

FRIENDS AND FAMILY FEEDBACK July 2026

We had 213 responses of which 170 said our service was very good, 28 said it was good, 9 said neither good nor poor, 1 said didn't know, 2 said it was poor and 3 said it was very poor. Please see some of the responses we received.

Dr DeSilva is always very thorough

Karen the nurse was friendly and made you feel at ease throughout the appointment. Informative, helpful, kind and caring.

Enjoyed a thorough discussion with doctor and course of action set in motion. Very satisfied. Surgery staff always helpful.

Dr mercer is a great doctor who for the first time in my life I feel is actually trying to help me. Reception staff friendly and helpful

Dr Mercer was very helpful, explained the possible cause of the problem and will be following it up in a few weeks. Thank you

Waiting time of 80 mins is too excessive. Not kept informed of situation.

Saw Dr desliver
after a long wait to get an appointment
Needed him to clear up few questions

Excellent polite, professional staff. DR De Suza was brilliant- describing everything he was doing & made me feel as comfortable as possible. The ladies who work "front of house" are lovely, polite & helpful. Overall 10/10.

Reception very friendly and there was jug of water waiting when we arrived because it was a very hot day which I thought was a great touch nurse Kimberly was amazing very efficient excellent all round .

Reception did a great job at fitting me in and then calling me to say that the GP was running late. My time with Dr de Silva was excellent and we went through the latest blood results with some detail. Thanks to everyone at the Survey.

Superb reception staff, fast appointment and excellent nurse

Dr Laura was really supportive, listened & helped me crystallise my thoughts

Thank you

From calling in to book the appointment to the appointment itself it was easy. Quick answer, texts to confirm and remind me. Checking in was easy and I went in right on time. The nurse was incredibly friendly and made me feel at ease. I also had to change some personal details and the receptionists were very friendly and helpful.

The receptionists were very helpful both times I rang up. I had a call the same day with a doctor who prescribed antibiotics after the first time I rang. I rang again with a further concern and had a call from Dr Mercer who called me into the surgery within the hour. I consider myself very lucky to have this service when so many people struggle to see their GP.

Nurse Karen was very professional and kind.

Juliette is an amazing practitioner who always helps me with my diabetic medication and care.

Checked in Waited a few minutes then Karen called me in I was only a couple of minutes and I was on my way

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I thought my appointment was at 1.30 but it turned out to be 1.10 the call was not that clear but they very kindly got me an appointment the same day but in the afternoon with the nurse for some blood test, results came back super quick

The receptionist was so helpful, she kindly sent a message to Dr Mercer who added me to his phone call list. Dr Mercer was so reassuring, he went over all the medication and procedures I'd recently undergone at GWH. Absolutely excellent.

Karen is such a lovely efficient nurse; a real asset to the surgery.

Karen the Nurse is simply wonderful. Fabulous rapport, caring and concerned. Karen knew my medical history and is well informed and professional. Thank you.

Everyone, Receptionist, Nurses and Dr Mercer are looking after me so well. They're following the discharge notes from GWH. New medication sorted, blood tests organised, making sure I'm keeping well. One could not ask for better.

Appointment on the day of phoning the surgery . On time, efficient and helpful staff

Fast appointment and treated quickly.
Nice staff

My appointment was cancelled on the day due to staff sickness. The caller was lovely and polite, but can't really comment on a service I didn't receive :)

Dr DeSilva was as ever kind and polite and extremely helpful.

Good consultation but nearly a 1 hour wait.

I was contacted by the surgery. same day appointment.
Very prompt.