

Testvale Surgery

Patient Feedback

01 April 2017 - 30 June 2017

24 patients left us feedback.

95%

patients likely to
recommend us

0%

patients unlikely to
recommend us

(5% didn't answer or gave a neutral response)

Spread of responses

Online	0	
Paper	24	
App	0	
Other	0	

How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?

Extremely likely	20	
Likely	3	
Neither likely nor unlikely	1	
Unlikely	0	
Extremely unlikely	0	
Don't know	0	
Not answered	0	

In what way(s) could we improve the service we provide?

The service and staff at this practice are all first class.

All lovely staff! (Smiley face)

I would like to thank Shirley Burrows for being so kind to me! In fact, the nurses are lovely and the doctors.

Shirley has been marvellous caring for my husband who has Alzheimer's. She has healed his leg ulcer with a friendly smile always. Shirley is a treasure. My husband always looks forward to his visits and we will miss her now he has healed. Thank you very much.

Excellent staff!

There is always a long wait on the phone when calling in for an appointment at 8am. But other than that, Testvale is a wonderful Surgery.

I'd like to thank Mrs Burrows and Mrs Bignell for all their help

I would like to compliment the receptionist Kate for her helpfulness last night when I called. She made me feel at ease and was approachable. Thank you.

I have recently had to use your services for the first time since registering with the practice in 2010. Your doctors, nurses and reception staff are all wonderful. Dr Zardis, Angela, Ali and Theresa have all helped me to overcome my anxieties and now I almost look forward to seeing them! Sorry I have no informative criticism but I think praise and my sincere thanks are just as important for your feedback. Unfortunately, I am currently a regular user of your services so would be happy to answer any questions/provide feedback if I can help in anyway.

Better than going private! Smiley face

Far too many posters and notifications which are so overwhelming people read none of them! For goodness sake put some magazines - germs or no germs it makes waiting bearable!!

Perfect already.

Can always get an appointment. Thank you.

Easier access to doctors and nurses. No complaints about any staff.

Iga was absolutely fantastic. Very helpful, professional and competent.

We are extremely happy with the service provided by all members of staff and the doctors.

Dr. Zardis was very patient, kind and gave me good advice.

Dr. Zardis was excellent. Thank you.

We had an appointment for 11.20 and had a blood test for 11.40. We did not get to see the doctor until 12pm and the blood test until 12.30.