

FRIENDS AND FAMILY FEEDBACK AUGUST 2026

We had 162 responses of which 139 said our service was very good, 13 said it was good, 3 said neither good nor poor, 0 said didn't know, 6 said it was poor and 1 said it was very poor. Please see some of the responses we received.

Called at 8:30 got an appointment at 3:20 always experience good care and lovely staff thank you

Dr Mercer was sensitive, helpful and reassuring.

Managed to get same day appointment. The doctor listened to what I said and I had a good outcome from my appointment.
Staff all helpful.

Nurse Karen lovely and cheerful as usual.

Dr Mercer is genuinely one of the best GPs around, listens and allows you time to explain without feeling rushed.

Phoned 8.30 no appointments for 4 days with weekend then Tuesday s appointment cancelled no doctor.

I visited to talk about menopause and the locum doctor simply asked if I had hot flushes or brain fog. If not I didn't need HRT. This is simply unacceptable in this day and age when so much more is known about the menopause.

Very good communication
Did not feel rushed and the doctor explained everything thoroughly

Myself and my husband called in for our RSV vaccination which was very professionally given by nurse Kimberly. Our appointment was on time, we weren't kept waiting.

I was unable to get a GP appointment on my first attempt because there was no GP on site that day. This is the 3rd time this has happened. I was told there wasn't a GP in for 2 days next week, so this appears to be standard.

I've always RAVED about this surgery, and doc DS & doc M are amazing, as were the old reception team (I don't know the current team). But not being able to get appointments for my children when there are sick is making me consider changing surgery.

The nurse, Karen was fantastic. Gentle and caring.

I didn't wait long to see the nurse, Kimberley and she managed to take my blood which is always very difficult. Excellent!

Adequate service, reception polite and friendly, Doctor mercer very professional and thorough overall good service

Nurse - Karen gave excellent treatment and is very professional answering my enquiries. Thank you.

Medical side very good Doctor Mercer very professional .
Office side ..needs work
Telephone access..too much time spent pushing buttons and listening to the robot.

Doctor was on time, listened and answered questions.
Staff at the front desk were friendly and helpful
Music playing in the waiting room was nice and not too loud

Dr Mercer is effective, caring and supportive to my medical situation. He listens and takes time to help as much as possible.

Absolutely outstanding service as usual.
So knowledgeable, helpful and caring.
Very blessed to be cared for by these amazing people

The reception staff were very polite. The doctor listened to my health concerns and gave me good advice and the appropriate treatment. I came away feeling reassured.

Dr Mercer excellent as usual

Kimberley is very understanding and accommodating of my needle phobia and I always book with her. Yesterday she was very friendly and incredibly efficient - the whole thing was over in less than a minute! Superb as always, please pass on my thanks and warmest regards to her.

Thank you for your comments