

FRIENDS AND FAMILY FEEDBACK JULY 2025

We had 157 responses of which 137 said our service was very good, 16 said it was good, 1 said neither good nor poor, 1 said didn't know, and 2 said it was poor. Please see some of the responses we received.

- A positive point to note is that the 'phone line stays open, so that those in need can eventually, with luck, get through. It is well known that in other surgeries the line may be closed after something like 30 minutes. This is out-an-out rationing, and if you are ever tempted to adopt this strategy please resist. It would cause outrage and great anger among the patients who now strongly support you, and would greatly undermine the campaigns and petitions aimed at securing a new surgery building.
- If a response is needed it is there straight away."
- Drugs were delivered quickly
- I had a satisfactory call from the doctor but only after a second prompt via the dispensary.
- Doctor Watkins very patient and thorough giving me lots of his valuable time
- Everybody was very helpful
- As usual first class polite and most personable service
- Understanding and empathetic
- My results were back within 24 hrs & my Dr texted me a personalized friendly message with the results.
- The service is excellent and very reassuring
- Dr. Salt was very helpful and reassuring.
- Have been dealing with Sally for years and she is excellent and always on time
- Same day appointment with usual level of care and attention.
- Very friendly efficient manner of Dr Salt. Explanation of annual review results helped clarify medical terms for me.
- Always get great consideration from Sally Bishop
- Friendly, efficient, appointment slightly late but not a problem
- "Quick response from our local gp in sherston followed up by paramedic calling Then being able to collect new medication from Sherston down dispensary "
- It takes queuing on the phone to get a 5 minute phone call from my doctor - 2 weeks away!
- The first point of contact process was poor. The phone back, appointment booking and in surgery experience excellent.
- I like Dr Atkinson and always find she listens and is thorough. The receptionists are friendly and helpful.
- The nurse who administered my Shingles Vaccine took great care to explain about the process and informed me when my second dose would be due.
- Excellent service, same day triage appointment if necessary, reception staff friendly and efficient and doctors v attentive.
- Sally is a very good nurse and a pleasure to be seen by!
- "As always all the staff and Doctors give their patience the very best of attention in a building which today is not fit for purpose for either staff or patience. I take my hat off to them well done and thank you."
- Again I can make no complaint and had first class service.

- "Outstanding service from the moment you ring reception talking to a Dr and gaining advice, appointment or prescription. An excellent rural practice. A GP surgeries should be molded on this surgery. "
- Dr Watkins was very helpful.
- I felt that the doctor dealt with me sympathetically and gave me good advice
- Sally is so understanding and is extremely efficient at her job
- Professional response all round . Phone consultation set up immediately. Call back from Doctor within an hour.
- Sally was informative and helpful and seen on time
- Prompt call back. Excellent service
- Always excellent service, cannot fault the surgery or staff.
- I was seen quickly by my GP. He quickly spotted my blood pressure levels were high and prescribed the necessary medication.
- My appointment was almost on time and I get on very well with Dr Watkins is an extremely good doctor and we are on first name terms and is very efficient in arranging the necessary procedures that I am now waiting for the results of very good indeed
- Warm welcome. My Asthma check nurse was professional and at the end of a number of questions I was pleasantly surprised to hear that my breath test was an improvement on last time!
- The Tolsley has always been a brilliant one! It's small and dedicated and people know who you are not just a number! Everyone there are so helpful!
- very supportive team at the surgery
- It was a telephone call but doctor ended up seeing very quickly. They are wonderful lucky to have it in the village , hopefully we can keep it
- For once I did receive my Telephone appointment on time! Long may this continue as phoning patients in the middle of their working day when they can't get to a private place is not fair. Reception mostly helpful but still feel as though a 2 week wait for a phone call is still too long.
- Very nice nurse (Clare) did my annual review.
- I was very stressed and upset and needed to see a GP about a mole. She fitted me in on the same day and I was very grateful.
- The nurse was extremely professional and explained clearly to me what she was doing and why ... after my artery test and her calculations I was told - nothing of concern heard/ seen ... thank you
- Dr Atkinson takes time to really listen to me
- Although it took too long to actually get an appointment, I can't fault it when I finally got to see a doctor.
- My experience today was really good, much better than the last time
- Swift call back and my condition diagnosed and medication sorted quickly and efficiently.
- Quick response, diagnosed over the phone and medication prescribed
- Dr Bisson was great. So kind and thorough and very efficient
- Seen quickly by the excellent Dr Simon Watkins
- Brilliant to have this service at our local surgery. Amazing doctor. Thank you
- Sally is amazing
- Dr Watkins answered all my questions and as always the reception staff were extremely helpful.
- Maddy was very professional, good for her training to do more

- Appointment runs late even when its the first appointment of the day. For some reason it seems ok for tardiness.
- "Sally is brilliant very efficient and reassuring
- Received phone call from Dr Watkins, within half an hour I had collected my prescription, excellent service
- I turned up at 8.30 ant the receptionist was able to give me a 2 week appointment to see Dr Watkins. So much easier to go to the surgery than wait on the phone only to be disappointed.
- Staff are always efficient and helpful and my appointment with Dr Atkinson was constructive.
- Very quick. Very professional and very polite a great team.
- Really rapid communications and very responsive and reassuring.
- It is a good place friendly staff very helpful and I'm glad I changed to this surgery
- Sally is lovely - calm caring and efficient
- The answer telephone has improved. The bad thing is that there does not seem to be any connection between reception and the doctors, when they say that they will put a message in front of the doctor, I don't have much confidence
- Good call back system, polite efficient receptionists and prescription issuers and on site nurses.
- The Tolsey were efficient, speedy and effective. A compassionate initial consultation then immediate test (blood). Faultless.
- Telephone conversation with the pharmacist regarding my medication. Friendly and gave useful advise and made me feel at ease.
- Barbara was excellent as always. Wait times for appointments not so good.
- The taking of the blood sample was efficiently and painlessly achieved in a pleasant and convivial manner. Very good.
- Dr Salt very helpful
- I had to wait fifteen minutes, listening to both nurses 'chatting' I eventually, walked to their office and 'enquired' if my notice of arrival been noted. I was not pleased at all.
- I am relying on all the Tolsey services for several issues at the moment and feel very well looked after!
- "Phoned surgery @11.am doctor salt called me 1.0pm to see her 1.30 then blood test 1.50 and referred to RUH who managed to get appointment 3.pm for ultra sound same day.
- Fantastic service on behalf of Dr Salt managing to coordinate everything 👍👍👍"
- I had an early morning phone call with Dr Salt an£ she was able to tell me my results and reassure me on some queries I had.
- I was treated with respect and help by the receptionist and had a dr call as promised who gave me an appointment.
- Claire was excellent.
- A swift response to my problem. Although the medicine I required was not available ! I was asked to take my prescription to another pharmacy, which would be ok, if I didn't have mobility problems! If some had looked at my notes they would see this was going to hard for a disabled person !
- I was seen fairly promptly by the nurse who gave me the injection with no fuss, and she also took the trouble to check my records and make a couple of suggestions.
- Sally was on time and very efficient.
- Dr Salt help was very good

Thank you for your comments