

## The Tolsey Surgery

### MAY 2026 Friends and Family

We had 208 responses in April:

- 191 said our service was very good
- 10 said it was good
- 2 said neither good nor poor
- 0 said didn't know
- 5 said it was poor
- 0 said it was very poor.

#### Some feedback received:

- The GP listened and gave me her full attention although obviously very busy.
- First class service
- I cannot fault the care and treatment I receive at the Tolsey. Everyone at the Surgery - doctors, nurses, reception and dispensary staff are friendly, helpful and caring. Thank you!
- I didn't have to wait in the phone queue for long and when the receptionist answered she was friendly and clear of my next steps. The doctor called and antibiotics were there within the hour to be collected.
- Both the receptionist and the doctor responded quickly to my needs.
- Friendly Clare nurse reassuring and very kind
- I was seen very quickly and the details of the injection were explained clearly.
- Claire did a really good job, thanks.
- Very informative and link sent.
- Dr Crisp was so helpful
- The covid vaccination was fine, no queue and Clare lovely as always.
- I attended for my 6 monthly diabetic check up. It was carried out professionally as always and I was on my way.
- Appointment on time . Courteous, confident staff.
- GP didn't really listen, just seemed to want to get us out the room as soon as possible. Very disappointing after such a long wait for this appointment, having to take annual leave for it taking child out of school for it.
- Prompt appointment. Nurse considerate and clear with explanation
- I phoned, explained my situation and I was seen 3 hours later. Extremely efficient and a lovely Doctor.
- I was dismayed at the difficulty in getting an appointment on May 6 but was very grateful that I was able to see Dr Crisp. He was very thorough and helpful.
- Excellent access. Detailed examination and history. Rapid referral. Professional communication.
- The staff were very helpful and Doctor Crisp was extremely thorough and quick to provide the hospital help I required.
- Dr Salt is a great doctor

- I was told I would receive a meds review call but never received one
- I have always been very well looked after at The Tolsey. You do what you have said you will. Very kind and helpful.
- Dr Atkinson was very sympathetic and said she would make more enquiries for me
- Prompt and efficient
- Dr Atkinson was very kind understanding and cheerful. Sorted my problem quickly and efficiently
- Quite, efficient & Dr Atkinson was very understanding 😊
- Because one always gets the best treatment from the Tolsey Surgery
- Seen on time. Problem diagnose and medicine prescribed.
- Doctor always gets back to me and helps with my enquiries
- Dr salt referred me to RUH in Bath and managed to get me an appointment within 7 days after her letter
- The hardest part is navigating the answer machine
- Called within the prescribed time and was supported in a professional and efficient manner.
- Drs Crisp and Salt were very patient and helpful and dealt with my concerns to my great satisfaction.
- "Prompt and very friendly and helpful advice from Dr Atkinson.
- I was able to speak to Dr Salt very quickly after telephoning and given an appointment later in the morning. I saw Dr Crisp who arranged for tests promptly and was very approachable.
- Very helpful staff , just appear to be overworked.
- The service is always 1st class Sally always takes my blood 1st time & is very helpful with my questions 🙌
- Prompt action by GP.
- Very helpful. Accommodated my needs as a carer.
- Very quick to help me by phone and a face to face.
- Both Dr Crisp and Dr Salt were very attentive to my problems- I feel in very safe hands
- Besides getting cut off after I got to 1st position and having to get back on the queue I was treated very well and had a doctors telephone appointment within the hour and then seen by Dr. Crisp who was excellent and very thorough and really engaged and was genuinely caring.
- Was dealt with quickly and had a face to face with Dr. Crisp an hour later!, who was excellent.
- "The doctor didn't seem to listen to what I said.
- Asked her to chase up referral on my foot & she chased up one for my hand which I already have appointment for!
- Good service from a junior doctor.
- The efficiency of the senior nurses Sally and Claire is superb.
- Very prompt response time, Dr. Crisp was warm and professional, all staff very helpful.
- Nurse Claire very efficient and helpful .
- No follow up call from doctor as advised
- Clear concise response friendly receptionist easy to connect with putting you at your ease prompt GP response
- Dr Atkinson demonstrates how to listen and talk with empathy. She asks open leading questions and gives direct yet thoughtful and considerate answers.

- Very quick call back from the doctor who was lovely!
- Very approachable patient and understanding Dr Watkins and Dr Salt are excellent as are all the nurses and pharmacists we thank our lucky stars to have such care and attention on our door step ! Ps the receptionists are also very patient!
- Appointment was on time. Maggie is lovely and very efficient.
- Everything on time. Good follow up from GP.
- Lengthy consultation this am concerning fresh leg pain. Most pleasant and helpful advice from new Doctor on temporary posting aided by Dr Salt
- Dr Salt phoned me with the results of tests I had. She explained everything to me perfectly so I understood it. Great doctor!!!
- Only criticism is that the accommodation is cramped and outdated."
- The Doctor was helpful, informative and left me reassured on the way ahead regarding further investigations and treatment.
- My appointment was on time , The lady Sally explained everything .The only criticism was when the appointment was made i could have been told I needed to have had a urine sample .
- Always a pleasure to see Dr Watkins. He carefully listens to my concerns and demonstrates a great deal of empathy. All the while working with me to get to the root of my issue quickly and efficiently.
- Sally is so caring and professional.The best member of staff at the surgery.
- Alice the receptionist and Harriett the pharmacist were both excellent
- Went in on time and Saly was very good
- An excellent relationship with my doctor, who is a very pleasant person as well as being understanding and extremely helpful.
- Helpful and caring reception staff,
- good service from pharmacy staff
- Kind caring professional nurse delivering the best service & connecting with the patient making the NHS second to none in the world
- The tolsey is awesome
- The surgery is efficient and friendly. The nurses and doctors are superb ..knowledgeable and communicative.
- Receptionist Alison was lovely, explained how to send photos. Dr Watkins phoned back and gave advice. Alison then phoned to make a blood test appointment. We are so lucky not just to have a surgery on the doorstep but also to have such caring, understanding staff working there.
- Very satisfied with explanation of solutions to the problem by Dr Watkins. "
- Surgery was very proactive in seeing me quickly. Service was impeccable!
- Dr Crisp Helped me deal with an embarrassing problem with sensitivity and understanding. We are lucky to have a true family practice. Thank you all.
- The receptionists on both days really tried to help me despite the rules that are made regarding phone calls and appointments. Both knew I had a small problem but it was a problem and they got it sorted. Thank you.
- Very helpful staff due to me being housebound doctor always calls me back and listens to me I have nothing but admiration for the staff at the tolsey they go above and beyond to help me
- Draw back . Do not like explaining a medical issue to a receptionist . "

**Thank you for your comments**