

## Heaton Road Surgery

### Friends and Family Comments – October 2025

#### **Positive Comments:**

<i>Hannah was very friendly and helpful in reassuring me that everything would be okay and talking me through process of my test. Thank you.</i>
<i>Dr Gall was just wonderful - caring, personable and understanding. I was especially impressed at how well she remembered our last meeting.</i>
<i>All my questions were answered clearly and my problem diagnosed, and treatment prescribed. The Doctor was pleasant and very helpful.</i>
<i>Good Service</i>
<i>The nurse was great with my 3-year-old daughter. She had a good trick for getting her to sniff her flu vaccine by asking her what it smelt like. Genius.</i>
<i>Lovely, pleasant and friendly nurse.</i>
<i>Good service and very good, nice. Good work</i>
<i>Dr Chadwick was very receptive, and I didn't feel rushed. She was both reassuring and proactive.</i>
<i>Didn't have to wait long to see health care assistant.</i>
<i>I had multiple of questions answered and felt satisfied with the responses</i>
<i>Very comprehensive search for symptoms and then consulted before end of consultation.</i>
<i>Friendly reception staff, didn't have to wait long to see GP who was friendly, informative and helpful. Many thanks</i>
<i>The pharmacist knew my problem and hopefully solves the problem.</i>
<i>As Dr Chadwick is always very helpful and reassuring.</i>
<i>Short waiting time. Nice nurse.</i>
<i>The young lady, Health Care Assistant that I saw was friendly with a good sense of humour as well as being highly proficient at her job.</i>
<i>Happy with how doctor listened to my problems</i>
<i>Didn't wait too long to be seen</i>
<i>Just happy I got my b12 and it went well. Did not hurt much.</i>
<i>Because staff is good</i>
<i>Really friendly. No waiting time. But really impressed with practice nurse who was seeing to take blood for testing but who realised I was overdue for my B12 injection which she sorted there and then. Brilliant service!! 5 stars.</i>
<i>Health care assistance was very thorough in my opinion</i>
<i>I was treated with respect and a friendly helpful manner from staff.</i>
<i>The Dr last week was so good as my asthma is bad. Today the pharmacist was very helpful and kind</i>
<i>Dr Gall always listens and is interested when you speak. You feel she understands</i>
<i>Receptionist was very welcoming. Dr Gall was so easy to talk to, she was so efficient and professional. I would like to thank Dr Gall and the Receptionist.</i>
<i>Friendly and took my blood without any issues</i>
<i>On time quick and pleasant</i>
<i>As all my visits, this one was different. The staff at the reception are very polite, friendly and patient. The doctor that I seen was very nice and explained everything to me. I felt very comfortable and relaxed.</i>
<i>Dr Gall is wonderful. She's thorough and kind and I always feel like I am in very safe hands when I get to see her. She was running 30 minutes late this morning, but that will be because she'd given her patients the time they needed - good for her!</i>
<i>Dr Chan was very compassionate, and a great listener.</i>

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<i>I didn't have to wait long, and procedure was quickly done</i>
<i>Didn't wait for long and HCA was quick, friendly as always</i>
<i>Very helpful and caring, Thank you.</i>
<i>Prompt, efficient, attentive, knowledgeable and friendly.</i>
<i>I got an appointment on the same day I called, the appointment was on time, and the receptionist was really friendly and welcoming</i>
<i>She was very helpful and gave me good advice</i>
<i>Was an effective interaction</i>
<i>Helpful friendly receptionist and doctor who thoroughly checked out my concerns</i>
<i>My appointment was with Dr. Gall looks at my medical history and always gets me a treatment. I need the receptionist are really good as well.</i>
<i>Healthcare Assistant was professional, cheerful, friendly and respectful.</i>
<i>Phone appointment - good talk and clear information about my query thanks</i>
<i>My overall experience was very good because of the pleasant attitude of the reception staff and the excellent attitude of the GP (Dr Ng) I saw.</i>
<i>The nurse was very professional and give some good advice</i>
<i>Doctor was very good examined me thoroughly.</i>
<i>Doctor Hill. Made me feel relaxed. She was also very informative.</i>
<i>Doctor very helpful</i>
<i>Dr Gall listened to what I had to say and is going to look into what's happening regards to why I seen her today</i>
<i>HRS has been my doctors most of my life and I can't fault them, light and airy waiting room, and really nice staff.</i>
<i>Felt seen and listened to.</i>
<i>Dr sorted my problem exactly how I expected.</i>
<i>Friendly, efficient and helpful.</i>
<i>Always responsive and friendly with reason to the advice given</i>
<i>Pleasant staff, very helpful</i>
<i>Because the Pharmacist that I seen could not have been any more helpful</i>
<i>The pharmacist was very helpful and explained everything</i>
<i>Because I'm satisfied</i>
<i>I called in morning, was seen in practice by GP who was helpful with my ongoing problem.</i>
<i>Always got back to me with either a phone call or text with my results and an appointment made if needed I wasn't left waiting.</i>
<i>Nice service from the staff, I really appreciate.</i>
<i>The nurse was very nice and well qualified; she did not hurt me at all while doing a blood test.</i>
<i>Very pleasant and helpful staff</i>
<i>I seen a GP who I have known for a very long time and felt like I was listened to</i>
<i>Very good staff, good at putting your mind at ease.</i>
<i>Very good service</i>
<i>Appointment was on time and the lady I saw was very well mannered and gentle</i>
<i>Didn't wait too long. Nice nurse easy to talk to plus got my flu jab today instead of this Saturday</i>
<i>The nurse I saw was very pleasant and helpful</i>
<i>Very approachable and sociable</i>
<i>Very prompt service and organised</i>
<i>Staff and Doctors always very understanding to you needs help you in any way they can.</i>
<i>The service I received was excellent.</i>

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<i>Nice and pleasant young nurse very helpful</i>
<i>Didn't have to wait long, the nurse was very pleasant and made me feel at ease.</i>
<i>Lovely Dr Gall, genuinely such a lovely group of nurses and doctors work at Heaton Road! Came to put my mind at ease about a certain issue and she definitely did without making me feel neurotic or anything!</i>
<i>Clear communication, willingness to listen, efficient.</i>
<i>Rang up explained my problem and got appointment straight away</i>
<i>Bloods taken by a new nurse who recently joined the practice. She was so pleasant and friendly and said she loved her new job. She will be an asset.</i>
<i>Efficient appointment, pleasant receptionist and nurse</i>
<i>Dr was interested in what I had to say I was listened to before some agreement was made that we both thought was for the best</i>
<i>I only waited 2/3 minutes. Seen at my appointment time. Bloods taken in about a minute. Always the same excellent service.</i>
<i>I felt listened to. I felt that the GP was knowledgeable, and she was quick efficient and reassuring.</i>
<i>I really appreciated the attentiveness and support of the GP.</i>
<i>I found the pharmacist and doctor very helpful and understanding.</i>
<i>Amazing and so friendly and welcoming</i>
<i>Service was great and GP was very helpful and friendly</i>
<i>I would have put very good, but I was called without being told I would be called, although it was a very quick response to my eConsult.</i>
<i>Very fast. Thanks a million.</i>
<i>No wait, pleasant HCA</i>
<i>I was lucky to get an appointment so was pleased.</i>
<i>Doctor listened and offered an alternative treatment.</i>
<i>Dr Hampton made time to listen to my concerns also reassured me very happy with my appointment</i>
<i>Appointment with doctor was brilliant always is with Dr Gall.</i>
<i>I very Happy</i>
<i>Contacted surgery at around 4pm with a concern. Short wait (less than 10 mins) to be transferred to receptionist. Receptionist then spoke to GP and I was offered an appointment same day at 5.30pm. GP seen was welcoming and reassuring. Advice given.</i>
<i>Very good very helpful and friendly</i>
<i>Seen on time and she was very friendly</i>
<i>Rachelle is excellent. Explains everything and has recently also helped my wife and son. Thank you so much.</i>
<i>I was seen at the time of my appointment and the doctor put me at my ease.</i>
<i>The doctor was very helpful and spoke in a way for me to understand and was super polite. Always smiling and making sure I was well cared.</i>
<i>While talking to the person I had the appointment with I know she understood what I was trying to say, and I am grateful for that</i>
<i>Very catering and lovely staff</i>
<i>Eventually I was given medication and the help I needed.</i>
<i>Appointment was on time, and the HCA was friendly, professional and completed her work quickly.</i>
<i>Great, really helpful thank you</i>
<i>Prompt and professional</i>
<i>New medication given and with follow up of blood test on how effective the medication is. Allocated time given for my daughter is just right for us after school. The staff are very good, efficient and accommodating.</i>
<i>No waiting. Appointment on time and speedy professional service.</i>

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<i>Was seen very close to appointment time.</i>
<i>Dr Chadwick was professional and compassionate as always. Had good understanding of my medical history and explained everything clearly.</i>
<i>Because the doctor listened to me had a good examination and was spot on with her advice</i>
<i>Karen is very knowledgeable and explains things properly.</i>
<i>Doctor Folashade listened well to my concerns and gave me sound advice. He explained that my knee wouldn't really get better because of the damage but suggested things to better manage the pain. Thank you.</i>
<i>Great and friendly staff, helpful glad to be a patient.</i>
<i>Everyone was so helpful, was a pleasure. Thank you</i>
<i>Hannah Atkinson was the nurse I saw for my circumcision wound and she was incredibly professional, and she was one of the rare health care professionals that cares and took the time to make sure I was ok and got the best health care. Thank you, Hannah</i>
<i>E Consult acted on within time frame and offered same day appointment after triage.</i>
<i>Just a lovely lady</i>
<i>The nurse practitioner was one of the loveliest staff members I have encountered. She has put me right at ease and has made me feel comfortable about being referred</i>
<i>Bit of a wait. But doctor very informative and efficient.</i>

### **Areas for Improvement**

<i>Staff were late to start tests despite all people being in the waiting room early.</i>
<i>Doctor was late for appointment</i>
<i>No record on my file of which blood tests needed to be done.</i>
<i>25 min late for appointment.</i>
<i>On my app says my chest was clear doctor never listen to my chest pain described is on my right side put left didn't feel reassured regarding pain nothing asked about any other problems ie incontinence not good experience of seeing this doctor.</i>
<i>As my three old had to wait outside which is fair with suspected chicken but the lady at the reception said she would come and let us know that it is was our turn and didn't so we nearly missed the app. Poor customer service skills.</i>
<i>disappointed with how long I had to sit in waiting room.</i>
<i>Been 2 weeks since I asked for contraceptive, filled the form out. Was told it would be 2 working days. It's been 2 weeks and still not sent to pharmacy.</i>
<i>After a life changing event this is the first time I've spoken to a doctor about my condition! This is nearly 3 months after coming out of hospital! No communication no results of hospital tests, no advise about multiple things, just living in limbo</i>
<i>When you have eventually been able to get an appointment for 3 weeks' time and receive several messages from the surgery office reminding you of your appointment and time , you do not expect to sit and wait to see a doctor 45 minutes late.</i>