

Heaton Road Surgery

Friends and Family Comments – August 2025

Positive Comments:

- *Everyone was very professional and helpful.*
- *Prompt service.*
- *Very good to listen to my views.*
- *Quick and on time and smiling.*
- *Very friendly nurse.*
- *Gave an immediate appointment.*
- *I felt the doctor gave me plenty of time and was very helpful, including emailing me information about my condition and booking a blood test. Very happy with the service.*
- *The nurse was lovely, and she took time to listen to me, it went really good.*
- *Approachable GP.*
- *Very good, thanks.*
- *Doctor polite and very helpful.*
- *The lady doctor I saw was very helpful and listened to me and gave me the advice I needed.*
- *Never met locum before but she listened and asked questions.*
- *Felt really comfortable talking to Karen the pharmacist.*
- *Because Rachelle is always so pleasant & efficient, she is like a friend you can talk to.*
- *Explained my current situation very clearly to me and was very polite as well.*
- *The nurse I seen today was lovely, she made me feel so at ease.*
- *Hannah was excellent! I've left a review on the practice website. – Website Feedback: had my smear test done with Hannah and she did an amazing job. She made sure I felt comfortable throughout and explained everything to me. The test was pain free and over before I knew it – really grateful for her skill!*
- *Locum dr was brilliant! Thorough, empathic and kind. Exceptional service, thank you.*
- *Always pleasant visits, polite friendly staff.*
- *I have always had very good service at the surgery.*
- *The receptionist and healthcare practitioner were both friendly and efficient.*
- *Staff once again outstanding. Thank you for your services.*
- *Staff are very helpful they show you what door to into, there is a lot of doors and doctors always give you good advice.*
- *Because Karen who I saw was really nice explained everything.*

- *Doctor was very good.*
- *Welcoming receptionist and caring doctor.*
- *Very thorough and polite and put me at ease with the doctor's diagnosis and very helpful.*
- *Waiting time was not too long.*
- *The nurse was very pleasant.*
- *Mid-morning I rang for an appointment but there weren't any, so the receptionist organised for the on-call doctor to ring. I then got a call asking me to go in for an appointment later that day. Dr Hampton was warm, efficient, discreet & thorough.*
- *Dr Hall is really good.*
- *There was no fuss the nurse got straight on with my health check she took my bloods weight and height asked me medication questions, so I was able to go straight back to work. 10 out of 10.*
- *Rang at 8.30am. 3rd in line. Receptionist said I probably needed to see doctor. Appt slightly delayed. Reassuring talk with the doctor about symptoms already abating. Given a small prescription. A very good service.*
- *Nurse was very helpful and very professional.*
- *Nurse Atkinson was very helpful, Great nurse.*
- *Hannah was simply excellent. A big thank you!*
- *Dr was thorough and showed compassion.*
- *Big appreciation to the nurse in attendance.*
- *Dr Chan was very helpful, staff were good, appointment was on time, all areas were clean.*
- *Made to feel lovely and comfortable throughout.*
- *Hannah was really friendly and knowledgeable about the blood test and jabs I had.*
- *On time, efficient.*
- *Got appointment same day of my call and Dr Hudson listened to my concerns and did a very thorough assessment. She ordered relevant investigations and showed empathy. I felt respected and well looked after by an excellent GP. Thank you very much!*
- *No hanging around.*
- *The GP was very understanding and helpful*
- *Well received at my visit.*
- *Hannah is a very pleasant and helpful nurse*
- *Doctor very helpful*
- *The doctor explained clearly what I had to do and told me how what I needed to do to fix my elbow also the doctor was pleasant and answered my questions so I could understand.*
- *The nurse was very friendly and knowledgeable, put me at ease*
- *Dr Gall, looked after me very well. She made sure that I had an appointment before going on holiday.*

- *Lovely nurse took my bloods and looked after me when feeling a bit off. Thank you.*
- *The service I received was 1st class.*
- *Hannah was very good knew what she had to do. She is a pleasure to see*
- *Rang up early that morning to request and appointment and was seen within a couple of hours.*
- *Because Dr Anthony listened to what I told him and instead of scaring the **** out of me he comes up with doing my bloods again and also a name what I forgot to ask to write it down for me and he was so caring when I told him I suffer from ADHD.*
- *GP explained the process fully to me and I felt happy with the plan.*
- *Hannah was very professional and also took my blood pressure and checked my weight which was unexpected but great.*
- *It's great that your appointment is on time.*
- *Doctor was very helpful.*
- *Quick, friendly, efficient service. Made me feel at ease from the start, great staff.*
- *Appointment made quick and thorough.*
- *Nurse was lovely.*
- *Doctor was friendly, efficient and knowledgeable.*
- *Because the way the nurse respond to me was good.*
- *I was seen promptly at the allotted time. The practitioner who saw me was quick and efficient but remained friendly and engaging. I felt that they did a great job!*
- *Karen is lovely. She listens and understands.*
- *Seen a new doctor and he was very helpful.*
- *Hannah, the nurse, was so friendly, kind and a pleasure to be with!*
- *The doctor was very pleasant and professional and over all very understanding of my current situation.*
- *Staff are friendly, caring and I feel they are very thorough with their care.*
- *Because the doctor was very efficient. She gave good suggestions, and she made me feel comfortable.*
- *I was well looked after.*
- *All questions were answered with explanations. Very professional.*
- *Seen Quickly, Dr put me at ease and explained what would happen next*
- *Got seen before scheduled appointment time (which was fine) and got problem diagnosed within minutes, ideal!*
- *Rachelle, I think it is, is a lovely person always takes time to have a quick chat and asks how you are.*
- *Very nice and understanding staff.*
- *At this surgery Dr. And staff are really so good and polite. The Dr listens and responds accordingly. They are helpful.*

- *The doctor was very helpful and understanding and whole team was very supportive. I started to take antibiotics yesterday and I'm already feeling bit better, still have a temperature and high heart rate but hope it will stabilise. Thank you so much.*
- *Dr advised what to do if I have any problems.*
- *Helpful and pleasant.*
- *It was helpful quick, and I got an appointment, so job done.*
- *Smooth nurse, very nice.*
- *Good. Very professional and polite staff.*
- *Nurse professional reception staff especially helpful.*
- *Because the care was provided with professionalism and human empathy; I believe that when any human being goes to a doctor, the first cure begins with the attention provided by the clinical staff and only after that do the specialized exams appear.*
- *Locum doctor was my appointment was on time very nice.*

Areas for Improvement:

- *Trifle rushed had blood test ok but wanted to ask couple of questions but didn't get chance in n out in less than 5 minutes but love NHS.*
- *Routine appointment that was unremarkable. The only issue could have been changed time by the surgery that was not discussed. On this occasion I was able to attend at the new time.*
- *Could not understand what GP was saying and didn't really listen to my problems properly.*
- *I waited 30 minutes for my appointment, and when I was called, there was no one in the room before me to explain why the Dr might have been running late. Once in, the Dr was very helpful but did not acknowledge the delay at all.*
- *helpful about H pylori symptoms but seemed very uneducated about PCOS. Said PCOS cannot make a woman feel unwell or have a link to fatigue which is scientifically untrue. Please ensure GPs receive more training on women's health, happens too often.*
- *I had booked a PSA test at reception then told by the HCA I need to go through the Doctor I was a little disappointed with the HCA I asked for blood pressure and weight everything was rushed I came out of Doctor's a little stressed.*
- *I told the GP I think I have a binge eating disorder and I got upset in front of him and the only answer he gave me was go to Slimming World for 6 months. He didn't ask me a single question about my eating habits or offer me any psychological help.*
- *I was 7 minutes late for a blood test appointment. They didn't see me now, I have to wait 3 more weeks to get another. I've had ongoing health issues for*

years and still not been offered to see a specialist. Having recurring boils. I'm sick.

- *I was 10 min late, the doctor refused to see me. I waited 2.5h. The appointment was useless: no new info, no investigation, just pills. For the other issue, she said no time.*
- *Because I was sent to a Benfield hospital for a Xray somewhere I do not know and do not know how to get to instead of sending me to hospital in Newcastle where I do know how to get to.*
- *I received a text to say I would receive call back at 15:15. Doctor tried calling around 5/5:30. Which I was not available and did not try next day.*
- *Health care assistant was nice. However, I requested a blood test for Sex Hormones and Thyroid, but neither were on the system. I requested the tests 3 weeks prior to appointment. Why weren't the tests logged on the system before the appointment?*
- *I requested for my bloods to be taken to see if I am menopausal given my symptoms of hot flushes, tiredness and low energy, but the doctor said that I don't need them taken as it sounds as if I am. However, I would still like them taken.*
- *it would help, however, if sound system telling patients the GP/HP ready to see them were turned up- I could not hear it and might have missed my slot*
- *Never give prescription for ear infection*