

Heaton Road Surgery

Friends and Family Comments – August 2024

Positive Comments:

"No problems, and friendly nurse."

"All staff are nice specially the doctors."

"All the staff receptionists and doctors are very pleasant, helpful, and they all put you at ease wouldn't want to be at another doctors."

"Appointment was on time."

"Dr had read my e consultation and knew why I was there. I was then referred to appropriate specialist."

"Appointment was on time & nurse was pleasant & quick which was appreciated as I had to get to the RVI for an ECG."

"Appointment was roughly on time. I was seen by a delightful woman who took blood beautifully and we had a nice little chat about the Olympics. I'm always very impressed with the service provided by HRS. Thank you."

"Because I was happy enough with the service."

"Because it was very good."

"Because they show as understanding."

"Because. They're helpful and friendly staff."

"Been using this surgery since I was a child I'm now 54 and staff have always been very kind and friendly."

"Check in was easy, seen promptly for appointment, Dr Chan was helpful and listened to my concerns without being dismissive."

"Didn't wait too long and always a pleasure to see the nurse."

"Cheery and always pleasant."

"Doctor and staff talk with me politely and friendly environment."

"Doctor asked and answered all relevant questions. Very friendly and made follow up appointment."

"Doctor explained everything I needed to know."

"Doctor phoned me exactly when she said she would plus very helpful, thank you."

"Doctor's behaviour is very nice."

"Dr Chan was really thorough and reassuring and took the time to explore a range of steps to help me feel better. Thank you!"

"Dr Craig very helpful."

"Dr Craig was very thorough & explained everything in detail to me what she will be doing for me. Lovely caring lady."

"Dr Hall was very thorough and tentative to my needs."

"Dr Ng was kind, respectful and empathetic."

"Dr phoned me I told Dr what was wrong and she told me to come up the same day."

"Dr Schofield has been lovely, kind and very supportive through my recent health issues. Please thank her."

"Dr Schofield took time to answer all my questions. She checked everything thoroughly."

"Dr was lovely. Waiting time was acceptable and I managed to get an appointment the same day."

"Even though I waited awhile for my appointment everyone was really nice especially Doctor Hall and I appreciated getting the appointment on the same day that it was made. Thank you."

"Every member of staff pleasant."

"Everything was explained. Lovely manner."

"Excellent nurse. Easy to speak to and listens well. Very good at her job and remembers you from past visits."

"Excellent, helpful and friendly receptionist as well as practice nurse. Very impressed with both today. They genuinely were kind and helpful to everyone I witnessed today. Showed they Love the workplace and people! Thanks."

"Friendly trained staff."

"Good health worker."

"Good communication."

"GP listened carefully and responded accordingly."

"GP sorted the issues I have."

"GP was very friendly & through, seen at time of appointment too."

"Great service from start to end. Everything explained to me."

"Great service, appointment on time. Professional, reassuring advice from the GP."

"Hannah is a nice person and is a very good and patient nurse."

"Hannah the Nurse always has a smile and a friendly manner to make you feel at ease."

"Hannah was so lovely and made me feel at ease. Genuinely one of the nicest healthcare professionals I've met. A credit to the surgery!"

"I didn't wait long and the nurse who did my injection is very polite and patient she also told me everything I need to know about the injection I am very happy to be seen by her. Thank you."

"I felt listened to and got answers to my questions."

"I was looked after and made to feel at ease by Dr Gall. Thank you."

"I was seeing at the time of my appointment. The information given was clear. Staff was very friendly. Thank you!"

"I was seen quickly, and the nurse is always super helpful and friendly."

"In and out quickly, blood taken painlessly (I didn't even notice the needle) and out quickly."

"It put my mind at ease as I thought it was something different."

"It was good to get an appointment after filling in my concerns online. Dr Chan listened and gave me lots of advice but also arranged further checks."

"Lovely."

"Lovely doctor put me at ease."

"Lovely doctor who called and arranged a same day appointment for me."

"My appointment was very good, discussed my issues in detail and worked out next steps quickly."

"My appointment was with Hannah, and she was very kind and polite. She explained me the process and other things in detail. Thanks."

"My concerns were listened to, and tests taken, and everything explained clearly with the reasons and timescales. Dr Hudson is an asset to your team."

"Nothing poor to report, so the appointment was fine."

"Nurse was lovely, very friendly but also efficient and made me feel comfortable during tests."

"Ok."

"On time and very personal."

"On time then straight out."

"On time."

"Very efficient."

"Listened to me. Sought a solution. Many thanks as ever!"

"Pleasant lady felt comfortable."

"Pleasant nurse did her job professionally and quickly."

"Polite and informative staff members."

"Quick no waiting around had bloods taken and was out within minutes."

"Quick response to blood pressure issues. Saw a doctor within 15 minutes."

"Rachael is always kind and polite."

"Really friendly and helpful GP who listened well and respected my own knowledge of my conditions."

"Really lovely, friendly staff. Felt very safe."

"Really lovely lady had time to explain things and give advice."

"Felt like she had time to listen. Very nice lady."

"Seen on time quickly and efficiently."

"She was very friendly and helpful."

"Spot on time. Great call."

"Thank you for urgent appointment for my mam. Dr excellent with us and explained things very clearly. Receptionist helpful. Thanks everyone."

"The doctor took my suicide plans and abuse seriously, stayed on the line over 30 minutes. She respected confidentiality. She didn't reduce it to mental health or autism. She addressed the root cause and rang safeguarding! Way more helpful than police"

"The doctor was very caring and thorough with my treatment."

"The doctor was very understanding and knowledgeable about my concern."

"The doctor went through my problem with me and explained the problems with me and explain everything."

"The nurse was lovely and informed me of everything I needed to know. Overall making it a pleasant experience."

"The nurse was professional and knew what she was doing. Thank you."

"The nurse was very easy to follow and understand."

"The Nurse who gives me my injection is always fantastic."

"Today's service was swift, friendly and efficient. All members of staff from front to back were great."

"Very approachable and listened to me."

"Very friendly helpful staff."

"Very good doctor, quick response, good care of patients, thank you very much!"

Areas for Improvement:

"Can never get an appointment."

"Doctor good only downside was having to wait 25 minutes as appointment was 2:30pm got in see doctor 2:50."

"Doctor was very cold and I felt the appointment was rushed and felt she just wanted to get me out of the room. Left me feeling very anxious."

"My experience would be improved by allowing appointments to be booked online/opening econsult Sunday if its closed Friday so I can book an appointment now my Sx are recurring."

"Probably could use a few more chairs in the Waiting room though."

"I was 15 minutes late, so I was told I couldn't see the nurse. The other time I came, I was told the Internet and systems were down and therefore they couldn't do anything, and I was rescheduled for another day, which happens to be today. I was hoping to get a result of a months' worth of taking blood pressure at home & 2 blood samples I am experiencing more symptoms of missing my established drug I am pleased with nurses' recommendation to refer to a colleague hoping to get this sorted ASAP."

"Very hard to see a doctor...only after a referral from another medical professional outside the practice. So that is awful, as is the diabolical appointment system itself."

"My appointment was at 11am and wasn't seen until 11.30... the GP did not have any patients before me. I took time away from work then had to return. Because of the delay I was late for my next appointment."

"Not the friendly nurse's fault but measurements and readings weren't given to me until I asked and then not given in familiar feet, inches stones, pounds. Had to ask what blood sample was checking for. Asked for cholesterol check. I do want to know."

"Totally ignored."

"Waiting for a phone call at 10.15 still waiting 2 hours later."

"Yet again I'm not sure I got anything resolved."