

## Heaton Road Surgery

### Friends and Family Comments – April 2025

#### Positive Comments:

- Nurse was very patient & helpful
- The nurse I had my appointment was very friendly.
- Very helpful
- The doctor was very thorough easy to talk to very pleased with her
- All of my questions were answered clearly and explained to me. The Dr was very pleasant and really helpful. Taking time to advise me. Thank you.
- Excellent service. Great staff. Perfect timing.
- I felt the GP was understanding and wasn't quick to typecast my issue as fibromyalgia and took what I was saying serious and made referrals to investigate my concerns
- Was in and out in no time.
- GP Dr Ng was very understanding and listened to me, I really like her and will definitely book in with her again
- Got appointment on same day and was seen by a very nice Locum GP, who addressed my issues in a professional manner and showed care and compassion
- Cos it was very good!
- Received an appointment very quickly. Doctor listened and dealt with my problem.
- Everyone I met with was friendly, informative and efficient at my GP appt and following blood test today. Many thanks
- My appointment was bang on time, when it came time to see the doctor, she was cheerful, patient and more importantly seemed interested in my needs and extremely helpful overall.  
10/10
- I didn't have to wait long to see the doctor or the nurse.
  
- Dr Gall was very understanding and listened to me
- Good service
- Was listened to wasn't rushed and everything was explained
- The nurse was really nice, and very helpful.
- The doctor I spoke to seemed like she really cared and put my mind at ease when talking through my health issues
- I had a good experience. Me and my kid both were ill but after an appointment now we feel better.
- GP listened carefully and provided an examination before proposing diagnosis
- Hi is the reception is good to be service and my Dr Hall is good treatment service to anyway thanks.
- I didn't have to wait too long, and nurse was professional and friendly.
- Because she explained it
- From phoning this morning to seeing Dr Hall it was an excellent experience
- Nice pleasant nurse could not have went better
- Nice cheerful nurse

- Very friendly nurse who answered all my questions about the shingles injection I had today.
- Lovely nurse very kind and welcoming
- I think this doctor, she is kind.
- We were seen fairly promptly and the nurse was lovely with my little one through her injections
- Waited nearly an hour after my appointment time
- The nurse who gave my injection was really friendly and efficient. The check in screen doesn't work.
- Hannah Atkinson is amazing at her job and very caring
- Receptionists and GP were very friendly and helpful. I felt listened to and taken seriously by the GP who was very thorough with both issues I brought to the appointment.
- Friendly and helpful reception and nice experience throughout my appointment. Hannah has a good approach to her contact with patients.
- Doctor was very helpful and the young receptionist was great
- I was given an appointment quickly and the Dr Chadwick was friendly, attentive, efficient and gave good practical advice.
- Amazing Doctor thank you
- Dr hall was very polite, professional and understanding during my appointment.
- Nurse was informative and helpful.
- Staff friendly and attentive and knowledgeable
- I was listened to and immediate treatment given.
- The GP answered all that wanted to know
- I was seen on time for my appointment and the GP was very helpful
- I gave that answer because the nurse was very helpful and also pleasant. The main thing for me was she was on time.
- Got in appointment on time really nice doctor nd very helpful
- Staff happy helpful
- I did not wait for too long before I was seen by a doctor. Both the doctor and receptionist did their job properly.
- I was seen promptly for my appointment and the nurse who helped me, Hannah, was really friendly and answered any questions I had.
- Very kind and professional
- Went in for blood test which was done very quickly and efficiently by the healthcare assistant. Also it was comforting being asked if I had any trouble with needles before we started, it was super helpful
- Dr Hampton was very good and she listened to my explanation of my symptoms. Hopefully the antibiotics work
- Friendly professional staff. Makes you feel confident and well cared for .
- Very caring
- Dr Gall always remembers her patients and provides compassion
- Appt was on time. Dr listened and dealt with all queries and concerns, and was extremely helpful. Always receive professional and expert support and healthcare at Heaton Road Surgery. Thank you
- Pleasant helpful Doctor
- Both staff members - reception and practice nurse were very pleasant. Bloods were taken very easily.
- The gp answered all my questions and felt at ease, and finally got some answers thank you.
- Seen on time. Pleasant nurse.

- I was given cancellation appointment very quickly and the appointment was on time as always the staff were very efficient and helpful. WELL PLEASED.
- I was at the surgery this morning to have my injection done by Hannah she is always polite and a very caring person always making sure I'm OK while she is doing my injection
- Good care and pleasant experience
- Waited 3 weeks for appointment to see doctor, doctor was excellent.
- Good at her job
- It took more than a month to get an appointment, and I was not received on time. But the attention was excellent,
- I got an appointment the day I rang the receptionist.  
Dr Hampton was excellent listened to my concerns and sent me to hospital where I was given a full examination, chest x-ray bloods taken, and thankfully everything came back fine. Thank you.
- Prompt, professional, friendly, efficient.
- Dr Gall was very thorough in the questions she asked & I got the answers I needed to what I asked her
- Found Hannah very friendly and helpful.
- I was really pleased to be offered an appointment today to discuss two problems that I was concerned about. Also, both problems were dealt with very well by the Doctor (Dr Gall).
- The best appointment I have had at the surgery. I was listened too and now my back referral is already gone in. So happy and very professional service from the doctor. I hope I have her again.  
11/10!
- My GP took the time to listen to my concerns and provided clear explanations nothing felt rushed and it felt like I was treated as a person, holistically.
- Staff did a good job.
- Doctor was very understanding and very informative
- They have been so patient and understanding with me while I've been going through a difficult time
- Because the doctor she is approachable without hesitation.

### **Areas for Improvement:**

- Not happy at all paracetamol is no good for back pain can't use ibuprofen waste of bloody time
- A would have liked to be asked to come and have a appointment as a feel like something might be wrong with me a tried to explain this but thank you
- Felt rushed out the door and the reason we went in for wasn't properly addressed
- This is because my appointment was at 3:15 and didn't get seen until 3:50
- I had to get my blood pressure taken for my HRT, it is always high as I get so stressed, the last person calmed me down and it went back normal but yesterday she made me worse saying I wouldn't get my HRT.
- It was awful I was very pleased n surprised to arrange GP appointment today only downside was appointment 3.10pm seen GP at 3.40pm but was happy to wait, basically. all good.
- Despite being told twice that it was a telephone appointment, I was not contacted. I rang the surgery to check and am still waiting hours later for someone to contact me.
- It was a telephone appointment, and I have not been phoned so I have not had the appointment.
- Doctor more interested in messages coming through her computer from reception about late patients than the patient in front of her. Left feeling gaslit.
- I took time out of my job to attend and waited 45 minutes to go into my appointment. Then the doctor gave me a thank you for waiting, and was curt and standoffish with me during the appointment when I pointed out it had been so long.

- Unaware of 10 minute time limit. 1st doctor seen since diabetes diagnosis, bloods/scan results. Now taking metformin at a dose apparently of my choice without knowing what it does. Feeling uninformed. Home BP testing? Home glucose testing? Dizziness?