

FRIENDS AND FAMILY FEEDBACK JUNE 2025

We had 136 responses of which 112 said our service was very good, 19 said it was good, 2 said neither good nor poor, 1 said didn't know, and 2 said it was poor. Please see some of the responses we received.

- No problem getting an appointment and as always superb and reassuring service.
- I understand the pressure that all NHS entities and affiliates are under. I feel very well looked after by the Tolsey surgery. In this case the responses have been fast, expert and caring.
- My wife and I have been so impressed with the staff and Surgery with all aspects of the medical care offered at Sherston .
- Dr Salt explained a lot about my condition and was very reassuring and thorough.
- The staff are very thorough and polite, they asked relevant questions about the reason for my phone call.
- Despite a 30 minute wait (training time had not been factored into appointments I believe) appointment was good and staff polite and efficient
- Doctor was clear and precise about the issue
- "I liked the fact that I was able to come to the Tolsey and talk to Dr Atkinson in person. She was very kind and clear in her explanation and listened to what I said.
- Always friendly courteous service here and as highly professional group of people to deal with
- Dr. Atkinson had already reviewed my test results and summarised them clearly. She listened to my comments, enabling an informed decision on the way forward.
- Reception, Doctor and Dispensary were very courteous and helpful during my recent visit -Thank you All
- I spoke to a doctor same day and was looked after immediately
- No delays, excellent clinical and administrative staff
- Was seen promptly/ nurse was informative and efficient.
- On time, good communications and explanations of tests and vaccine. Pleasant staff.
- Every visit, in all the areas, meet with kindness, care and efficiency. Thank you
- Everything explained to me, treated with respect
- Sally as always v quick, pain free & lovely at taking blood & doing blood pressure
- Receptionist was helpful and understanding. I asked for a GP call which did happen as described by the receptionist. Dr Atkinson was as always understanding, and reassuring.
- I received excellent care and response for my consultation with nurses followed by a Drs phone which was much needed.
- The care from all of the staff was excellent as always and invaluable to my individual needs as always. Thank you "
- Although I was given advice and treatment promptly I would have preferred a Doctor to have seen my very inflamed leg, which still is
- Appointment made yesterday and today Dr saw us exactly on time and investigated exactly what we needed
- Prompt service and I was contacted by a GP very soon after speaking to reception and the GP dealt with my problem efficiently
- Dr Watkins has been very supportive for me over the last few weeks which I've really appreciated.

- Sometimes good, but it seems that the different compartments don't always link up. Impossible to get a doctors appointment
- GP discussion was clear, positive and helpful. Nurse blood test was handled with great aplomb: interpersonal and technical grace.
- Sally is amazing as are the whole team
- I was able to speak to the Dr about an ongoing leg infection and was prescribed another course of antibiotics. I would prefer for a Dr to see the leg.
- I was treated sympathetically and my questions were answered clearly.
- Always good experience and so pleased we are with Tolsey Surgery. Dr Salt always keeps me informed of test results and never had a problem with appointments.
- I turned up unannounced needing a dressing redone and was seen immediately thank you
- I liked the fact that I was able to see Dr Atkinson face-to-face. I feel it is much better than a phone conversation.
- Received an annual review letter and was able to book an appointment within a week. Very helpful at reception. Requested a 7 day blood pressure record and that was set up immediately by text.
- I was contacted by phone as arranged and received clear and constructive advice.
- Prompt, efficient friendly service. Phone back system works well. All departments cooperated to solve my problem. Thank you!
- Excellent care from Doctors and next day appointment for blood test and Nurse Tolsey Surgery five stars.
- Appointments take 3-4 weeks
- Doctor saw me quickly and organised precautionary referrals, this made me feel very assured
- Everyone is so efficient and helpful
- Sally is humane, careful, listening — and always hit my vein first time.
- GP understood my concerns and the need to sort the issues out.
- Helpful telephone consultation carried out in a friendly way
- Sally the Nurse was very helpful during my recent diabetic review with answers to my questions
- The doctor was sympathetic, kind and very easy to talk to. He was thorough in his examination and felt the need to refer me. I have complete trust in him.
- As I haven't received a notification my prescription is ready and I'm sleeping three hours a night without it you'd rather not have my feedback.
- The system is dense and difficult to navigate. It can take week or more. The staff are very helpful in spite of the bureaucracy.
- Very efficient
- Anything to do with the Nurses is good, which cannot be said for the availability to speak and see a Doctor. Pharmacy moderate and lack charm. Suggest more phone lines and staff to man them.
- Very quick turnaround and Dr Watkins very helpful as always
- Answered by queries professionally and with a cheerful smile
- As always booking my annual check up reception staff very helpful !!
- My appointment with the nurse was on time and a pleasurable experience ! It's always good to see all staff happy and helpful !
- Thank you Tolsey !! The best !!"
- Very pleased with all our medical requests always a quick response just amazing Surgery at Sherston.

- Efficient and clear response to my query.
- Waited weeks for a phone consultation and just got a voicemail
- Return call received fairly quick and appointment made for within 30 minutes of call.
- "Very friendly and helpful staff and it was nice to meet my Dr. as I have recently joined.
- Very helpful and caring Dr.
- Lovely to have Pharmacy on site and stair lift if ever needed.
- Helpful to have a follow up confirmation text re next appointment too, thank you."
- The nurse was excellent. She spent time, prior to the appt, researching past medical history for previous vaccines
- Unable to get through for 2 hours on phone being cut off twice
- The Tolsey Surgery is always efficient, friendly, helpful, and prompt.
- Saw GP face to face, lots of time given for discussion of problem.
- I had rung the surgery previously saying that I needed to see a doctor because I was feeling very breathless but I was told I couldn't have an appointment for a fortnight. When my condition got worse I rang yesterday and managed to talk to a doctor on the phone. I was then sorted out.
- Efficient and helpful advice given promptly.
- Dr Salt was both informative but friendly. I very much appreciated her opinion and her sincerity in the advice she was giving.
- Very helpful reception organised doctor to call much appreciated
- I was called promptly, felt respected and my issue was resolved quickly. Very professional, helpful and I felt well-supported
- Dr Salt is understanding and very sensible.
- I was listened to by Reception and had a good telephone appointment
- Fast response times. A real sense of caring from the receptionist and the GP
- Always a good experience, very friendly and helpful staff.
- The doctor explained everything so I could understand and what I need to do next.
- A quick and straightforward process for getting a same day appointment and I felt listened to and understood by friendly and professional staff
- Dr. Salt was extremely thorough and listened attentively whilst I listed the various issues which may or may not have related to my current problem
- Extremely efficient and very caring. Visiting the surgery is always a positive experience.
- Friendly staff. Seen on time and efficient.
- Really pleased with the every aspect of the service provided. Support, communication and medical care have been first rate.
- Calm, explanation, proficient , speedy.
- Very helpful and kind staff, quick to get an appointment. Great facilities. Keep Tolsey surgery open
- "It was nice to have Dr. Watkins call me to check up on the status of my current treatment and progress at the hospital and to have moral support from him..
- The offer of help and support has seriously impressed me and has really helped me at this tough time in my life.."
- Getting to see a doctor is not easy and have to phone at 8.30am to get a appointment in 2 weeks time.
- Dr Salt and Tolsey Surgery were fantastic. I had an appointment and blood tests within 24 hours. Outstanding!!!
- Listened to and cared for. Perfect

- My doctor has been so very thorough and diligent. I couldn't have wished for better treatment. I am a very happy patient.
- Dr called the day after my blood tests to discuss my results. After that he called a consultant, then rang me straight back with a plan within about 15 mins.
- Nurse was very polite. Professionally carried out my annual review. Prior to this appointment, the receptionist was also extremely helpful in answering my questions fully. No complaints from me!!
- Dr Atkinson was so very helpful, understanding of my questions, and spent time with me on each one.
- Doctor phoned at the time agreed and was able to answer my questions and explain the next steps.
- Nice doctor but was promised a call back which never happened
- Multiple calls needed & email to follow up on request of data from medical records
- Have been seen by diabetic nurse and everything was good
- I can not praise Dr. Watkins enough, he shows exceptional compassion, understanding, and expertise. His knowledge of my medical history and my entire family's care makes everything easier. He's thorough, truly outstanding, and a credit to the practice. I've been with the surgery since birth and have always appreciated all the doctors and all the staff at the practice —I would find it very hard to go anywhere else.
- I wasn't able to take the call so was sent a message with the info I needed
- Felt supported by my Dr & I always get great service from the Tolsey
- They are v good but you have to be persistent. Otherwise you get no where, you f do o have to stand your ground, no one seems to liase with the other departments
- Receptionist was really helpful and cheerful 10 out of 10

Thank you for your comments