

FRIENDS AND FAMILY FEEDBACK MARCH 2026

We had 262 responses of which 230 said our service was very good, 20 said it was good, 9 said neither good nor poor, and 3 said it was poor. Please see some of the responses we received.

- Working from an undated non suitable building. Thank you for your care
- I had my regular blood test with Maggie. She is such a delightful professional lady. The world needs more people like her. Thank you Maggie.
- From receptionists to drs, everyone is so helpful and friendly and supportive
- Tracy was so informative, very gentle and took away my fears. Unlike other occasions I felt no pain at all this time. She was amazing!!
- Had bloods taken by Maggie yesterday. Very professional and efficient (and painless !)
- My annual checkup and as usual Sally was very helpful and professional throughout my assessment
- Booked appointment with Sally and waited to insure it's with Sally. Come for appointment and it's been 'moved' to a different member of staff without my consent. I therefore had to insist Sally deals with blood test. Horrible position to be put in.
- Sally is great
- Dr Salt was absolutely lovely. I was really struggling and she was so kind and understanding. I felt really listened to and supported. It felt like a relief to have been able to discuss my concerns and to have been listened to.
- My electronic form was clearly read very swiftly and photos requested immediately. A Doctor called back within half an hour. Very fast, efficient service and all resolved within the initial phone call. Thank you.
- The lovely Maddy really put me at my ease and was very professional
- I have had blood test which was done well & called with results following day. I've also had an in person consultation & was quickly referred to gynaecologist in Bath.
- Sally, the nurse, is always excellent .
- Usual excellent care given by Dr Watkins.
- "The Doctor was very polite and very helpful.
- I rang up at 08.30 and the Doctor rang me before I started work. Very happy with the service."
- Visit same day, follow up tests booked.
- Appointment was on time. Caring and excellent attention to my dressing. Really pleased with the way I was treated. Much appreciated, thank you!
- A very nice Dr Crisp welcomed me. He was both prompt and efficient and was kind and positive. I felt he was being most thorough too.
- Margaret was very good at getting blood out of me.
- Nice friendly people that make you feel at ease
- I called Bristol thinking that's where I had my operation but my scan was done through Bath. A lovely Lady who so helpful called Bath and then another lovely lady

called me with my results . I was so stressed out waiting and I can't thank both ladies enough.

- Helen arrived promptly and did everything we expected
- Friendly, competent people. Cheerful and smiling at the entrance. Also, touch screen log in was smooth and efficient.
- Exceptional quality of service. Sally, the nurse, was prompt, friendly, knowledgeable, and very efficient
- I have not received any medical support am asthmatic very poorly need steroids please help I called yesterday and today and need medication please?
- Great nurse! Claire
- Quick and considerate response from Dr Salt, thank you
- Dr Salt is wonderful and always talks sense and guides me to an intelligent solution. I value her advice enormously. Thank you
- A very informative phone call from Dr Watkins
- I have reached the age where I have a number of health issues but I feel very well looked after.
- Dr.Salt as always fantastic, all very helpful
- Maggie was an absolute star as always. Getting blood from me is always challenging. Most appointments mean multiple attempts and resorting to my hand in the end. Maggie not only made it work last year but gave me lots of advice about what to do ahead of a blood test so that this time it's was much easier for both of us! Thank you Maggie!
- A very friendly surgery to walk into. Professional staff that put me at easy. Particularly Clare , Practice Nurse.
- I saw a trainee GP, they were an empathetic listener and they helped me. A good communicator too which is very important to me.
- Very efficient and pleasant receptionist.
- The receptionist was very helpful and friendly and I received a call quicker than I expected. The doctor listened and suggested a course of action with an appointment within only a few days. Thank you.
- The phone was answered quickly, professionally, with a warm and friendly attitude
- Because the attention I received was first class and I received a referral appointment the following day
- Sally, the nurse, was superb (as always). She was punctual, friendly, and knowledgeable.
- Dr Salt was very thorough. Two issues, both dealt with sympathetically, with next steps including a referral to dermatology explained very well. Thank you.
- The Doctors are always very polite and very helpful. They are professional caring they give you their time and experience.
- Booking in screen not working , seen on time by friendly nurse, pleasant experience, would be very good if booking screen working.
- Only because as I was talking about very personal feelings the nurse added nothing and didn't mention it before coming away or spoke encouragement.

- Just very efficient and a 1st class service
- I saw Dr Crisp. He was really friendly and helpful.
- Appointment on time, nurse very helpful and wanting to follow up on my condition. Love this surgery, so very lucky!!
- I saw Dr Crisp who was very attentive and helpful . A very lovely Dr
- Appointment given very quickly and George was very personable and sounded very interested and covered all basis.
- "The Tolley surgery has been very good/thorough and helpful for our family over the past week. We have been hit with a nasty virus - myself, my wife and two boys, all with various symptoms - and the surgery has been responsive and supportive at all times. It is often difficult to judge with small children, and I have been impressed with how we have been treated and accommodated across the board. This support is invaluable for a family and is why a local surgery is so important to a village community.
- I requested a phone appt, got one within an hour and collected antibiotics a few minutes later! Thank you to the efficient, friendly staff on reception and in the dispensary!
- Dr Atkinson was very thorough. Always takes time to listen and puts your mind at rest over any concerns you may have.
- The first app with Dr Crisp. Very pleasant with his manner, questions asked and answered. Dr Crisp also requested that I drop off a urine sample the next Working day.
- Dr. Bissam made herself available several during the day at short notice. It was pleasant change from the usual answer to ring the next day and take your chances all over again. Dr Mercer, another Locum is helpful this way too.
- Both my appointments with Clare were on time, she was professional, patient and took her time
- Dr Atkinson excellent. I did not feel rushed and she was very understanding.
- I got my bloods done but the nurse couldn't see a note added to my record for them so she was uncertain what colour vials to use.
- Friendly and knowledgeable staff doing their best in a building that is no longer fit for purpose. Well done to all concerned and thank you
- Appointment on time and Sally very thorough
- Because I spoke to receptionist who was going to come back to me and didn't ! So had to ring back in the afternoon ! With no help from anyone
- I managed to get an appointment with Dr Crisp on the day we returned from abroad as I had a worrying problem. He listened well and kindly organised a few appointments
- Efficiently dealt with by Nurse Maggie Gordon for blood test.
- I am a new patient and you have been very good at sorting things out for me from the receptionist to the doctor 100% care for the patient

Thank you for your comments