

Heaton Road Surgery

Friends and Family Comments – February 2025

Positive Comments:

- *"I was seen promptly at my appointment time. The nurse was very friendly and professional."*
- *"Appointment was on time and efficient."*
- *"Appt was late to start but Hannah is lovely."*
- *"Dr Gall is always professional and takes good care of me when I attend for my appointment."*
- *"Doctor Hall was very respectful and understanding during my appointment! When examining my ears, she did not hurt me at all, which I was concerned about due to a poor experience at the local walk-in centre."*
- *"Good consultation and information."*
- *"Quick appointment and took my concerns seriously."*
- *"I saw Rachelle Wilde for bloods on 03/02/2025. Great service. I was in and out in less than 10 minutes. Appt was on time. Normally there are problems getting blood from my arm, but Rachelle manages with no problem. She is very friendly and polite."*
- *"It was always good experience."*
- *"The nurse was very nice."*
- *"The Nurse was very nice and polite, made me comfortable with all the procedures she needs it to take. Thank you."*
- *"Friendly staff efficient made me constable explained everything."*
- *"I saw the Nurse and she is always so friendly and helpful."*
- *"Was seen on time and very professional nurse."*
- *"Rang early morning and got an appointment later the same morning. Dr Chadwick took the time to deal with three separate issues."*
- *"Actually, got an appointment today and wasn't told to go to a walk-in centre. Locum doctor very professional with a nice manner."*
- *"Happy with blood test made easy."*
- *"Very helpful."*
- *"Quick, friendly and informed appointment."*
- *"Very good doctor for patient today very kind too."*
- *"Staff are very helpful and doctors are good."*
- *"The receptionist I spoke to the day before was very helpful, ringing me back to suggest an appointment the next day. The consultation itself was very straightforward as was the referral. Thanks, as ever. I've always found you a really great practice."*
- *"Given the nature of the appointment I was quite nervous, but I was talked through everything and left feeling like I was treated with respect and care."*
- *"The nurse made me feel comfortable and explain everything that was happening, told how long it would take."*
- *"Doctor was lovely. Very professional. Would like to see this doctor again."*
- *"Rachelle is excellent. She explains everything carefully and well. You are able to leave with a smile on your face knowing you have had excellent service and good use of time."*

- *"Quick check-in with friendly receptionist. Short wait to be seen and bloods taken quickly and painlessly by a friendly healthcare assistant."*
- *"Dr Iji was lovely, very patient and kind. He listened and was very supportive. There was a long wait but I was just happy to be seen and I believe a dr had been called out on an emergency. Either way I am extremely happy with the Dr and surgery staff."*
- *"Lovely GP easy to talk to."*
- *"Doctor Chadwick was up to date on my medication & suggested a small change & a telephone appointment follow-up."*
- *"I felt I was listened to and not rushed. Dr Gall was patient and thorough in examining me."*
- *"Didn't have to wait long to be seen and nurse was very polite."*
- *"They were concerned that the appointment was upstairs as I walk with a stick but I reassured them I could manage 1 flight of stairs, they answered all my questions and explained everything"*
- *Nurse was attentive, polite and helpful."*
- *"Very helpful and efficient treatment."*
- *"Nice doc talked to me with possible answers."*
- *"Dr Frances explained my case on details, talked over medication plans, advised on different meds and the pros and cons. Did abdominal check, etc. She was nice and awesome."*
- *"Hannah is a lovely nurse she is so helpful thank you."*
- *"GP was very good and friendly."*
- *"Because I did not have to wait, I was in and out very quickly and you can't get better than that so thank you so much."*
- *"Nurse was very professional did what she had to do in and out very quickly."*
- *"Quite pleased with service not like it was of old."*
- *"Dr Chadwick took her time to explain everything and really good with my mother."*
- *"Dr i spoke to was excellent."*
- *"I was greeted with a friendly and warm greeting which was reassuring."*
- *"Talked thoroughly about RSV vaccine and any possible reactions I could have."*
- *"Appointment was only for a blood test taken, but I was seen on time and Rachelle was very professional."*
- *"Hannah was very professional but also very human. kind & considerate."*
- *"Because it was good."*
- *"Helpful staff, appointment went smoothly."*
- *"Doctor listened and actually helped without a second thought."*
- *"Excellent treatment."*
- *"I couldn't praise it anymore first time in years if felt listened to and treated like a human, amazing practice."*
- *"First time seeing pharmacist. Was so nice and listening to my questions. I felt pleased with her help."*
- *"No waiting was seen on time."*
- *"Excellent medical advice."*
- *"Nurse is fab always happy to chat to make you feel comfortable very quick thank you."*
- *"Great helpful friendly service."*
- *"Needed to see Doctor as matter of urgency and was given appointment promptly."*
- *"The nurse was very professional."*
- *"Doctors there understand me but don't judge a book by it's cover because of me past."*
- *"Recently I have had a few problems and I am being pointed in the right directions from everybody I've seen and it's been super."*

- *"The nurses taking blood have been fantastic 5* And doctor Hall helping me out has started to get my life back on track."*
- *"Great GP listened to me and dealt with my problem referring me to A and E."*
- *"Rang on the morning for appointment doctor rang me back within an hour 2 hrs later my child was seen by the doctor."*
- *"Was quick."*
- *"Easy service at reception. Pleasant, proactive conversation/consultation with GP."*
- *"The nurse I saw for my smear test was professional, lovely, and empathetic."*
- *"Practice nurse was lovely and explained everything."*
- *"Dr Schofield is excellent. Professional, knowledgeable and kind."*
- *"The Doctor was very thorough and explained everything."*
- *"Very knowledgeable courteous and very helpful"*
- *"Took time to hear me helped me understand more about my situation and made me feel very hopeful of the future going forward."*
- *"From front desk reception to everyone I have encountered in the surgery you are treated with a friendly smile and respect it's an environment I have no problem having to attend to see a GP or a member of support staff."*
- *"Dr was great, listened to me and took care. Just had to wait quite long as my appointment was over 40 mins late."*
- *"I visit today Dr Chan think was her name told me skin eczema explain me about all me problems very nice easy to tell My problem thanks for understanding."*
- *"Because I always get it at the request."*
- *"Prompt call and informative."*
- *"I spoke to receptionist about my appointment and always have a good treatment to me and helpful."*
- *"The nurse was very professional, kind and knowledgeable."*
- *"The nurse who saw me made me feel relaxed and confident in what she was going to be doing and was very informative about the whole experience"*
- *"Informative."*
- *"Arranged removal of staples, rather than coming back later. Struggling as had knee replacement on top of husband receiving palliative chemo."*
- *"The Doctor, has been really helpful, and has been talking, about my health."*
- *"Speedy, efficient appointment."*
- *"The doctor listened well, gave me helpful advice and led me on a path to resolving my issue."*
- *"The service was excellent. Am looking forward to switch to you."*
- *"Got seen on time."*
- *"I found Rachele to be very nice and professional."*
- *"Dr. Chadwick explained everything to me so I understood what she was telling me."*
- *"After waiting an hour, I saw a lovely doctor who explained everything to me, well done him."*
- *"Doctor Schofield listened and understood my predicament, referring me for an X-ray to begin the process of a diagnosis."*
- *"Doctor was very understanding, friendly and made me very comfortable. She recommended me several different treatment options and made sure I was happy with the information I'd got. As an anxious person this helped so much."*
- *"Given care and attention to my problem."*
- *"Hopefully my issue was sorted."*
- *"Dr Hall answered all my questions and arranged treatment for me. She was very informative."*
- *"Appointment on time. Pleasant reception staff and efficient health care assistant."*
- *"I received an appointment in good time and was treated with the upmost care."*

- *"I was seen on time and given lots of information to help with my issues."*
- *"I have always found my doctor helpful understanding and listens."*
- *"I thought the doctor was perfect and very knowledgeable."*
- *"Waited half an hour for my 3.45 appointment. Once in was happy the treatment I got."*
- *"Wait time for appointment was 2 weeks. Seen straight away at the timeslot I was given. Lovely friendly doctor that listened to my concerns and gave me multiple options, so I have the choice to see what suited me best. Review in 3 months."*
- *"The service was quick the doctor very respectful explaining me clearly and giving me advice and forward for my next visit, just fantastic service."*
- *"I got all the info i needed."*
- *"Healthcare professional was good at her job and took my bloods carefully. Although she couldn't get it first try in my arm, she then got bloods from my hand."*
- *"I was seen promptly. I had a helpful and understandable conversation with the doctor that met my needs."*
- *"Happy with service."*
- *"Hannah was amazing. She explained everything very clearly and made me feel very safe and relaxed despite my medical anxiety. While appointments were running late this is not a reflection of the service but the general lack of capacity in the NHS."*
- *"Because it was good."*
- *"Polite, friendly, efficient service."*
- *"I went in for my depo and received it nothing else to add."*
- *"Quick and pleasant."*
- *"Because she is so polite. She understood me and I got very good information to her. She treats me very well."*
- *"The nurse was very kind and helpful. I was very nervous about the appointment, and she really put me at ease. She was caring and thoughtful."*
- *"Receptionist was very polite got seen before my appointment time."*
- *"The GP provided a good plan of action going forward for dealing with the issue I was dealing with."*
- *"This was my 2nd appointment with Hannah, for the 2nd of my Shingles immunisations. She is very engaging, efficient & personable, appointment was on time, & is providing the same exemplary service I've come to expect from Heaton Road after 35+yrs."*

Areas for Improvement:

- *"I felt that the telephone appointment was an unnecessary step. I waited 3 weeks for the telephone appointment, and I am now waiting 4 weeks for the face to face appointment."*
- *"Rachel was obviously in a DREADFUL mood, but I understand that can happen to anyone. However, the unprofessional and brutal way she mishandled me while attempting to take my bloods was painful and spiked my anxiety."*
- *"The call was scheduled for 09:55 and it is 12:00 and no contact. I have telephoned the Heaton Road Surgery highlighting this around 10:30 and advised they are running late."*
- *"I arrived for my appointment and the surgery was closed."*
- *"The doctor never treat me like I was dangerous 1 to 1 and referring me to the proper people * not like the doctor last time saying it was sarices when clear that it's moles and giving me shampoo that I never needed so waste of tax payers money."*
- *"Don't think I got to bottom of what is wrong with me. I will find out more when I see doctor."*

- "Advice from the GP to use a service for 11-25 year olds for mental health...offering that to a 10 year old suspected Autistic child....wow!"
- "Appointment at 3pm, I was finally seen at 3:35pm. I lost an hour of my day by the time I got back on site and ended up having to stay late to catch up. I understand the NHS is under pressure but it's just unacceptable.."
- "I had to make my own appointment when you're supposed to notify me automatically on my birthday for my annual check up."
- "Would have been very good but did wait over my appointment time."
- "Unable to get sorted with repeat prescription of lansoprazole and naproxen been waiting since end of January telephone appointment are not always good due to work commitments when I ring surgery and speak to reception I just get another appointment."
- "I hadn't seen that doctor before, and I had to tell him what was wrong. I had to ask him or suggest what could be wrong and he didn't really offer any advice as to what to do. The doctor the week before was better."
- "Had an appointment on 20/2/2025 which was appreciated I got seen on same day of ringing but unfortunately I sat waiting to be seen for 1 and a half hours didn't appreciate the long wait as I really didn't feel well and had an appointment."
- "Not very polite and didn't take much care, I've never had a blood test that painful before."
- "I feel as though the Doctor's don't and haven't listened to me."
- "First of all received a text to attend at 08:10 this morning & while chatting from outside while reception logged on the computer I was told it would be 09:15 . I then received a call from a doctor to either come back at 1:20pm or tomorrow morning."