

Heaton Road Surgery

Friends and Family Comments – September 2024

Positive Comments:

- *"Seen on time"*
- *"Nice Doctor and hopefully getting some answers."*
- *"Always a friendly reception. Doctors always willing to listen and I feel supported whenever I have to see a GP."*
- *"I'm finally getting some answers had problems for years now and I am finally getting sorted. Doctor Chan is a really good doctor, very pleasant and puts you at ease and doesn't rush you I came away very pleased I am getting sorted at long last."*
- *"Appointment on time The Nurse was very efficient the whole visit was without any hiccups."*
- *"Appointment on time, Nurse practitioner explained Doppler tests and results clearly."*
- *"Doctor Frances was very kind and informative and understanding she has made another appointment for me in two weeks' time to see how I'm doing also gave me a link to speak to someone."*
- *"Doctor listened."*
- *"Doctor was helpful and did a thorough exam, listened to my issues and made me feel heard and has referred me for tests to rule things out. I was seen on time and the surgery itself was clean and presentable."*
- *"Doctor was very helpful and gave good feedback."*
- *"Dr Schofield takes the time to listen attentively and explain all aspects of my concerns."*
- *"Easy check in, short wait time, efficient blood draw. Helpful at front desk."*
- *"Easy to make an appointment, survey easy to complete & feel at ease with Hannah."*
- *"Friendly and helpful staff and very caring."*
- *"Friendly, well-informed staff."*
- *"Friendly, informative and quick."*
- *"Good."*
- *"Good service and treatment."*
- *"Got to the surgery early and got seen to right away."*
- *"Great service, outstanding, best doctors in Newcastle."*
- *"Had bloods taken never felt the needle going in and was only in a few minutes very quick service."*

- *"Hanah (practice nurse) is always happy & ready to help sort out my problems. The waiting area was calm with lots of notices."*
- *"Helpful receptionist when filling out forms and requested another prescription and GP was friendly and helpful."*
- *"I had had a thorough phone interview before my appointment today so the Dr was quick to sum up my problem. She was gentle when examining me and gave excellent instructions for improving my condition before my next appointment."*
- *"I received a lot of attention from the doctor and the reception."*
- *"I thought the meeting with the doctor was satisfactory and proactive in regard to my general queries."*
- *"I was treated with kindness & respect & the doctor listened to what I was saying patiently."*
- *"In and out no problem."*
- *"Injection today was very quick and efficient."*
- *"It feels very to get an appointment now but when I did the doctor was excellent, and the medication has really improved things. And she gave me a second appointment for follow-up."*
- *"My appointment was originally for a six-month PSA test. Dr Hudson suggested that I also have my annual blood tests at the same time."*
- *"My appt was on time the nurse was very nice and polite and let me know what my bloods were for and when to expect the results."*
- *"Need appointment with doctors Chan because this doctors very good for me and me very happy with her. Next time I want only doctors Chan thank you very much "*
- *"Nice doctor and hopefully getting answers."*
- *"No, I never have a problem, every appointment is always all OK. Thank you."*
- *"Nothing is a problem very friendly atmosphere."*
- *"Nurse very competent and friendly. She always makes me feel very relaxed."*
- *"Nurse was efficient, friendly, and helpful."*
- *"Nurse was excellent, took my blood easily and was very kind and helpful and took a genuine interest in my cancer treatment and me as a human being, I didn't feel rushed out or like just a number. Very caring nurse, thanks so much!"*
- *"Overall good service straight forward answers."*
- *"Phlebotomist was friendly and felt like she was the only person that was happy!"*
- *"Polite and friendly approach and made to feel at ease during my appointment."*
- *"Prompt, polite and efficient."*
- *"Quick service. Friendly efficient staff."*
- *"Reception staff were very patient, helpful and empathic - just lovely people."*
- *"Seen on time."*

- *"Seen on time. Everyone polite."*
- *"Seen quickly and friendly staff."*
- *"Tests done promptly. HCA took bloods – didn't hurt. When I mentioned I'd been having chest pain she did the correct thing in my view and asked GP for advice or help. As a result, Dr Hampton has referred me to chest pain clinic and added lipids to test."*
- *"The doctor listened to my concerns, voiced her opinions and we came up with a course of action. I was a bit emotional, and I felt no judgement."*
- *"There was quite a long wait but when we saw the doctor I was very pleased with both the way she interacted with my son, the time and clear explanations she gave us. I really felt like we had been listened to and we left feeling satisfied and happy."*
- *"Very caring doctor who took time to listen."*
- *"Very good practice all staff are very friendly and helpful always."*
- *"Very helpful and easy to talk to."*
- *"Very pleasant nurse explained everything before my test and after took her time to."*
- *"Very pleasant nurses for both appointments."*
- *"Very quick and very professional thank you."*
- *"Very supportive and helpful, advice given, and further contacts advised for support. Thankyou."*
- *"I want to praise the excellent care I received last week at your practice. I had been seen at the ENT casualty over the weekend and told if problems persisted to contact my GP. I rang the surgery, as soon as it opened, and got an appointment straight away. I was seen by Dr Chan, who did a thorough assessment and contacted ENT casualty. She initially spoke with their SHO, who said I didn't need to be seen. However, as Dr Chan recognised the need for an ENT assessment, she rang again and spoke with the registrar this time, who agreed I needed to be seen urgently. I ended up having a CT scan, a myringotomy and being admitted for 48h of IV antibiotics. Dr Chan went the extra mile to get the best care possible for me, showing great compassion and empathy too. I am very grateful to Dr Chan and the surgery for the great care provided to me. God bless you all!!"*

Areas for Improvement:

- *"Being called in for my appointment 45 mins late, so having arrived with plenty of time for my appointment meant I was there an hour."*
- *"Do not get the service I used to as I can't get an appointment with a doctor for love or money. I had a fall three weeks ago and was told no appointments were available the surgery has gone from being a good practice to no good for me."*
- *"I asked for a copy of my prescription and the reasons why I was taking the particular tablets for my travel insurance. Unfortunately, I received a copy of my medical history. After talking to Karen god bless her now seems to have everything back on track."*
- *"Nurse was amazing with my little boy, however, wait time for appointment ran over 15 minutes."*
- *"The Doctor I saw was knowledgeable and reassuring. I was slightly disappointed having seen the Doctor and being asked to give blood for tests I have to wait at least two weeks for the blood to be taken."*
- *"The health care assistant was almost 20 minutes late calling me in because she said she went upstairs to get a drink of water, then got stuck upstairs."*
- *"Waited 20 mins for appointment."*