

The Tolsey Surgery

August 2026 Friends and Family

We had **200** responses in **August**:

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

Some feedback received:

- "As always we would not dream of joining another surgery they have looked after us for over twenty years thank you everyone
- Clare is always professional, friendly and knowledgeable
- Professional and efficient service
- Dr Salt was caring, understanding and positive about finding a resolution to my concern
- Dr Salt was kindness personified. She really listened to me and at no time did I feel I was wasting her time
- Dr Salt was very reassuring.
- No long waiting time and dr Atkinson was very helpful
- I was promised a call back, and it came quicker than I expected.
- A quick response and a very sympathetic phone call thank very much
- Following a telephone call, the helpful receptionist arranged a telephone callback from the duty doctor. This took place treatment was arranged +an appointment with Dr. Mercer who explained what was happening and has arranged a referral for me. All this took place within a 25 hour period. I couldn't have asked for more. Many thanks
- Clare was kindness itself!
- "I called to ask for advice on where to go for help whilst feeling unwell. The receptionist kindly put me on the list for a call from the doctor. He called within the hour and suggested I see him, again within the hour and prescribed antibiotics. I was really impressed and very grateful for the wonderful service, thank you."
- Dr Atkinson was very thorough very kind, gave me advice and suggested a plan for further treatment. It was a positive meeting.
- Thorough examination. Informative. Reassuring.
- Staff are always polite and helpful
- Very lovely friendly staff
- Quick and efficient service and I like your callback telephone system
- The surgery is so very good and professional it makes it very easy and comforting to attend.

- Speedy response by both reception and doctor
- My appt was on time. Dr Atkinson was friendly, explained my condition professionally and prescribed medication which I collected on my way out! Thank you!
- Excellent service from the first call to the doctor calling me back then to be able to pick up the pain relief within half an hour. I call that a brilliant service.
- Because of Tolsey's fast, efficient and caring approach.
- Very kind doctor
- I rang in the morning with worrying symptoms, I had a call back later the same morning, I had an appointment early the same afternoon and the blood test and ECG later that day. Superb service, thank you.
- Helpful pleasant person on the phone. Answered my questions clearly.
- I asked a question for dr salt and got a swift reply
- Dr Salt is always professional and helpful.
- As ever the service at the Tolsey was first class. Friendly doctor who completely understood the issue and was a credit to the surgery and the profession
- "Everyone does their best under difficult Conditions."
- Quick response- less than two hours. Friendly, helpful receptionist and doctor
- Dr Salt continued with her telephone consultation despite technical issues and arranged a new appointment. She showed impressive perseverance
- "Friendly receptionists
- Sally so caring and kind"
- The nurse I saw (Claire?) was really lovely and took her time with me. I felt she really listened to me and was very professional and thorough.
- "Every time I visit the Tolsey Surgery I get nothing but excellent care from all the staff
- Sally was, as always, excellent and very professional.
- Good advice and spoken with care and empathy. Just what one would expect from a family Doctor.
- Nice touch leaving a text message rather than asking me to wait for a phone appointment
- Very professional and friendly service which made me feel at ease.
- turned up with a cold sore near eye that I was concerned could be shingles. Nicola and Dr Salt extremely friendly and helpful. Much appreciated!
- Because I was in and out with no fuss. Everyone seemed to be in a good mood
- Maggie was punctual, friendly, professional and quick, as before. Thank you.
- Dr Salt phoned me, discussed everything clearly and empathetically
- Doctor was excellentkind, thorough and reassuring
- Always happy with any help I receive, all the GP's are great, reception staff are lovely
- It was a perfectly efficient, practical call but I do struggle with talking to a man about HRT. I would have had a more rounded, useful conversation with a woman.
- We have a great surgery, run by amazing staff and drs
- Everyone at the Surgery has been very supportive while I've been in and out over the last few weeks - my thanks to all - the doctors, nurses, reception and dispensary staff
- I was waiting for the results from the hospital and was very pleased when Dr Atkinson rang me to tell me about it. She answered all my questions very clearly. Thank you.
- Because Dr Watkins is consistently brilliant
- Very helpful receptionist, prompt call from Dr and great/reassuring advice/plan discussed.

- "I telephoned the surgery for a telephone appointment on the day. The receptionist was very helpful and within 2 hours I was contacted by my doctor who was so helpful and reassuring!! Thank you !
- Because the Doctor was first class
- Such a relaxed and professional experience
- I was able to get through reasonably quickly to reception. I had a call back within 2 hours and was seen the same day. Thank you.
- Your nurse Maggy promptly and professionally took my blood She is fantastic "
- Dr Mercer was excellent, but being asked for a photograph before the appointment was not feasible for the symptoms I described
- Clare was very welcoming and explained everything clearly and was very cheerful and kind
- Dr Duncan did a good job and I think his prognosis might be right
- Sally was just brilliant
- Sally is communicative, friendly and very adept with blood tests.
- Dr Watkins was very thorough and empathetic. He also made a second call the following day because he realised that my condition could deteriorate overnight.
- Very efficient and I felt welcomed
- Friendly and efficient people who offer a quality service second to none.

Thank you for your comments