

## FRIENDS AND FAMILY FEEDBACK DECEMBER 2025

We had 96 responses of which 85 said our service was very good, 8 said it was good, 2 said neither good nor poor, 1 said didn't know. Please see some of the responses we received.

- Dr Watkins is amazing, I feel better in myself as I feel I will now get the help I know i need.
- I can't fault the prompt attention and treatment
- I made a specific appointment it was 20 minuets late
- It was average service
- Dr Watkins gave a prompt and thorough phone response.
- I was seen by the doctor the same morning as I made my phone call and was given antibiotics.
- The nurses are great and you can always get an appointment. Pity the same can't be said for getting an appointment with the doctor that's long and complicated!
- My pharmacy review was very helpful thank you ...
- The paramedic was very good
- Excellent service as always
- Dr was courteous and sensible .
- Receptionist was new and kept apologising and then handed me over to a more experienced colleague and Dr called as promised and understood my problem and took the necessary action.
- "I telephoned at 8:30 and was at position one in the queue. My call was answered at about 8:45. Dr Watkins phoned me within about 30 minutes and I had a face-to-face appointment with him at 10:00. The standard of care I received was excellent and extremely efficient throughout.
- One hears so many complaints about the NHS, but my limited experience has always been good. We are so very fortunate to have the wonderful Tolsey Surgery on our doorstep, and the whole team must be thanked for providing an excellent service, particularly given they are so horribly under resourced. "
- Prompt and efficient response and care provided by the locum GP
- Great service with Doctor Watkins, but challenging to get an appointment in the first place
- Superb nurse looked after me took such trouble over my boring injections. Lots of good advice to take away
- Staff always very helpful and friendly and doctors always listen to your concerns or needs
- Prompt professional courteous
- Clare was warm and friendly and thorough. Always a good service from the nursing team
- As always it is a first class service provided by all the staff at the surgery including reception, pharmacy , nurses and doctors
- Easier booking process

- It was easy to make an appointment. Both the nurse and the doctor were clear and helpful.
- The nurse who saw me was excellent, my appointment was in time and the dr also came down to see me at the request of the nurse rather than having to make a separate appointment.
- "Dr Atkinson was very thorough and easy to talk to. I felt she really listened to me and made me feel comfortable in sharing with her my symptoms.
- The staff in the pharmacy were also very polite and friendly. And processed my prescription promptly."
- "I left a message about changing my medication and was pleasantly surprised to receive a prompt call back. The doctor was kind, listened to my concerns, and explained things clearly. I felt supported and reassured."
- Maddy was excellent at taking blood. Did not feel a thing.
- GP returned call in a timely manner. Provided effective advise. Follow up and GP appointment of benefit.
- Good knowledge of my medical history, all staff were kind, friendly and efficient. I just wish the signage of what to do and where to go was clearer
- I was listening to with care and compassion.
- Doctor saw me promptly and explained her decision to treat clearly. Pharmacy went out of their way to explain how I could track down a prescription that was out of stock with their suppliers.
- Very attentive staff, doctors nurses and all other staff alike. Personal and considerate care. Swift referrals and you really feel like they are on top of things. Well done Tolsey NHS 
- "Kind, competent and understanding staff. Good feedback on test results. Very easy to schedule (and rearrange) appointments.
- Very personal service - despite the Surgery building needing major refurbishment to bring it into the 21st Century."
- The booking service was great. The Doctor telling me she highly doubted my experience and spoke of what I was experiencing in a very negative way however - playing it down when it's been excruciating - was quite disgusting.
- Dr called me back within one hour of speaking to receptionist. I was in pain and distress, she was empathetic and effective in her instructions to me to aid recovery.
- The service I received was prompt and was followed up with numerous phone calls in fact the attention I received was first class
- I was concerned about the wound on my back following a small operation the previous week. Claire checked it and helped and was very reassuring.
- "The doctor saw me hurrah! She was also very efficient .
- Sadly the reception and pharmacy staff still continue to do whatever they're doing without acknowledging you waiting there.. just a smile and I'll be with you as soon as possible would make ALL the difference.

**Thank you for your comments**