

FRIENDS AND FAMILY FEEDBACK AUGUST 2025

We had 216 responses of which 189 said our service was very good, 18 said it was good, 6 said neither good nor poor, 1 said didn't know, and 2 said it was poor. Please see some of the responses we received.

- Clare sally have really got to grips with my leg skin problems and I am on the progress mend both ladies always understanding and amiable get my dad jokes cheerally Simon is always guiding me with ailments and his work keeps me going
- My request to speak to a doctor was handled very courteously and the doctor phoned me as requested
- "I was able to get a much needed appointment on the same day and the receptionist was so nice, sympathetic, helpful, and efficient.
- Dr Watkin was really so very very supportive, professional, kind, genuinely caring and doing everything he could as a Dr and a human being to get me the medical and psychological support both me and my husband needed. Thank you so much all of you. You have a very tough job but you shine with in the NHS. "
- Excellent service, cannot fault this surgery.
- I rang Reception at 8.45, Dr Watkins rang me back at 9.30 and said he could see me at 10.30 that day. This is what I call good service and it is a very welcome change after the very poor handling of earlier requests. Thank you.
- Everyone I spoke to was courteous, efficient and very helpful. My queries regarding my ailment were dealt with by prompt phone call from doctor who listened to problems and discussed best course of action. All in all very good experience.
- Clumsy extraction of blood resulted in huge unsightly bruises on both arms - completely unnecessary
- Nurse very thorough checking all allergies against RSV jab making absolutely sure it was suitable.
- "Moved into the village, not quite two years ago been with various other doctor surgeries and I find this one the best by far in my experience
- I called for an appointment and had the doctor calling me back within 20 mins, very speedy service and I my problem was sorted straight away. With antibiotics ready to pick up within the hour.
- I am disabled, so have trouble parking, apart from that, I had a good experience!
- I have received excellent and prompt care and even been phoned by Dr. Salt to see how I am, which has been much appreciated.
- Always difficult to see doctor unless you beat the 8.30 phone scramble.
- The pharmacy often leave you waiting at the hatch without acknowledging you. They know you are there and ignore you. Appreciate they are busy but don't need to be rude."
- Claire was very good and accommodating and explained everything as she won't along.
- All went smoothly, Claire was though and explained all in lay terms.. the room however, was a little cramped!

- The surgery managed to fit me into an emergency appointment with the practice nurse at very short notice.
- As usual, I can only give Tolsey Surgery ten out of ten!
- I was very impressed with the complete service from telephone call back, to receptionist help followed up with Dr ringing me and situation sorted all within a couple of hours. Couldn't have asked for better. Well done everyone.
- The requested medication was available and I was notified, by email, within a short period of about 3-4 days from my request on the NHS app.
- Amazing treatment, as always!
- I was attended to promptly by Sally who explained my appointment and carried out the procedures in a very friendly and efficient manner. She passed on my queries to Dr Atkinson who called me back later with her response - all in all a very satisfactory appointment. Thankyou.
- I was given the appointment and the Dr called me at the time stated. She explained everything to me and was very kind and gave me the time needed without feeling rushed.
- Immediate appointment. Thorough examination.
- Dr Watkins has been so helpful. It feels like he genuinely cares about my health and the condition I am suffering. It is nice to have someone proactively trying to help me sort out my condition.
- I was seen before my allotted time, the Nurse(Maggie) took time to read the letter from the hospital and explained what and why the the blood tests were for asking me if I understood what she told me, I did. Blood was taken and I went about my day.
- The telephone was answered quickly. The receptionist (Karen) was extremely helpful and my query was dealt with at once with, hopefully, no need for any further calls. Thank you
- Seen on time and nurse very helpful and cheerful. Needed to ask receptionist some questions and again very helpful. Top marks as always Tolsley. Thank you.
- Dr Atkinson explained my blood test results and the reasons behind them and the subsequent course of action to be followed in a manner that was easy to follow & understand.
- Prompt response and medication prescribed quickly to alleviate my problem over the weekend. Thank you Dr Watkins.
- Dr Atkins listened to me and was helpful and professional. She did my referral very promptly too. Thank you.
- Very efficient staff with a extra smile.
- After a seven week wait to see a doctor had to wait 20 minutes after my appointment time to see doctor then prescribed cream not in stock have to make another trip to collect
- I was kept waiting for thirty minutes before going in for my appointment
- Everyone is going out of their way to help me get sorted nothing is too much trouble for them, fantastic people brilliant work.

- Excellent care and follow up, both in test results, getting blood tests and phone calls, Amazing support staff and medical care, thank you!
- Dr Salt was thorough as always and I left feeling reassured and knowing next steps. Please, please can the pharmacy staff be more friendly. My son refuses to go and asks others to pick up his prescription. Just a smile and 'would you like to take a seat?' rather than 'sit down whilst I sort it' would suffice. If there's anything we can do to help with this I'm sure the community would oblige. Many thanks.
- I received a text confirming a prescription without speaking to the duty doctor as expected. The doctor made assumptions without speaking to me and I had unanswered questions.
- Friendly staff always willing to help and prompt action by the whole team. Thank you Tolsey Treasures!! xxxx
- Dr Watkins made me feel valued as a patient - he listened and was totally professional and patient. I was very pleased with the outcome of the appointment.
- Lovely new nurse
- I made a mistake with the time of my appointment. I wasn't made to feel bad and they rearranged for me to see the nurse the same day. Exceptional service!
- Dr Salt has been phenomenal on following up, advice and phoning twice today to let me know about two different sets of results
- Maggie was very kind and friendly
- Excellent and very professional advice from Tracey
- On every occasion of visiting or contacting the surgery I am so impressed with the quality of service. From receptionist on the phone through the ladies in the pharmacy to the nurses and the doctors all are so very helpful. My latest experience was with Dr Salt who has worked so hard on my behalf to obtain a referral which had been initially declined. Thank you all so much for your help and support.
- Receptionist followed by nurse very helpful but I did not achieve my objective, a PSA test, for which I have to see a doctor and the nearest appointment is 2 months hence.
- Very efficient and helpful receptionist when I rang back from Dr request.
- So very helpful and understanding of my situation. The doctors and all the staff are a credit to the community. We must not lose them.
- Excellent staff & excellent patient care
- Sally is amazing, I think in her formal life she was a Vampire, she gets blood out of me so easy
- Apart from the awful way to get to talk to a doctor. When you do finally do - the care and thought if you are truly unwell is exemplary.
- I spoke to Eleanor from the wellbeing team and she was very patient and understanding.
- Angela on reception was extremely helpful on the telephone and when I went to the surgery. Dr Bisson was also very reassuring and understood my problem.

Thank you for your comments