and very responsive to my needs."
- "Very helpful and understanding."
- "Doctor came out to do a home visit, this was really helpful."
- "Dr Gall always remembers her patients and provides compassionate care."
- " Appointment on time, nurse was excellent."
- "Always helpful and courteous staff and doctors."
- "Seen on time."
- "Everybody at surgery are nice and friendly and helpful."
- "Very helpful and sorted my issue out for me with no problem."

Areas for Improvement:

- "Was in five mins before my appointment time but waited almost half an hour to be seen found that a little too long a lot of people like myself who were instructed to isolate for months during the Covid epidemic find it hard to sit in a dr surgery."
- "I booked an appointment then had a text saying it was via telephone. It wasn't so missed my appointment. Rang up and was told I would be called back today. Of course, never happened. Waited 2 weeks for the appointment. God help anyone dying."

- "Presented saying I was going to kill myself in August 2024 they only made a referral now in January 2025."
- "We completely understand that patient's appointment needed to be cancelled due to no vaccines however we had used annual leave to take Charlie to his appointment. A phone call in advance even the day before would've allowed us to cancel the leave."
- "Most of the time GP contact me for my test results or following my appointment update. They contact me by phone without any further notice and confirmation. When I missed the call. They give me new appointment too late. That's not my fault!"