Heaton Road Surgery

Friends and Family Comments – July 2026

Positive Comments:

Verbal Compliments:

- "Courtney was lovely throughout my appointment, she was amazing and I am really happy with my appointment."
- "I am 100% satisfied with the care I get from the Surgery and from the whole team."
- "I spoke to Ellie yesterday she was amazing and very helpful, I spoke with her today and she assisted with helping to order a prescription for a family member who are struggling due to language barrier. I am really grateful for all the help I have had, and the surgery is the best I have ever dealt with."
- "I wanted to pass on how happy I am with our surgery and all the team. Brilliant surgery."

Comment
Good staff
No issues
Very efficient
Because I was listened to and acceptable solutions were offered.
The doctor explained everything clearly
Appropriate action of my online request, easy to get appointments
Useful and productive diabetic review with Karen. I felt valued and take seriously.
As professional as always
Very Nice staff
quick and friendly
Greatest doctor I've ever had or indeed could imagine having. I am fully heard, supported and taken care of, all of my concerns are addressed fully and with patience, and I feel safe to discuss anything at all with confidence. Could not speak of her highly enough.
You take care of us more than we do about our health. Thank you.
I was well attended to
The nurse was very helpful, and she advised me what vaccinations I would need for my holidays
It went ok
Dr was excellent
Caring and understanding.
Because the HCA very caring and interested in my condition and has time to listen to me. Very good.
Because it was very good.
Nurse was excellent
Nurse Hannah was fantastic and made my cervical screening a really positive experience. She was warm, professional, and explained everything clearly, while also giving me plenty of time to talk and ask questions. She was an excellent listener too. I always feel a bit nervous about cervical screening as it can be uncomfortable, but she made sure I was okay throughout, even offering to use a smaller speculum to make the examination more comfortable. She was absolutely fantastic and made the whole experience so much easier.

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Nurse explained everything regarding the vaccinations and was very helpful
This girl was really lovely, very informative and explained everything in detail.
Very good
Everything was fine. Nurse very pleasant. Didn't wait too long
Prompt appointment friendly
Excellent appointment well informed on my issues, follow up to come on my questions
Courtney was an absolute pleasure to see and was able to provide easy to understand yet informative information about my travel vaccines. Very talented at her job and able to put patients at ease so well. Please pass on my thanks!
Appointment on time and professional and friendly service
Nice people
All the staff are polite and good service
Seen on time with helpful doctor
Courtney was very professional. She explained in detail the essence of the test and ensured I felt comfortable for my sample to be collected.
Nurse Leightell was very friendly and reassuring. Taking time to explain why I was there and what was about to happen. She is a credit to the practice
They took their time and explained everything
My problem was given full attention
It's always very professional
Dr Gall listened to me and was very understanding
The HCA was nice she talked me through what she had to do, and it was quick
Receptionist very polite and helpful doctors and staff very friendly
Happy
Short wait in waiting room
My request for GP appointment was done on time. My blood test appointment was cancelled, and I like that I received the notice from HRS text message on time.
The nurse (apologies I don't remember her name [Courtney), but the appointment was 2.50pm on Fri 10th July) explained the cervical screening process thoroughly and put me at ease. She also turned the fan towards me to keep me cool in a very warm room! So kind!
Appointment was scheduled on time and attendance was quick
All the staff and doctors are helpful and friendly
She thoroughly checked out my ailments, then advised me of options ie treatment or referral etc.
They are very nice and they go out their way for you
Because the pharmacist listened to me, but I didn't meet the criteria which is terrible when you know this medication would help me.
Staff always help go above and beyond
GP very helpful and informative
Always helped me
It was a five-star service that I received from Heaton Road Surgery. The nurse was very experienced.
Listened to my problem about my weight problem and referred me to a doctor
Very good and kind doctor. It's not easy to find a good doctor. This Doctor is amazing.
Very good service, got seen for blood test very quickly after arriving and the HCA was very quick to draw the blood which I have had some difficulty with before, but it went very smoothly this time.
Friendly nurse. Efficient. Listening. Empathic. Got the job done straightforwardly. Humour.

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Welcoming. Listening very hard. Responsive. Curious. Empathic. Understood my preferences. Personalised.
Quick super friendly
Details explanation and advice
I gave this answer because I get seen to on time, I get to see a GP that will be able to help me with my medical problems
Prompt action taken by doctor and referred next day
Very efficient and thorough
Staff was very nice
I saw Hannah and she was extremely happy and friendly person
My doctor always makes me feel at ease and has a very caring nature and is very professional
Nice and easy to talk to. Explained everything.
Brilliant communication. Active listening. Very polite. Calling approach. Was seen by rotational training GP. Kind of Doctor Primary care need! Thank you
Listened and full attention to my problem
Nurse was friendly and professional. Very good at making sure patients are comfortable
Very good listening
Smear Test was straightforward
I had a positive experience. I felt comfortable, cared for and listened to.
Dr Gall is always so friendly, professional and makes you feel relaxed when discussing private matters.
The nurse was kind and caring
Professional as always
Everyone was very accommodating and helpful
She was very good listening to what I had to say
I was seen rather quickly and was happy with that
Bloods taken in and out within 5 minutes
I'm new to the surgery and was very apprehensive as I've had the same doctors for 40yrs. I was very satisfied because the receptionist was helpful and kind. The doctor was very pleasant, easy to talk to and welcoming
Understanding and considerate
Kind, friendly and quick
Karen was very friendly; she made feel at home all my appointment and answered all questions. Am glad I met her.
Got seen on time. The nurse is very good and puts you at ease.
Nurse Hannah is so lovely and welcoming always has a smile to greet you and she was lovely with my son
Good friendly professional.
Straight on the case.
I am happy with the GP and the healthcare assistant they were approachable and understanding they are nice people
Professional as always
I was seen straight away
Doctor said everything I need to know
Professional. Knowledgeable, communicated the plan well, good advice and signposted to relevant self-help. Dr Ibrahim was lovely and Dr Hall supervised him appropriately regarding examination
Doctor listened to my concerns

Dr was ok
Phone call on time, Dr covered all that needed to be covered
Was seen at short notice by a female GP who advised me to attend an appointment at Benton House, which I did today.
I got the help I'd hopefully for.
I tend to use eConsult when there is no appointment available, I find this method quick and efficient
Karen listened to me. Time given to my needs.
Very prompt response to my submission and good advice as to my condition.
I was given an emergency appointment on the day and the response by the GP was excellent.
Very professional and friendly as well.
The doctor answered all my questions that I was concerned about.

Areas for Improvement

Comment
Wait times are varied
I only wanted an increase on my HRT but I had to come in for an appointment which resulted in loss of wages as it's impossible to get appointments if you work.
My appointment was cancelled, told of new appointment over phone was not followed up with text to remind me.
I couldn't go to this appointment and was really sorry not to let you know in advance. I was overwhelmed with work and personal issues. However, my preliminary session was friendly and helpful but felt rushed (which I understand is the pressure facing doctors everywhere)
I tried to ring yesterday to cancel my appointment and rebook as a have bad panic attacks and anxiety and can't seem to rebook or get through to the doctors
I was changing medications for a long-term condition and asked how I should taper off my current medication. The GP advised me to just stop taking it. But the NHS website guidance says to not do this, and you should slowly taper off over several weeks and that there can be unpleasant side effects and symptoms if you stop the medication immediately, as she advised. However, this GP was empathetic and clear in other areas during the appointment.
Staff member was very nice, but I didn't feel I got a comprehensive understanding of the new health issues or the medication, in relation to my preexisting issues and meds. Decided not to use the medication due to being allergic to some of the ingredients.
Nurse / HCA was efficient but abrupt no eye contact and not friendly
You cancelled my 1st appointment at last minute. Rescheduled to a telephone call, the doctor sounded really tired, probably overworked and doing double time. She was really nice. Sadly, I don’t remember the name of the doctor
Didn't get what I needed
I was running late and rang the doctor surgery to tell them I was running late as I was caught in traffic and I would be 10/15 minutes late to my appointment when I arrived, they said I would have to rearrange. I was disappointed by this as I was waiting to rearrange my appointment the person whose appointment was after me to see the nurse went in this patient could’ve gone in my place and I could’ve gone in theirs. It feels like there was no understand or empathy I had wait four weeks for this appointment. I now have to wait another two.
Because I have problems my stomach and did not help me. Now 3-month problem with my stomach, not helping and only give me tablets which did not help my stomach pain.

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Because the Nurse/ HCA who is taking my blood was very rude. Whenever I have appointment with her behaviour is so rude and her method of taking blood is very bad. She put needle in very badly in my skin.