

The Tolsey Surgery

April 2026 Friends and Family

We had **235** responses in April:

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

Some feedback received:

- I am a new patient and you have been very good at sorting things out for me from the receptionist to the doctor 100% care for the patient
- I was not offered an appointment
- A quick call back from Dr Salt who listened sympathetically to my situation and offered a good solution.
- Cannot get an appointment for a gynaecological problem with either a female gp or a male gp with gynaecological experience
- Happy to recommend the Tolsey for kind thoughtful treatment of my concerns and needs.
- Excellent service from Dr Salt as ever
- Lovely nurse walked my daughter through giving blood when she was nervous.
- I was seen promptly & was treated with care & consideration with all concerned. I did appreciate Dr Crisp's approach & extended explanation of the results of my annual review. Thanks to all
- Sally is always super efficient
- Staff appear happy and friendly which put me at ease
- Dr Mercer was exceedingly kind and thorough I have to say I was very impressed
- The Dr that phoned me on my return from Bath , sorry I did not catch his name , was also very concerned and interested in how I was which was a pleasant surprise .
- Excellent service and very caring
- Maddy is lovely and super efficient.
- They said he would prescribe something to be picked up after 4 pm. We went over but it was not ready until today adding a day of discomfort.
- Sally is a very professional and welcoming member of your staff who gives an excellent service.
- I was seen on time and Sally was very efficient and helpful.
- Reception was very helpful when I handed in my urine sample. But I was just sent a message saying my prescription was ready with no call or explanation from anybody. I never actually spoke to anybody
- Waited half an hour for meds Tuesday after bank holiday but still not available despite being an acute ordered by doctor Wednesday before bank holiday.

- I was made to feel at ease, I was listening to . Everyone in the surgery will always try to go above and beyond. We are so lucky to have them all
- I was told I would receive a call from the doctor but I was not telephoned and not offered another
- I still have not received the email from consultant which was to be forwarded nor the results of my MRI he refers to up til now I have always been very happy that the practice does its best. I am thoroughly confused and dishearten. For these sorts of problems an appointment in 3 or 4 weeks is unrealistic."
- The appointment was on time and the examination by Dr Crisp was thorough and reassuring.
- Everything was really smooth. I called for an urgent appointment and reception were friendly and efficient - I especially liked how I was asked for the patient name straight away, it made it feel less awkward for me. Speaking to the doctor was straightforward too, Dr Atkinson is always very clear and empathic. Thank you Tolsey!
- "Welcoming and friendly staff - I always feel at ease when visiting. All staff and doctors are kind and courteous which is very much appreciated. It is also good to have a pharmacy attached to the practice which makes collecting medication very easy. All in all I very much appreciate the standard of care given which I appreciate cannot always be easy in a building not entirely fit for purpose. Thank you very much.
- I have been under investigation for a while with my ailment. Although we are no clearer as to what is going on, it was nice to actually see my GP and have a plan for now
- Excellent, as always.
- Staff welcoming and very clear communication, listening and efficient tests /stats taken
- Dr Salt is very good and her approachable manner puts one at ease.
- Maggie was lovely, very friendly explaining how she found a vein to take blood was very interesting.
- I had a telephone appt about my recent blood tests and the Doctor I spoke to was professional, informative and encouraging.
- Because this practice always does it's very best for it's patients even though though the building itself is unstable today for the service they provide.
- "Receptionist Nik totally understood why I wished to speak with dr Atkinson ..she was fabulous
- Dr Atkinson phoned and a good productive outcome achieved - so understanding and helpful as always
- Appointment on time, blood's taken by Maddy, very good didn't feel a thing
- It was a pleasure being treated by Doctor George Crisp who was very caring and took the trouble to seek a second opinion from lead Doctor Salt. Thank you.
- I didn't get the call back promised
- I was seen on time and as always, Sally was brilliant!!!
- Sally is always very professional and very polite and has the patience of a saint
- Sally is very professional and the appointment ran on time.
- The lovely staff at the surgery always go above and beyond to help. We are very lucky to have such a great surgery.
- "I did manage to speak to the dr a day after I phoned but would have been 'very good' if after being 11 the queue the day before at 8.25 only to be told , it's too late no more appointments , having had throat surgery it was important I spoke to a dr for results so very disappointed but on the whole I got what I needed .

- You need to sort out appointments , there are so many people who don't live in the caption area that put pressure on our small surgery , even as far away as Chippenham come , it shouldn't be in my opinion . "
- Individuals i spoke to were lovely, empathetic and escalated concerns appropriately
- Dr listened to me, he got a second opinion and had a very respectful attitude.
- I suffer from social anxiety, so my reviews for different things were rolled into a single appointment. The nurse also listened to my concerns and dealt with them in a professional manner.
- Dr Salt saw me very quickly and was very professional and agreed a course of action
- Very kind receptionist, didn't have to wait very long for a call back.
- Dr Salt listened and helped me decide on a safe and suitable pain relief pathway.
- Excellent advise and detailed questions by GP through the telephone service with a clear roadmap to gain insight and understanding through diagnostics and an person consultation in early May.
- F2F with a GP is so much better than a phone appointment. It was lovely to see and talk to Dr Atkinson. Very reassuring.
- My call was answered promptly and professionally. I was given a same day appointment for a vaccination. The nurse, Tracy, carried out the most thorough and comprehensive consent process I have ever had for a vaccination. Altogether, everything was fantastic, friendly, efficient and professional.
- At the present time I am only using the pharmacy services and I find the staff very helpful and efficient
- Not understanding
- Phone answered promptly. Receptionist quickly ascertained need and arranged GP phone back. A lot better than in the past. Brilliant. Thank-you.
- Very efficient reception, booking a 'phone call from doctors and taking details for the call. Very thorough telephone conversation with Dr Watkins. Appointment for bloods with nurse booked for the following day. Bloods taken, no drama! Whole experience very efficient, friendly and most importantly, caring.
- Happy team. Clear explanation of the procedure and professionally conducted.
- After an unexpected visit to SDEC everyone at The Tolsey from receptionist to HCA, Pharmacist, Admin staff and Dr have all been amazing . Thank you all so much.
- All staff at Tolsey Surgery are very kind and helpful and give an excellent service
- A calm, welcoming, professional environment
- Friendly, efficient staff keen to resolve my issues
- Suffering from extremely painful gout in my ankle and was seen just after 5pm by Dr Crisp. He was very kind and helpful, and prescribed tablets. That was last evening. The pain is already decreasing, for which I am extremely grateful.
- Spoke to a lovely clinical pharmacist to request a medication, and was dealt with in a professional and timely manner.
- Very good feedback from the Doctor. The only downside is getting an appointment to see the doctor quickly if you have something concerning you.
- Great service Seen on time, Dr Atkinson very thorough.
- Appointment within a reasonable time, friendly and professional Doctor and receptionist

Thank you for your comments