

The Tolsey Surgery

July 2026 Friends and Family

We had **205** responses in July:

- **179** said our service was very good
- **18** said it was good
- **5** said neither good nor poor
- **2** said didn't know
- **0** said it was poor
- **1** said it was very poor.

Some feedback received:

- All staff are brilliant
- "I was given a face-to-face appointment very promptly when I told reception my symptoms.
- All staff are always friendly and helpful in any way. Answering any questions if they can. We are lucky to have such a fantastic surgery on our doorstep.
- Dr salt was very caring and helpful
- Sally, who took my bloods, always puts me at ease, she is very good at her job
- I think everyone is so helpful
- Staff very helpful and polite ,quick and efficient
- Usual prompt, friendly,professional service from all at the surgery.
- Very professional. We are lucky to have such a well respected surgery
- Kind receptionist, prompt call back from Dr confirming diagnosis and prescribing medicine to help
- Maggie lovely
- I waited more than 5 weeks for the appointment but all the appointment was to give me a scan result I think I could have been given over the phone plus other bits of info that could also have been delivered in a phone call
- "Margaret is the total and very amiable professional.
- Great job, Maggie.
- Maggie is great
- Maggie was very friendly and reassuring to have a blood test. Very smiley, lovely person. She even managed to get blood from my useless veins!
- And my prescription from that appt was ready for me to take home within 5 mins of my appt ending! Great service, all warm friendly and delivered in a v professional manner. Thank you to all at The Tolsey . "
- Excellent friendly and professional service
- Excellent ... as always
- Both Sally and Helen were punctual and administered my injections carefully and painlessly. They were friendly and keen to allay any concerns I may have had. It was a pleasure to be treated by them.
- Lovely staff

- I appreciate the fact that everyone is so helpful.
- Quick , informative and kind staff
- Friendly, informative and relaxed appointment. Put my mind at ease. Phoned up in the morning and unexpectedly was offered an appointment that afternoon with the nurse. Thank you
- Dr. Salt answered all my questions and was very helpful and reassuring.
- On time and quick
- Seen very quickly, appropriate medication available within minutes.
- Quick friendly professional
- Very friendly and efficient practice. Always helpful and polite and go the extra mile to make sure their customer is happy. Thank you very much
- Dr George Crisp was excellent
- No waiting. Lovely nurse. No problems.
- Quick and efficient service and really helpful.
- Not given strong enough pain relief ended up calling 111 who prescribed much stronger pain relief.
- Many thanks to Dr Mercer for his prompt referral to Swindon hospital.
- Dr Atkinson was really kind and understanding. The appointment was following scan results. I feel supported by my GP and comfortable to come back to them should I need
- As always, Sally was excellent
- Dr Watkins seems a good listener, very engaged and very knowledgeable. I felt like we were collaborating not just having a preachy, one way conversation. Another point is that I am feeling some urgency to sort out my knee and he seemed to share that same sense of urgency.
- Calm and friendly staff
- My experience with Sally is always excellent . She is professional and highly competent .
- I always seem to benefit from a high standard of efficiency and care
- Sally was exceptional good as always.
- Margeret is a genius.
- Sally is your ace person. Dr Watkins is the best!
- I have been poorly for quite a few weeks and it was so nice that Dr Atkinson took the time to talk to me about what is happening and what as planned in the future.
- I saw nurse Clare Lewis who was very kind, gentle and friendly. She answered any questions I had and put me at ease. She took her time and so felt I was not being rushed. A lovely lady who is a credit to Tolsey.
- Both receptionist and doctor were so friendly and helpful. I have just moved to Tolsey and was met with a cheery compassionate response from both members of the surgery which made me feel cared for and at ease
- Because Sally is very caring
- Dr Atkinson has always been and was superb. Set listened to my many issues and provided much advice and guidance.
- My case was dealt with very quickly, prescription dispensed same day. All staff very helpful and polite - thank you!
- It was my asthma review and the nurse was helpful
- Everyone involved were extremely helpful and kind especially Claire thank you
- First time visit and looked after wonderfully special praise for Sally and Doctor Salt.

- Phone call from Dr Salt to advise me of a rare but nasty side effect of one of my heart meds and then a blood test with Nurse Sally who is great!
- Professional staff who gave easy explanation on procedures. Straight forward getting an appointment and follow up referral.
- Efficient, friendly, knowledgeable care
- Given clear answers and offered further NHS services.
- Claire was excellent - good advice and reassuring.
- The Dr I spoke to was very helpful and listened. He dealt with my issue in a friendly and professional manner. Thank you.
- The pharmacist wasn't very engaging
- Dr Atkinson rang me early and spent time going through everything with me, was extremely kind and helpful.
- Service at Tolsey Surgery is unfailingly excellent
- I was particularly nervous about my blood test but Maggie was amazing, she put me at ease, was very reassuring and genuinely lovely. I basically forgot it was even being done!
- Reception and pharmacy really helpful over a hiccup in my online ordering of my monthly meds. They sorted it for me. Thank you very much.
- I missed the GP's call. Instead of leaving a lengthy voicemail explaining how extremely busy the practice was that day, they could have tried calling me again. The call was on Wednesday last week, and it's now Tuesday and I still haven't received a follow-up call.
- Doctor understood problem, offered solutions, let's see if it helps.
- I attended for a regular monthly injection which had not been ordered and was therefore not available. Nor was I advised in advance that the medication had not been ordered and would not be available, so I travelled to the surgery, took an hour off work to no purpose. The nurse and receptionist were helpful in rearranging an appointment for a later date when hopefully the medication will be available.
- Happy efficient Team.

Thank you for your comments