

The Tolsey Surgery

June 2026 Friends and Family

We had **184** responses in June:

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

Some feedback received:

- Appointment late. Not all data utilized.
- My leg continues to swell up, clearly indicating something is wrong, but I've been discharged
- Dr Watkins was very thorough and willing to take time to discuss everything with me. Many Thanks
- Can't not fault the surgery on in particular Claire Lewis. She is amazing. Friendly but professional.
- Always kind, efficient and understanding.
- Very brief conversation and the pharmacist seemed totally disinterested
- I always prefer to see a GP face-to-face. Phone calls can be very unsatisfactory.
- Quick, effective, efficient and polite - an excellent experience with all staff encountered (reception, pharmacy, medical team).
- Because Sally is a star your dispensary staff could learn a lot from her lovely smile and warm friendly greeting
- Lovely nurse, friendly, explained the procedure clearly. Gave the injection and proceeded to tell me about after effects .
- Dr Crisp was very thorough.
- Nurse was very approachable, professional and the appointment did not feel rushed
- "I was given a face to face appointment 90.minutes after being listed.under triage
- Dr Salt was excellent as always"
- Met a lovely new team member (Helen) - I understand it was her first day. I was seen on time, had a really positive consultation, didn't feel rushed and felt able to ask any questions I had comfortably
- Rang for a telephone appt, received one from Dr Salt within an hour and got an appt to see her the same morning. She reassured me and prescribed ply a follow up appt made for me. All in all excellent service.
- Found Dr listened to me and very helpful, as is Dr Salt when I am able to get contact with her! and the Dr Mercer
- Maggie was really friendly, my appointment was on time and even though it's always difficult to find my veins she always manages to do it first time.
- Everyone is always so helpful and informative. Also caring.

- Answered mobile but then went dead so never got to talk to the doctor. Upset as I really needed to.
- Was given a very good in depth consultation by Dr Simon Watkins . What a difference to have a face to face consultation
- Very good and prompt service from secretary to doctor
- Efficient and helpful discussion with the receptionist followed by a phone appointment with the doctor that provided for my needs.
- Great personalised customer care!
- Friendly receptionist and nurses, very professional team.
- "My appointment for a blood test was on time & Maggie the Phlebotomist was very pleasant & took my blood so easily I didn't feel a thing!
- I haven't ticked 'very good', because when waiting at the window to collect my prescription none of the pharmacists acknowledged my presence. All they have to do is look up, smile & say 'with you in a minute'. This isn't one off, they do it all the time.
- I came in this time for a blood test. The appointment was started right on time. The nurse who took the test (Maggie) was very sociable and made me feel totally at ease. A painless experience!
- Maggie is so good at her work causing no pain at all whilst taking blood sample and is such a kind and caring attribute to the team.
- Very helpful and understanding doctor who phoned me regarding a recent x ray on my hip
- The best service as always.
- Helen was lovely to talk to and I felt well cared for, it was a shame that I wasn't able to have my vaccination though as this had been booked.
- Dr Atkinson explained my blood results to me in a caring and lovely way.
- Because I always find the service to be friendly and hassle free. Charming nurses.
- Sally as always friendly, approachable, familiar, professional & helpful
- Maggie is very personable and approachable and is a real asset to the surgery.
- As always Simon Watkins was very helpful and organised a blood test and arranged a follow-up appointment.
- "GP Doctor Bisson who I hadn't met before was welcoming, listened and explained all I wanted to know and more. Having not seen a GP for some time I had a few quick queries I wanted to ask and Dr Bisson helped by the answers she gave.
- The receptionist very kindly saw me down the steep steps in the chair lift! I'd managed to climb up but not going down! Helpful girl and kind.
- Overall a good visit to see a doctor at Tolsey Surgery. Sherston. At nearly 78 yrs of age I appreciated everything about my appointment ."
- Dr Bisson listened to me with empathy and compassion and I feel she took the best course of action to diagnose before prescribing which I really appreciate. Excellent caring efficient informative thorough service.
- I came in for a blood test. I'm normally very nervous around needles and can feel a bit queasy and faint if I can feel the needle going in. Maggie was absolutely wonderful. She put me at was and I didn't feel a thing. If only all blood tests were like that!
- My injection was explained fully by the lovely nurse. She sensed my slight trepidation, and talked through everything with empathy.
- Very helpful receptionist. Call back from Dr did not take too long and I was able to see the Dr the same day. I am very appreciative of the service given by the Tolsey Surgery. Thank you.

- Dr does not listen.
- I have always found the tolsey understanding and kind to their patients.
- Maddy is very good at taking blood.
- I felt unwell seeing the nurse , she immediately spoke to a Doctor I was seen very quickly, and was sent to the hospital for more investigation.
- Professional kind friendly treatment as always
- "I wanted to speak or see a Dr 3 weeks ago, a community Pharmacist rang me, and advised me what to do for 2 - 3 weeks.
- I rang yesterday for a Dr appt or to speak. A Duty Dr phoned and heard my problem and arranged blood tests."
- Sally was her usual happy and helpful self. As I've said before, part of the family. Thank you
- Very efficient quick and polite first class
- All Dr's were very attentive and the admin staff/secretaries were so helpful prior to the telephone consultation. The receptionist was very helpful. 🤝👍. Thank you everyone . ❤️
- As an emergency request from Sulis I was seen same day and all tests were carried out, very efficiently. Dr Crisp was excellent and clearly understood the problem and will follow up so that I can, hopefully, have my op asap.
- The Tolsey Surgery is outstanding. Friendly, helpful and efficient.
- From talking to the reception, speaking to a Dr to seeing a Dr, all within 48 hrs. Excellent.
- We have only just registered with you and already you are ten times better than his old surgery
- All the drs go above and beyond and after running out of a medication I needed desperately the pharmacy was ringing me to get it collected you all go above and beyond I'm very grateful to have you
- An extremely prompt service from a very hard working professional team. Thank you for being there for us.
- Although it was a very hot day all the staff and the doctor were working to keep me and all the other patients happy and dealing with everyone's problems as efficiently as possible.
- I almost fainted because of the heat in Dr Crisp's office that day. Dr Salt, Dr Crisp and the ground floor team took good care off me.
- Dr Crisp was excellent. He came back with results the next day and explained them to me. I feel he takes his time and thus inspires confidence.
- The phone call from Dr Crisp was extremely helpful. He listened, explained the diagnosis, was thorough and patient. He made useful suggestions and what to do if my pain didn't improve within a week or so. He checked his diagnosis with Dr Atkinson and phoned me back to confirm. I felt valued.
- Medication review after two weeks with 'heart meds'. Saw Dr Nash who was very helpful and reassuring, checked my pulse and BP and said the meds are doing what they need to do - suggested taking meds in the evening rather than the morning to mitigate tiredness. Very happy with the consultation.....

Thank you for your comments