



WOODSEATS MEDICAL CENTRE

Friends and Family Test results 2023



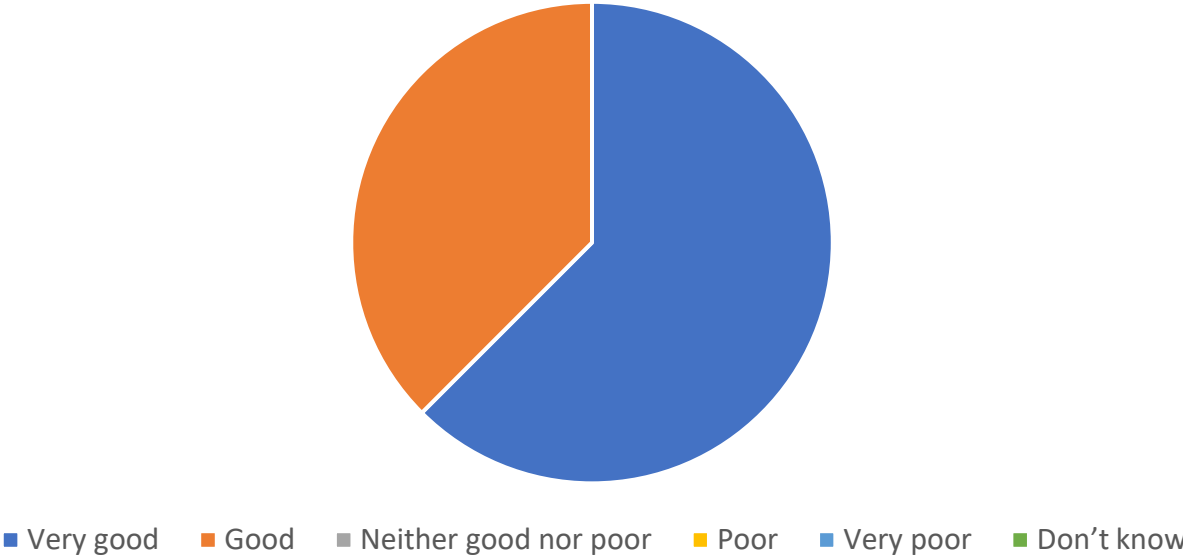
The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

The main question asks if you would recommend the services you have used and offers a range of responses.

This kind of feedback is vital in transforming NHS services and supporting patient choice.

January 2023

Overall, how was your experience with Woodseats Medical Centre?



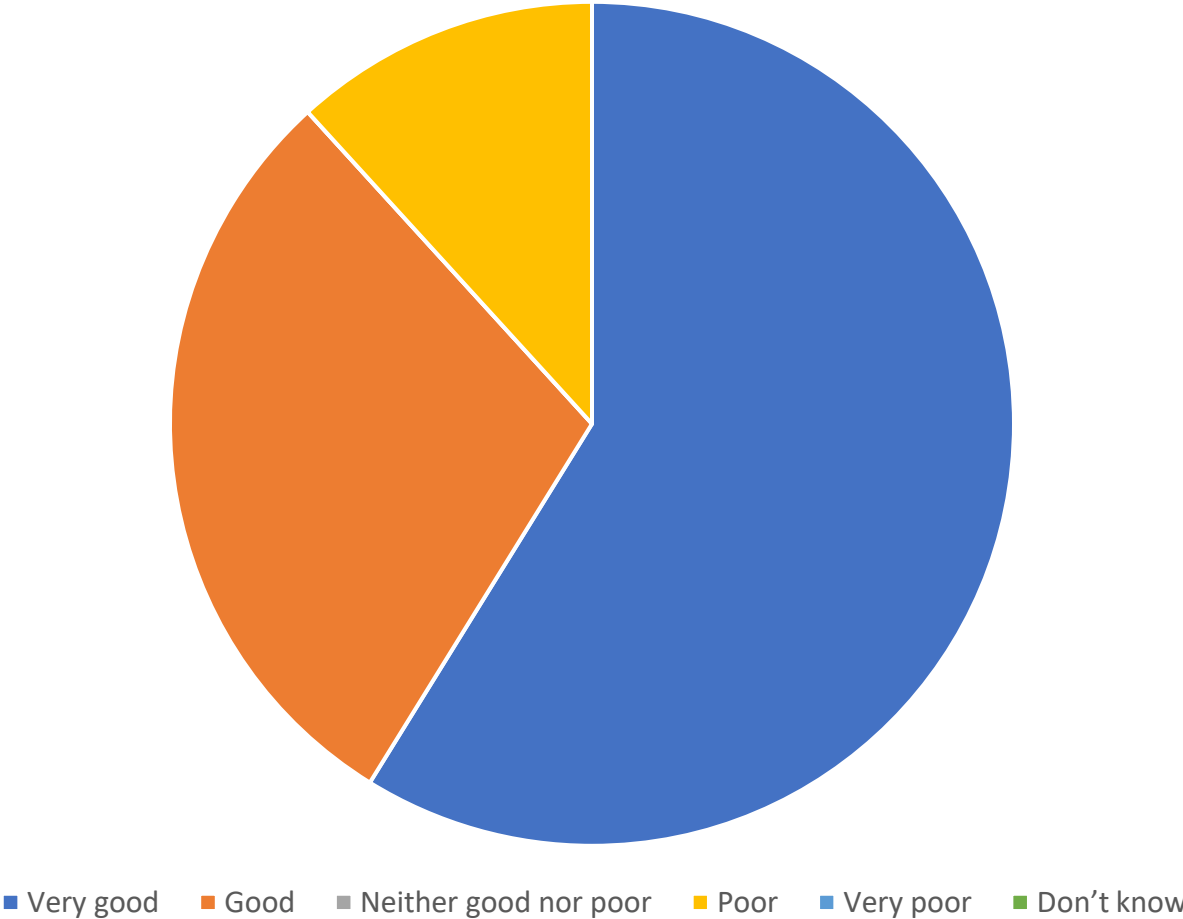
January 2023 Comments:

(please note some information may be redacted due to confidentiality purposes)

- I have always managed to get a GP appointment when necessary
- I have always had a very good experience with the practice. All staff are super helpful & professional, from the Receptionist to the Nurses & GP.
- Staff are always very good, I only gave a good because phone appointment system is stressful and means a long wait.
- Staff helpful
- Swift appointments, friendly desk staff, excellent GP.
- Receptionist very helpful

February 2023

Overall, how was your experience with Woodseats Medical Centre?

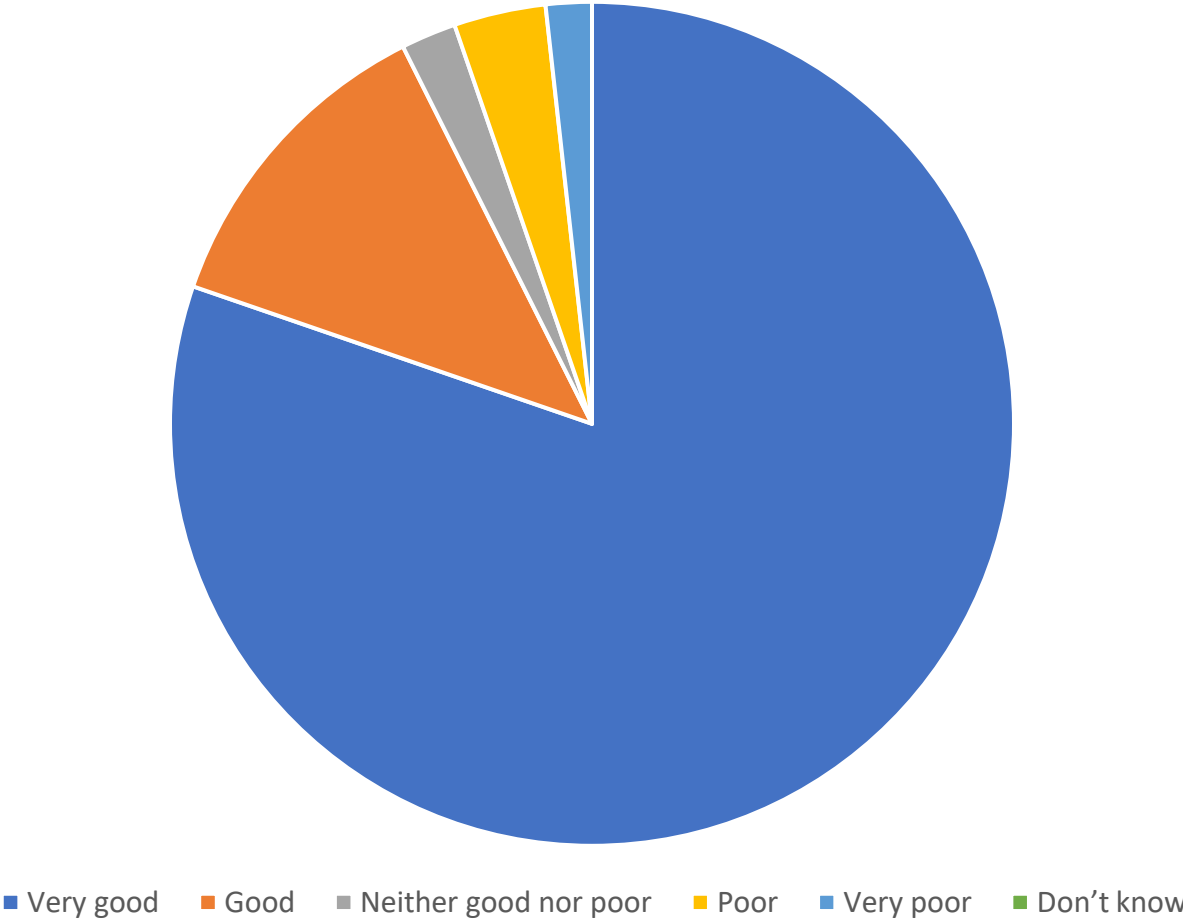


February 2023 Comments:
(please note some information may be redacted due to confidentiality purposes)

1. Amazing doctors and nurses and approachable reception staff. Everyone has gone above and beyond for me during my time being registered here. Easy to book appointments and talk to doctors. Great mental health support services and a lovely warm atmosphere
2. Long waits to get through but very friendly and professional staff on the phone. I always feel heard and treated with respect. All medical staff are excellent and make you feel at ease. I am very happy with my GP surgery.
3. Appointment at a time which suited me friendly staff no long waiting time
4. Outstanding treatment from receptionists answering calls to gps to front desk receptionist to nursing care. You are doing amazing given the current situation of a lack of staff and lack of appointments - you are doing your best and that is evident - I appreciate your service very much.
5. Every time I have come into contact with the service I have had a good experience save one time, which was back in June 2020 when being given incorrect information on the phone, however no issues since then.
6. I booked for implant change. At the time of booking I asked if I needed to collect one to bring. The receptionist said she didn't think so but would let me know if I did. I never heard back so attended the appointment which was then wasted because there was no implant available at the surgery or pharmacy. My appointment time was also changed on the system without me being informed
7. Quick and efficient polite receptionist and very helpful
8. Can usually get an appt. Staff GPs are friendly.
9. I personally can't fault this GP practice I have been at the practice since a child and seen how it has evolved over time. I personally find the online triage form the best way to contact you with my non urgent medical issues. Every person I have met or have spoken to at the practice has been kind and professional. I always feel like you are very thorough and always refer on for further tests / specialists as appropriate. I really can't think of anything you are doing a brilliant job and should be proud of this amazing service you give to this community. I am a nurse and almost every week hear other people's experiences with their GP and it makes me grateful for such a great GP practice.
10. Please can you tell us why you gave your answer? Because it is
11. I am 60 years old and find it very difficult to navigate the app in order to get a routine appointment. It took me at least 20 minutes to do this when all I want is a check.
12. Never had to wait too long on the phone and when I needed immediate attention I was given it
13. In all my recent contacts with the practice I have been treated with efficiency and kindness I am very grateful to all the staff for the cae they give.
14. I have been registered with this practice for over 50 years and always been happy. I feel listened to when I speak to a GP and always get referred for investigations or specialist referrals as indicated.
15. My interactions with the practice have always been good. Staff are professional and carry out what they say. Even if I'm 40th in a phone cure, that should like I'm the first. Keep up the standard set.
- 16.. Staff helpful
17. Following routine bloods which had deteriorated rapidly, the Drs were very efficient and on the ball in reacting to the results - I was assessed the same day and was admitted straight in to the RHH to have tests done and am now getting treatment for suspected cancer which I had absolutely no symptoms for. The reception team have been amazing since (especially Mandy) as whenever I have had any questions or queries they have been able to answer them immediately or have called me back straight away when they have got the answers. I really am so grateful to them all.

March 2023

Overall, how was your experience with Woodseats Medical Centre?



March 2023 Comments:
(please note some information may be redacted due to confidentiality purposes)

1. I have always had exemplary service from the practice. Always been able to speak to a doctor on call back and been able to get a quick appointment if necessary. Very friendly, efficient and informed staff. Telephone system works very well, don't have to wait too long for calls to be answered.
2. I have had appointments for yearly medicals and bloods and the nursing and hca and reception have all been friendly and helpful. I've also had follow up telephone appointments and the doctors and hca have been very helpful with the care plans.
3. Going to the doctors had blood test resulting in me going to hallam hospital after test i finished having treatment for prostate had my treatment other xmas and new year got to have blood test 6 months from last session wot im saying without doctor sending me for test we would not have found out
4. Very helpful on the phone about using online service for non urgent appointment.
Lovely nurse and doctor that I have seen recently. Felt at ease and that they had time to listen.
5. Try and cut down the telephone queue .and shorten the greeting message ,that would shorten the queue .also repeat prescriptions some items are left off even if the are on batch
6. Having to wait for a call back from a GP and not given a time for this is crazy, full time working people who don't have their phones with them for various reasons, can't hang around waiting for a call.
7. very quick efficient and give me all the information I needed. Put me at ease.
8. I always get seen on the day I ring no matter how busy the surgery is. The quality of doctors is excellent and the reception staff deal with me professionally and with courtesy. Sometimes there are long waits to get through but I understand why this is and I think the standard of service more than makes up for this. Thank you to all of Woodseats Medical Centre for being a great GP.
9. I get seen, and there are follow-ups and reviews. Feel as though I can better care for my health and my kids health.
10. Reception and office staff are friendly and helpful when I've called. GPs are also helpful. I haven't needed a nurse but I'm sure they're great :) The accuryx send a query function is very good. Clean and comfortable surgery.
11. The best GP on Sheffield quick and helpful with nice office staff
12. The addition of using online triage forms, and online appointment booking systems have been useful for people who can't sit on a phone call for up to 25 + minutes waiting to be connected to reception.
13. On this occasion I was able to get an appointment for a wound check. On a previous occasion, I haven't been able to. I recognise this is because they are often needed at short notice.
14. Certain GPs are brilliant, they go well above and beyond their duty. However, a few of the newer GPs are dismissive and patronising which lets the practice down a little
15. It would be very good but of late when calling to speak to a GP the slots are taken up quite quickly. On a positive note that all staff are polite, fantastic
16. Always had exceptional service and response times, incredible when compared to the challenges friends HVe at other surgeries
17. Professional helpful
18. Staff are friendly, but I recently had an appointment cancelled. This was due to the bad snow and couldn't be helped. However, when it was rescheduled I was put to the back of the queue and now have to wait 12 days which I don't think is fair.
19. Nurse was so lovely with the boys for their travel vaccine, especially Alex who has a real fear of needles
20. Nurse was so lovely with the boys for their travel vaccine
21. Had an immediate reply to my phone call on a very snowy, disruptive day. The conversation was friendly and effective, giving me a suitable alternative appointment.
22. You are polite helpful and kind. The cervical smear nurse was brilliant had a laugh. Dr Shah on the hrt advice didn't rush me and was patient with all my questions. Dr dachtler listened very fatherly to me regarding my reasons for swapping surgery.... Then Katy mental health nurse made me feel great. It's a great practice. The receptionists eg kathy always have time for me. I couldn't be more pleased with my move and I'm so glad you took me and my son on as new patients. X
23. Extremely difficult to make contact with reception and make appointments.
Always feels rushed when you are in.
24. Patients who visit the practice with conditions that require urgent treatment, are seen almost immediately, and hospital appointments are made asap.
I am most satisfied with the practice, the Doctors ,Nursing Staff and Receptionist.
Thank you ,appreciated.

March 2023 Comments:

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- 25. On time
- 26. Staff all friendly & make time for you.
Being able to contact online with questions that don't require urgent response from healthcare professionals is a great resource.
- 27. I always get a same day consultation and my problem is dealt with.
- 28. I've been at this practice for over 10yrs and have no complaints whatsoever.
- 29. Seen quickly when you need an urgent appointment.
- 30. She had no trouble getting my blood . Always a bonus .
On time seeing me.
- 31. The doctors are very experienced and have time to listen . The staff are polite and knowledgeable. The telephone system works well if you have time to wait, if not there is the online appointment .
I have always had excellent care and would definitely recommend the centre. Thank you
- 32. Seen on time, helpful GP, listened to my concerns
- 33. I have had regular attention from the staff since joining the practice, yes it is not as easy to obtain an appointment but this seems to be the way it is. I appreciate that there is a shortage of General Practitioners and therefore many practice are struggling but my experience has been far better than I had previously.
- 34. I have always been seen by doctors and nurses when necessary and have always been treated well
- 35. They are very efficient,and if anything they think is wrong.they will look into anything that they think isnt rightand investigate it i am very pleased to feel confident in their care.
- 36. Excellent response to my online form and was seen in a reasonable time frame.
- 37. The staff are very nice when you get to see them or speak to them but it isn't easy to access advice always.
- 38. Excellent caring Doctors
- 39. Answered my queries and resolved issues efficiently. Medication review conducted and amended accordingly.
- 40. Friendly, kind and helpful GP.Made me feel at ease. Listened well and explained everything clearly.
- 41. Always great and friendly staff and never have a problem getting an appointment or a call back
- 42. Great to be able to get quick appointments or advice over the phone. On the whole an excellent service. Thank you!
- 43. Overall quite good. Once I get an appointment the face to face experience is good, my questions are always answered and I feel my views on medication and treatment are respected.
- 44. Very satisfied with the practise
- 45. Reception staff very helpful and polite. Appointments running late apologies given. Treatment I received was explained fully and carried out quickly and efficiently.
Doctors and nurse were very pleasant and professional.
- 46. Always go above and beyond to help you
- 47. The admin staff are always helpful and friendly. The medical staff have been very helpful and quick acting when I was ill and admitted to the hospital last year and for arranging Covid antiviral treatment for my son who has down syndrome.
- 48. Very help, Well ran, Good service, Nice staff, Great doctors
- 49. Friendly and efficient. Easy to contact.
- 50. Always efficient & friendly.
Never have problems keeping in touch.

March 2023 Comments:

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51. Always been there when required.
52. The doctors have been brilliant these last 6 months, With my on going illness referral me to hospital for tests.
53. Reception/Admin very quick and efficient in calling me back after I filled in Accurx form. Physician Associate- Sophie Rhodes- was excellent. Very thorough and explained everything clearly and answered any questions I had. Plan + follow ups put in place.
54. If needed always see a doctor.
55. Efficient, professional and friendly.
56. Staff are lovely and understanding. I've had a few issues with prescriptions not being sent to the pharmacy but apart from that this GP goes above and beyond.
57. Because the service that you receive here is one of the best around and it is improving
58. Appointment itself was fantastic - felt heard, understood, taken seriously, cared for and reassured
59. Good service
60. Not had a bad experience so far
61. Very straightforward, helpful and fair
62. Hepful reception staff, very good GP service who always try to assist and make services accessible
63. The staff are very helpful. I find response to telephone calls excellent with gp call back in reply to initial enquiries very good
64. We are always seen within a couple of hours of calling. Everyone is always incredibly helpful and friendly. Every doctor who we have seen is always great with our 3 year old.
65. Pleasant and professional staff
66. Always polite and non judgmental on the phone as well when waiting on triage and then in the drs appointment.
67. Professional attitude, clean premises and approachable people
68. Waiting an hour on the phone from 8:30am to speak to someone only for them to tell me that all appointments for the day were taken. I was in agony and needed to speak to a doctor. I persisted and a doctor phoned me. From this point on tue service was great.
69. Excellent service.they are very efficient and friendly. Couldnt ask for more
70. Staff and doctors very polite and good at explaining things..
71. Nice friendly staff
72. Brilliant GPS, great nurses and other health professionals, lovely receptionists and a very efficient system for managing appointments. People moan about being on hold for 30 mins, but at the end of it you get a decisive response and appropriate arrangements are made. I love how flexible it is now, with remote appointments and advice over the phone. Also, referrals are always made for any extra checks that are needed. You aren't made to feel as though you are over reacting, and you are believed, which is massively important as a patient. GPS also take the time to explain things in ways that are easy to understand. I also love the new system for messaging online about non urgent things.
73. Wss very helpful and concerned about the symptoms and sent me fot urgent CT Scan
74. If getting an appointment was an easier process I would have scored higher?
75. Staff very friendly. Updates and reminders via text messages are frequent and useful.

March 2023 Comments:

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76. We have always had access to care whenever we need it . All the staff are very professional and caring. The range of staff available means that the care for my elderly mother is very tailored to her multiple needs . The admin team are always polite and responsive. The whole team have been very supportive through difficult times . Thank you

77. Using the accuryx form worked well, was contacted and asked to book appt, all happened in an appropriate timeframe, friendly doctor.

78. Can always been seen when urgent.
Doctors are very friendly.

79. Efficient response to online request for appointment Felt listened to

80. In two different spells I have been with WMC a very long time, they have always tried their best to help me and my family whenever required especially over recent years as my condition has worsened, they are very professional and friendly.

81. I could cite all the examples where the practise has let me and my wife down, but I'm not. For me it comes down to one question. Throughout my life either at work or been ill,if I had become ill or injured could I rely on my primary point of health care, my GP, to look after me. Up to 5 years ago I would have said yes. Now the answer is an emphatic no. That's virtually the whole time I've been with this practice.

82. I got an appointment on the day I rang. The doctor I saw listened to all my health problems and acted on each one. I really couldn't expect anything more.

83. Lindsay was just very helpful

84. Waiting time is usually not too long.
All staff are welcoming and helpful.

85. Was kept waiting on phone to request call back for 15 mins only to be told no spare slots

86. Always there to help. Friendly, knowledgeable staff.

87. I was listened to and offered treatment

88. It's always pleasant and punctual

89. From the reception staff to nurses and doctors I have always had a positive experience

90. I have been with this practice all my life. It's not often I come to the Doctor's but you are always brilliant.

91. There were no problems

92. I was contacted by the surgery to book a blood test. I telephoned on Wednesday 15th (I was on hold 27 minutes) however that's understandable and I was able to arrange an appointment for Friday 17th. I was on time for my appointment and I was seen on time. Couldn't ask for more.

93. Waiting time too long

94. Always seen me in reasonable time when there is a problem.

95. Woodseats Medical Centre gives excellent care which is really appreciated.

All the staff:- The General Practitioners, Nurses, Ancillary Staff and Receptionists are all very helpful and polite.

Being able to speak to or even see if necessary a Clinician on the same day is really good and supportive.

Everyone is treated as an individual and and treated holistically which makes people more comfortable and relaxed sometimes in difficult situations.

No the care we get at W.M.C. IS EXCELLENT.....Thanks to all the staff who work there.

96. I am recently widowed and finding life very difficult without him . Dr. Claire Rimmer has gone out of her way to support me physically and emotionally . And still continues to do so.

97. I always get seen or spoken to on the day I call. The GPs are lovely and reassuring despite being so busy. Support staff are helpful and professional. Well done WMC!

98. Staff always friendly and helpful. Always been able to get an appointment as appropriate.

99. I had a telephone appointment to discuss my treatment. Despite one doctor having to go home ill, the consultation went ahead. All my options were explained and I was referred onto a specialist.

100. The practice is efficient and inclusive.
The Doctor I saw explained everything and was helpful.

March 2023 Comments:

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101. I was seen on time, the appointment was carried out in a very friendly manner, I felt able to ask questions and received useful answers. Everything was clear and I left feeling contented.
102. Polite friendly and on time.
103. All the staff are so pleasant... Nothing is too much trouble
104. Efficient and quick
105. Never had any problems given the situation at the moment
106. I was seen by the nurse promptly for my medical review, and follow up appointment arranged
107. Mostly good the only criticism I have is the dispensing of my medication.
108. I felt on this occasion that I was really looked after .
109. I have always been satisfied with the centre.
If the Doctors considers your case to be urgent then one is given an appointment immediately,also on the severity of ones condition a hospital appointment is sent soon after.
The GPs ,Nursing staff Reception team are always pleasant and helpful also the Pharmacist, my prescription is always ready on time. Thank you.
110. My appointment was on time and straight forward. Staff very nice and the receptionists are fabulous.
111. Although took a long time for call back appreciate business of practice. GP was understanding and offered apt that afternoon. Seen very promptly by student doctor and later qualified.
112. Polite helpful staff, nice big waiting room, on tim Rd appt
113. I am only one phone call away from a GP. I regard myself as fortunate we have a we'll run practice where I can see a GP on the day. I get regular updates via text from the Practice which I find very encouraging.
114. The GP practice is good and very friendly staff and GPs
115. One way or the other we always manage to get things done.
116. Good reception and the nurses that saw me were polite and professional. Got what I needed doing. And left feeling better.
117. We can always see a doctor if necessary When speaking too family and friends of they're experiences this Practice is far better
118. If I am not well I am seen normally the same day or the doctor will ring sometime I just need reassurance
119. -Very organised with the communication through emails/text messages.
-It is clean in the practice
-Easy to get appointments.
120. The staff are pleasant polite efficent a deserve a top score but Sure you must know like every doctors any where it is hard to get through on the phone 15 callers que and when you do get through you can't get a. Appointment in case a 17 day wait for a doctor znd a further 12 days to get a blood test a further wait for results make a long time to get treatment. This is why a and e is packed with people needing an elastoplast the NHS is great but our politicians let you and us down I hope you all get a better response from them
Thank you all for your work and dedication it's the bedrock of everything
121. I have been registered with the practice for 10 years and have always received the best of care.
122. I don't feel like an individual, my family and I used to feel like we belonged and in the care of someone who knew us. In recent years I feel that I am just a number or an irritation un til I get to see the health practitioner and then I feel that I am being well cared for.
123. Nothing is any trouble. I have alot of issues that need dealing with and you are doing everything you can to help x
124. I wasn't waiting for long when I got there and the phone service was excellent
125. I'm grateful for any NHS service and am satisfied with the service I get from Woodseats surgery.

March 2023 Comments:

(please note some information may be redacted due to confidentiality purposes)

126. Cannot complain about the service received, especially over last few years
127. Staff are amazing
128. All doctors treat me with care and dignity. All doctors will come out to the waiting area to me as I am deaf and don't hear the screens when they call my name
129. I have been well looked after over the past 12 months whilst having various health problems, all the staff including nurses & doctors have been so attentive to my problems doing everything they could to sort my health problems
130. The receptionist was friendly and helpful. The nurse was knowledgeable and put me at ease. I was treated with kindness and respectfully Everywhere was clean. I was seen on time.
131. Staff always kind and helpful
132. The service is very efficient
133. Prompt and efficient
134. Nice staff , helpful especially the nurses reception staff not always so when needing to speak to a doctor .
135. After phoning received telephone call quickly and got appointment same morning.
136. Friendly helpful and informative
137. Because I saw really satisfied with the kind response
138. Getting an appointment for non-urgent matters is a struggle- not the fault of the drs who work really hard! Slightly frustrating having to wait 3 weeks for an appointment to then be told that I needed to speak to a different dr, so then had to wait another 3 weeks. But always very pleased with the service when seen.
139. I am always able to see or speak to a doctor when I need to. All the staff are very friendly and kind. The on-line services work well. The systems that the practice use are effective and efficient.
140. Friendly staff really helpful
141. Lots of competition to get an appointment but really good service and a great doctor
142. Dr was kind, patient and really listened
143. I have never had a complaint about the surgery at all they are always kind and on the ball.
144. Very friendly and understanding of my needs.
145. A two week wait just to speak to a doctor on the phone.
146. Great service, always so kind and reassuring.
147. Pleased with overall care and having seen a few different doctors have been pleased with all I have seen. Recently my son has joined the practice.
148. Always manage to get an appt, either on the day or completing form if not urgent. Friendly doctors and reception staff
149. Always get to speak to doctor, get call backs an have used email system for appointments which I found very useful
150. Never had a problem with making appointments.May have to wait for a receptionist to answer the phone but they are always polite. Good service from GP when they call you back.

March 2023 Comments:

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151. I have never had any problem with appointments system or communication the reception staff are amazing , friendly and helpful all the doctors and medical staff are also professional amazing understanding and helpful I would personally highly recommend woodseats medical centre with full confidence to all my friends and family and would like to commend all the staff for their service
152. No problem with nurses in fact very good
- 153 All very helpful staff and gps
154. I can normally get an appointment that same day. The receptionists, doctors and nurses are always polite and friendly. The GP have offered me reassurance when I’ve been worrying about things which is really appreciated.
155. I had timely texts to remind me of the appointment. Friendly reception and comfortable, spacious waiting room. My appointment was on time and the doctor was empathetic, professional and helpful.
156. Everything was very professional and friendly
157. Excellent service. Very good advice and information about my particular issue.
158. Friendly staff and appointments always prompt
159. the appointment was on time and the nurse was very good and helpful with questions
160. I'm really happy with the service you provide. It can be a bit tricky to get through for an appointment especially on a Monday morning but find all the doctors supportive and provide the support you need quickly and effectively. I have used the online appt form recently and that has worked well for non urgent issues.
161. As a new patient with this practice, I was most impressed by how quickly I was able to book an appointment to see the nurse. Also, reception staff was very friendly and most helpful. I will definately highly recommend the practice to friends and family.
162. I came in person and was given an appointment later that day. The doctor was helpful and professional. I cannot ask for more than that.
163. Professional staff nice and clean atmosphere in surgery Nursing staff was very polite and helpful
164. Called 08.45 for a telephone or otherwise consultation with GP. My call was answered after a 20 minute relative short wait (after all I was number 40 in the queue) and was given a face to face appointment with GP for 09.40 same day. An amazing service from the Practice given the many reports of patients throughout the Country having to wait sometimes for weeks to get such an appointment. Thank you and congratulations to Woodseats Medical Centre. Outstanding excellent service. How could anything have been better. IMPOSSIBLE.
165. I came in for a smear test on Tuesday and the nurse was lovely she made me feel at ease and relaxed lovely lady.Also my son is 25 and is autistic he doesn't leave the house for anything other than woodseats med centre we came for our bday medicals together and again so a lovely kind and thoughtful nurse she was great with my son and I really appreciate that .
166. I find the staff very good but don’t like having to go online to seek a consultation that isn’t urgent
167. As I have been with the Woodseats practice for many years and needed a wide variety of services from them and help for my health I have found them dutifully caring for every aspect of their service. Giving me information as well as seeing me & my Partner (died) who was needing visits at home. Finding Consultants + other staff from good quality trained nurses etc .
168. Always find courteous and friendly response to my questions/requests
169. When you phone for a appointment you have to call between 8.30 and 9.30 am and you could be 40th in the queue,Nd if you are at work you can't always stay on your phone waiting to be through
170. There was flexibility in getting an appointment and the doctor took sufficient time to get a diagnosis.
171. I have always found the treatment I've received at Woodseats surgery very good. The receptionists are always polite and helpful. My experience of phoning for a callback has always worked out well. The Nurses have all been very helpful during recent backup treatment for a knee infection. I have been more than happy to recommend Woodseats surgery to family and friends.
172. not had to wait long for an appointment, had a hospital referral and was seen to very quickly.This saved a lot of anxiety.Thankyou.
173. Iam sure because of my wife and i having both been unlucky enough to having terminal Cancers.Me still suffering, my beautiful wife having lost her valiant attempts, and what can i say but on both of us the treatment given by Woodseats Medical personal has been of the best calibre, So in conclusion my best vibes can only be ofcourse to thank each and everyone and as sure as eggs are eggs i will endeavour to pass on to friends and family about the 50years plus devoted service ,it's a Medical service to behold..
174. Prompt response to requests
175. ot had to wait long for an appointment, had a hospital referral and was seen to very quickly.This saved a lot of anxiety.Thankyou.

March 2023 Comments:

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176. Best gp practice I've been too... so friendly and helpful, makes a real difference when you go in.. and ALL staff are like this, I've been many times and all staff are so friendly and so helpful
177. Very confident in the service provided
178. Because you can never see the same doctor you saw before about the same medical condition. Doctors are not interested in seeing patients . Phone service is disgusting length of time on both phone connections.
179. Once we were able to see the doctor we were happy with his care and attention. Mum had a fall requiring hospital attention. I feel that in such a case the practice should automatically check on elderly person following such an event rather than family requesting this. Some elderly people do not have anyone to do this for them
180. Woodseats medical center has been the best move I made ,when I switched from abbylane.
181. Given the current situation the practise has operated as normal
182. Doctor really took her time listening to our concerns and explaining the plan of action. She was compassionate and proactive and took my concerns seriously.
183. Dr Badham is exemplary and goes above and beyond for her patients. I am in regular contact with my doctors due to my complicated medical issues.
184. Always friendly
185. Appointment made and went in on time
186. Excellent information and very helpful
187. Was seen within 5mins of arrival. Was dealt with expertly and efficiency by excellent competent staff.
188. Always approachable understanding and professional
189. Friendly and helpful staff also updates via text messages are very useful.
190. The GP was understanding.
191. Able to speak and see a GP on the day of my call.
192. It would have been very good but your booking in systems weren't working
193. Pleasant receptionist, very clean environment
194. Good friendly service
195. Quick friendly informative
196. I enjoyed listening to the music in the waiting area, the doctor was kind and very thorough and reception team friendly. MRI was requested and hospital rang the same day with a cancellation, so having MRI same week.
197. When you phone you can't get through you can't make appointments while in the surgery unless it's weeks away
198. Happy with the staff and treatment :)
199. Very good service
200. Seen on time, lovely reception staff, swift and efficient assessment by GP today, felt listened to and well informed regarding plan for my treatment. Really impressed with my first visit to the practice, thank you

March 2023 Comments:

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201. Contacted promptly & seen
202. Excellent service, results came back after one day
203. Can never get though on the phone line at 8 30 in morning after trying for over a week what the point
204. Everyone at the practice has very helpful & friendly well done
205. Because patients occasionally require to see a doctor and currently are prohibited from doing so
206. Staff are polite and friendly. I always feel listened to. Any follow up tests are arranged quickly. Please tell us about anything that we could have done better
207. I saw two of the drs and the main one lanced the cyst I had on my eye all over and done with in minutes one happy patient
208. Very difficult to get appointments whe you need and you have to call at 8.30- 9.30 every thing chang after covid
209. Reception staff always very helpful and friendly. As are all the nurses and doctors.would be happy to recommend the practice to family and friends. Thank you
210. Very friendly and efficient staff
211. The staff are all excellent.
212. Very good seervice
213. As always come away feeling like have been listened to and action taken which is appropriate to problem. Thanks for time and attention .
214. Because the Medical Centre has a great responding ethic in cases that need a doctors attention , they really look after their patients in anything available to them and make us fell appreciated and safe.
215. Totally unhappy with the procedure you have to go through just to be able to speak to a doctor
216. I didn't have to wait long and I saw Sophie who was friendly and professional
217.The staff are all professional from the Drs to Nurses and health care assistants. Not forgetting the reception staff.
218. Everyone at the practice has very helpful & friendly well done
219. having been a patient at your practice since 1970 at Woodseats Road , & then moving to Dr Wrights home with Dr Thompson & finally the absolutely fabulous building you practice from now, keep up the great service to our community
220. Almost one hour wait as Dr gore was busy but it was worth it a excellent GP . Reception to GP so very helpful
221. Seen on time. Friendly staff. Efficient service.
222. Because I get the response I looking for whether its to see a doctor or any test results
223. Reception staff friendly. GP's approachable and explain everything relating to your problem.
224. I have had only positive experiences during my time registered at this practise. I have had no issues arranging appointments and I have seen absolutely lovely Doctors and Nurses. I have walked away happier after my Appointments.
225. All very helpful

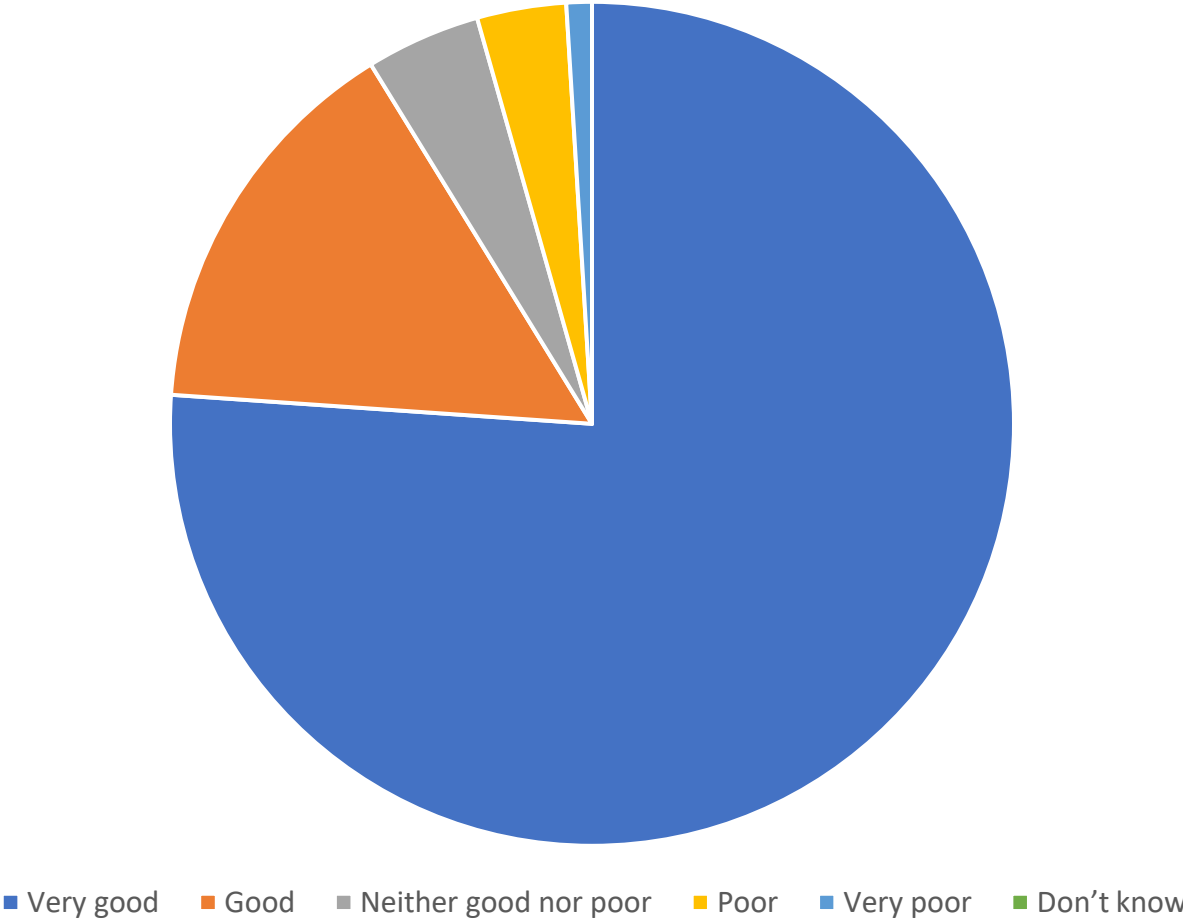
March 2023 Comments:

(please note some information may be redacted due to confidentiality purposes)

226. Myself and other family members think the practice offers a great service. The GP I saw most recently was very personable. I didn't feel rushed and she took the time to explain things. It's a real bonus to be able to get a blood test done on site and I managed to get an appointment the next day. The receptionist was very good at dealing with patients!
227. Didn't listen wot I was saying a brushed me of couldn't wait to get me out room
228. Excellent service
229. Have had no issues getting appointments and staff efficient and friendly.
230. Easy to sign in on arrival. Appointment was on time.
231. Although problems I have had have been sorted it takes an age to get them addressed, from ringing and on hold for 30/40 mins to speak to a receptionist to be given a phone appointment which could be in over a weeks time! I haven't seen a Gp face to face in over 4-5 years! I know there are staff shortages which makes it hard to get really cross with this but it makes it so very very hard to get treatment
232. Dr raj was very thorough and the examination he gave was very very good, caring and informative.
233. Helpful reception staff.
Received a face to face appointment in a timely manner.
I received my request to see a female doctor.
The doctor I saw was kind, helpful and thorough.
234. I saw Dr Shah and Dr Rimmer over the course of 6 weeks, over a sore and bleeding cervix. The problem has been resolved, thanks to them both.
236. Just found out I am pre dietetic had a call from a nurse yesterday sent me some links really helpful going to be checked again in 4months
237. Excellent care from GP
Friendly and helpful receptionist
238. Waited approx 30 mins over my appointment time to see a doctor.
Doctor left the room shortly after I had started to explain what my problem was. The doctor came back into the room after a few minutes and then took a call.
Although the doctor was very nice and affable, I did not have full confidence in him. He didn't seem to diagnose what my problem was, he asked me what I thought what was wrong with me and he asked further questions re if I had any other symptoms as I was walking out of his room.
239. After an operation I needed to see a nurse because of an open wound three weeks of changing dressing saw nuala first time and Emily twice absolutely fantastic they are lovely and a huge credit to the practice
240. After filling in the online triage form I was given a same day appointment, and after an examination by the doctor I was then sent to A&E with a queue jumping letter, so in less than 24hrs I am receiving hospital treatment and monitoring.
241. I always get an appointment on the same day or one after. The doctors and staff are always very helpful and courteous.
242. Very professional and treat me with respect.
243. Dr Ahmed was a really nice dr, I felt in capable hands and he made me feel comfortable when talking about my skin.
244. Friendly and helpful reception staff. Following a recent problem, GP referral made and everything put in place for this to happen. Medication requests easy to do online. Telephone call backs from GP have been done as said. Thank you!
245. Filled in the form online received a reply at the end of that day and had an appointment first thing the next morning
246. Firstly the staff on the front line are amazing. They deal politely and kindly to help deal with difficult problems, and always come up with a solution. The Drs are brilliant, also kind and manage medical problems well with good explanation.
247. The doctor I sore last was arrogant and not very caring...

April 2023

Overall, how was your experience with Woodseats Medical Centre?



April 2023 Comments:
(please note some information may be redacted due to confidentiality purposes)

Comments:
1. I have always received excellent service from the clinic. At the present time the clinic seems to me to run super efficiently with genuinely caring staff.
2. With there being many Doctors I don't get to bond with just 1 doctor all the time... when I was younger I remember a family doctor that knew all the family very well... I suppose this is outdated now as laws have come in on privacy and people wanting to keep things from their family.
3. 45 minute wait for my appointment. Actual consultation with the doctor was excellent so I would have given the top rating if my waiting time hadn't been so long
4. My son was really happy with the aerobics he received. The GP/Physician, was brilliant with my son. I can't rate everyone at Woodseats Medical centre highly enough. You are all amazing.
5. I was attended to on time
6. Fast appointment. Receptionist very polite and helpful. Excellent GP. This appointment was for my mum. I'm not with you but am seriously considering changing!
7. Excellent care and support given by staff
8. Seen promptly. Kind staff
9. I arrived a little early for my appointment but just after I signed in I was called. All the staff are friendly and helpful.
10.I always find Woodseats Medical Centre very efficient, helpful and caring. Nothing seems too much trouble from the receptionists up to the doctors and nurses in between.
11. Following my visit yesterday, all the staff are kind and caring as usual, doing there best to help you with any problems you have got
12. Always great never a problem
13. Cannot get a doctor to see me when needed
14. Very friendly highly professional and knowledgeable
15. Very helpful, polite and friendly.
16. Quick and efficient service. The doctor's explanation for my 13 year old daughter was age appropriate and thorough, putting both our minds at rest.
17. Encouraged to attend, quick and pleasant service, proactively managing my health.
18. I've been several times with my issue. The first time, I was sent for some further investigation. This time, I wasn't, yet I'm still having issues.
19. I always get a quick response and quick turnaround for appointment where appropriate. Staff are always kind and caring and I never feel rushed and always feel like I'm being taken seriously. Good standard of care.
20. I was seen in person by a GP who took her time to investigate the problem and was able to refer me appropriately to other services
21. Dr Datchler is amazing. So caring, kind and thorough. Very accommodating too. I can't speak highly enough of him. Thank you
22. I would have preferred the option, 'both good and poor'. Making an appointment with the GP is a very frustrating experience. On the last occasion, I was waiting on the phone more than 35 minutes, when the automated message told me I was 18th in the queue. I discontinued the call. I'm sure I'm not the only patient who feels this is a most inefficient way of making an appointment to see a GP. I then resorted to contacting the surgery by email (my concern did not require urgent attention). My email was answered & I was invited to contact the surgery at a less busy time, which was acceptable. Once at the surgery, the environment was perfectly acceptable. I was called to the GP appointment after an acceptable 'wait' time & the consultation with the doctor was efficient & friendly (enough).
23. Efficient triage process. Call back received earlier than the 2 days specified. Very efficient once in the surgery. Appointment was on time and was very effective.
24. Always helpfulhave been my.ligeline asnlve got older and experience serious health prognosis nurse brilliant with bloods Dr always patient and try to problem solve don't dismiss symptoms best I've experienced in my adult life
25. I needed an emergency appointment and was seen very quickly
26. My recent experience shows a massive improvement in patient care from both Nursing Staff to the Doctors care.
27. Telephoning can be an issue but with the online booking system that's all changed
28. Appointment on time
29. The receptionist was helpful and listened to my enquiry. The opportunity to explain my concerns and reasons for seeking a GP appointment via the link which the receptionist provided was very useful. It allowed me to clearly explain, guided by the prompts, and allow the GP to decide on the necessity of a face to face. The GP I saw was very polite, friendly and informative as he made the examination and referral which I am due to attend tomorrow.
30. Really helpful receptionists. Always able to get an appointment when needed. Efficient service of calling up in the morning to get a GP appointment either by phone or in person. Friendly staff and generally punctual when waiting for appointments. All positive experiences.

31. Because it was excellent
32. Excellent service
33. Can always get to see a gp if necessary
34. A GP saw my young baby very quickly when I rang with concerns and advised to me to take him to the children's hospital after the appointment. He was subsequently admitted to hospital so it was definitely the correct advice.
35.I have always found it a good practice .
36. I am more than pleased with your service
37. Helpful reception staff, attentive doctor, lovely waiting environment.
38. Prompt appointment nice Dr
39. Kind receptionists and doctors. They always explain and answer questions. Happy visits with toddlers. When you call you get appointment within the day or next which is great 👍.
40. My dad is 89 and quite frail. The doctor we saw was lovely and took the time to ask lots of questions but more importantly, he listened to my dad and has referred him for further help.
41. Quick response being able to see a doctor the same day as ringing up. The Consultation was thorough.
42. Quick to get an appointment even the day before a bank holiday, didn't have to wait to long in the surgery less than 5 minutes after our time we saw our GP
43. Lovely clean pleasant waiting room. Helpful receptionists. Kind helpful young lady doctor.
44. Quite easy to book an appointment, generally prompt and helpful
45. Had a telephone appointment booked for Friday afternoon but the doctor didn't call. Got a text yesterday (Sunday) saying I have an appointment booked for Monday. I haven't booked an appointment, presumably this is because they didn't call me Friday. How do they know I'm available today? Is it a telephone appointment or a practice visit? Takes at least 30 mins to get through to the practice when I call them at whatever time of day. And the on hold music is a loud annoying piece of string classical music, not healthy to listen to whilst being on hold, so stressful. Please can you change that to something more calming? Often the medical staff say they are going to do something but it doesn't happen so I have to keep ringing and arranging further appointments to prompt them to do what they said they would do.I could go on! The practice never used to be like this, something has obviously gone wrong. I understand you have other practices in the group now too. Maybe you have expanded too quickly?
46. I have never had a problem with making an appointment and seeing a doctor everyone is pleasant and polite
47. Very caring and friendly staff.
48. The doctor was very professional, took time to listen, and gave excellent Advice, was very happy with Everything
49. I'm allways treat lovely when I come to the surgery and been with them 41 years
50. I got phone call back straight away and got a same-day appointment. Dr. Badham was very helpful and thorough and put me at ease.
51. Always very friendly.I find it very easy to get an appointment or get to speak to someone and always try to be very thorough Not for urgent medical help
52. Practice isn't as good as it use to be
53. Very helpful
54. I rang for an appointment and was answered by a very nice and efficient receptionist who booked my appointment and follow up, with consummate ease.
55. I personally have never experienced major difficulties with getting appointments to see GPs when necessary, or telephone appointments when not. Sure, the morning triage call can be frustrating, but the on line service has proved especially useful for routine matters.
56. Everything fine except delays
57. Surgery running slightly late then when I got in for my appointment felt rushed and my concerns not fully addressed.
58. Appointment on time. Pleasant experience.
59. Although we waited longer than the appointment scheduled the service was good and the information we needed was helpful.
60. I am always provided with a professional service

61. It is good
62. Very friendly and easy to talk to.
63. I've had a few illnesses Feel like they have acted quickly at getting me referrals and dealing with things there and then Think great that you can text and a doctor gets back to you
64. Your nurse was really helpful and took the time to make sure I understood what she was saying
65. I had a blood test which was requested by the surgery. I had an appointment within the week. I was seen within minutes of arriving and the test taken by a very friendly and capable health care assistant.
66. Disappointed. Dr did not know why I was there. No continuity, seeing different drs dose not work. Felt like I was interrogated and not believed. The dr told me I had only 10 minute appointment, it was a 20 minute appointment. Then he realised. I wasn't examined. Why is it needed to be reported I look well Just on my appearance. This doesn't reflect realy how I am.
67. Signing in for my appointment and not bothering the receptionist as she looked extremely busy and a queue was forming
68. Excellent service
69. Always helpful and supportive
70. Prompt appointment, lengthy initial phone call to make it though.
71. You ring at 8.30 and are waiting for a hour for a answer, then to be told its closed fill in a form.Elderly patients must be struggling with this new system. My daughter filled a form for shooting pains in her head, they contacted her to go to another surgery,we went and was waiting 2 hours only to be seen by a nurse who was not qualified to diagnose, this was poor as her brother had a brain hemorrhage after having pains.
72. They seemed concerned about your problems
73. We moved from another surgery two years ago and it's the best thing we have ever done!! All the staff are so friendly and helpful. Because of my heart failure and AFib I have needed appointments on several occasions and every time I was dealt with really well. Thanks for all your help!!
74. Very Friendly staff
75. Dr Samuel was amazing and caring; made me feel welcome in an awkward situation.
76. I really appreciate the help
77. I was seen by a doctor with a same day appointment, after online triage, recommended course of treatment,which was followed up.
78. I was called in for my appointment on time. Kind, friendly staff. Nice clean, airy, light rooms
79. I was seen very quickly when explaining my symptoms to the doctor on the phone -got a face to face on the day -brilliant. Dr Khan is a lovely guy-a real gent.
80. Friendly staff professional Doctors place was absolutely clean and tidy
81. On all of my visits to the practice I have always treated with respect and efficiently by the staff
82. Prompt appointment and nursing staff ringing daily to my condition
83. I have always had excellent service and been looked after very well
84. I have always been delt promptly and and correctly and found the drs are very good.
85. The receptionist at first sent me the wrong link to book my appointment, after a second call I got the correct link. This led to an appointment at the practice and a prescription. This medication was not available but on my return to the practice I had the prescription amended within a few minutes and this was good.
86. Staff are supportive and caring. Always treated with dignity, kindness and respect.
87. Appointments always run over, I get it completely but if we was late we wouldn't be seen It would be better if you could speak to the doctor because half of the time you can't get past the receptionist
88. I keep getting let down by the prescription service. The surgery change an item, as it was cheeper for the NHS without telling me or discussing it with me. My prescription were taken from the repeat prescription as I was due a review, now I don't not have any inhalers for my asthma. I tried ordering one and there was a mistake and it wasn't sent to the pharmacy. I have now been without my inhaler for 6 days and I was told it wasn't urgent enough to send it straight away. I work away most weeks and I now will be without an inhaler for another week.
89. Prompt and friendly service from all the staff and medical professionals
90. Interpersonal manner of practitioner

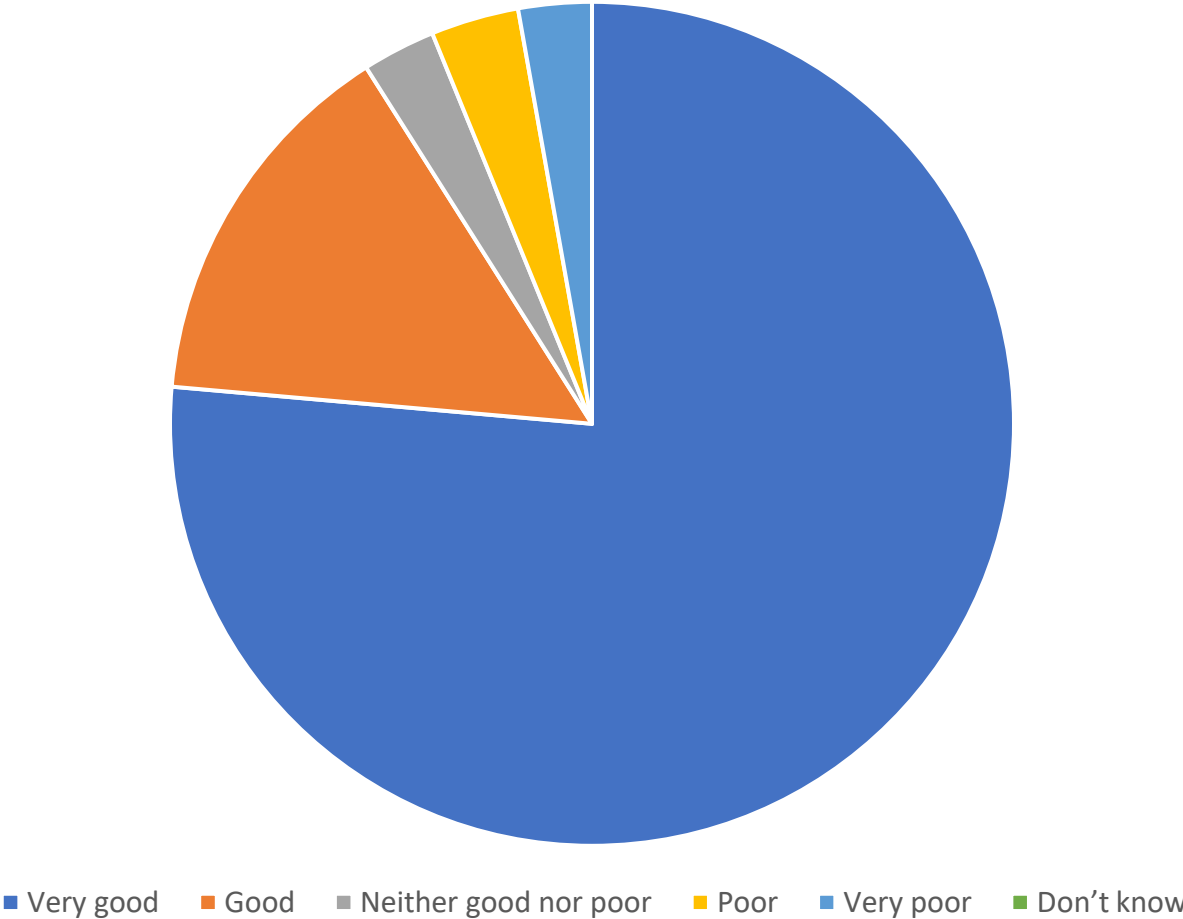
91. 1. I can easily get through to the surgery by telephone or email. Reception staff are always helpful and warm when I do get through. They always have time to deal with any enquiries.
2. I've seen a doctor 3 times and each time I've had professional, thorough care and felt that I've been taken seriously.
3. Triaging was quick and I was given appointments Within the appropriate timescale.
I really appreciate the care and service I have received at the surgery. Thank you so much.
92. I saw a doctor face to face within 4 hours of ringing, I had expected to wait months. All very good doctors, brilliant phone system, you are constantly advised your position in the queue. I think it's a top class practice, couldn't be better.
93. There's a lot of things I like about the practise. The ability to fill out a web form rather than waiting on the phone for none urgent items i.e a rash that won't go away. Apparently you can still book an appointment online which I thought had been discontinued but I found it again after logging onto your site.BTW I did recommend your practise to an old lady who'd been given very poor service by their Doctors.
94. The practice is amazing from the clerike! staff up too GP and nurses very friendly and caring
95. Have been with the practice for nearly 50yrs and have always been satisfied with how I have been treated. Obviously covid made it difficult for everyone but in the last months I have been able to see a Doctor face to face.
96. Very happy with the services and the follow up calls
97. Excellent staff and service. Just terrible waits getting through on the phone to book appointments. 10/10 for staff, 0/10 for call handling
98. When I rang this morning I was given an appointment straight away by the lady who answered the phone, I assume because it involved a head injury to a child, and we were seen 90 minutes later. We saw Dr Coddington. Dr C was just lovely, chatting to Harry and explaining everything to him, rather than me. He didn't speak down to Harry, and I really appreciated his whole manner and approach.
I think your surgery is brilliant, and in the 8 years that we have been registered with you, we had very positive experiences, without exception. Thank you to all concerned.
99. I have been a patient with the practice for 40 year & dread the day if I ever had to change
100. The doctor I saw phoned someone I knew and discussed personal medical information about me with them which has made me very reluctant to come back
101. Efficient call back from GP
102. Stop taking on new patients
Stop telling people to fill form in for appointment when it just equals a text saying make an appointment
Work weekends
Take staggered lunch breaks
Have a late night opening
103. The only problem I have is om the phone. It takes too long and it's quicker to call in.
104. Appointment on time. Friendly staff. Clean, well presented centre.
105. Ease in getting an appointment. Helpfulness of consultation and explanations given
106. I got an appointment and the doctor told me what was wrong
107. I am very pleased by the way everyone at the practice treats me. I always receive very professional service and treatment which is also very friendly and caring. My recent experience was dealt with thoroughly, quickly and with care. All the team are always approachable even at busy times. Thank you, all.
108. If was just th Doctors I've seen I'd put: outstanding. And helpful receptionists face to face etc. But the system often lets it down. Trying to get an appointment to see the Dr when need it is q nightmare. Sad for those in even more need.
109. Good staff
110. Booked a non urgent appointment but still saw a doctor within four days.
111. I am very disappointed in my recent experience. My daughter had a blood test at the children's and I was informed the results would be back the next day. I rang the surgery the next day, to be told the results were not in. I had to further keep chasing and i did not get the results until a week later. As you can imagine it has been a very anxious wait and more disappointing when I see that the results were actually on ice the same day the test was taken.
112. Appointment met on time , pleasant greeting from staff .
113. Once you get answer by receptionist.usually get a doctor to phone you .
114. First time visiting since moving to Woodseats last July. Think I was seen by Becky - What a LOVELY young lady. Put me at ease when dealing with a 'delicate' issue.
115. Very caring staff
116. Very attentive. Staff are very helpful and kind
117. I've always been treated well in all of the 59 years I've been attending the practice.
118. Seen promptly. Caring staff.
119. I always receive such lovely care with all appointments including those with my children.
120. I got an appointment for a blood test for the following day. Then the blood test results came back abnormal and I was contacted the same day by Dr Gallaher to discuss them. Three days from start to finish. Excellent service.

121. Never had any problems always get to see a doctor if needed my experience of the practice has always been positive
122. Though taking ages to get a Docs appointment your reception staff are excellent at guiding through the process which for someone of my age can be complicated.
123. GP was very attentive, listened to my needs and offered different medical options.
124. Polite and caring
125. Although I had a long wait to speak to anyone (I was no. 34 on the waiting list) I was referred for a GP callback. I didn't have too long to wait for that and I was offered an afternoon appointment. The Dr I saw was friendly and kind and took his time examining me. He made sure the medication he prescribed was appropriate.
126. Easy way to check. Was seen on time.
127. Seen at appointment time, great staff, easy "check in"
128. I find Woodseats Medical Centre highly efficient, the staff are extremely friendly and very well mannered. Appointments cannot always be on time due to emergency sometimes you might have to wait longer which unfortunately cant be helped. The Doctors that i have seen and Nurses have helped me with my problems i would highly recommend them.
129. Dr Newbold was most helpful & reassuring .
130. I find the surgery well equipped to deal with appointments and requests/queries quickly. I've needed several appointments recently and all have been easy to make and within a very reasonable time. The care given by the clinical staff is excellent and I feel listened to as a patient. The team on the phones and reception are always helpful too. The online services have made a big difference for me with non-urgent questions and help. I cannot fault the care I've been given by the staff at Woodseats Medical Centre. Thank you.
131. Good atmosphere calming, plenty of room clean, very helpful staff, plus I see doctor Joyce best doctor i have ever known & I have known a lot at my age.
132. Pre injections from the nurse - everything was explained really which I appreciated.
133. Both my daughter and myself feel that we are very lucky to have an exceptional medical practice on our doorstep.
134. Very good service from the receptionist. And the doctors are very thorough and professional
135. The receptionists are always polite and friendly. Appointments are arranged promptly within a week. I have received excellent care from the medical staff I have seen. Thank you to Sophie, Maria, Lindsay and Dr Dachtler for the kindness and support they have shown me. It is appreciated.
136. My family has been with the practice for over 40 years. We have always been seen by a doctor when necessary and referred promptly to hospital when needed. I am pleased to be with such an excellent practice. Thank you
137. Never had a problem with this medical center
138. I've been with this practice for over 40 years I won't go to any other no matter where I moved to
139. The Dr was very thorough and understanding
140. I am very happy with the service and won't be going anywhere else. I was very happy to see the doc and student yesterday.
141. Got to see a doctor same day and start medication to recover
142. Doctor very patient and thorough in examination.
143. The doctor spent a long time looking to make a diagnosis. I was very impressed with him.
144. The doctor explained everything to me and gave me a thorough examination. He made me feel at ease and didn't rush my appointment.
145. Always get to speak to a doctor, get appointment if needed.
146. Very polite and friendly, very efficient
147. I did not have too long to wait for my appointment and the nurse was friendly and professional.
148. Appointment on time. Young man who took BP and blood very helpful and informative.
149. Face to face appointment appreciated, health problem explanation by Dr very clear, and informative. Received medication for problem. Staff helpful and informative.
150. Managed to get an appointment smoothly and felt the Dr listened carefully to my issues and took good affirmative action to support me
151. Excellent doctors spoken to and seen. Great experience.
152. I was dealt with promptly and empathetically with a call back & offered a same day appointment & prescribed medication.
153. Nice friendly staff
154. My daughter has had a 24 ecg but not had any follow up from gp
155. Incredibly thorough...listened so carefully...asked lots of relevant questions. Very warm and welcoming.. took prompt action to resolve the problem. Excellent service.
156. Appointment was on time and the nurse was very good
157. Try the best they can to see me if I need an appointment.
158. I was informed when I was due to have treatment at the practice in a timely manner
159. Can always get help from Doctor
160. I am very happy with Woodseats Medical Centre I have been at this practice since 2002. I find that all the staff are very helpful and the doctor's are very professional

161. Nice people
162. Since moving from Abbey Lane practice to Woodseats in January this year I have been very impressed by the swift response when I have needed to see an GP and by the courteous, helpful staff at the practice. Such a contrast to the rudeness I encountered from receptionists at Abbey Lane. Many thanks from a very happy patient!
163. because the centre deliver quality service in all aspects
164. Experiences very good, doctors usually very helpful and knowledgeable. Building clean and tidy.
165. Receptionists are helpful as are the doctors.
166. Most of the time service is good.
167. Ms.Ann Croft made sure that I know about the whole procedure and gave room for any questions. She was friendly and made me comfortable in a not-so-comforting procedure.
168. Always get an appointment or call back on same day as phoned.
169. I was seen promptly as always by very pleasant staff and doctor, who listened very carefully to me and put me at ease.
170. The only negative is that the appointment was 50mins after time so we waited a long time. other than that, great doctor and helpful. Thanks for all you do.
171. I was initially impressed when I joined the surgery, now over the time I can see a vast improvement appearing. That is why I am actively recommending my surgery.
172. Efficient friendly and flexible doctor
173. Got an appointment within 2 hours and seen on time
174. We have always been extremely happy with the treatment we have had from Woodseats Medical Centre.
175. I received the telephone appointment call at the arranged time, the doctor, Dr Shah, was polite, kind, explained everything, listened well
176. Nurse went above and beyond when I asked for extra blood test to be added to existing test

May 2023

Overall, how was your experience with Woodseats Medical Centre?



May 2023 Comments:
(please note some information may be redacted due to confidentiality purposes)

- 1. I was seen quickly and 2 follow up appointments for the hospital were sent in a few days, with both appointments booked for the following week. I am very impressed.
- 2. Prompt friendly service
- 3. Can't fault service given by doctors or staff
- 4. Saw Dr Bala yesterday and found him to be very thorough and took time to explain anything I didn't understand
- 5. Always able to get through and arrange an appointment promptly. Staff very friendly and every health care professional and doctor I've ever dealt with has been excellent
- 6. Always thorough.
- 7. Our doctor was amazing with my son
- 8. I've always been able to talk to a doctor who listens to what I have to say no matter how trivial which gives a feeling of confidence.
- 9. Excellent service by staff.
- 10. Very caring staff
- 11. I have always received excellent attention from reception staff and doctors when dealing with my brother's medical issues. Requests have always been efficiently and promptly dealt with.
- 12. Given wrong dates for call back from nurse/doctor which meant a wasted day waiting for call and await of over half hour on phone waiting to be told they've made a mistake,not good enough !! 😞
- 13. Because I was given the time to discuss my problems fully. And I was happy with the advice I was given
- 14. As always every member of staff from reception/booking appts & the GPs I get to see are exceptional. This time I really appreciated the GP I saw as she gave time to explain things & understood my anxiety over recent health concerns despite them not necessarily being major. She listened to my concerns & reassured me of what the pain this time could be related to & also explained about the other services in NHS & the recent referral report. I really appreciate the help you have all given when I have been worried about health/body things.
- 15. At 70+ am getting good preventative care
- 16. Efficient, friendly and go above and beyond.
- 17. Because I thought the Nurse was very kind and listened to me when I described how I was feeling and gave me advice to have a talk with the Doctor. I did get upset ,but she understood. Unfortunately I didn't ask her name.She took my blood on Friday 29th April.
- 18. Although there is a process to go through when I do eventually speak to a doctor I have no issues.
- 19. Helpful supportive
- 20. Been going years and good to me
- 21. There's never any follow up. You misdiagnosed my mum's cervical cancer. I have little trust in the practice. The voice message you ring is way too long and not appropriate to the majority of people and it's the last thing you want to listen to when you know you're going to be 39th in the queue by the time she finally stops! The one positive feedback I have is that the reception staff are brilliant.
- 22. Friendly and efficient service
- 23. Seen quickly. Kind staff.
- 24. Please change the holding music on the phone line. Classical music is fine but soothing classical music would be much better for your patients than the music that you currently have.
- 25. Always tell people how good my doctors practice is . Everyone is so helpful, and the doctors always have time for me.
- 26.Very good service
- 27. Understanding, Patient, Friendly, Always amazing in my experience
- 28. All the staff of the practice are so kind, helpful and skillful. There are a range of convenient appointment options. The on-line portal is very handy for ordering prescriptions etc.
- 29. I have not had any problems accessing treatment when needed
- 30. I have always felt that the practice is efficient and welcoming, all of the staff are friendly.

31. Not had to wait for appointments and everyone is polite and efficient
32. I’ve always found that the doctors will do their utmost to help or pass on to relevant services . Always satisfied.
33. Efficient professionalism
34. Left our old gp as they said couldn’t do anything and you’ve sorted me out!!!
35. Improve the ‘phone system, provide an alternative number or email facility if patients have non medical and non urgent enquiries.
36. On this particular visit I was able to quickly access an appointment and was seen punctually.
37. Dr Gore was interested in my problem there was no rush to end the consultation I was offered advise about alternative ways to resolve my problems best doctor I’ve seen in years
38. I was able to make a face to face appointment with a GP easily and was referred on. Helpful reception staff. Comfortable waiting area.
39. Filled in online form and within a few days had appoint to see a doctor.
40. Very good. That is the truth.
41. You can’t get appointments when you phone your just in line for ages and can’t make appointments at reception which is rediculas if you’re at the surgery
42. I can contact a GP on the day whether by phone or online. I'm very satisfied with Woodseats M. C. and I have no issues at all. As far as I'm concerned the Practice is very well managed.
43. It was easy to go on your website and put in a request for an appointment, I was contacted promptly the day after and seen the day after that. Receptionist was friendly on arrival and doctor was professional and I felt like I had been listened to. This is a far superior service than sloans medical centre.
44. Always good service and always able to get an appointment the same day.
- 45.The GP practice multidisciplinary team were very professional & responsive to my health concerns. I was re-contacted post triage & able to see a doctor the same day. The doctor was kind, considerate & respectful at all times. Furthermore, they were clear, concise & informative regards my investigations & ongoing management plan. Many thanks!
46. Unable to get through on the telephone, regardless of what time you ring and totally unacceptable length of time to wait eg 16th in the queue. When entering surgery the auto check in was not working, one receptionist trying to work through the forming queue, eventually help arrived only to wipe the screens.
47. All staff friendly and approachable. Excellent response and service Thank you all
48. Excellent care, Lots of problems all sympathetically taken care of Thank-you wonderful staff and doctors
49. Approachable doctor and receptionist
50. Prompt service. No delay seeing me.
51. Lovely friendly ,very helpful
52. Came for bloods doing. No wait. Member of staff very friendly and professional
53. Very quickly and efficiently dealt with
54. Professional and friendly staff
55. Conversation with the GP made me feel my concerns were being addressed and possible solutions offered .
56. All went smoothly.
57. WMC is one of the best (if not the best!) MC I have ever been registered at.
58. Nurses good with injections
59. Friendly and helpful. Put me at ease
60. Staff are very friendly. It is always possible to speak to aGP. When appointments are made they keep to time. The surgery provides services like ear syringes that many no longer do

61. Efficient & thorough in the investigation of my symptoms
62. Feel a bit fobbed off as a few times seen a PA and not a GP so everything takes longer as they only end up having to check everything with a full GP. It's taking longer to get appointments now too. I like the online triage as saves waiting on the phone but 2 weeks to then wait isn't great when you're in pain.
63. because they do care about patients at this clinic
64. I called yesterday for an appointment and was in a queue on the phone for over an hour. I heard the message about booking on line but those appts only seem to be for blood, smears etc with the nurse and not GP appointment
65. Appointment made via web site easy to do. Subject of triage and appointment made within a week. Appointment seen on time. Doctor completed full exam listened to issues with empathy and knowledge. Referred to radiology. Contacted that afternoon by radiology and appointment made for 2 days time. Can't fault service and system. Can't really think of anything it was perfect Thankyou
66. Practice was very busy but given same day appointment. Clinician and GP spent a lot of time trying to solve my problem .Referral made same day.
67. Gp was able to provide quick answers to my questions. Rang on time, I know that's not always possible, but the fact a time was given was really helpful in managing my work and ability to speak
68. The blood test was on time & carried out in a friendly & efficient manner
69. Polite friendly always helpful
70. Excellent in every department
71. All staff are excellent. Doctors, nurse's, phlebotomists and administrative staff. Helpful and caring. Being able to see a clinician the same day is excellent. Thank you
72. Didn't wait too long on hold for an appointment, got a very quick call back from a doctor, my appointment was on time and very professional and helpful.
73. Never get a appointment and waiting time when you do get one is ridiculous
74. I spent over an hour on the phone to be told that triage was finished for the day and so could not have a request for doctor call back. I was sent a link to complete for a doctor to review however was given the wrong time scales for this. On the day that I should have gotten my call back from a doctor, that did not happen and so I am still in the exact same position as I was prior to contacting the medical centre.
75. Last appointment not felt listened to. Not given full information. Had to push for services.
76. Friendly staff. There are hazy complexities between the roles of GPs and other health professionals though that aren't always straight forward. I haven't always been entirely clear who it is I'm speaking to and quite about what and whether the appointment is by phone or in-person
77. Recently I have had such excellent treatment ,Sophie Rose Physician Associate ,has left no stone unturned to try and find what my problem is. I cannot thank her enough .
78. Overall, most staff are pleasant and listen to you and do their best to help. The one thing I don't like is having to ring so early in a morning, not to book an appointment to actually see a Doctor, but just to get a call back. If you don't ring very early, all phone appointments are full. If I need to see a Doctor, waiting for a call back to "beg" for face to face is a real pain. If a phone call will do fine, that's what I'd ask for, but if I want to actually see one, why can't we just book?
79. Had my Shingles jab and the nurse explained that I wouldn't be having a live vaccine due to a blood complaint that I have. She explained that I would have to have a 2nd dose and arranged to have a reminder sent to me there and then.
80. I filled in an online triage form but heard nothing for 2 weeks. Then I got a text appointment reminder to say my appointment was the next morning. I'd not received any correspondence before this. The appointment itself though I was very happy with.
81. Both my wife and I have received impeccable and reassuring treatment from the Woodseats Medical Centre team.
82. Good service when you get through
83. Professional staff
84. Never have problem accessing service. Friendly helpful receptionists. Don't feel rushed with face-to-face or phone consultations.
85. Fairly easy and quick once id got through to reception.the difficult bit is getting through when it has to be between 8.30 and 9.30 in the morning when you're working
86. Doctors all very good and work very hard 5 star +
87. I have been able to get appointments when I have needed to. The doctors have responded well to my needs, particularly when they have been acute. Very good service from the nursing team.
88. Very good service
- 89.It takes a long time to get through to speak to the receptionist.When I phoned at 8:30am I was number 33 in the queue
90. Efficient and friendly staff

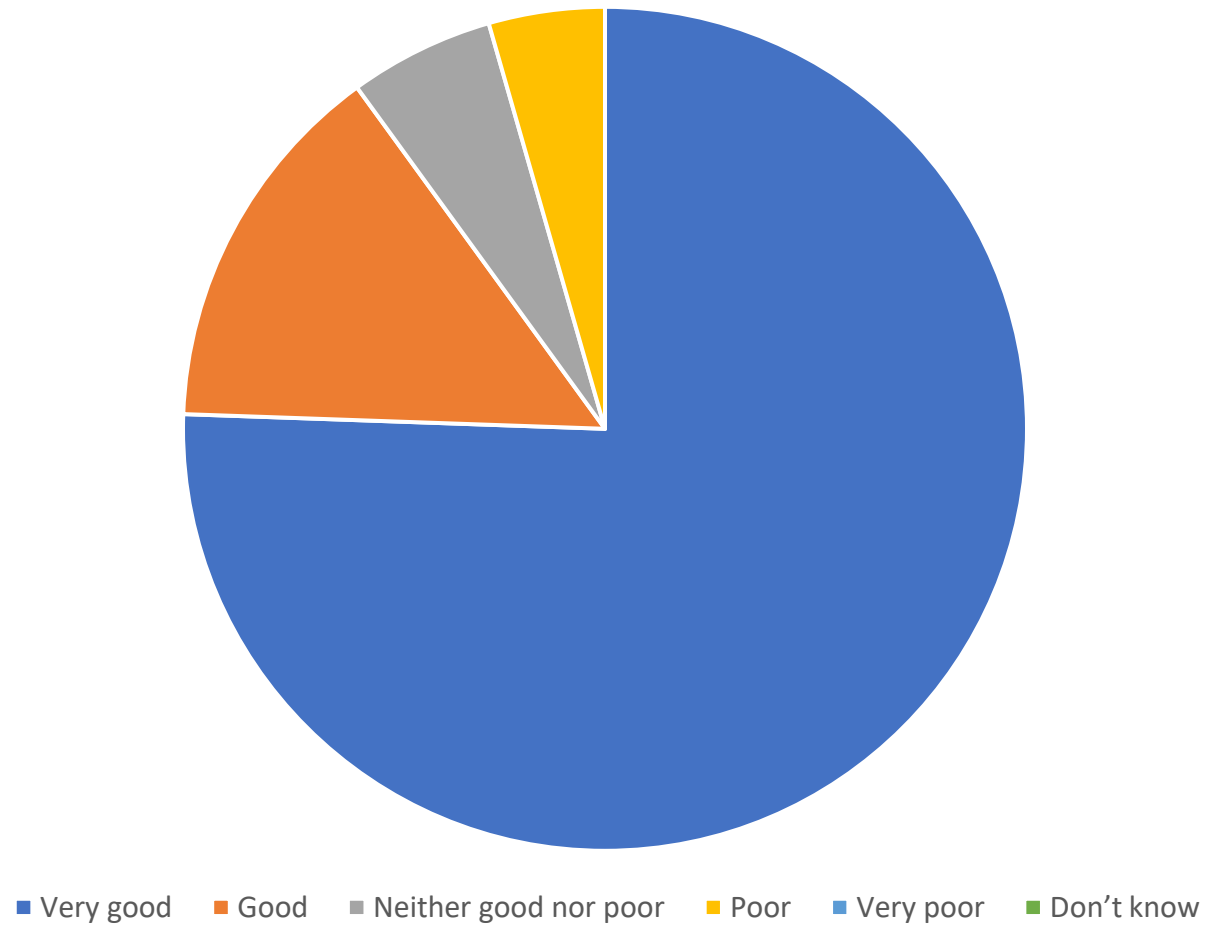
91. The manners across your doctors appear inconsistent. I can have great appointments with some & dreadful, condescending & just general lack of care ones with others. I was made to feel stupid in my most recent appointment & pushed aside. I am due yet another blood test & when i asked if specific things could be tested i was advised that they would be, only to be told by the receptionist that it was just a routine blood test of which will be my 3rd. It’s not good enough and not what was asked for.
92. Had a steroid injection for knee from Dr Joyce. Asked if I had any questions. Polite friendly doctor
93. Excellent service from reception through to GP!
94. I filled an online enquiry out asking for advice from my GP the doctor called me the same day with an appointment and treatment plan
95. I appreciate how stretched gp practices are but I am always able to speak to a doctor on the same day if the issue is regarding my young child. I find the triage form system very good.
96. Nurse was very friendly and efficjent. I was in and out very quickly for a blood test.
97. I always receive great care from both non clinical and clinical staff everyone is friendly and helpful.
98. I and my wife have experienced a wonderful caring and professional service from Woodseats Medical Centre.
99. I always get an appointment when needed and the doctor listened to my lengthy description of my ailments
100. Kind, caring practice
101. They have never let me down, compared to rest of country I think we are lucky.
102. The nurse who took my blood was lovely, doing the job efficiently and had time to chat about other medical matters which were a problem to me like delivery if my medication.
103. Very punctual and helpful
104. Friendly efficient and reassuring service. Prompt appointment
105. Ann Croft is just lovely. So so friendly and warm!
106. Seen relatively quickly and they went over and above to fix me without having to refer me to hospital
107. Great medical staff. The last time there on time and nice people all round.
108. Because over the years I have received 100% amazing treatment etc...even during lick down & the aftermath, I hear friends & family struggling just to contact their practice this hasn’t happened at woodseats
109. Staff always friendly and helpful
110. Really excellent Thank you
111. I always get to speak to a doctor or see one wen needed . The receptionist are always polite pleasant and very helpful, I think we’re lucky to have such a nice practise.
112. Excellent Medical Centre. Thank you
113. I have the utmost respect for our GP’s and the general practice staff. I have never experienced any problems. And have been given great care and service.
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114. Dr Shah was helpful, friendly and professional which I appreciated, and I felt reassured after getting her medical advice. However, there are many things the practice could improve as explained below. The appointment booking system is a nightmare. I rang up at 9.35am on Friday and was almost gleefully told by a receptionist I'd missed the last appointment. She then offered I either go to Crystal peaks at 9pm that night (in pain) to see a medic, or fill in an online triage form after which she said someone would ring me. On Monday, I got a text asking me to ring up to book an appointment, making the online triage form completely pointless, forcing me to ring up again. I rang up and predictably I was number 47 in the queue at 8.33am. I was on hold for over 30 minutes before getting an appointment for the Wednesday. This is such a stressful way of getting an appointment. Imagine if we feel too ill or are too tired at 8.30am to ring? It's pretty inhumane making us jump through all these hoops. Even the hold music is frantic and stressful, please update it with something calmer. I also really dislike how the receptionists act like it's the patients fault for how busy you are. If you have that many patients, you need to hire more staff, or stop registering new patients, rather than acting like we're the problem for needing medical care. You've chosen to provide medical care to the community so that's why we are contacting you. No I would not recommend this practice due to the above.
- 115.I realise how busy the practice is and that my issue wasn't urgent, but feel it could have been sorted out more easily with some continuity of communication. I was treated with respect by everyone involved, from reception, nurses and doctors.
116. Always either get seen on the day or a gp will phone me back within the day
117. Apart from the lengthy delays on the phone, I have found the service to be excellent.
118. Friendly and considerate doctor that listens
119. The doctor I saw was very helpful and didn't rush me. The receptionist on the other hand was quite rude to patients, I was sat waiting and she was quite short with them.
120. Because unlike some practices, if you have what you feel is a medical problem, and are prepared to wait in a telephone queue, you are more than likely able to receive access to a doctor, either by examination or a telephone call back the same day.

121. I wasn't waiting long for my appointment and the nurse that I saw was lovely, and informative giving me any information/ contact details I required.
122. Not waiting too long. Once treatment started, I was informed what would happen at every stage of the process
123. Seen quickly.
124. There was excellent service from the all Staff member and a Team at Woodseats Medical Services. I'll strongly recommend to my family & friend.
125. Never been let down with this practice. Professional, honest, caring,
126. I have always been well looked after
127. Friendly staff. GP was very pleasant and helpful.
128. Doctor Joyce was very friendly and thorough. His explanations were very clear.
129. Very clean plenty of seats well spaced out my appointment bang on time which I understand is not always possible .Very pleasant young man who took my blood could not fault it in any way
130. Appointments are reasonably easy to arrange. Doctor listens and is interested and examinations are thorough.
131. Was called the evening before my appointment by one of the GPs Dr Shah who said she wanted to see me the next day and she booked me an appointment which ment I didn't have to ensure the 8.30am morning phone queue
132. I was seen fairly quickly about my concerns, and added to a waiting list for minor opps. When a cancellation came up i was called and had the procedure that day. The doctor/assistant there in the procedure were lovely and reassuring. I was booked also a week later for my stitches removal.
133. All the staff are friendly and the GP,s are very approachable and understanding
134. I had to wait 3 weeks for an appointment. The GP was not thorough in their questioning. I was not told what I needed to do next consequently I called a week later to chase up a blood test appointment only to be told, abruptly, that it was up to me to arrange. No apology offered. Blood test appointment made was a further 2 weeks away. I called again 2 weeks after my initial appointment to ask when I should expect to receive a physio letter only to be told that the referral had only been made 2 days ago, 12 days after my appointment. No apology again, just told that hundreds of people must have been in front of me.
135. GP didn't know what medication I was prescribed and initially prescribed the wrong one (HRT patches) Later rang me to give correct prescription.
136. Great service
137. The physician associate Sophie Rhodes that has seen me recently for an ongoing issue has been amazing. The best service I've received at a Dr's ever. Professional, diligent and genuine, felt very comfortable talking about my needs and all advice and treatments has improved my health and solved my ongoing issue.
138. Always caring the people. Good manner.always talking nice.very quick serive provide.always when I conctect talking to me very nice .Good service. Staff very good.
139. The staff are always helpful and kind even though they must be working under some stress. Well done.
140. Very good but my doctor was running late so I was waiting a while.
141. Prepared to listen caring really good
142. On time. Great service. Follow up call from Dr when results came through
143. Quick visit with friendly staff.
144. Always very helpful
145. Long winded call to get through to Receptionist but usually able to get service I need from practitioners.
146. Professional medical advice, reception staff friendly and helpful, dealt with medical promptly.
147. The doctor I saw was so thorough. He tested for everything and made me feel so comfortable. Thankyou.
148. Always provide a professional and good service. Online booking is good.
149. Always friendly and even after a long wait on phone feel confident that calls are prioritised properly
150. A very good service all round no problem

151. Felt I was listening to and he was understanding, & friendly. Been very thorough, doing blood test, sending me exercises and sent to me for an x-ray, to get a resolution.
152. Always efficient, very caring
153. Usually very pleased with the service however recently I was a little dismayed as I rang for an appoint, somebody rang back said could I get down in 10 minutes. I dropped everything and rushed down for my appointment at 10:50 however had to wait an hour and a half be seen no, no real apology given, I had to keep asking how long and was told twice I was next, without any explanation.
154. Always there to help patients ,a very good servie thankyou.
155. Always top notch care. Very pleasant staff.
156. Always very helpful and prompt service
157. Efficient and caring Doctors. Nurses are friendly and reassuring. All your reception staff are cheerful and helpful.
A brilliant well run GP centre.
I have recommended friends and they have been accepted by you.
158. Why go online to request appointments you don't answer the online requests anyways and isn't suitable for patients
159. I felt supported in my concerns
160. Don't usually have to wait to long for appointments or to see any staff .

June 2023

Overall, how was your experience with Woodseats Medical Centre?



June 2023 Comments:
(please note some information may be redacted due to confidentiality purposes)

- 1. I was able to see the doctor face to face. He took time to listen to my problem and suggested what could be causing it. He also explained what would happen next so that I know what to expect
- 2. Dr Bala was fantastic. He remembered visiting my mother at home and was friendly and knowledgeable. He explored every aspect of my mother's problem and gave us choices in treatment moving forward.
- 3. Usually very good

- 4. After experiencing heavy blood loss in my urine, I contacted the practice immediately, and was given a GP appointment on the same day. Urine samples were sent to the hospital that day. I was asked to attend the surgery on the following day, to give blood samples, and an urgent hospital referral was made. The hospital tests were carried out within 2 weeks of the referral, and the results sent to the practice without delay, with a diagnosis and suggested treatment. I am relieved that the practice dealt with me quickly, making the urgent hospital referral, so that I can be treated.
- 5. Prescription details have been missed at the chemist and when I arrived at my appt last week with the phone reminder there was no record of the appt which meant I had taken time off work and had to take more time off for the rearranged appt the week after
- 6. Reception staff very patient and pleasant. Overall medical staff good but appear pressed for time.
- 7. Getting an appointment on the same day after calling in the morning
- 8. Everyone is so friendly and professional great care

- 9. Each and every time I come to the practice I feel like each member of staff knows me they are friendly warm and comforting I never feel rushed nor do I feel like I'm wasting anyone's time. I really don't think you can I come from a very large family and not one of my family doctors are like Woodseats all my family wish they could register with you out of area which we always laugh about
- 10. Dr Gore is the most considerate understanding GP's I've ever dealt with he is fantastic
- 11. Staff are prepared to have a discussion regarding my choices
- 12. Recently I was impressed with the speediness of the service I received. The thoroughness was impressive too and I was reassured.

- 13. I have recently had an ongoing ear issue for the last 5 weeks and I have found it fairly easy to get appts for this issue. At my last appt I was sent straight to the hospital and had to cancel a GP appt I had got that afternoon, the receptionist managed to find me another appt just 2 days later

- 14. My medical need was addressed and sorted out either by phone consultation or face to face consult with satisfaction. It is rather frustrating to wait to speak to a receptionist for long time, but I do understand this is normal for all practices. I am trying to train myself to go online but it is not possible for all patients.
- 15. I have always got an appointment the same day as I made my first call. Very approachable staff, the doctors always refer us for further testing if needed.
- 16. Very thorough testing to find the cause of my problem.
- 17. Treated with respect and friendly staff. Also quick response to my problem.
- 18. Seen on time and person was very friendly put me at ease

- 19. Very understanding and empathetic 😊
- 20. The staff are very helpful and friendly
- 21. Both trainee & Doctor R Dachtler were very thorough & he referred me to the dermatology @ RHH & I have got an appointment for June 7th. Which is very good with my history of cancer. Thanks to both of you. Sylvia
- 22. Excellent staff
- 23. Quick and efficient and helpful

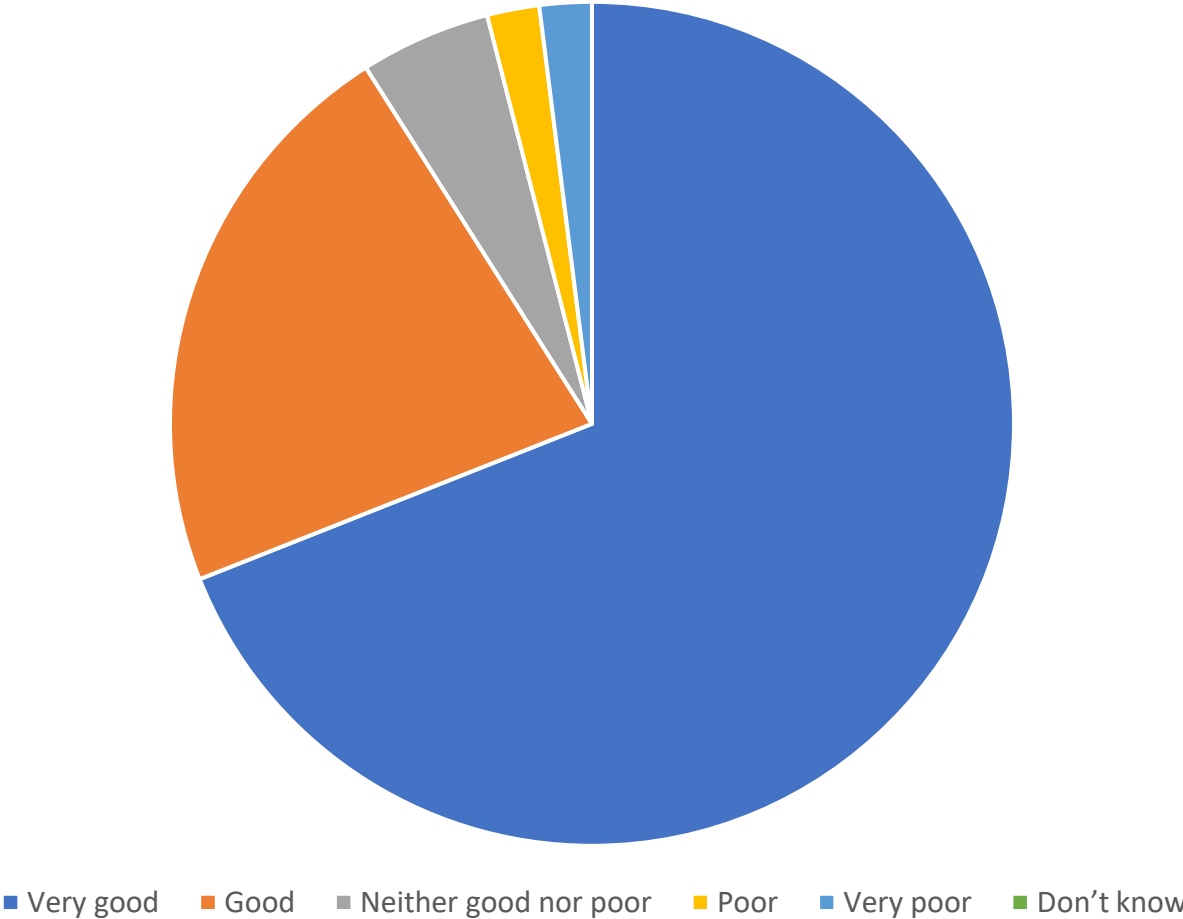
- 24. Dr Dachtler was very friendly and managed to see both me and my son for separate issues and separate appointments due to work commitments on the same day. He was reassuring and offered medical treatment and advice.
- 25. Instead of phoning I was able to fill in an online form which resulted in an appointment
- 26. Very nice competent and respectful staff but waiting times are sometimes up to an hour.
- 27. Doctor call me 30 minutes after submitting my form and dealt with my problem
- 28. Friendly and professional staff. Great facilities (clean), ease of booking and good ongoing communication
- 29. All the doctors are very helpful and really want to help. Always get an appointment when I need one xx
- 30. When you ring you have to wait a while to get through and sometimes you may be at work and cannot keep hanging on the line

31. I am appraising my most recent visit where everything was as good as anyone could ask very little waiting time and a very good GP
32. I specifically requested a female doctor today, I was sent a link with both female and male doctor appointments, I made sure to book with a female doctor (Dr Emma Cousins), when I came to my appointment it was with someone else, a male doctor, I froze and just nodded to whatever he said (which was very unhelpful) didn't have the energy to discuss anything and left. I cannot deal with male doctors, I feel uncomfortable and I struggle to trust them, I made a specific request, I booked a specific doctor and it was changed without warning.
33. dr rimmer was incredible, i usually hate having my bloods but she made me feel v at ease! she was so warming, informative and just lovely! please pass on my thanks
34. we are happy from service
35. Great new procedure for getting an appointment. Good range of times offered for appointment. Excellent service by the Dr Sophie
36. Much happier booking appointments online rather than be on hold on the telephone for long periods.
37. I had misgivings about seeing a Clinician as I hadn't seen one before. She was extremely thorough and covered everything. At the same time she was very friendly easy to talk to. I also saw a doctor on the same day and had an excellent appointment with him
38. Always manage to grt an appointment when I really need one.
39. I think the new online form works so much better. It used to take up to an hour to call and get an appointment at a time of work / school runs! The new form is so much more flexible!
40. Got in to see a dr at last better than the last system
41. New online system easy to use & responsive - I was able to get an appointment quickly & also choose the GP I preferred to see. I changed practice from Abbey Lane earlier this year and have been so impressed by the efficiency of Woodseats practice and most of all by the lovely courteous helpful staff. Thank you from a very happy patient!
42. Lauren was extremely pleasant greeted with a wide smile and very welcoming. She was very thorough and oozed confidence which gave me complete assurance that she was competent at all the procedures she performed.
43. My short experience to date of the clinical care provided by this practice has been first class. On two occasions the Dr's have judged that I needed to be seen immediately and required immediate medical intervention & treatment. The first occasion turned out to be water retention which had caused kidney failure. I am very grateful for the care and compassion provided by both doctors on these two occasions.
44. The systems in place to get in touch with the practice work very well. The receptionists are kind and helpful...nothing is too much trouble. I have found all the Drs I've dealt with and the other medical practitioners are caring, not at all dismissive. They have my trust. Everything 'hangs' together. Seems like a 'tight ship'. Often sing the praises of WMP to friends and family.
45. The new automated appointment system does not seem to have patient care at its priority. After fillong online form in, I was given an appt for nearly a week later but yet I was poorly then and there. When I rang to express my upset at this I was given an appt for the next day. During that appt I was prescribed antibiotics and referred for a chest xray, thus proving I needed the more urgent appt. If I'd have not questioned this and attended the later appt I may well have become more unwell. Surely this is proof your new system is not working nor patient friendly and leaves gaps in patient care, potentially resulting in detriment to patient's health and wellbeing.
46. Despite getting a text stating up to 3 days for response.. Dr called within half an hour of being sent.
47. Easy to make an appointment and a very friendly supportive doctor
48. Dr Datchler is an excellent GP. Very caring, knowledgeable and thorough. Thank you
49. Sophie the physician associate I saw was really helpful and knowledgeable about my concerns. I also wanted to say that the new online booking system is great-no longer having to wait for up to an hour on the phone just to get a call back when it wasn't convenient to get an appointment. This time round I could fill in the form at my own convenience and got an appointment within 4 days.
50. Very competent, one of the best blood tests that I have had done. Good info and instruction
51. I was told my two prescriptions would be electronically sent to the chemist within 30 minutes twice over two days, i left it for a few hours on each occassion so they would be ready for collection, when I got there it had not been done and I had to chase it up both times. I finally got them both after two failed trips to the chemist. It's ok for me but anyone who struggles to get there it would be a massive problem, just because it was overlooked in the first place.
52. It all went well thank You
53. I was sent the form to complete and after I had returned this I received a text offering me an appointment that day.
54. Ms Rose has been so efficient in trying to sort out my medical problems
55. The doctor I saw was quick, friendly, knowledgeable. Was not phased at all when talking about a very personal issue and she was very reassuring.
56. Easy to get through on the phone and speak to a knowledgeable reception staff member. Spoke to the doctor who then gave a house call which put my mind at rest after hip replacement this week.
57. I felt listened to and was given helpful advice. The doctor was kind and approachable.
58. Was asked to ring surgery when I rang I was told I need a telephone consultation which was in 2 weeks time. The day prior to the telephone consultation I received a letter saying I needed to come into surgery for a review and to telephone and book to see physician. When I finally had my telephone consultation which the time was changed at short notice. The call was about something 8-10 weeks earlier I asked about coming in to see physician and was told to ignore it. I could do without the stress as I have cancer. It seems like one hand doesn't know what the other is doing.
59. Got a quick appointment, quick consult and a fix to my problem within 3 hours
60. OUR surgery is exceptionally good, each member of staff seem to be happy to help above and beyond the expected.

61. Seen promptly. Lovely staff
62. I sent a message for the GP and received a link to make an appointment, I was seen the same day and given treatment for my problem
63. Can usually get an appointment the same day. The doctor I saw today 26/6/23 was very thorough and seemed to be very interested in my concerns. A good experience. I was doubtful about the new online system for requesting an appointment but on the one occasion I have used it, I received a phone call from a doctor within an hour with a follow up face to face within another hour.
64. I had reservations about the new online request service but was very pleased with how smooth the service was and that my son was still offered a same day appointment. I found the process easy to follow and convenient.
65. Excellent appointment with detailed investigation to problems
66. Excellent speed of appoitment offered & exceptional support given within GP appoitment.. The GP could not have been more helpful.
67. I felt the doctor listened to me and seemed very caring. He explained things to me very well.
68. The dr was extremely furore and made my son feel extremely comfortable..
69. Able to see a dr same day who was very helpful and reassuring.
70. Excellent could not fault the service . From completion of the initial form to a call within half an hour and face to face appt . Seen by G.P. and given prescriptions then home with medication all in 4 hrs. No long queue on the phone Amazing
71. When I saw the GP, there was no rushing me, she explained everything about my tests to me, and what the diagnosis was, and how we were going to proceed with treatment, also booked there and then follow up appointments.
72. Very friendly and professional
73. Everything went well, and the outcome was what I wanted.
74. The Dr tried to help me with my query and put me on a referral for further help
75. Apart from my appointment running a little bit late previously, I really like my GP practice and normally have a really good experience.
76. When you get to see a doctor they are invariably excellent though you never get to see the same doctor twice .
77. Excellent GP care as usual, but concerns re the reception environment- do you have an option for reception staff to offer a brief private space for those with communication difficulties? We are hearing every word due to the plastic screen.
78. So much easier than having to call in a morning.
79. The practitioner I saw was very good
80. The nurse I saw was very thorough
81. I have heard absolute horror stories from friends and family about not being able to get a Gp appointment at all I'm current times and Woodseats continue to put their patients' care first. We've never struggled to be seen by someone at the practice. All the staff are friendly and compassionate and the Physicians Associates in particular are just absolutely wonderful. A huge thank you for continuing to provide excellent care in the midst of crisis in the NHS.
82. Punctual friendly and professional.
83. Because appointments are too far in the future
84. The doctor I saw was very thorough and thoughtful and put me really at ease and tell me everything I need to know
85. Appointments with telephone conversations not kept to
86. When checking appointments it doesn't state clearly whether it's a phone appointment or surgery appointment!!!!
87. All doctors are very helpful & listen to my problems. Very friendly& helpful receptionists. .

July 2023

Overall, how was your experience with Woodseats Medical Centre?



July 2023 Comments:
(please note some information may be redacted due to confidentiality purposes)

1. The nurse I saw with my son was really nice. She was very warm and friendly and explained everything clearly. The only fault is that the appointment was over 20 mins late and I thought we'd been forgotten, as the last few times I've had appointments they have run spot on time.
2. The negatives were I had an over 20 minute wait. The positives were your nurse was fantastic, quick , thorough, attentive and caring. I would like to understand why the test is now sent away to Gateshead, rather than Sheffield resulting in a 6 to 8 week. I can't see that that can be a good thing.
3. Always so good with Appointments, advice. Doctors are brilliant, very caring and understanding. Receptionists are very helpful. I have never had any issues been with this surgery over 20 years
4. Quick appointment and Dr Matthews was really good and thorough.
5. Could not fault the service provided.
6. Helpful friendly doctor
7. I know the pressures are great and that the practice is under a great deal of scrutiny. I wish that I didn't have to wait so long for help sometimes and that the practice was more aware of the problems for people who are neurodiverse.
8. Apart from having to book an appointment on line, which is a task on its own and doesn't feel a personal friendly experience. When I saw the GP she was wonderful. Very kind and caring with lots of empathy. It's just such a stressful, frustrating process getting to that point. I worry for my elderly parents and anyone who struggles with technology. It feels like a Buisness not a place provided for poorly people. Not all Admin staff are friendly neither . I only ever remember one lady called Naomi , who goes above and beyond to help. She approachable and very friendly.
9. Everything was excellent especially Dr Matthews
10. Easy to fill in form. Helpful questions. Prompt response and same day appointment. Consultation was thorough, kindly. Very good explanations of prescription drug choices and progress towards a solution of the problem. Thank you. Much appreciated.
11. Dr Dachtler was very thorough and so friendly. He also gave me a clear synopsis of what I was seeing him about and the results of tests. I have always tried my best not to visit the doctors after negative experiences as a child but my visits to Woodseats Medical Centre over the last few years have all been positive and helpful. The staff on reception and on the phone have been lovely too.
12. Always listen and are cautious especially when it's babies and children.
13. I had a text asking me to book an appointment and got no information as to why. On the day It wasn't very clear what my appointment was for and I had to come back another day. But the dr I saw was kind and apologetic.
14. Premises very clean, tidy and welcoming. Doctor very friendly and helpful. Seen very quickly. Booking online very easy and easy to get a same day appointment
15. The new online booking service worked well, reception staff are really helpful when you need to speak to them and the GP Dr Rimmer was very thorough, professional and caring. The referrals made were quick and I received great care from those departments as well. Huge thank you to everyone
16. I went private for help because I could not get in. I have been trying to avoid having operations on my feet. To then be told i now have to see an nhs foot specialist after being told to go private it will be quicker. The waiting times are horrendous just for an appointment.
17. The online form is a great idea but its hours are restrictive. For me it works but for others I can see the online system being a barrier
18. Great gp's/nurses/staff all round, always possibility of same day appointment
19. Any staff members have been polite and helpful and the booking system is very efficient. Very happy with this practice.
20. Everybody couldn't be more helpful. Every doctor I have seen have been fab and kind. Shah Dachtler keltie lindsay and the nurse who took my bloods and all the reception people. Thanks so much x
21. Came for COPD consultation, which took 3 phone appointments before you actually rang me. Your opening on the 'phone "We need to conclude your COPD assessment" Me: "To conclude something, it needs to have started" So I am asked to make an appointment to come in. I come in and have an exacerbation, your staff ask me to write it up on your online form, but OBVIOUSLY I cant do that straight aways, because it is the afternoon, and you have arbitrary time limits. I couldn't do it the next day (today) either because at 11am ish, your system "was at capacity" or some other nonsense! So now I still have to write this up, because YOUR NURSE cant write it up?
22. Lovely doctor.very thorough and friendly.all the staff are nice and receptionist are so helpful too and nice
23. Can't fault services very good when needed
24. Dealt with efficiently and professionally
25. Booked in for the appointment at a different one, friendly and kind staff
26. Queries & problems are dealt with promptly, staff are super friendly and helpful but on one occasion the prescriptions and advice wasn't 100% accurate e.g. pharmacists won't issue hydrocortisone cream for eye conditions over the counter, it has to be on prescription
27. Got a prompt response with a booking form. Picked an appointment time that worked for me. Was a few mins late going in but that's not a problem. Old system of phone and wait was less efficient.
28. Messaged what was wrong and got an appointment pretty quick and was given something to try for my problem
29. Daughter was seen promptly and prescription sent straight to the pharmacist, no hassle.
30. We didn't have to wait long for her appointment so very efficient. 😊

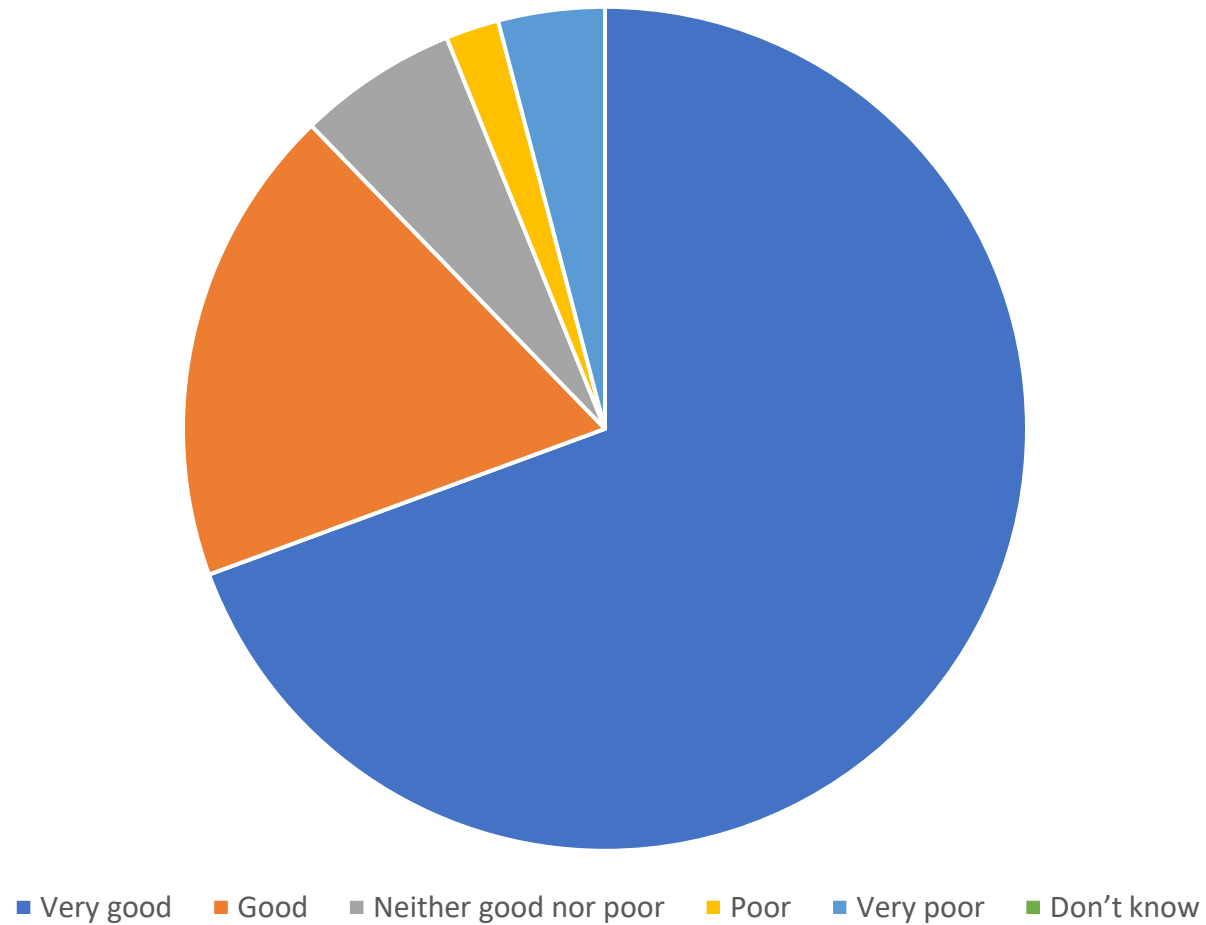
31. I've always seen a GP when I've phoned for an appointment - usually on the same day. We don't have access to a computer, laptop or i-pad, so this is quite anxiety provoking for us.
32. The nurse who gave my daughter her vaccinations was great, friendly, warm & personable
33. When I have needed an urgent appointment I have been offered one on the save day.
34. The doctors and staff are very professional and kind
35. My recent health problems have been rather complexed. It is obvious that the whole team at WMC work together to assist their patients as much as possible.
36. Lovely smiley staff. Very helpful. Dr shah was amazing. The most thorough doctor I have ever had the pleasure to be treat by. The nurse who did my smear was also amazing and I'm sorry I cannot remember your name. Thankyou.
37. I filled in the form requesting help ,received reply within the hour and saw the dr 24 hours later
38. I felt listened to and I was taken seriously. The GP (Dr Gore) has a lovely manner, was knowledgeable and didn't rush even though he was running behind. Reception staff at this practice are also really good. I like the new on line booking service too. Much improved way to book instead of the morning rush on the phones when working myself.
39. The last 2 face to face appointments I had, 1 with Dr Ahmed and 1 with Lauren Healthcare worker were on time. Dr Ahmed diagnosed my problem and put my mind at rest.
40. Appointment on time. Consultation was very helpful. Thanks
41. As always I cannot fault the care I have received. I completed the accurx form within less than 30 minutes I have s text back asking me to book, there were loads of appointments for me to choose from. I saw Dr Badam with a medical student, they were thorough and very professional. Thankyou.
42. The medical practitioner was helpful and thorough. He made me feel confident about his diagnosis and he listened well. I am always happy to recommend Woodseats Medical Centre to friends, family and neighbours.
43. The new booking system worked very well for us and I was able to book an appointment online at a convenient time.It is a nice clean building with parking nearby. We did not have to wait too long after the appointment time.We enjoyed checking our height, weight & BP on the machine.We saw a PA. I would have preferred to have seen a GP.As the PAs are not prescribers, we had to wait in the waiting room for the prescription.
44. All staff are very polite and helpful particularly at the reception they are the people you meet on arrival which gives them a good impression of the practice. The care and attention one gets by the GP,s is excellent, even though they are extremely busy. They treat the patients as a special individual and not as a "number". Thank you W.M.C.
45. New form process is much better for 9-5 working people
46. I went in on time I always find the receptionists very helpful. The nurse went through everything about statins & explained all I wanted to know & answered my questions & gave me a leaflet on cholesterol. She was very helpful.
47. Online Booking system is very good and cuts down on time having to be on hold on the phone. Surgery very clean. Receptionist welcoming and helpful. GP appointment very thorough. Only issue was appointment was 40 minutes delayed. But I suppose understandable with pressure on the service.
48. From reaching the practice the service was excellent. I was seen by a doctor straight away.
49. Managed to get appointments but it's difficult to put everything that is relevant in a message. Much better to have a conversation. Also following a link I couldn't get appointment for over 2 weeks, then rang and got one two days later
50. I am happy with the quick appointment I got. And very happy with the service provided by Dr David Matthews.
51. Good care and prompt responses to on line form requesting medical help.
52. Overall, most staff are pleasant and listen to you and do their best to help.
53. All the staff are so friendly and very helpful . My Husband and I have been very happy with how quickly the doctors act when things are starting to trouble myself and my husband thank-you to you all.
54. Dr Emily cousins was excellent went through everything with me and made me feel so at ease excellent gp
55. Dr Joyce top Dr 100% every time
56. The nurse practitioner I saw was really helpful and made sure I understood everything she was talking about and sent me an information link with everything I needed.
57. We were given some ideas of what may be causing the problems my son is experiencing, and referred for further investigation.
58. I was listened to, the doctor was very thorough and her approach made me feel relaxed and at ease. She was extremely understanding and explained her findings and acted upon them immediately.
59. I was seen yesterday straight away after clinician had read my online problem I was worried it would not be seen but rang reception and was reassured that the Doctor would read my symptoms
60. I've made alot of phone calls and I have been delt with

61. Only let down is length of toto get through on the telephone
62. The staff are always helpful and supportive. I’m always seen quickly and responded too with any issues
63. Fairly good reception service plus pleasant environment to wait in
64. Always good prompt service
65. Since my visit to hospital for angioplasty my no5 toe has trouble me the hospital handed me over to my gp for treatment with no diagnosis my gp tried to refer me back to hospital but no response the practice nurse has been treating my foot but has now ceased looking at it with the comment without a diagnosis they don't know how to treat it I feel let down and abandoned
66. Very good friendly service and nice people
67. Lovely staff.. very kind and helpful. Doctor so thorough and made me feel I was important. I felt confident in her abilities.
68. Excellent attention to detail, very helpful, and caring
69. Friendly staff. Good doctors
70. I’ve only recently joined but my experience so far has not been great. I think the service is becoming dehumanised and it is harder and harder to speak to someone. The practice seems disorganised, for example, I saw a Dr who said I will be contacted by the reception. I got a follow up phone call from reception as requested, then get a text message asking me to contact about the same thing. This has happened twice. The nurses make appts but do not send a text message so there is a chance of DNA which is a waste of resources and time for both patient and the practice. On a positive note the reception staff are always kind and helpful
71. I was asked to come in 10 mins early for my appointment and then waited at least 50 mins to see the doctor. That's 50 mins later then my appointment time
72. Very caring staff; lots of information provided regarding my condition, and service provided on time without any delay. Many thanks for being very kind.
73. Just friendliness of some staff .especially reception need to be abit more approachable. Once came in to hand a sample and reception snapped and said sign in at wall b4 I could even talk .
74. Doctors and nurses very good
75. Think the new system works well. Filled in appropriate form easily, followed by a quick response to make an appointment which suited myself. Would recommend a friend or family member to your GP Practice.
76. Friendly and professional staff. Pleasant calm environment.
77. I have always been satisfied with the doctors and nurse and staff, they do their best to treat their patients as best they can thankyou
78. Good when seen at practice but not always easy to arrange contact. Text service good.
79. Got an appointment and good follow up phone call
80. Friendly staff
81. Staff very welcoming , the nurse who I saw was very good explaining everything
82. Were excellent for almost 40 years.Since covid it sometimes verges on shambolic. Many mistakes by lay staff ie changing a nurse appointment without informing me,the patient. Hard to get continuity with a trusted doctor which is so important. Always feel pressurised in terms of time but I suppose that's inevitable with only 10 minute slots. All the senior doctors ie partners are of course very professionally competent and inspire confidence. Some of the ? Part time younger women can be very brisk and sound 'on top of the world' Not always good to hear if you are feeling anxious and distressed.
83. First time I called I was told the pharmacist would review my medication and would call if needed to review medication. The pharmacist re-prescribed. Then received a message saying I did need see someone to have my blood pressure etc checked. It said I could book online, but you can’t without a code. Then there is a second online booking system (only open certain hours despite being online!). You can’t book there either for a blood pressure check. I phoned twice waiting c 1hr before giving up the third time I waited for 45mina to get to the front of the phone line queue before it then rang unanswered for another 15 mins. I then gave up until out of the blue I was sent a message that allowed me to book online. Three months to get an annual review. I have not seen a doctor an no one has actually asked me how my medication is.
84. Nurse was very professional
85. Easy to book, sign in and the clinician was lovely. Straight in and out, with no fuss
86. Explanation so details and nice
87. The receptionists have been very pleasant and helpful. I saw a nurse about my cholesterol levels and she was very informative. Also had a call from a GP about taking Lansoprazole. He was also very helpful.
88. Very nice staff
89. Never had to wait to long. Staff are very pleasant
90. Didn’t have to wait long, appointment on time. Staff very friendly and put me at ease.

91. I've been coming to this practice over 40 years and never wanted to leave
92. Dr Emma Cousins, was very informative about my illness, I did not feel rushed or taking up too much time, everything was explained to me in appropriate language, so I could understand the plan going forward.
93. Efficient and fast service which us s technology to book and confirm appointments and repeat prescriptions
94. The number of unnecessary messages are annoying. The difficulty in getting to see a doctor. 3 weeks is too long for a follow up telephone consultation after tests. The staff are always polite and helpful
95. Excellent service from the doctor and support staff.
96. Messaged to say I had received a letter and needed to book a cervical screening, the response was fast as was the appointment date. The nurse I had (I can't remember her name) was the loveliest lady, explained everything with such kindness and really made me feel at ease. Hopefully I have her next time!
97. The online system was easy to use when asking for an appointment and I felt my medical needs were important. Receptionist Hollie was friendly and welcoming. A smile and a happy greeting makes all the difference for a sick person ... The Dr I saw listened to me, and treated me humanely and kindly. I was surprised by the high standard of care as it was the opposite of what I'd thus far experienced. Skills and experience can be trained for and easily learnt, yet attitude is something that cannot be instilled. The staff go above and beyond their role. Therefore, I want to thank the staff for their hard work and commend their efforts. If the practice is thriving, your positivity is the reason. A massive thankyou!
98. Staff were friendly and the doctor was knowledgeable and made a real effort to be kind and interact with my little girl. The service and care provided by the surgery was excellent as always!
99. Well from the start of the talk with the doctor was really reassuring very pleased nothing

August 2023

Overall, how was your experience with Woodseats Medical Centre?



August 2023 Comments:
(please note some information may be redacted due to confidentiality purposes)

Comments:

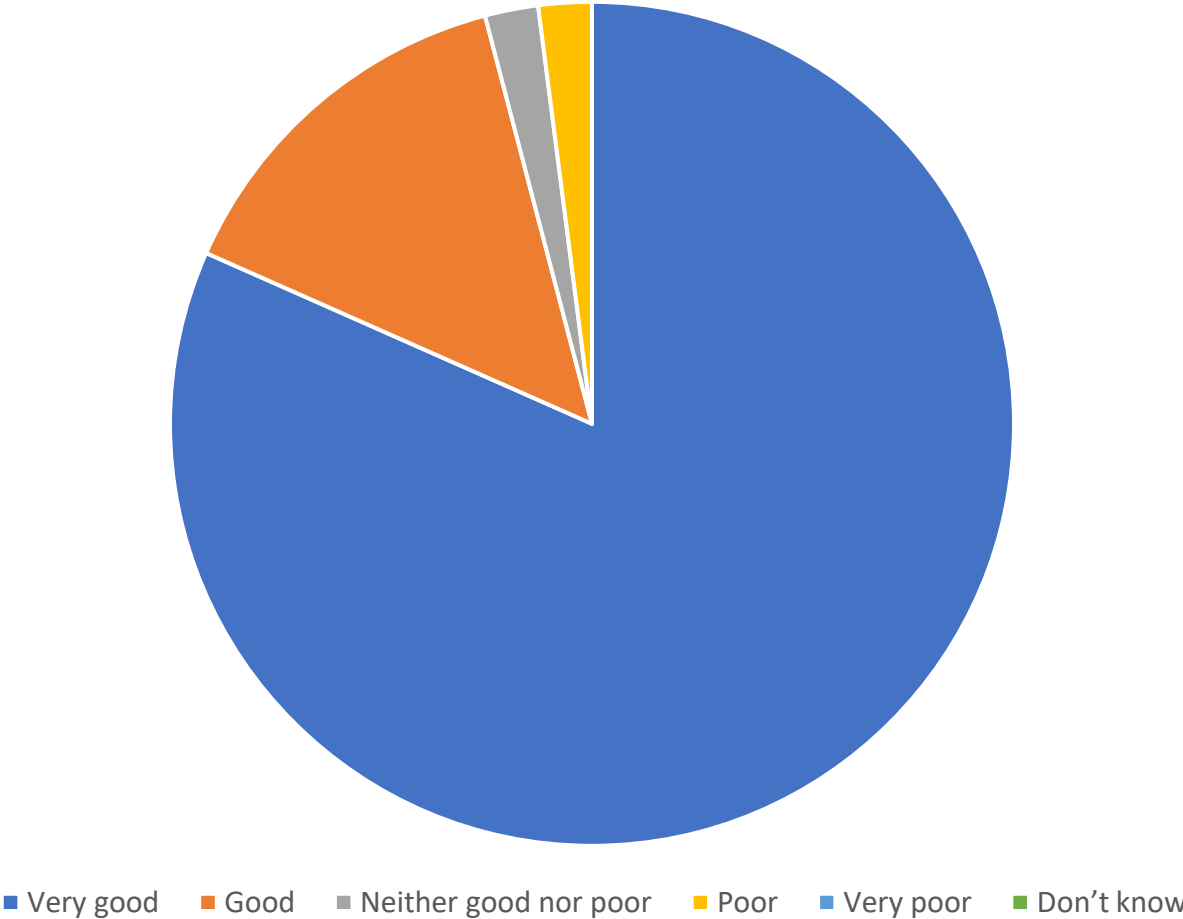
1. Staff & clinicians are always professional & very friendly. I have Never had an issue getting an appointment for me or my son. Cannot fault a thing!
2. Rang up at 8.35 waited in the cue got to the point of the receptionist ,the receptionist answered and immediately put the phone down ,re-rang and re-joined the cue told the receptionist my reason for ringing ,the dr rang me back at 13.05 and told me there's no appointments available ,wasn't happy as rang the day before yes a little later so fair enough was no appointments ready that day ,but to be told no appointments when I was early enough is having a laugh ,I expressed my views to the dr and he eventually fitted me in
3. Quick responses on the phone good friendly remote advice given, thank you wmc
4. I have always been happy with the service I have received.
5. Very little waiting time. Lovely professional staff.
6. Very good service and friendly helpful staff.
7. Everyone at the surgery is brilliant. The new triage system is great and I feel reassured I will get appointments when I need them. Everyone is brilliant and every Dr or nurser I have ever seen at the practice is friendly and supportive. Can't recommend the practice enough, the care they provide is amazing considering the pressures they are all under, so thank you
8. The staff are all very good, welcoming and very friendly. The G.Ps are all excellent and very quick to reply and sort out any medical problems.
9. Dr Joyce really went out of his I phoned today because the chemist hadn't received my prescription and Lisa sorted it out for me. I am a pest but really appreciate all your help and support Everyone tries to do their best
10. A good and polite service
11. It is working well. With the new online system and then people getting back to me.
12. I can't rate Dr Rimmer highly enough, she's one of the best medical professionals I've had the pleasure of dealing with. Always friendly, knowledgeable and empathetic in every encounter I've had with her over the years.
13. Given the problems with Covid I think the practise has done a good job
14. Excellent doctors, physician associates and nurses. You feel listened to and supported. You can get an appointment when you need one. The practice staff are welcoming and professional. The reception staff are wonderful. Thank you Woodseats!
15. Quick friendly service
16. Although you have a new system it still takes ages to confirm an appointment. A call back system would be better
17. Appointments are never on time, it would be helpful to know on arrival if things are running behind especially if attending with small children.
18. Dr Badham is kind, caring and understanding. I genuinely felt awful taking time up for an appointment regarding my mental health rather than a physical illness but I was made to feel like it was ok and just as important. I can't thank her enough for her lovely manner and treatment.
19. Non urgent phone back was booked for around 2.40pm. Phone call came earlier but GP checked that it was still alright to talk at that time. GP had a very friendly manner and explained what the next steps would be.
20. There is always room for improvement
21. Nurse and trainee student was very helpful and made me feel very comfortable
22. Very polite and helpful lady on reception.
23. I've never had to wait too long to be seen when I have made a appointment
24. Had good service and helpfulness of the staff.
- 25.I find everyone very polite, the service is overall good and the appointments and online system works well.
26. Excellent care from health professionals
27. There was a mix up with the appointments at the hub.
28. My appointment was for 16:00 but I didn't get seen until after 16:30.
29. The nurse was knowledgeable and helpful, going through the medication options for my diabetes after a bad reaction to two medications. The text message time telling me about the appointment to speak to the nurse was very bad as it said that the appointment would be by phone or in person at the medical centre. I had to phone up to find out which it was
30. Friendly staff.

August 2023 Comments continued :
(please note some information may be redacted due to confidentiality purposes)

31. Very efficient and quick with test results and informing me if outcomes. Staff extremely friendly and professional. Take care to put you at your ease. Mom
32. On time professionals and friendly.
33. I’m always impressed by how helpful everyone at the medical centre is, always polite and friendly.
34. My experience yesterday was very good especially because I received an excellent appointment. The previous one hour followed by one and a half hours because I wasn’t happy with the outcome of the first phone call wasn’t the best. Medical staff are excellent and secretarial staff always seem to work efficiently and politely. I suspect that with adequate funding the excellent Woodseats Medical Centre would be even more amazing. Your doctors are second to none. Thank you.
35. I was at first very nervous and skeptical about the clinical on line assessment instead of the telephone system , However I have found it works so well a clinician seems to answer before the 24 hours and offer suitable appointments . The only downside is there seems to be a lot of sickness and hence texts that there will be a reduced triage service .
36. Ive been visiting the surgery quite regularly over the past few weeks to give blood tests and to talk to medical staff. Waiting time has been exceptionally short, and although my problems are ongoing, my phone calls or visits have been well conducted
- 37.My 1st visit was not satisfactory to me. All the other visits were helpful & efficient. Had 1st visit been to my satisfaction , my marking would have been very good.
38. The stress of getting an appointment. Having to fill in a form at a specific time and wait for call. The long wait times if you ring, even later in the day. The coldness of the receptionists who act like you're a nuisance for having medical needs. The way you're over subscribed with patients yet blame it on us. Being offered late night appointments in Jordanthorpe or told to go to the walk in centre is not a good service. I had to recently pay for private medical care when you refused me an appointment and told me to go to the walk in centre. Have more staff and fewer patients. Don't act like we're a problem for having medical issues. More people manning the phones to reduce wait times.
39. The staff at Woodseats Medical Centre are always very helpful and efficient. They realise that older patients aren't always into computers etc and help us out with appointments etc. As a 77 year old I really appreciate this it means a lot.
40. GP available when needed
41. Prompt response to my concerns and rapid face to face appointment
42. Staff very kind, friendly and efficient. The doctor who saw me was very aware of any pain/sensitivity I was feeling and accommodating to it. She listened to my needs and provided an excellent level of service.

September 2023

Overall, how was your experience with Woodseats Medical Centre?



September 2023 Comments:
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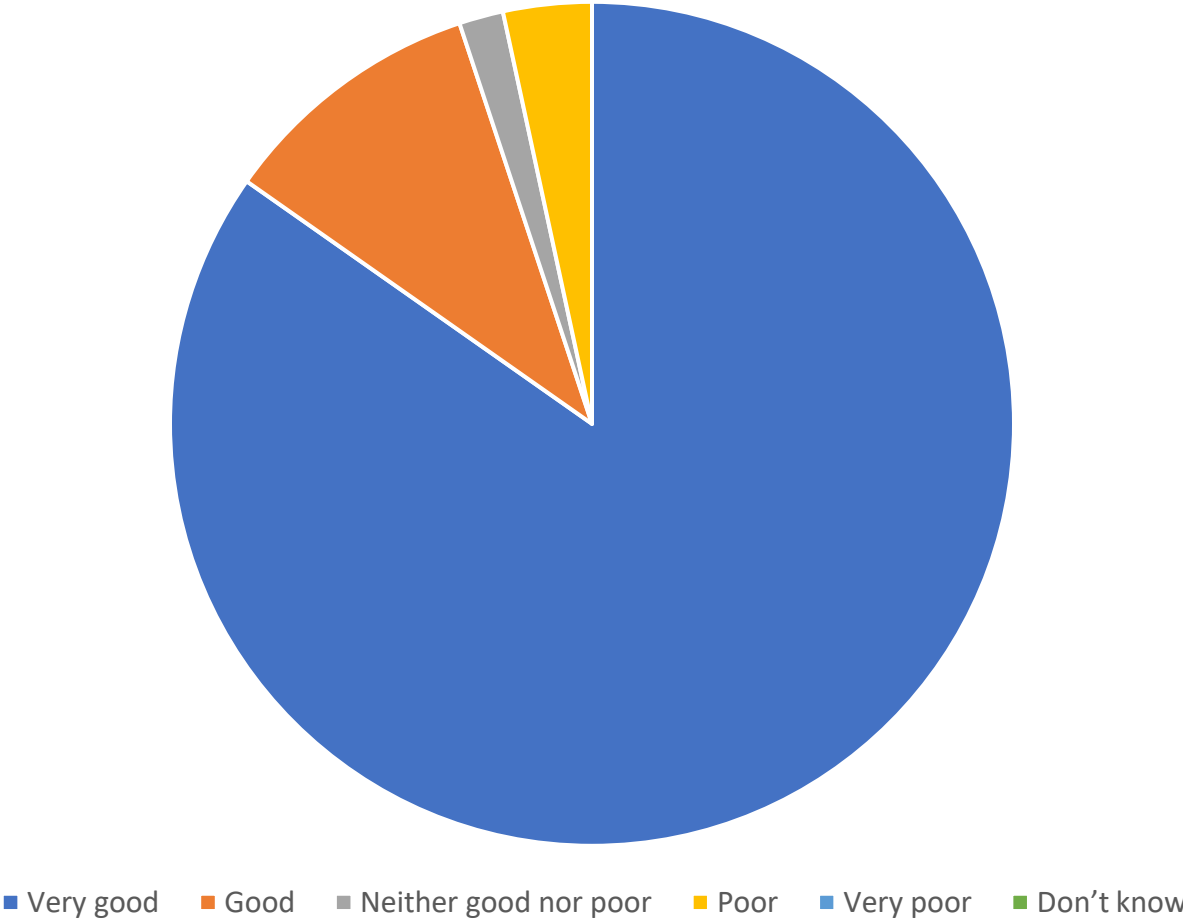
1. Always get appointments and fast responses
- 2.My care and treatment from GP's, nurses and health care assistants has been extremely good.
3. Because I have a lot of problems, I suffer from lung disease and breathing problems. I also had a stroke and on bad days can't get online at all, my "fog days" when I can't put a sentence together. They receptionists have always helped me even though they are so busy. Same with all the doctors all of the doctors have been helpful with a lovely manner as well. It makes life easier when like me you can need a doctor at anytime because of lung problems. It gives me peace of mind knowing I can get help and medications when I need them.
4. Up to now have been highly satisfied with Woodseats Medical Centre. Occasional glitches in communication.
5. Nurse I saw for smear test was so helpful, friendly, professional and so quick! Discomfort free procedure and a lovely chat. Fantastic treatment. Left calm and relaxed.
6. Excellent service
7. Professional and friendly HCA
8. Everything carried out thoroughly
9. Received prompt call back to discuss concerns with doctor. Excellent advice given re next steps
10. Very prompt, lovely nurse, in and out in no time
11. I was seen on time and my follow up appointment was arranged and happened straight after which was great.
12. Quick, efficient and on time
13. appointment time was pretty much on time
14. I've been a patient from being 8 years old and have always been looked after I'm now 68, the Doctors have even saved my life on 2 occasions- thank you
15. I felt at ease straight away and Dr Herring was very thorough and explained what she was going to do and what happened next.
16. Clean well kept areas, efficient and polite staff, medical staff all very understanding and thoroughly professional. Recently moved to this practise and am very impressed. Keep up the good work
17. Seen promptly, and additional problems dealt with.
18. As I am of the older generation, I can see the deterioraton of our health service. It can be very frightening trying to get through in the first place when you are in pain, Ive put the phone down as I've been too ill to wait. I am a strong person but god help those who arent and they go untreated because of it. Covid is over now so why hasnt it improved
19. It was difficult to organise a date to start my vaccination's . Had to tel three times. Hopefully the next appointment's will be easier.
20. Polite & pleasant treatment & good advice given when questions asked. Very helpful.
21. I feel my first visit to woodseats chemical center was good. The nurse was friendly and caring and helpful and efficient.
22. Triaged quickly and very efficient service
23. The medical staff I have seen are helpful and considerate. They responded quickly when needed and always spend time with each patient despite being very busy. The online triage system is much better than the old phone system which was very time consuming.
24. Recent appointments I've had have been running nearly an hour late. I understand that can happen - it's life but when it's for your young child who you have to desperately try and keep entertained for an open ended amount of time is very hard and frustrating especially when you see people who are seeing other Dr's walk in for their appointment and straight in to see a Dr when you've been waiting a long time. For my sons recent flu vaccination there was no point booking a time - it was just a big queue of families. Seemed a little pointless to have booked an appointment. The new online appointment method is not straight forward and easy even for me who has grown up with technology. I know it is hard, I know you all do a fantastic job but I can be hard to to get an appointment and then how do you plan the rest of your day when you could be at the Drs for over an hour.
25. On every occasion I have been to woodseats medical I come away blown away by the staff. They are attentive, kind, you feel heard and understood. On a staff team that's as big as this one I have never met a staff member either when coming to the surgery for myself or my son that's not been amazing! Always come away saying how happy I am.
26. Very friendly and supportive
27. Straight forward, helpful, efficient,easy system to navigate
28. Very quick to respond to queries and problems. Thank you
29. Friendly and engaging staff
30. Very friendly staff as always. Very caring and attentive. My appointment was running 10 minutes late, although I did receive an apology for this.

September 2023 Comments continued:
(please note some information may be redacted due to confidentiality purposes)

31. The online form makes it much easier to get an appointment and to know that your issue is being dealt with. The staff are friendly and helpful
32. I have been more than satisfied With the treatment I am reciveing From Ann , and her trainee, Always giving 100percent. Thankyou
33. Sophie Rhodes is brilliant, she’s super thorough and actually made me feel heard for the first time in a long time...
34. I took my son for his flu vaccine and the appointment was very quick and efficient. He also loved the sticker he received.
35. Nurse very friendly and quick/prepared with vaccinations for my 12 week old
36. Staff very helpful, friendly, and efficient. Generally the practice is very accessible.
37. Very professional and timely. Clean environment. Professional staff.
38. Clearer signposting to check-in using the self-service screen would have been useful. It was my first visit and it wasn’t very obvious that was the default.
39. Really easy to book. Easy to sign in on arrival. Our appointment was running late which can be frustrating but totally understand it is usually beyond the teams control.
40. Everyone at WMC helpful and friendly.
41. The doctor's are very helpful and knowledgeable. Thank you.
42. Dr Matthew’s was brilliant really understanding and helpful highly recommend
43. I have recently noticed that not all prescription requests are being acknowledged. This leaves uncertainty as to whether an item has gone through to a nominated pharmacy. This week, I requested an item on Monday which was sent through to the pharmacy (without acknowledgment) but when I went to collect it the next day, was the wrong item. This is for post op pain and so as a result I did not sleep correctly until Thursday evening. Naturally I emailed the surgery Tuesday evening as soon as I realised what had happened, but never received an apology for the error. Whilst I appreciate it wasn’t a life or death situation it made my existence very uncomfortable for 3 days. I understand that staff may have been busy but feel that each prescription request should be acknowledged especially if an error has occurred. On a more positive note, I requested items on behalf of my disabled son on Thursday and this was quickly acknowledged..... so that was back to normal service. I would like to add that if I have spoken to anyone on reception the service has been very good no matter what the query has been

October 2023

Overall, how was your experience with Woodseats Medical Centre?



October 2023 Comments:
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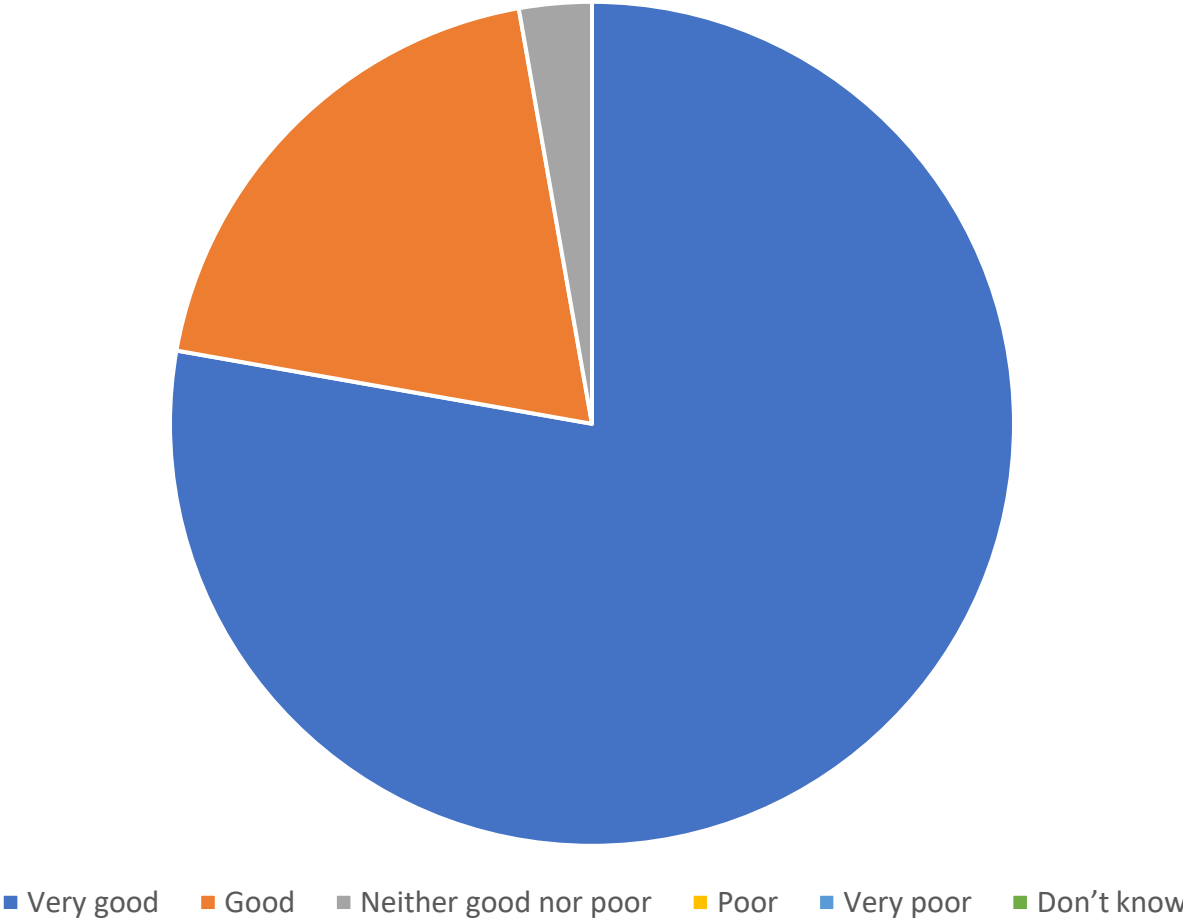
1. Very pleasant and knowledgeable staff
2. Very efficient health care assistant, who took a blood sample.
3. Seen promptly and attempts made to put patient (2 years old) at ease.
4. Service overall was good. However would recommend that nurse/doctors check patients files before deciding on a particular vaccine. For example, our little girl has juvenile arthritis and the medication she is on means she cannot have live vaccines. When coming for her flu vaccine the doctor was about to administer it with a nasal spray (live vaccine). We had to tell them she needs it as a injection. I feel doctors should have awareness and check this beforehand, as feels risky if not mentioned/forgotten.
5. I always find visiting a Dr at WMC a positive experience. They listen and care. I was 30 minutes late going in for my appointment. However, that's life and if I was in need of longer with a Dr I would hope people would be understanding of that. Needless to say, the Dr was very apologetic.
6. Easy to book an appointment for an annual nasal flu spray, we were seen pretty much on time, the nurse was brilliant with my daughter and we were in and out very quickly.
7. Always prompt response and really supportive with anytime I have contacted with a concern about my little boy.
8. I am always able to get an appointment within a good time frame. I’ve never had to wait longer than a week. Staff are friendly and empathetic. I like the new online system as it is much quicker than having to wait on the phone and fits in better with my job.
9. Nurse that did the Blood test and Dr Matthews who did my prostate investigation were clear and professional. Very friendly and informative
10. You are professional you will always try to help and courteous
11. Great service, followed up first visit to check .
12. Lauren and Lindsey were very professional and both listened to my questions and I was very satisfied. I don't think you could have done anything better in my case.
13. I have experienced consultations with most of the GPs, both over the telephone and face to face. They have all had excellent bedside manners shown concern and interest in my condition. The nurses that have take blood samples and syringed my ears have set me at my ease and performed skilfully.
14. Good rating because the doctor and nurse I have seen recently were both thorough and helpful
15. Friendly and caring staff
16. My call was answered within 15 mins and I was given an apt the same day. Good service by a v kind GP who was fantastic with my daughter.
17. Easy check appointment was slightly later that booked but not excessive. nurse was informative and kind
18. Dr Dachler takes time with his patients and does his utmost to get to the bottom of problems.
19. I saw the nurse Ann, who was so friendly and caring and made the smear test and comfortable as it could be. We had a great talk about perimenopause and good laugh about the perils of brain fog.
20. We have always had very good treatment when needed we have no complaints at sll
21. The nurse was very professional & considerate & efficient. didn't have to wait long & the receptionist was very polite & efficient
22. Hard to make contact. Hard to see a GP. Constantly messaging the wrong despite repeatedly giving my work number
23. Good service did not have to wait long.
24. Seen to quickly and efficiently. Friendly interaction.
25. The nurse was patient and gave detailed explanations. Thought she was wearing a mask, I could feel she wore smile. That’s a very nice to the patient.
26. I have no issues using the new system, I think it's a quicker and more efficient way.
27. Receptionist and nurse very friendly and polite, I didn't feel rushed through at all and overall very positive experience
28. Initial request dealt with promptly and professionally. Appointments via phone and face to face were with friendly professionals who explained well and kept me informed, answered all my questions. Receptionist was friendly and helpful. All professionals at practice were knowledgable and put me at ease.
29. Loved the new triage and app't system. Super easy. Absolutely happy to have my comments used by practice for quality reporting.
30. Dr rimmer has been fantastic. Overall the practice is very good under difficult circumstances

October 2023 Comments continued:
(please note some information may be redacted due to confidentiality purposes)

31. I was seen promptly, only 10 mins later than my scheduled appointment, which was absolutely fine. The doctor I saw was incredibly apologetic for keeping me waiting such a short time. Moreover, she was incredibly friendly, she really put me at ease, she was very helpful and informative, and had a wonderful energy about her. I genuinely came away happy, which is a very rare thing to say. She deserves all the rewards.
32. The communication between staff and patient is very good. I really appreciate being reminded of upcoming appointments. The doctor I saw was friendly and I felt I could trust him as he put me at my ease. He said he would refer me to access further help.
33. On time. Lovely helpful staff.
34. Seen on time. Staff were friendly & put me at ease
35. Professional and kind to my toddler as she was nervous. Showed the sticker reward she would get so that encouraged her to let her do the flue spray
36. Emma Cousins was very thorough. She also had an amazing calmness about her which was lovely. Thankyou Dr Cousins
37. Contact forms are always promptly answered. A very good service. Saves the phone queues. Queries always sorted. Appointments made.
38. I've been with this practice for over 10yrs and I've always found the service it provides to be excellent. I have no complaints whatsoever.
39. The nurse was so good at putting my little girl at ease and giving her a positive association for next time. Thank you!
40. Happy with the service
41. My B12 injection was cancelled with less than 24 hours notice by text message. I went to the surgery to re book as tried several times to get through by phone without any answer after 25minutes. The next available appt for my B12 injection is in 3weeks time.
42. All your practice doctors listen, are very caring, understanding and knowledgeable and make prompt referrals were needed etc. I had a 10 minute slot for a mental health issue and Dr Gore took the time to go through the issue thoroughly with me, going beyond my time slot. I came out of the session feeling ten times better for being supported and he gave me a clear action plan. Couldn't praise him more.
43. Easy to self check in appointment was on time very pleasant nurse.
44. Such caring staff from the receptionist nurses and drs
45. Sophie Rhodes such a caring and friendly doctor
46. Doctor saw me at the exact time of the appointment. No delay. Doctor very helpful and took my issues sympathetically. She organised follow up very quickly and efficiently.she sent me a text to confirm arrangements
47. Had a text for my annual review booked an appointment - no issues
48. I gave this answer for the 2 nurses that gave my daughter her flu spray vaccine. My daughter is autistic and they made this experience relaxing and supportive for us both.
49. I always, in the the past had an aversion to visiting my GP or surgery. The way I have been treated by current staff at the medical centre has been impeccable & I feel much easier about talking about my ailments.((luckily, I don't have many).
50. Managed to book an appt very quickly
51. Apptment was for shingles inoculation. When I made apptment I was not told I was not eligible. I am disabled due to an operation which did not go according to plan & therefore it is difficult for me to travel or walk. On getting to apptment, I was turned away as apparently I have to be 70. I was not told this when I made apptment . I now have to wait 4 weeks until my birthday, when I can have apptment. Perhaps I could have new apptment sent & suggest in future, patients should be told they have to wait until exactly 70. I applied early for this because I have to go in hospital on 16 November & wanted to sort it out before admission.
52. Very friendly staff, built good rapport
53. Overall very good. The help I received was good and great to get a follow up to see whether medication was working. Only downside was having to go to Crystal Peaks at 7pm! Although service there was very good.
54. The nurse was very polite and friendly with my young daughter, made her smile and feel comfortable
55. Very good Nurse sorted my problems out. Good Appointment very satisfied.
56. Prompt service

November 2023

Overall, how was your experience with Woodseats Medical Centre?



November 2023 Comments:
(please note some information may be redacted due to confidentiality purposes)

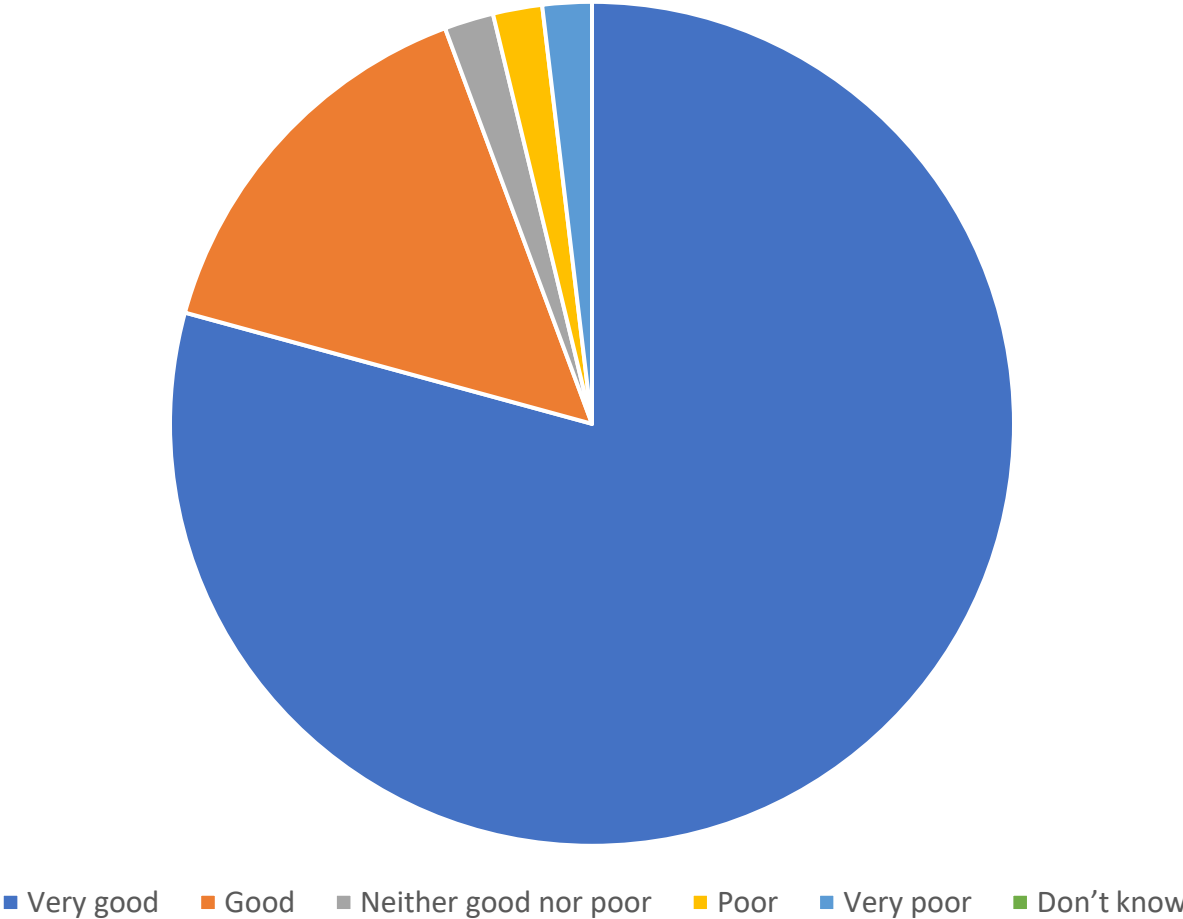
1. Just went for blood pressure test but due to low pressure the nurse got a doctor to see me almost immediately by
2. I have never had any problems at the surgery apart from one doctor being rude to me the care I have received from you has always been very good and checking up on me
3. Many thanks to all the medical centre's practice nurses who gave me such excellent care & attention, treatment & advice for my leg wound which took many weeks to heal. I cannot fault their reassuring care or the comfortable treatment which i recieved over the 9week period, My leg is now fully healed & i am wearing & appreciative of the support socks.
4. Other than the appointment being 20 minutes late everything went smoothly. Was there for a knee injection. Felt I was given complete information about risks, any unusual outcomes and expectations. Asked about allergies. Given advice as to any expectations and to care afterwards. Opportunity and encouragement to ask questions/any issues.
5. Appointment met on the dot no unnecessary waiting
6. I have never had any issues getting in contact with the surgery or with having any appointments when I’ve needed them
7. Nice staff , nice waiting area, excellent treatment areas, polite and efficient and informative medical personal.
8. Normally 110% happy with WMC
But this week my appointment was a long wait, booked at 2.50pm, had to leave after 3.30pm as special needs children dropped off around 4pm at my home in lowedges. As I don't drive I was getting anxious about not getting home in time.
I am not upset or angry and understand appointments can run over but maybe if they are running over 30 minutes late patients should be notified and have a choice of re booking if needed..thanks
9. In the last month I have presented with a number of worrying symptoms that have made me feel very unwell.
I have been offered detailed assessment, multiple investigations and such significant GP time. For this I am very grateful.
I sat in reception this last week for some time and was impressed by the kind, calm, supportive and respectful approach of reception staff -as the receptionist spoke with individuals coming to surgery .
10. Very prompt appointment.Joe was very thorough and professional
11. The GP was able to get me an urgent same day referral to a clinic at the Hallamshire which led to effective treatment.
12. Easy registration and visits set up through app. Quick responses and easy to arrange visits. Good advice & result from doctor who was very helpful & friendly.
13. In and out quickly
14. There remain some problems with appointment booking and notification. In particular, the distinction between telephone and face-to-face appointments is not clear in local or nhs app notifications. It is obviously essential to know which is which, or appointments are bound to be missed.
15. I am always satisfied with the care I receive . Thank you.
16. Staff are always amazing!!
17. Checked in on the remote panel & was seen on time
18. Always quick response. Staff very friendly and helpful
19. I think it was Sophie who called me about an X-ray on my knee. She confirmed her original diagnosis and outlined how I can move forward with exercises and a possible injection
20. Always receive excellent service from the GPs, nursing staff and the girls on reception. I think you must be one of the best GP practiced in Sheffield (possibly the UK).

November 2023 Comments continued:
(please note some information may be redacted due to confidentiality purposes)

21. Prompt and efficient
22. Allow for a drop off parking area to allow for elderly/frail patients to attend for appointments.
23. Have had problems this year but now my prescriptions are now correct and I got a steroid injection in my knee yesterday with a helpful doctor who answered all my questions. Staff are fairly efficient and surgery is always spotless, including the toilets!
24. Service was provide with a positive manner, but was 20 mins late.
25. Gp’s listen, Easy to get an appointment Follow up good
26. Lovely practice nurse Harjit made me feel very welcome and at ease.
27. The nurse I saw yesterday was so lovely and made my smear test as comfortable as possible. The patient care that me and my family have received over the past 17 years is outstanding. From reception staff to every nurse and doctor, the care is fantastic.
28. I saw two Drs who were professional, kind and caring. Dr Beale and Dr Keltie took their time to understand the medical issue I had.
29. The booking system is very poor. My appointments were cancelled and I had to rebook. The practitioner that I eventually saw was excellent.
30. Booking was quick and I was seen by the nurse on time. I was in and out of the clinic real quick.
31. Seen quickly helpful staff however the receptionist could occasionally smile not very welcoming
32. Dr Gore is a very good listener and is collaborative. He gives information which is very helpful to make a decisions with treatment. The reception team are always polite and helpful.
33. Been efficient and explained so I understand fully. Contacted when requested and when booked in. Reminder of appointments sent via text.
34. I have had a lot of appointments with the practice recently. I have found the appointments system to be efficient and the receptionists to be helpful and friendly. All the GPs I have had dealings with have been excellent in their approach and generous allowance of their time.
35. A timely professional service. Service is superb
36. Kind, welcoming staff on reception. My daughter has autism and coming to the Dr's can be difficult. The Katy on the desk was understanding and friendly. The best experience I've had with a receptionist at the Dr's so far. The person that gave my daughter her vaccinations was also calm, friendly, supportive and informative. Overall a great experience at the surgery.

December 2023

Overall, how was your experience with Woodseats Medical Centre?



December 2023 Comments:
(please note some information may be redacted due to confidentiality purposes)

1. The nurse was very polite+friendly, and made a good job with my vaccination. 😊👉
2. Quick to get appointment and amazing dr Emily cousin is fantastic
3. Only had a appointment with the nurse but my problem was solved
4. I had a good experience at the practice, I received my vaccinations as arranged. I was seen before my appointment time!
5. Nice clean environment. I had an appointment for 12.10 and I was called in at that time .. so I didn't have to wait. the nurse gave me my flu jab . she was really friendly and put me at ease. I will definitely go back to the surgery if I needed to.. overhaul a good experience
6. Fantastic from every member of staff
7. It’s always been a good service
8. They made my 3yr old feel so at ease
9. I was seen by my GP.
10. Was seen at the time of the appointment. Was dealt with very professionally all my questions were answered and I was given some good advice
11. She told me how to use my inhaler and sent a link about it. I also only had to wait about 3 mins to be seen.
12. Health personnel at Woodseats medical centre, Sheffield are very caring, helpful always ready to listen with a welcoming smile on their faces, they are very Reliable trust worthy and always ready to help theirs patient. Thank you all staffs Woodseats medical centre. God richly bless you all. Bravo. all is fine, the Clinic is up to date, well Modernize, toilet is always clean and full with patient personal need The staffs are brilliant , perfect 😊. and they understanding.
13. I wasn’t kept waiting more than half an hour , and the service and compassion I am getting from my gp just now is fantastic
14. I was contacted within a few hours of submitting my form and an appointment was made for later that day.
15. Friendly polite and helpful clinicians.
16. My GP was very thorough in detecting my heart issues and referring me to hospital
17. The nurse I saw was informative, knowledgeable and explained things. Also very pleasant and took time to listen etc.
18. I’ve always praised the practice, good phone contact , always seen a GP quickly, very efficient receptionists, sadly it’s all changed. I cancelled a flu jab on line but seemingly , I still had an appointment. If this is progress I'm sorry I prefer the old way .
19. I came for my smear test yesterday and the nurse who carried this out was excellent, put me at ease, was knowledgable and kind and made the experience as good as it could be.
20. I think the surgery does very well under the awful constraints of the health system currently
21. Even though I had cancelled a face to face appointment , the doctor still took the time to ring me and enquire about my condition. She then continued to offer me advice and I was very grateful for that.
22. I have always been given answers to any question I have asked so have no issues
23. Always a good service Excellent staff
24. Good reception, very helpful and caring with each patient. Continuously excellent care from G.P who has managed my complex health needs with a range of other medical professionals whilst always giving the best advice and follow up.
25. Despite the difficulties of running a busy surgery I have found that during the past 48 years as a patient at the surgery I have always been satisfied with the service I have received, despite the turnover of staff.
26. The doctor we saw was really lovely. She explained everything well whilst doing a health check on my little boy.
27. I attended my first GP appointment with Woodseats MC yesterday and it was straightforward and fine overall. The nurse/doctor was really nice and friendly, but my first impression was tainted by the receptionist who came across a little rude and loud to everyone in the waiting area.
28. Not waiting and prompt action
29. All the staff are very helpful. Thank yoi
30. Very professional.

December 2023 Comments continued:

31. We should be able to request to either speak to or face to face with a doctor of our choice. As for GP assistants well I would sooner put my trust in a vet. There again some of the nurses that could treat the patients with a bit more respect. Such as an example you go in for blood pressure readings and blood tests .it's just a matter take a seat I will do your blood pressure first now I was always told by the old school of gps no talking when taking a reading some of them start asking questions its wrong.ost people go to the surgery and have white coat syndrome which raises the reading.
32. Because this particular member of staff was very officiant, and was caring at the side of other nurses and HCA's. (G.P.s) All the usual G.P.s at this practice are very good and caring, at the side of the Trainees and G.P. associates. Some receptionists need retraining in how to deal with patients and be a bit more polite.
33. Better more joined up service with improved communication with service users. Put patients at the heart of everything you do and focus less on what works for yourselves.
34. The staffs at Woodseats medical centre are very caring, Very attentive listening to what I have to say, , there is always smiles on their's faces, very supportive and give us good advice. The building is always clean, the toilets, no infection, no hazard and there is always pads if we are incontinent. Thank you very much Staffs and members of Woodseats medical centre. God richly bless you all. Happy prosperous new year to you all.
35. Staff are very knowledgeable helpful and kind
36. I have recently moved to Woodseats medical centre . The doctors & nurses are informertive within the time frame they have . & seem happy to help where ever they can . Communication from the surgery reception staff is also good & happy to help
37. Sophie reviewed me and recalled our previous discussion 4weeks before. It was reassuring and comforting to note she recalled this. Sophie showed empathy and compassion. I was seen promptly at the appointment time. Reception staff were good
38. Nurse was very nice and patient. Nice experience.
39. All good
40. They are always really helpful polite
41. The nurse was lovely when I had my smear test. Put me at ease and was informative.
42.I have never had a problem with the practice and myself and sons have been patients for over 40 years. Recently my husband has changed from his previous Doctors of 60 years to Woodseats Medical Centre
43. Nurse answered all questions and was very thorough. Clear plan and way forward.
44. I have found the staff go out of their way to help you
45. Appointment with doctor was right on time and the test results we discussed were explained clearly to my satisfaction
46. The Nurse who looked after me. Harjit is very professional and capable.
47. Seen on time and the nurse I saw was lovely, friendly and kind and put me at ease
48. On time. Efficient with all questions answered
49. I was seen by the nurse at the ACTH's time of my appointment. She conducted the blood test efficiently and gave me all the information that I needed
50. Told to ring weekly upto a month for nurse to discuss blood results. Aftter appt made a later GP text was sent to make appt???Phone appt nurse realised bmi not done which I was told was contributing factor for statins! So further appt made for bmi. The whole system appears very disjointed. On a better note the nurse I saw 28/12 was excellent and explained much better about statins and in my case bmi was not a factor it was family history! If blood results show drugs have to be started I personally think a face to face appt is necessary and not a GP text saying you are at significant risk of heart attack and stroke in the next 10 years!