

The Tolsey Surgery

SEPTEMBER 2026 Friends and Family

We had **177** responses in September:

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

Some feedback received:

- Your team are efficient and kind and helpful. Just what I need. Thank you
- Reception are helpful and polite when I ask about anything
- Quick Appointment arranged following submission of on-line photo of complaint.
- Diagnosis and remedial action clearly explained - both in words at the time and confirmed in my up-dated NHS Patient Record."
- I was seen on time. The person I saw was knowledgeable and very approachable
- Call back service worked really well - much better than hanging on the phone. Unfortunately Sarah the receptionist was not able to offer a face to face appt further 2 weeks, but was able to offer an excellent solution - a same day phone consultation, with a link sent for me to upload some photos of the issue. I received a call from Dr Salt probably within an hour of my initial call to the surgery. She was incredibly helpful and sorted a plan for the eczema flare I was experiencing. I was able to collect the prescription the same day.
- So in the space of probably 4 hours from contacting the surgery on the first day back after a bank holiday I had a solution to the problem. Amazing service!
- Helpful receptionist. I was seen by doctor Salt remarkably fast... on the same day. She organised tests necessary straight away. I am very grateful :)
- Receptionist very helpful, as was Dr Salt
- Receptionist, Dispensary, and Dr Atkinson were all extremely helpful
- Dr Atkinson was very kind and helpful as always.
- Didn't find a solution
- Felt like the gp wanted to just get my phone appointment out the way.
- Dr Duncan was very kind, listened to my worries about my BP and gave some good advice and helped me form a plan
- Dr. Watkins tried to get hold of me twice yesterday which I appreciated. I wasn't moving well yesterday and couldn't get to the phone in time in either case.
- Dr Watkins was thorough, helpful and made me feel comfortable and confident about the next steps in finding a realistic solution to the matter which we discussed.
- The usual, friendly and efficient service from all .
- Margaret was , as always , both very professional and charming
- Everyone at the surgery extremely helpful
- I had a home visit as requested from a paramedic

- Everyone was so helpful and a very happy atmosphere
- Dr Mercer was thorough and the receptionist helpful quickly finding an appointment for bloods/ecg
- Very efficient and engaging service. First class
- Lovely and friendly, remembered me from before, put me at ease, expert at drawing blood, perfect service
- The Tolsey always tries to help and not just say no! Always somebody to solve any queries and always goes above and beyond. Thank you so very much
- Friendly and efficient staff at all levels
- I was given my appointment promptly, and seen on time. Dr Watkins was friendly, patient and thorough. This was my first visit to Tolsey Surgery and I was very impressed, thank you.
- An excellent surgery, doing wonders in very trying conditions.
- My appt with Dr Atkinson was efficient and caring.
- Very friendly, caring and helpful staff - the personable approach makes such a difference in difficult moments
- Fab surgery
- I had not met Dr Duncan before, and I was pleasantly surprised. He was very friendly and helpful, and listened to what I had to say.
- All the medical team and admin staff are always so helpful and often proactive a amazing surgery.
- All the staff both the medical team and reception are always so helpful and often proactive always a good experience.
- Receptionist and dr, very helpful. Thank you 😊
- I really appreciated the phone call from Dr Salt today. She took the time to check in on me, making sure I fully understood my diagnosis, and explained the next steps with the hospital. She was warm and supportive. I hung up feeling supported and cared for :)
- Clare the nurse was professional, clearly explained process/results and made me feel comfortable during my visit.
- "Dr Atkinson has been extremely thorough arranging tests; scans and x-rays,She is professional; kind and was reassuring "
- The call back was very prompt after the receptionist suggested I talk with the duty doctor. Dr Mercer was very helpful in terms of organising the change in my medication.
- Seen within 90 mins of phone call. As ever all staff lovely!
- The administration and follow up actions are inefficient in the extreme. The level of understanding and wasted time are concerning.
- Dr. Nash looked after me very well
- Was in the waiting room, left waiting 20min before being seen. Doctor had no other patients.
- Excellent service and all they staff are very willing and willing to help and advise
- It was very quick but I wasn't sure we covered everything.
- Everyone at the surgery always go above and beyond for their patience and practice. Staff always show compassion and are approachable..
- "I find you're a listening practice overall which covers all staff and if I ask questions I am generally satisfied with the explanation and replies.

- We do need a new Surgery and I'm surprised at times, that all Doctors, receptionists, pharmacy, nurses, secretarial staff, not in any order, have coped with the limited space that they currently have. You all cope well too without a Staff Room, where it might be possible to put your feet up at break time to breathe and relax! It's a long day without any relaxation - hopefully in the future you may even get some outside space to enjoy peace and fresh air for half an hour!"
- No complaints. All the team very helpful. Checking in screen didn't work and didn't know I had to check in at reception so doctor initially thought I was a no show.
- Doctor Atkinson was incredibly kind and helpful
- The receptionist listen to me, gave me time to explain everything and helped me as much as she could . We are very lucky to have a caring group of people and well as the drs at our surgery
- Toby has severe LD and gets very anxious. As ever Dr Watkins was patient and accommodating .
- The call back system worked efficiently and, after speaking to a Doctor, I was asked to attend surgery straight away.
- Appointment was on time and the nurse was friendly and efficient.
- Because I am more than happy with the service I received
- Efficient and friendly doctors and staff who are always willing to help. Having a pharmacy on the premises is brilliant. Thank you very much for your help and kindness
- You have never let me down or my family down
- Maggie was very kind and put me at ease immediately. She is obviously very proficient and I felt very confident in her. Thank you
- Dr Atkinson very helpful!
- An excellently run Surgery. Kind and helpful.
- Everyone was very pleasant and efficient
- Clare saw me on time and was friendly and informative.
- Relaxed professional consultation with a precise outcome

Thank you for your comments