

Friends and Family Comments – April 2026

Positive Comments:

Verbal Compliment: Patient wanted to pass on that Anthony was class and overall happy with his appointment.

Verbal Compliment: Patient wanted to pass on a compliment for Anthony. He was such a lovely doctor and really listened to her.

Comment
Quick, nice friendly staff
Courtney was very pleasant and knowledgeable
GP welcoming, listened to my concerns
I didn't have to wait too long whilst I arrived and logged in with reception. The doctor gave me a lot of information about my condition and was very helpful.
His examination was thorough and referred myself to dermatology.
Pleasant and prompt.
My illnesses have been looked into as a whole in further detail.
The doctor was attentive
The Dr listened.
Dr was behaved nicely and listened carefully
In & out very quickly
Dr Gall is always friendly and professional, and I feel like she takes me seriously when I explain a medical issue
Dr. Craig was very thorough in explaining everything to make sure I understood everything. I asked questions and she took time to answer them. I wasn't at all rushed or felt like I had to hurry or make another appointment which is the usual case. I felt better for seeing her, she was excellent.
The Dr remembered me from first meeting me in 2018- which I found touching and restored my faith in the nature of health care that can feel a bit anonymous sometimes- although rarely in this GP practice.
HCA and practice Pharmacist were very kind and helpful to me at a stressful time.
Quick response did not wait long to be seen and very friendly
Karen is always very knowledgeable and answers all your questions and gives you support
I have great satisfaction with Rachelle she is a very understanding
My appointment with the doctor was excellent with no problems at all.
Doctor was friendly, helpful very professional.
Answered all questions clearly and effectively. Very impressive.
I felt respected and cared for. The staff listened and helped accordingly
On time and professional
Both Dr Gall and Hannah were great; great to be fitted in for blood test following appointment
Doctor was very helpful and thorough
Doctor was very understanding and helpful
Very professional and made to feel relaxed

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Straight in, took blood then out quickly

Prompt and courteous at all times

I was given an appointment the same day

Went well, had blood taken efficiently and well-treated

Prompt, efficient, friendly

A very pleasant person and she knew the problem I was having and fixed the problem.

Very preferable

Very professional

Very helpful

I felt listened to at both appointments the doctors/nurses were really supportive, thorough and kind. I saw Dr Folashade and Courtney. I was offered an appointment the same day to follow up on an issue.

Dr Craig was lovely and made me very comfortable

Dr Craig was brilliant. Great service. Forward plan and a lovely kind GP

Very lovely doctor

The nurse was ready for me very promptly and she was kind and thoughtful

Always polite and courteous staff great service at all times

Polite courteous staff at all times

Hannah is amazing, friendly and helps with everything

Everyone in the surgery was very nice. Doctor was lovely couldn't have asked for better .x

Staff really pleasant and welcoming. Practice doctor and nurses really engaging and empathetic. I cannot recall the nurse's name.

Very helpful and kind to me

Quick and friendly service

Because the doctor gave me some really good advice and was lovely to talk to.

Very prompt, lovely atmosphere in the waiting room. Feel as if I know healthcare assistant as she has taken my blood several times so nice to chat as she did it.

I found the doctor very helpful with my problem. He listened to my symptoms and arranged several tests to find the problem.

Very efficient.

You get 1st class service

Always available and feel like I'm genuinely cared for

Thorough and pleasant

I felt very supported throughout my appointment

Very friendly and helpful

I think I have good experience with your service because it helps me with my health problems, I answered all needed questions, and all went very smoothly.

Caring, warm, genuine, curious. A treasure.

Curious, calm, warm. Patient despite obviously being under time pressure!

Dr listened to me carefully and gave me detail answers to each of my questions.

Very helpful

The nurse I saw was lovely. Unfortunately, I can't remember her name. I was having a smear and I was nervous, but she put me at ease with her pleasant manner.

Because the doctor took the time to go through all my concerns.

Nurse was professional and put me at ease.

Doctor Chadwick was very understanding and listened to me

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Very professional
It went ok
Nice, kind, quick
Karen is very helpful always keeps me right. Knows exactly what she's doing very nice person always there to help
Courtney was amazing, made me feel comfortable for a procedure which is a bit awkward.
Doctor explained everything
Very straight forward and professional
Very friendly and professional nurse. Health care assistant very friendly too, always remembers us. Running on time. Great service. Clean facilities.
Dr was very good, listened, explained & thorough. Felt comfortable with chaperone assistance.
Felt listened to, and that the GP was reflecting on my situation.
Pleased that she is trying to help me with my problem
Very thorough
GP was very informative and reassuring.
Karen answered any questions and was extremely kind and helpful
Felt like I was really listened to
Really prompt and helpful response from reception staff and doctors. I was in a lot of pain and distress this morning which was dealt with kindly and reassuringly.
I have waited several years to pluck up the nerve to discuss this issue, and Dr Hall was exemplary in her approach. She made me feel comfortable and I was assured she understood my worries. She was non-judgmental and listened to me which helped enormously. Best GP I have seen in a very long time.
Was seen exactly on my appointment time, Lovely Staff
Felt very comfortable and understood by the pharmacist
Quick service. Useful advice from receptionist when I may have had to cancel due to car breakdown
The pharmacist listens carefully to my request to reduce the dose of my tablets
Hannah was very helpful and informative
Excellent home visit and support from Dr Hampton. Thank you.
Dr Folashade was very personable, introducing himself prior to the consultation. He was very knowledgeable regarding moles, and gave reassuring detail into symptoms of skin cancer, and how it differs to my skin lesion (keratosis). He made me feel the visit was worthwhile and not an overreaction and suggested further keeping an eye on the pattern of my moles with a yearly visit, as well as having self-awareness of any changes.
Very helpful doctor and a really good doctor
Because I appreciate the follow up reminder messages before the appointment
Very good service and staff are very kind
Seen on time with helpful nurse
I felt like the Dr really listened to me.
He took care and explained what would happen at the referral that he arranged for me
The HCA arranged an appointment for me the same day of which I was very grateful
I always try to see Dr Gall when it's possible, she always makes me feel at ease and explains things.
The doctor was very thorough
The treatment I had normally hurts a bit, but when Hannah gave my injection. She was first class. Didn't feel it at all

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Nurse was calming and helpful. I have a fear of blood being drawn and she really helped. Genuinely made an experience I was scared of relaxing.
The nurse was very considerate and informative, explaining in detail what treatment I was to receive.
Excellent service from the nurse doing my travel injections. I had seen her the week before for MMR vaccine. Everything was explained. Brilliant staff member.
The GP listened to my concerns and acted on them. Not hurried or spoke over me, gave good advice.
Good communication.
Very good friendly service
Simple blood test
Great staff
Courtney was the friendliest nurse (they all are) I've had dealings with over many years. She answered several questions for which I needed clarification.
Fast, efficient, friendly
Very efficient and quick, yet still thorough; very clear instructions for next steps; I felt cared for.
Was dealt with quickly and efficiently
Hannah is excellent and always answers any questions I have and puts a lot of care into giving me my injection.
While I had to wait a couple of weeks for the appointment, I was seen on time and in a very courteous and professional manner by Rachelle Wilde
Dr Ibrahim was so focused on getting me better he listened and understood about my pain he was so nice and understanding
Rachelle Wilde is competent, reassuring and amusing.
Great staff and GP
I was seen right on my appointment time everything was as planned.
Got a same day appointment
Because they were helpful
Patient efficient staff
Was assessed efficiently and quickly, staff were all kind and helpful, appointment didn't run more than 15 mins behind
Staff inside are very understanding and very helpful and happy
The staff are very good
Whilst sitting in the waiting room hoping to recover and rebalance, the nausea and dizziness became overwhelming, and I went outside into the fresh air whilst waiting to be collected and driven home. I had to vomit several times over onto the sidewalk and could not stand without swaying. I want to express deep gratitude to the young receptionist who observed this and came out to help and support me. It could not have been pleasant having to observe someone being violently sick and swaying dangerously at the top of some stairs. She alerted Courtney, as I had to cancel my later appointment and both Courtney and also Dr Polly Chadwick came outside to support me and help when my sister arrived to take me home as I was in a right state and could not focus or stop throwing up. Thanks to them and my sister I got home safely. So, this is simply to extend my thanks to the young lady on reception, Courtney and Dr Chadwick for their support and care outside the surgery, as it was taking them away from the practice and I know their time and skills are precious.

Areas for Improvement

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Comment

I waited half an hour after the check-in time. Nothing happened. I had a panic attack and left. If I had been 10 minutes late, I wouldn't have been admitted, but no one even called me back, no one said sorry.

I felt consultation was rushed at the end. He decided to change my inhaler but didn't really discuss why or it with me. I asked for a new spacer and explained that I struggle with oral thrush. When I left surgery, I looked it up and it's a turbo haler so more likely to get thrush certainly can't use with a spacer and started on lowest dose despite being on high dose Fostair. Called surgery next day to query this and told dose is fine despite my friend who is respiratory nurse specialist advising otherwise.

We did discuss having an X ray. I'm not sure how this will happen, if I do not hear in a week I will contact the surgery to see if this has been facilitated

Though I had to wait to be admitted at the reception the day before whilst getting bloods done. I was in a queue whilst someone in front of me was describing their symptoms. There were no confidentiality and the log in screen that has gone would have been extremely helpful as there was a few other behind me.

I waited nearly 4 months to get a blood pressure watch to monitor my blood pressure for 24 hours, when I arrived, they had me down for a blood pressure machine, so clearly not read my records properly, so I've not seen anyone for nearly 4 months or been checked on.

Dr was very nice but my follow up appt after blood tests was delayed several weeks. As I only needed a straightforward prescription it was frustrating to have to wait so long for a face-to-face appt when I could have been taking the tablets and feeling better. When I phoned up to see if anything could be done about the delay, I was told the tests showed no further action which was misleading as in fact I did require treatment.

Couldn't fully understand doctor as he had face covering on. One of my problems was kind of swept under the carpet and didn't seem interested

My over the phone initial consultation felt thorough but when I had my appointment in person I felt like the GP questioned the comments of the GP I spoke to over the phone (a lady but I am unsure of their name). While I am reasonably happy there isn't anything majorly wrong, it has left me without the complete reassurance I was hoping for.

Person taking my blood was very quick, and obviously stressed, I have more bruising than I usually get from blood being taken. Reception was very cheery and helpful, though also obviously very busy. Y'all might need more staff

Our appointment has been cancelled. We took the morning off work to bring our son to the appointment. It was difficult to rearrange the appointment with few availability from the surgery. We have to take a morning of work again. The appointment has been cancelled less than 30min before it was appointment time.

My experience was poor. I had a phone appointment scheduled, but there was no clear indication that it would definitely be a phone call. The message I received only said "if" it was a phone appointment, which I found unclear. Because of that, I actually went into the surgery at 9am expecting to be seen in person, and reception then told me to go home and wait for a call. The doctor then called from a withheld/private number, which my phone automatically blocks. Because of this, I missed the call without realising and was left waiting, thinking the appointment was just running late.

I did try to fix the issue by changing my phone settings, but it didn't work in time, and the appointment never went ahead. This meant I had effectively missed the appointment multiple times in one morning — first by attending in person unnecessarily, and then by missing the call due to it coming from a blocked number.

I have now been rescheduled for the 20th of April, but the main issue is the lack of clarity and the use

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of withheld numbers. I understand the doctor may have been working from home, but from a patient point of view this creates real problems. Many phones block private or suspected spam calls automatically, so it is very easy to miss important appointments like this.

Since turning off my call protection settings, I have been receiving a high volume of spam calls, which is not ideal. However, if I turn those protections back on, there is a risk I could miss the next appointment in the same way.

This situation caused me to waste a full day due to uncertainty and miscommunication. I am currently seeking help for possible ADHD, and uncertainty like this is something I already struggle with, so situations like this are particularly difficult to manage.

It would be really helpful if there was a clearer system in place — for example, confirming whether an appointment is definitely a phone call or face-to-face, and using a visible or recognised number when contacting patients. This would help prevent missed appointments and unnecessary stress.

My appointment was 20 minutes late because someone else was seen before myself

Feels like I'm not been taken seriously. Been told that my blood sugars were high because of ongoing weight gain-when I have lost about 3 stone and haven't put on any weight in years-was judged for being diabetic. Also, there's not an option below, but I also had a separate appointment to discuss my medication and diabetes with a different doctor-where I felt judged for having diabetes

Not every nurse is able to take my blood

Although this app was booked by you, I was told it had been done last yr so could just go!!! As I wanted to use my time to get answers to other medical problems, I was extremely upset as was in bad pain & had difficulty getting to morning app in first place. No sympathy after it was your mistake. Not good

Absolutely disgusting and disgraceful of an excuse of doctors and neglecting patients and making them turn to self harm.

Disgrace and very bad negligence

A **** hope of a GP. They're there to 'care' - are they ****

I had issues answering my phone. When i spoke to receptionist I was told I'd have a call back but then was cancelled. I've waited months to speak about this medical issue and they wouldn't take 5 minutes to speak to myself

Disgusting and failure of a GP, not be long till I'm dead and it's on yous .

I've been experiencing a significant mental health crisis for a long time and felt as though I wasn't taken seriously, I made an online request to speak to a psychologist for diagnosis and medication and it was as if the doctor didn't even read the notes or reason for the appointment and I waited a month for it and I'm still unmedicated. I got my bloods taken in a previous visit specifically for the medication I should have been prescribed yet left in a worse state than I arrived and have suffered another 24hours and don't know what's happening.