

Heaton Road Surgery

Friends and Family Comments – March 2025

Positive Comments:

- "Always a lovely experience and wonderful staff."
- "Doctor was wonderful."
- "The Dr was very good and dealt with issues well."
- "Nurse very helpful and professional."
- "Efficient and thorough."
- "Every member of staff are lovely."
- "Good thorough consultation and well listened to and reassured."
- "Very helpful and had my issues sorted."
- "I love the way I was welcome and most especially the GP was lovely."
- "Friendly and welcoming staff. I felt comfortable taking to staff. I'm very happy with the appointment."
- "No issues."
- "I had my smear test and the practitioner (all I remember of her name was H Atkinson I think) was so lovely, made me feel at ease and answered all my questions. Thank you so much as I get nervous coming to this appointment :)"
- "Everything was good."
- "The nurse was really nice and easy to talk to."
- "GP is very friendly, Instant actions taken . Felt very good. Thanks"
- "Lovely and helpful."
- "Seen on time with nice nurse thanks."
- "Very friendly."
- "Brilliant doctor - very attentive and kind."
- "A pleasant young man who explained everything very clearly to me and took time to listen to what I said."
- "This time the GP knew exactly what I was saying and asking for. Very polite and friendly too."
- "Doctor was so helpful."
- "Friendly, engaging supportive."
- "Super prompt timing of appointment. Very helpful doctor and also very easy to book an appointment."
- "My appointment was on time. Nurse very helpful and smiling."
- "Very pleased with dr schofield's assessment during our appointment"
- "Friendly staff and quick appointment."
- "The doctors I saw was really helpful she tried to get in touch with the surgeon who did my operation they said they would get back to her today to let me know what to do next so far haven't heard anything."
- "The Doctor was so sympathetic about my condition and happy to help in any way possible."
- "Rachelle is always very good, polite and efficient."
- "Felt like the Dr I saw listened and was very thorough. Staff on the phone were very helpful."

- "Very nice behaviour of doctor and staff thanks."
- "Hi because the nurse was patient ,care, friendly, very professional."
- "The Doctor was very nice."
- "Doctor was very thorough I always have always been treated with respect."
- "Dr Chadwick is always very friendly and caring."
- "The nurse I seen was very pleasant and helpful."
- "Because Hannah was very helpful & told me why I was having the vaccine for RSV & also took my blood pressure at my request."
- "The locum doctor was good at listening about my ailments, she was positive and caring in her response. She was direct about the causes and put me at ease. Overall a positive outcome and experience."
- "I felt listened to and was happy with the plan of action suggested."
- "I rang up at 8.30a.m and got an appointment for 10.30 the same morning. I only waited 5minutes to see GP. Very happy with service this morning."
- "The treatment I've received today and over the past week, has been excellent . Doctors listened to me could not been any better."
- "Would recommend this surgery to anyone. Thank you."
- "Because I was seen by the Doctor and the Nurse who were very helpful with my problems I had and why I was there."
- "Offered a prompt appointment. Receptionist was helpful and pleasant. GP was welcoming, asked relevant questions, listened and prepared a plan."
- "No complaints whatsoever seen to professionally."
- "Apart from running a little late, appointment went fine."
- "Rachelle is very friendly and professional"
- "Outstanding service best doctors in Newcastle service is excellent."
- "The doctor was very helpful to me thank you so much."
- "Answered all my queries."
- "Very quick process."
- "Karen gave me my results from the tests explained everything to me in plain English so I understood everything."
- "Quick prompt service was provided."
- "Dr was very thorough and caring thank you everything checked."
- "I personally have always been very well treat with a friendly approach and kindness from drs and staff especially miss Alison Pearson who is a great and caring credit to the surgery."
- "Helpful staff."
- "Despite the mix up of appointments, my GP was very patient and understanding of my daughter's health. She was patient and gentle in her approach towards my daughter during the entire time, thank you very much."
- "Because I only sat in the surgery for about 5 minutes before my name was called."
- "Timely."
- "Help me to understand copd and treatment I need to control it and loan of high pressure machine."
- "The person I seen was very nice and new what she was talking about."
- "Very polite and professional healthcare."
- "Appointment was on time. The practice nurse was excellent, very informative, explaining everything in detail. I didn't even feel the needles."
- "Quick appointment to see doctor and nurse for bloods professional service"
- "I have been with "Heaton Road" surgery for over 40 years. I have always received an excellent service and wouldn't go anywhere else."

- "I was seen very swiftly, the Doctor was friendly and efficient and booked my referral immediately which is appreciated during a stressful time."
- "Outstanding service dr chan is great doctor service is always fantastic."
- "The doctor was very polite and had a great sense of humour Everything was explained to me from start to finish. Great service. Thank you."
- "Dr Hudson she has time too listen to my concerns and she never judges she will listen too everything her patients says and then we sit and decide what's the problem I will always make appointment to see her."
- "Doctor was lovely explained everything appointment on time."
- "The staff are highly professional and good. Their services are excellent."
- "A very friendly appointment I was listened to, I was given explanations about my treatment."
- "Everything was spot on."
- "Did everything I asked for."
- I rang first thing in the morning and got an appointment an hour and a half later. So efficient and helpful when I'm not feeling well. The GP was kind and had a great bedside manner. I was not waiting long at all. I am very grateful for their care."
- "Good visit today."
- "Dr I seen listen to me didn't rush me felt at ease."
- "Love the nurse (have seen her before); appointment was prompt, quick and comfortable."
- "Dr Ng was helpful and understood my concerns. I did not feel rushed and she had reassured me."
- "Helpful and stress free."
- "Very pleased with the service provided by the nurse. Appointment was scheduled at 1.10 but didn't get seen until 1.30 although this wasn't a problem."
- "Excellent service as a priority. Doctor explained everything to make me feel at ease."
- "Seen on time and everything sorted, plus reminded to book my next COPD checkup."
- "I felt listened to, the GP was informed, kind and reassuring. Really positive experience."
- "Very good and friendly staff."
- "Clear calm manner of GP Locum. Reassuring. Referred me on to X-ray. Prescription by email to pharmacy. Asked for a sputum sample."
- "My issue was sorted."
- "The doctor I seen listened to me and gave me great medical advice and made sure I understood everything."
- "All done very quickly."
- "I needed to speak to a doctor as I was experiencing breathing difficulties, coughing and tasting blood. I was able to get in later that day."
- "The Dr was understanding, listened, comprehensively to me, recorded what I had to say and was very professional."
- "Never saw this doctor before but she listened to what I had to say about my Daughters skin issue, gave me options available and explained the positives for each. She also completed full checks and sent me further information on the meds prescribed. "
- "I feel like Dr Hudson listened to me. Thanks so much for your support."
- "Dr Chan was professional and caring and nice to talk to."
- "Seen by a very helpful locum doctor without too much wait over appointment time."
- "Professional."
- Get good response from staff and doctors."
- "Hannah is fantastic, so friendly and warm with both children and parents. Such a pleasure to see her during a potentially stressful appointment!"

- "Healthcare Assistant did a very good job taking blood from my arm. It didn't hurt at all and very little bruising. Sometimes there has been a problem doing this in the past."
- "Informative, speedy appointment and feedback and attentive."
- "Excellent GP, Dr. Hudson. Great manner and treatment."
- "Doctor very pleasant. Put at ease she was very thorough and had time to listen."
- "Doctor was very patient , understanding and friendly."
- "The healthcare assistant I seen was very nice and helpful."
- "Very pleasant nurse.Efficient within the limited range of tests - all of which were routine."
- "Appointment was fine and efficient."
- "Doctor was very thorough, professional, friendly and caring. She solved the problem that I had."
- "Dr Chan took the time to explain my symptoms in a friendly and very professional manner."
- "Doctor explained my smear, how id receive letter and what will be on it. Made me feel comfortable and asked if id like to ask any questions."
- "All went as expected."
- "Great doctors surgery, friendly staff and no problems."
- "Dr Hall was receptive and helpful."

Areas for Improvement:

- "Only problem was that reception staff would not book me a nurses app for 8 weeks time - they said I would have to call back nearer the time. It's just inconvenient."
- "Nearly 50 minutes to see a doctor then to go over everything I have trying to get help with for the last 2 years which I wasn't even there to see a doctor about that then do be told how confused she was why I had no help and no follow-up appointment."
- "Because supposed to be doctors to look after people and I am just getting fobbed off."
- "The doctor I spoke to clearly didn't look at the notes on my son, also did not listen to what I had to say and told me incorrect information all it took was a little google search to prove that. Very dissatisfied with the appointment and information."
- "I saw a doctor whom I've previously had a bad experience with, without warning, despite my request not to see them anymore. I also wasn't informed there'd be a chaperone present and felt I couldn't refuse."
- The appoint. Was at 9.30, I had a text saying it was a telephone call and when I phoned to check that it was an in person appointment, I also checked the time, it was confirmed as 9.30, we arrived, told it was at 8.30 and had missed it."
- "I didn't really feel heard or understood in my appointment."
- "Booked this appointment in February and was told it would be a telephone appointment.I rang on Friday to confirm if it was face to face or telephone in which the woman had said telephone. I didn't get my appointment as it was a face to face."
- "Appt was delayed 20 minutes. I was thanked for waiting. Heart rate and blood pressure results were a bit anomalous. However, I did have a serious discussion about whether further steps were immediately needed, and we agreed that this wasn't the case."
- "I turned up early for my appointment at 2 o'clock, and sat for over an hour, because of her previous patient, (who should have booked a double appointment)I was asked to have a blood test, but was told I would have to wait another 8 days NOT HAPPY ."
- "The call from Karen was v positive, but a bit of a waste of time as I've not yet had a blood test (which I initially rang up to book), so my circs couldn't be reviewed as she had no data to work with. The call was useful though!"

Still waiting in my results , I arrived 15 mins before my appointment was seen 12 after my allotted time I was sent another txt this Monday too arrange blood tests no results from last test was informed they would answer me this week

"I had to wait 30 minutes to see a nurse, so that's not great especially as there were only 4 people in the waiting room. But the nurse was lovely."

"Nobody rang for the telephone appointment."

- "Appointment was at 4pm. Consultation started at 5:15pm. 1 hour and 15 minutes waiting is unacceptable. The least the team could do is advise there's such a significant delay and give the option to come back rather than wait in a noisy waiting room."
- "I didn't get to see a GP which I waited for weeks to get an appointment! Bad service always from This surgery."
- "The message I received following my appointment was meant to contain a hyperlink. It did not. I cannot progress with my appointments because of this."