

FRIENDS AND FAMILY FEEDBACK FEBRUARY 2026

- We had 137 responses of which 113 said our service was very good, 21 said it was good and 3 said neither good nor poor, Please see some of the responses we received.
- Good communication
- Receptionist was very friendly and helpful fulfilling my requirements for a blood test at short notice. Brilliant service.
- Doctor called back within the specified time and was kind, knowledgeable and informative
- Wasn't rushed whatsoever
- A useful prompt to complete my BP readings and submit them.
- I was seen in time by a very well informed competent nurse.
- Clare was efficient and caring. Checked everything thoroughly and listened to my concerns and wants to follow up BP readings.
- Proper response to an urgent request with follow-up call and face to face appointment.
- The whole experience was fantastic from the super helpful receptionist to the treatment. Dr Watkins was wonderful with my daughter who was very unwell, he was patient and took time with her. He then phoned me later in the day to check in. I don't think we could have had better care. Thank you!
- My doctor was very friendly and professional. The reception staff were particularly very helpful and friendly
- I had a Pneumococcal vaccine and Clare was exceptionally good.
- Appointment on time. Clare Lewis was fabulous - professional, informative and friendly
- Dr Watkins gave me all the results clearly and gave me helpful advice ,with plan for follow up.
- Friendly, expert and thorough. Nothing was too much trouble.
- I presume that a doctor can't be seen any quicker than in two weeks and under those circumstances the service is good. The phone service works and appointments are made easily. The doctors I have experienced handle my problems well
- My appointment was on time and Clare was great; professional and friendly.
- The Tolsey surgery staff are great
- Quick and friendly appointment. Thanks Sally
- Because it is too hard to get appointments nowadays!
- Went to the surgery to book a telephone appointment with the doctor, and thought it would be in a few weeks but was booked in for that afternoon with Dr Salt. Excellent service as usual from the surgery and Dr Salt.
- As ever, Sally looked after me beautifully when I attended my 6 monthly diabetes review.

- It works most of the time but the dispensary need's reorganising as often I've had to just wait when my medication is already available and just ignored until others have been dealt with. Completed repeat medication could be given our separately if there is need to have a discussion
- Staff very kind and patient with me at 83years!
- Saw the doctor I wanted to see as go back many years consultation
- Despite being rather concerned with my situation, the woman on reception was unable to fit me in for an appointment that day. It's understandable these days and obviously not her fault, but it meant that I had 2 days of angst to get through. I did get a lovely reassuring call a couple of days later from Dr Atkinson though.
- The Tolsey Surgery is ALWAYS extremely prompt, responsive and helpful.
- For a start I was greeted with a smile ,I ask for an appointment which in no time was given . I have also received an email to confirm my appointment . Excellent no fuss visit .
- Seen on time. Excellent service showing caring and empathy throughout the wound dressing appointment.
- Top nursing.
- Met with a smile , Claire was very professional, a good experience
- Dr A was friendly and reassuring.
- Nice people at reception and giving blood
- Reception and dispensary staff are patient, polite and helpful. Doctors take time to listen and question in order to understand the problem(s) and possible options for an outcome. Overall, very pleased with our surgery so thanks to all.
- Dr Watkins rang me about 2 hours after I had requested a conversation with him. I appreciated this enormously as I do not request assistance lightly
- The doctor was very friendly, gave lots of good advice and rang again late pm to check on me. A good experience.
- Rang for an appointment, only 1 in queue and had a call back from Dr Salt within 1 hr. Suggested A & E visit.
- I saw the doctor same day, very thorough examination. V friendly
- Prompt response from Dr. Resulted in an appt the same morning. Doctor Watkin was as always excellent. Picking up medication at surgery meant issue was addressed within 4 hours of speaking to receptionist. Excellent on all counts
- Very easy booking for blood tests fitted my husband and I same time new nurse Maggie was so nice and both our tests very totally painless
- The Doctors take time to insure your issues are attended to just perfect
- Able to speak to Doctor same day
- Everyone I saw during my appointment was very friendly and helpful.
- As previous appointment, excellent care and empathy. Very pleased! Thank you again.
- As always.....very professional, friendly and efficient service from all staff

- "Starting with lovely receptionist - excellent consultation with George - thorough , lots of questions ,super professional and then dr A , lovely and caring as ever to prescribe medication- first class
- Excellent service by doctor, not so good getting apmt or medication
- Dr Watkins listened to our concerns and was very attentive.
- Maggie was very professional and made the experience quick and pleasant
- My appointment was on time. The nurse explained the reason for the vaccination I was being given & was pleasant & professional.
- Fantastic GPs at this surgery. Always friendly, attentive and listen/communicate to help you feel at ease.
- Really impressed with the way my appointment was dealt with, thanks Tolsey Surgery
- Every one employed at the surgery does their very best for their patients
- The staff at Tolsey were so kind and were able to help me in my hour of need.I would be collapsed by the side of the road if Sherston didn't have a surgery
- As always, attentive and respectful care.
- One of my tablets has now been out of stock for 2 months so I'm now hoping the lower dose will still be effective!

Thank you for your comments