

Heaton Road Surgery

Friends and Family Comments – November 2025

Positive Comments:

Written Compliment: "My appointment this morning with Rachelle was, as always, handled with her usual efficiency and professionalism. As someone who can feel anxious when called for medical checks, her kind and friendly approach is very much appreciated. I personally, have never had any problems with the staff at Heaton Road Surgery, having received consideration and prompt attention when needed."

Written compliment: Just wanted to pass on a compliment to your reception team. I was waiting for my appt this morning and overheard two patients being quite rude/unpleasant with the lady at reception (sorry didn't catch her name, long dark hair and glasses). Her demeanour in managing both patients was professional and calm and remained pleasant and kind through both interactions. I know this was probably not the worst of what they have to deal with, but I thought it was still very well handled and wanted to pass that across."

Verbal Feedback: "Patient would like to pass on that she was really happy with her appointment and Rachelle was very nice."

Comment
Doctor was very helpful
All my questions were answered, and I now have a plan
I received professional help and was overall very satisfied with the visit.
Excellent
It was very good
Receptionist was very polite and friendly I didn't wait to long for my appointment and the nurse I had seen at the surgery was lovely
Rachelle is fantastic. She is an asset to the practice
Seen on time - samples and data taken efficiently and professionally
The receptionist was professional and friendly. My appointment for my flu jab was on time. The HCA was also professional and friendly, and carried out the process efficiently. I couldn't have asked for more.
The person I saw (Rachelle Wilde) was prompt, courteous, efficient and amusing.
Thanks a lot for looking after me. Brilliant.
Investigation carried out quickly and professionally by a very pleasant and friendly member of staff.
Hannah the nurse was very understanding of are situation and give us time and patience.
They were very helpful and gave me some good advice. Helped me out a lot thanks.
Quick service and friendly informative consultation.
Seen GP at my appointed time i.e. they weren't running over. She was really friendly, Helpful and professional. Explained everything clearly and what possible next steps would be.
I had a great experience during my annual health check today. The practice nurse was friendly, thorough, and made me feel completely at ease. I really appreciate the care and professionalism. My mum was impressed too, thank you so much.

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Staff friendly but professional, efficient, everything ran on time
Polite staff. Only 5 minutes over my appointment time.
Appointment on time and the healthcare assistant was very friendly and welcoming.
Dr Dermot was just understanding, very calm and very professional, my issue hasn't been resolved yet, but it give me hope
I feel I am given the utmost priority and care, that my concerns are taken seriously and received with compassion and consideration. The service is efficient yet human, and I appreciate it very much.
The HCA I had the appointment with is lovely, I had a quick chat about a family matter, and she's managed to put my mind at ease, she's very pleasant.
I was given an appointment straight away, which was very good as I was concerned about my health, the receptionist gave me the appointment for the same day.
I felt well informed, felt that it was about me and that I wasn't another number. Credit and thanks when its due.
I gave that answer because the receptionist gave me information off the doctor, I was able to understand what she meant & the health care assistant was really gentle when taking my bloods. Both were very professional
Didn't have to wait long. The HCA was friendly and professional.
I was treated with respect.
No waiting, very professional.
Helpful and knowledgeable
The nurse had a lovely manner and felt at ease
Appointment was on time, and the Dr was kind, reassuring and listened well to my concern.
The nurse was polite and friendly.
I was seen quickly. Practice Nurse was very professional and friendly.
I appreciated the proactive nature to my health check in the first place. I received excellent service from the Nurse. She was knowledgeable, efficient, personable and put me at ease. She answered all of my questions. Great service.
The doctor was helpful and understanding. Friendly receptionist and I didn't have to wait too long in the waiting room
Dr Hill is very thorough, she makes sure she had read up on my health records prior to calling and covers all possible courses of action. She also always gives me a chance to address any issues or concerns I may have and thus I feel listened too
Both medical and reception staff are knowledgeable and personable. Option to request a call back instead of waiting in a call queue was very welcome.
The receptionist was very kind and Nurse was too.
Appointment was quickly and easily organised; everyone I spoke to at the surgery and on the phone was friendly and helpful.
Very thorough with questioning and I felt heard.
Dr Hall very caring and kind
Mrs Wilde was very friendly and professional when taking my blood samples. I am usually nervous when having my bloods done, but I didn't feel a thing and there was no problem due to Mrs. Wildes calm manner.
Dr Hudson was excellent. Clearly very experienced. Took time to listen. Friendly supportive. Explained clearly and fully. Grateful for double appointment to discuss more than one issue. Receptionist helpful and friendly. Thank you.
I was able to explain my problem and received a promise of a resolution.
Got see the doctor at my appointment time and was helpful.
I was treated very nicely by Doctor Gall, she's very good and helped me a lot with understanding issues I was dealing with. She helped me gain more confidence

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Staff very professional understanding & efficient. Keep up the good work. Thanks
The nurse was very competent and nice with it
GP addressed the issues well.
Because it was cush
Hannah the nurse was very friendly and approachable and put me at ease. 10/10!
Quick time to be seen
Friendly reception welcome. Comfortable waiting room. Didn't have to wait too long for my appointment. The nurse was knowledgeable and helpful.
Dr Gall very kindly made time to call me and discuss my needs.
All staff always helpful and Dr Hall she's got a polite personality and dignity and respectful to me.
I was given such prompt, helpful advice I was amazed
GP knew me, and my history so could deal with things straight away. Listened and answered questions. Brilliant.
I felt that the pathway for treatment was explained clearly
Very kind a helpful and always polite
I was seen on time & Dr Chadwick was warm, friendly and very helpful
Quick and effective service
All my questions answered professionally and courteously, very helpful.
Not much of a wait, friendly service from reception and nurse
I found the nurse friendly and informative.
Though my initial call with the GP didn't connect, the receptionist promptly advised the Doctor that I was still available and waiting to be called back. The doctor got back to me within the hour. Very efficient and kind staff always
Each member of the surgery whom I spoke to were very helpful and put me at ease.
Child was really nervous about getting his flu vaccine because of memories of Covid test (up his nose) which is why we go to GP instead of school. The HCA was honestly amazing. She really put him at ease and did everything in his time. Wonderful
Doctor gave me a thorough examination & explained everything to me.
The GP was extremely thorough and asked a range of questions and carried out physical tests to decide what to do going forwards. I was very happy by the plan of action. Excellent!
Spot on time, good communication.
Friendly, professional, helpful staff.
Friendly staff, quick appt.
Very efficient, and nice staff
Nurse was so polite and explain everything in great manner and also on my visit, I didn't have to wait long. 10/10 service overall today.
Hannah. The practice Nurse is lovely. Very knowledgeable and a lovely personality. People skills are a key in the Job.
Got an appointment the same day.
Because the staff are always polite and you never wait too long to be seen to. 10/10
It's always all ok. I never have any problems with the doctors or the other staff.
Very friendly but professional service.
The nurse who treated me was very professional, kind, and nice.
Appointment on time. Reception staff polite and helpful. Very professional and engaging practice nurse.
Doctor Gall listens to me and is patient with me and gives me good advice.
Friendly staff, professional and straight forward visit.

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The nurse was very professional and efficient.
I was able to make an appointment with the correct practitioner at a reasonable and convenient time. Didn't have to wait long on the day I turned up for the appointment. Got sorted then and there and the doctor was very friendly.
Nice friendly young lady who listened.
Dr Gall is such a caring, listening Dr, I always feel at ease especially suffering from anxiety she is always listening & gives good advice with any appointments, she is a credit to Heaton Road Surgery.
I had two appointments. In both I felt I was listened to carefully and treated with a combination of kindness and expertise that gave me confidence in the decisions made. Thank you to Hannah and Anthony.
I have received excellent service from the GP and I'm happy with the appointment and it's a great experience. Thanks
Lovely doctor very pleasant and quick appointment lovely receptionist
Got an appointment the same day I rang and was seen just a few minutes after I arrived.
I was able to discuss two things at one consultation and had advice on both.
In and out in record time.
It helped me so much and to get healthy. Thank you so much for your help with my answers
Prompt. Efficient. Friendly
Every one of staff are very helpful and pleasant.
Karen took time and care to talk about my test results and ordered more as she suspected there was another issue with my breathlessness. As usual, compassionate care from Heaton Road Surgery.
HCA took my bloods and was very polite.
On time, ECG taken and finished quickly.
The practice nurse was nice and looked after me well.
Appointment on time, staff very friendly and helpful.
Dr Gall was very good and explain to me everything.
Very good service.
I received an appointment reminder in advance and was seen in a timely manner on the day.
Healthcare professional was very good and very friendly
Helpful friendly and got extra help from HCA when I was not sure.
Very quick to receive an appointment. Clear instructions on what to expect from my visit, and very smooth and professional procedure once at the surgery. All on time too without any waiting. Very pleased, thank you.
HCA very good and friendly
Hannah, the nurse I saw, was excellent. She was professional and friendly.
The reception was very helpful and I got in on time. The Doctor was really nice as well. I would recommend the Surgery to anyone.
I had bloods taken she put me at ease, so I was mostly unaware it had been done.
The reception staff are always so helpful. Also, Dr Hudson has been brilliant with me.
Because I have been a patient there all my life and I am still grateful for the amazing care and service we receive
On time. Professional friendly service.
Very quick and professional.
Good service and the staff handled with care
The Dr listened to my concerns & we agreed the next steps going forward.
A really pleasant young lady. Helpful and caring manner. Thank you, Dr Hill,
Hannah was very helpful and gave me lots of good advice on how to look after myself better.

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On time, friendly and efficient staff.
Done the job as required.
Great reception from the team.
The Dr listened to me and answered questions. Offered advice and told me to get back if any other questions
I found dr very pleasant and he gave me good check over.
Good overall experience from initial call to surgery to actual appointment with doctor.
Very happy with my treatment and service. I was expecting height weight and blood pressure from appointment and the only thing missing from the test results was a blood sugar result, which I can't see, needed for my consultant appointment in Dec. Ta!
Receptionist was lovely, I was seen quickly, and the doctor was very helpful.
Checked usual things. Awaiting feedback from BP results to be handed on Monday.
Friendly efficient service.
Friendly staff.
No problems
Experience of eConsult was good - response prompt and appointment offered immediately.
I got all help I needed

Areas for Improvement

Seen quickly, plan made but just discovered on app that I needed to action referral was not aware of this until going into app.
I'm a little bit annoyed, but I had to take a day off work for a five-minute visit to the doctor for a blister on my bottom eyelid that I had already sent in a picture the night before. I could've got told that the blister was in a healing process
I have had multiple doctors instead of one like I asked. The doctors don't listen to me properly and because of this I received a medication that had bad effects on my body such as more blood in my faeces. Thursday I was taken to hospital by an ambulance
Turned up for appointment told should have had a text to cancel no text was sent had to take time off work.
I felt my appointment was rushed. As someone that seldom uses the service it's frustrating how long I had to wait to see a Dr. Also, the appointment made me feel that the Dr was more preoccupied about the appointment length than my health concerns
My appointment was for getting a BP watch fitted, unfortunately there were no working watches available for my appointment.
Person taking the bloods has no people skills or communication and was not very friendly. I get that you are busy but it's also rude. I'm not necessarily bothered about me. However, I worry how she communicates with other patients with more vulnerability.
Did not properly help me for problem belly fat
locum didn't examine my daughter, just prescribed antibiotics on same info as in eConsult - no confidence he would have caught anything I didn't volunteer.
I just feel I never get fully heard. I'll be looking to change Dr's.
Went for my appointment on Friday and door was locked, ended up in hospital with a mini stroke. Great service...not

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To be honest there is no service at all because you gave me an appointment before 13 days and I told you that I am already suffering after 13 days - gave me 2 papers for exercise do you think that that is a service?

I was given a blood pressure machine. She never explained how to use it, and the batteries were dead she never tested it before giving it.

Dr undermined me a lot and basically told me that I am fine when I told her how I have been feeling very down. ridiculous coming from a dr.