

Friends and Family Comments – May 2026

Positive Comments:

Verbal Compliment: Patient is going to be deducted due to now being OOA he has asked me to pass on a big thank you to everyone for the care he has received over the past 10 years he said everyone has been amazing and he is gutted he can't stay with us.

Written compliment: My family & myself have been at this Doctors for a while and we are always seen very quickly; our questions are always answered and needs met. Rang at 8am this morning and received an appointment at 8:45am. I was very well taken care of when I was expecting a baby during COVID. It must have been difficult for your staff, but I was looked after very well.

Written compliment: Could you pass on my thanks to the receptionist. I think her name was Rachel. I went to the Practice and explained the issue with my prescription. She read through the correspondence on file, spoke to the pharmacist and eventually organised my prescription, which I was able to collect from the pharmacy shortly after. I would have otherwise ran out, so I am hugely grateful that she took the time to sort this out for me.

Comment
Dr listened to me carefully and gave my answer related to my symptoms
I had very good experience with last two appointments I felt more comfortable talk to doctor and receive very good service and medication to cure my infection.
GP was very professional throughout.
Professional staff
No fuss
Easy to talk to, seemed to have time. Examination and talked possible solutions
Because I was satisfied. Nice HCA.
They were very helpful and a nice manner
Seen on time and HCA very good
Easy appointment
Everything went well. No problems
On time in and out quickly.
The nurse wad very gentle, I did not feel any pain and amazingly I got no bruised or even a small mark on my arm. Incredible!
Was seen to promptly and well-treated
She's very lovely and have a good communication skills.
Timely and friendly care
It was good.
The staff are very good
Professional and engaging nurse
The nurse was very understanding, made me feel at ease and answered all my questions fully
Staff friendly & efficient. Explanation excellent. Waiting area clean, tidy with plenty info re-services.
Faultless- no issues appointment was on time

Heaton Road Surgery

Got me in the same day as I called them. Receptionist, doctor & pharmacist professional, helpful & pleasant to deal with.

Felt listened to, concerns addressed, didn't feel rushed. Dr Craig was lovely.

My concerns were dealt with in a friendly and professional manner.

Great service - easy to book, friendly and supportive, prompt and professional.

Dr Chan is caring and understanding, and she actually listens to you

Excellent

Everybody very polite and friendly

My GP really listened to me, asked relevant questions and answered my questions. She was able to give me a diagnosis and treatment plan and overall, really nice manner and very calm.

Quick response and problem sorted swiftly

Everyone at the Surgery try to help patients and sort out problems. I am happy about everyone particularly my last encounter with Reception and Dr Folashade.

Always a friendly reception the staff are always helpful in any queries I have, and the GPs greet you with respect and listen to my health concerns and I can explain them knowing they are genuine

Always courteous staff

Karen was very helpful, understood the issue with my medication and came up with an appropriate solution

Staff were punctual and efficient

Was given quick appointment. GP listened and explained his advice. Was very polite and helpful. A worthwhile appointment.

The nurse was extremely professional with excellent manners definitely very good at her work

They went above and beyond my expectation

Doctor was easy to. Talk to

Very good friendly service

I was able to see a GP the same day after seeing a pharmacist earlier who recommended I see a GP. The receptionist carefully wrote the details down and found me an evening appointment. Turns out I had shingles which was diagnosed instantaneously and I was prescribed anti-virals to start immediately that evening within the 72h window of the rash appearing. Dr Hudson was very kind as I had felt awkward about taking up a same day appointment with a small albeit very strange rash. She said, 'that's what we're here for' and told me not to hesitate if I think there's something wrong. This brought back my confidence that had been knocked by an earlier encounter.

The staff are very nice and
Helpful

Because the people work at GPs is very kind

Hannah was lovely. The receptionist was lovely, I was a little late as I had mistaken the time of my appointment, but she managed to squeeze me in, for which I am most grateful.

Dr Hudson listened carefully to my concerns and dealt with the situation appropriately.

Dr Ibriham was great. He listened and was very supportive of my current situation. Also, the surgery asked me to come in due to a recent ED attendance, and I had a double appt. I am so impressed and very grateful.

I eventually feel I'm being listened to after a year which before I felt like no one was listening or cared

Lovely GP, Lucy anna, caring and seemed to care about patients and had time for me.

Call on time. Everything sorted

Prescriptions mostly delivered promptly

Always complete. Thank you very much

Very good availability of appointments, even emergency appointments. Referrals to appropriate services. Service through doctors on point and committed

Heaton Road Surgery

Very polite and friendly and informative

The GP I spoke to by phone - Dr Hall - was a good listener, and I felt she understood all aspects of what I was telling her. She gave me enough space to speak; then clearly told me what action she was going to take. She also showed empathy.

Quick and friendly

Professional friendly service.

The nurse who attended to me was really nice. Did a good job too. Room 7

Doctor Gall was very understanding and made me feel at ease helped me a lot

Doctor Chan was so nice, and reassuring seen her on Monday 11th May, seen Hannah the nurse on Tuesday 12th May again nice and reassuring

What a brilliant service to get a phone appointment with a doc within 24 hrs. Superb and the receptionist was super supportive too.

Doctor who listens to patients

The nurse was excellent, very professional, empathetic and reassuring. I couldn't praise her more.

Rachelle is super-efficient always on time and is super skilled when taking blood. I never feel it, I never bruise. She is friendly and always remembers details about your life that she chats about. It's makes you feel comfortable and cared for.

Very pleasant

Doctor was very pleasant

Friendly and helpful

Very nice young lady and very good answers to questions that I was concerned about

Courtney was very kind and helpful. Blood test was painless and quickly done. Very grateful

Very understanding

Medical concern dealt with efficiently

There was no waiting

Everything went well didn't wait long. Everything done in one visit.

Nurse was very friendly.

Karen was very polite and friendly in talking me through recent test results. She explained the advantages of a potential medication as well as providing advice on how to achieve positive results through dietary changes.

Polite and pleasant manner of nurse.

Because it's my opinion

Always excellent customer service

As always staff are always polite and friendly

Was with pharmacist Karen who listened to my concerns and looked into problems I felt relaxed the talk sorted out my concerns.

Great service as always! Helpful, friendly, on time.

Honestly, I can't thank Dr Hudson enough for how approachable and understanding she was. Really helpful with a lot of complex issues to figure out. Very grateful.

Quick and friendly

Seen dr hall helpful

Very professional- good listener, sympathetic and explained things clearly

Prompt response and got x rays organised

Rachelle HCA was able to get blood straight away normally I have problem. Nice

Staff are very friendly and helpful

Booked easily. GP very helpful

Heaton Road Surgery

I was seen on time and the nurse informed me of everything that was going on
Seen at reasonably short notice. My presentation was given a thorough shakedown with referral to specialist and followup
Pleasant efficient quick and painless
The doctor was very polite and accurately diagnosed my problem. Through conversation, they also helped reduce my stress significantly. They prescribed medication for my neck and pelvic pain, which greatly helped reduce my pain.
Dr Hampton was very nice and reassuring, made my anxiety a lot better while getting my implant removed.
Could understand everything
They are all very kind and very pleasant helpful
Karen was very helpful
Dealt with quickly, efficiently and service with a smile.

Areas for Improvement

Comment
It would be excellent other than it appears your excellent reception staff are under resourced.
His accent was a little tricky, but I am elderly and slightly deaf. A worthwhile appointment.
She said, 'that's what we're here for' and told me not to hesitate if I think there's something wrong. This brought back my confidence that had been knocked by an earlier encounter with a different GP where I was dismissed over a discoloured very rough strange patch on my face which again I didn't feel was right. That GP had said 'oh it's only a brown spot and you don't like where it is'. It's only when I went back for that reason over 12 months later when the patch was still the same and saw the wonderful Dr Gall that the lesion was investigated and was a keratosis that needed treatment with chemotherapy cream!
I turned up expecting help to fill in a how does your ADHD effect you form. Dr was oblivious I work and I am busy and could have done something else with my day rather than taking time out of my hectic schedule to go to the doctors
The reception lady is rude
Very impersonal. Unusual as she has been quite chatty. HCA / Nurses never introduce themselves doctors do. I came away feeling undervalued. I don't like this when I have a new diagnosis
Prescribed medication however been back to A&E with back pain. Need to refer to TIMS don't know why I keep getting the pain and what I can do to help it better
I've seen the same staff member on two separate occasions and felt rushed by her, like I am an inconvenience. On my second visit I was rushed again and because of this my notes weren't looked at properly and has resulted in me having to make a third appointment to have done what was missed
I waited over an hour from my appointment time
"Initially, I couldn't make an appointment on the phone and had to fill in eConsultation form. Given a time of 9.30 so had arranged cover in the school I work in. I was texted that morning to say Dr will ring between 8.30 and 10.30. This is really impractical. However, had my phone in my pocket (not permitted) on vibrate. By the time I knew it was ringing the call had ended. It said 2 calls were made but they were so close they had the same time on them. No number for me to ring back other than to remain in a queue for reception. Seconds after I missed the call, I received a text telling me to reschedule.

Heaton Road Surgery

Usually good with only 1 negative: I was 5 minutes late for appointment. I anticipated that I would be a bit late so called on the phone to say I would be late and was advised to come anyway but when I arrived, I was told I could not be seen.