

FRIENDS AND FAMILY FEEDBACK SEPTEMBER 2025

We had 142 responses of which 118 said our service was very good, 19 said it was good, 1 said neither good nor poor, 2 said it was poor and 2 said it was very poor. Please see some of the responses we received.

- Dr Bissen was welcoming, kind, attentive and gave very clear information reassuring us of the next steps she was going to take
- Charming doctor. Very accommodating of lack of mobility.
- Nurse was friendly and professional but when taking my blood. It was not a pleasant experience.
- Took approx 2 months to get the appointment fixed which was less positive."
- Dr Salts stand in was extremely helpful, kind, understanding, and cheerful. I commented to the receptionist and asked her to pass on my thanks
- It would be very good if. it was easy to get to see a doctor
- Excellent service despite obvious technical problems with IT system
- Claire was friendly and efficient.
- Nurses at the Tolsey are the best!
- I was seen the same morning that I rang in and was impressed by the service from receptionist and doctor.
- "Reception staff delightful and so helpful as usual. Doctors appointment brilliant.
- If only we had our new SHERSTON surgery which we desperately NEED. What's taking SO long??"
- I had good feedback and are very grateful we have a surgery close at hand.
- The review with the nurse was excellent but after waiting five minutes for the receptionist to stop looking at the computer screen I gave up trying to make an appointment.
- The nurse was on time, friendly and professional. The team at the Tolsey are brilliant
- I cannot fault the professional service my family have received from all staff at the surgery over many years
- Dr Watkins very caring and helpful thoughts with guidance
- Follow up from test results and have had expert help and further appointments organised by my GP .
- Could not fault Sallie in any way but would like to see a doctor earlier than the 18th
- In person appointment granted
- Call back from reception was prompt. Link to upload photo great. Dr called quickly and immediately issued prescription. Great all round thank you!
- It was lovely to talk to Dr Atkinson and she was very understanding
- I was very well looked after and Dr Watkins assiduously followed up my visit
- Doctor Watkins spent time explaining options
- Went for a blood test and couldn't get any so had to rebook
- The receptionist listened and forwarded my concerns accurately. Doctor called me back same morning. Doctor was thorough, reassuring, professional - I wasn't rushed or felt like she was in a hurry to finish.

- Great face to face service, on time & informative
- I phoned up at 0830, had a phone back from Dr Salt within 30 mins. And an appointment with Dr Salt by 9.55am .I think that's excellent service. What more can anyone ask.
- Appointments are always available and the service received is good! Many thanks
- I didn't have to wait long and Dr Atkinson was great, and very helpful.
- As always Dr Salt gave a very clear and concise explanation of test results and further steps to be taken.
- Got an appointment quickly when flagged as important. Saw Doctor on time who was very helpful. Gave additional guidance and scheduled follow up there and then
- The GP service was excellent, however the pharmacy service was its usual mixture of a cheery face and the surly service of others.
- I have always received a prompt and helpful response to health issues that have needed resolving. This is the best GP surgery experience I have had and I feel so very grateful you are in the village with a dispensing pharmacy. You make life easier! Thank you.
- Dr Salt is a very knowledgeable and attentive GP and overall the surgery operates well.
- The young lady on reception was really helpful and cheerful, Doc Salt was helpful
- I didn't have to wait and I was made to feel very comfortable during my appt and my problems helped.
- I was given an earlier appointment following a cancellation which meant I was able to have a much needed consultation. The Gp was really kind, helpful and supportive. An appointment for blood tests and BP check was then also arranged promptly.
- Blood test done efficiently and on time. Sally was helpful and pleasant.
- Limited appointments to fit around school hours, but excellent friendly professional service
- Excellent in all their professional and caring for patients.
- The care and attention we get from the Tolsley surgery is always amazing, even under huge pressure you never feel rushed. Huge thank you.
- Average. Apptmnt.bit rushed.
- Kindness of ALL concerned on both days involved
- The nurse giving me my injection had personally gone to some lengths to address previous poor management within the practice and seems to have control and things back on track
- My appointment was efficiently arranged and carried out, with all staff being very friendly and helpful. Claire took great trouble to explain things during my appointment and she was extremely thorough throughout. I am very grateful to have such professional care
- I finally got an appointment face to face

Thank you for your comments