

FRIENDS AND FAMILY FEEDBACK NOVEMBER 2025

We had 149 responses of which 135 said our service was very good, 10 said it was good, 3 said neither good nor poor and 1 said it was poor. Please see some of the responses we received.

- In my experience, the team at Tolsey Surgery, always give 100% effort. To provide the best primary health care they can, within the resources that are available. Much appreciated, sent with thanks.
- Sally experienced giving me injections understanding my phobia and my humour
- You did not have any stock of the vaccine in the fridge. It was a waste of an appointment. Although apologetic, and I appreciate mistakes happen, but had I been advised before I left home I could have saved an hour, done something useful and not wasted fuel.
- Prompt and professional receptionist
- Got my call back from friendly receptionist as requested. Kind doctor then called and arranged for me to come in today. Can't ask for better service than that.
- A quick, caring response to my condition and follow up to monitor progress.
- Always consistently good service, throughout all staff.
- Prompt service and lovely staff
- Proactive & understanding
- I have never been to such an efficient and friendly surgery.
- Sally was absolutely brilliant
- Perfect acknowledgment about my problems
- Incredibly prompt, and very efficient, as always!
- As always the staff and medical team are helpful, very professional and friendly.
- Dr Salt was very nice and kind
- Doctor Salt was most efficient and had an excellent manner on the telephone.
- Dr Atkinson has always listened to me and helped me through a terrible time
- Very efficient and simple system for booking an appointment. Very friendly service. Oh and not at all painful!
- Dr Salt thorough and gave good attention .
- Sally was very lovely. She was very helpful and friendly while she did my NHS health check
- It's the perfect surgery where everyone is friendly and supportive
- Because Dr. Salt is quite frankly a superstar
- My appointment was with Sally. She is always so lovely and friendly .
- Sally is wonderful!
- Excellent service and great to have the pharmacy on the premises
- Dr Atkinson is always thorough, professional, knowledgeable and empathetic
- Very reassuring talking to Dr Salt

- Making the appointment was a bit difficult
- This is confirmation of my appreciation of the understanding and professional way all the staff at Tolsey Surgery carry out their difficult and sometimes unrecognised work. I would like this to be shared with others who are patients at our wonderful surgery.
- My nurse Clare was very friendly , kind and informative.
- I received the call when I was out driving when I had asked for it anytime later. But the conversation was satisfactory.
- I had an urgent medical issue and was turned away twice by different receptionists. No access to anyone medically qualified for a quick request.
- I always get a good experience at Tolsey surgery
- Very quick response after initial phone call in the morning. Saw a GP that afternoon.
- The Doctor called me a couple of hours after I visited the surgery. She was polite, friendly and engaging, asking key questions before advising on action. I picked up the medication later the same morning. Perfect! All sorted in just a few hours.
- The phone call hold was not long. However, I was not texted/informed that a planned call I was expecting had changed
- Dr Salt has looked after me so well and has empathy
- I very much appreciate that I am very well looked after by everyone at the Tolsey. This was a blood sample and Maggie hit a good vein in one shot!
- Nice staff and local surgery
- Brilliant staff, friendly, thoughtful, and considerate.
- Speedy call back, Doctor very informed and reassuring, remedy prescribed the same day. Excellent staff and surgery.
- "Very understanding receptionist who gave me advice about who to see and when to be seen
- Face to face appointment. Doctor Salt was caring and supportive
- The staff are excellent, friendly and helpful.
- Clair was very helpful, reassuring and friendly. I couldn't ask for more. Thank you.
- Appointment was on time, nice friendly nurse with a good explanation
- Easy to make appointment, procedure performed with care and expertise, friendly nurse.
- Easy to arrange, procedure performed with care and expertise, good advice given ,told what to do if I had any problems., friendly relaxed manner.
- Efficient and friendly.
- Dr was very informative and reassuring.

Thank you for your comments