The Tolsey Surgery

OCTOBER 2026 Friends and Family

We had **168** responses in September:

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

Some feedback received:

- Because I am housebound unless a family member come to my home I can't get out it's nice to know there are kind hearted people on the end of the phone trying to help you
- All staff and doctors are very kind and helpful
- Excellent, welcoming and professional
- It was a perfect appointment
- Excellent understanding of my problem by the lady on reception and thank you Dr Salt for the friendly resolution 😁
- Turn around for prescriptions very good and reliable and the reception colleagues are friendly and approachable
- Again Dr Atkinson was very thorough.
- Once I managed to be seen by the Dr, action was taken and things seem to happen. Dr was very informative and understanding
- I had a thorough check with the nurse and was also given the opportunity to see a doctor who could give me a referral for an x-ray. Very pleased.
- I didnt get to speak to Doctor. had a few questions to ask him
- Same every time very helpful ,lovely people
- Telephone appointment was on time, informative and constructive. Medication was then made available the same day enabling me to immediately pick it up. Thanks again.
- I had an appointment with the pharmacist. She was very pleasant and helpful and not pushy. She gave me helpful advice
- It was very kind of Doctor Salt to take such a quick and, of course, expert interest in my chronic sinus condition, and to get treatment under way immediately. In contacting me within 2 hours of my call to the Surgery she saved me a very lengthy wait for a formal telephone appointment. This waiting time is my only concern, with surgeries so under threat from the NHS, hence the rating of good.
- Appt was on time. Doctor very helpful and sent useful information to my email address.
- Very efficient and good communication between me and the doctor including the surgery in general.
- both the Dr (Dr Salt) and the receptionist were kind friendly and helpful.

- Excellent care and a wonderful team, thank you
- Would’ve liked more explanation of why certain blood tests were being done
- The staff and service was excellent, a pleasure to be treated.
- Ever one was pleasant.. very efficient. And professional
- Two jabs given with a smile, two sore arms ..all par for the course. What more can you ask for?
- Fast and painless two winter injections no need for fear with this speed! Thank you.
- Just hugely appreciated for the service you provide.
- Excellent, professional and skilled staff (Sally).
- Friendly and helpful when booking a call with a GP. Prescription ready same morning too from Pharmacy. Thank you
- "My appointment was prompt: I was given extensive information and support and guidance. Just what I wanted"
- Prompt and efficient as always and done with a smile
- The receptionist is very clear and friendly. The doctor is knowledgeable, decisive and approachable.
- Lovely friendly manner of doctor and also had an appointment on the same day for my daughter. Really happy with the surgery. Thank you
- Clare is very helpful and efficient and friendly.
- Efficient and friendly staff who endeavour to provide excellent service - thank you very much
- "Telephone call in the morning to receptionist about a medical problem I was concerned about doctor returned my within 1 hour and saw me in the surgery before 12.0am that morning to chance up appointment at RUH and he called me later to say he had chased up the appointment.Excellent service."
- Very friendly staff at levels a real pleasure to visit the practice.
- Very helpful and kind receptionist and nurse, thank you
- Got a call back promptly from Dr Watkins & pills were prescribed & collected the same day
- Dr Watkins, as always, listened attentively and with empathy and then fully explained the 'next steps
- Always a pleasure to attend the Tolsey Surgery either collection of items from the pharmacy or see the Nursing staff/Doctors.
- A little wait for the appointment but when it arrived everything was perfectly fine and I got the prescription I required with no hassle! Great service!
- Prompt appointment and excellent interaction with all the surgery members of staff
- "Receptionists always really helpful and supportive.
- I needed an urgent referral letter to be written for a private appointment. Small changes to wording had to be added /removed twice before the letter was accepted by the private company, it’s thanks to Vicki that this was done in time! Much appreciated
- Excellent provision of care; speedy appointment. Friendly receptionist
- I was seen on time. Dr. Duncan was thorough, friendly and professional. My medication took just a couple of minutes to dispense. Dispensary and Reception staff were friendly and efficient. Overall, a great experience, thank you!
- Dr Watkins took the time to ring me and how I was!
- I turned up quite late for my appointment and the doctor managed to squeeze me in an hour later.

- Same day appointment was arranged with no fuss. Sympathetic, personable and effective call with doctor.
- I was late (apologies!). But staff were polite and helpful and still fitted me in. Thank you
- Dr. Salt was very helpful in answering my questions
- I phoned up on the day, spoke to a doctor by mid morning, had a face to face at lunchtime and blood tests in the afternoon. Fantastic quick response. Excellent service. Very prompt and efficient but also friendly and reassuring.
- I have always found the Tolsey surgery to be very helpful, with a genuine desire to give the best attention and treatment. I am very appreciative of all the help they have given myself and my wife since we have lived in Sherston over the last 7-8 years. Friendly helpful doctors and staff thank you all!
- It is frustrating you can't make ie a next day appointment, or a particular day appointment as per a drs instructions without going through ringing again & going all through the triage each time. Particularly as our phone reception is dire to get a callback.
- The pharmacy team are also excellent "
- Friendly service and nothing too much trouble
- Great service prompt appointments lovely staff
- Excellent service as always. Dr Atkinson is a really star
- Dr Duncan was informative and thorough in his consultation. I am confident that the way ahead is encouraging and will produce a positive outcome.
- Pleasant receptionist. Doctor rang back and prescription was made up and collected
- Staff at Tolsey Surgery always go above and beyond to support their patients ie. Me!
- Clare was very friendly and professional
- Alison was very helpful

Thank you for your comments