

ID	Start time	Overall experience	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better.
1	4/2/24 16:10:32	Very good	A same day appt, not a long wait answered queries in a pleasant and informative manner	No, this was a very good experience
2	4/5/24 19:59:50	Very good	GP (apologies for spelling) was very thorough and without his vigilance I could have had my issue go un noticed for years. You are potentially a life saver. I can't thank you enough	More funding for the nhs
3	4/9/24 7:13:58	Very good		
4	4/9/24 12:43:21	Very good	Very quick turnaround from clinic to surgery text saying new proscrition is ready	Nothing I can think of thank you
5	4/10/24 9:51:22	Very good	Reception were very helpful and looked after me really well. I got to see a nurse very quickly.	To be honest nothing could have been improved on this visit.
6	4/12/24 9:28:47	Very good	Welcoming. Professional. Positive. Helpful.	Well done.
7	4/12/24 17:27:21	Very good	I am new to the surgery and each time I have rang or attended an appointment all the staff have been so helpful and friendly. Amanda has been fantastic and since I have seen her I feel really positive about my health concerns	Nothing, my experiences with the surgery have been great.
8	4/12/24 17:30:07	Very good	I hoped for a same day appointment as I was feeling quite unwell and I was given one. On examination my issue was diagnosed and medication given - so thank you!	
9	4/12/24 17:32:16	Very good	Because whenever I visit everyone is so fabulous, kind and supportive. Today ANP didn't make me feel like I was wasting her time even though I probably was really!	Nothing... my experience every time with Pine Close is brilliant! Thank you all for everything you do!! Aly
10	4/12/24 19:09:37	Good	It was nice to see a doctor	Make more appointments available, it's a nightmare trying to get an appointment ringing up at 8am and finding you are number 20 in the queue
11	4/13/24 19:37:08	Very good	Because the doctor listened and is just super lovely and honest	I think some of the nurses could do better with not making a Patient feel like they are a Burden or it is a hassle having to do something for them.

12	4/15/24 12:54:51	Very good	Rang at 8am, appointment 9.30 am cannot ask for better service than that.	This surgery gives an excellent service at all times cannot fault the service.
13	4/16/24 10:23:41	Very good	Very empathetic with my condition and helps in any way they can. If I need to speak to a doctor it can usually be that day whenever possible.	Nothing at all. I mentioned to receptionist that I need an appointment for COVID booster and could I be added to the list when clinics arranged. She rang me when in car going home with first appointment. Perfect. Thank you
14	4/16/24 12:16:20	Very good	Friendly and concise professional consultation	
15	4/16/24 19:42:54	Very good	GP was very attentive and thorough, I felt very at ease and am confident I will feel better	Nothing on today's visit it was all excellent
16	4/17/24 9:17:32	Very good	I was a bit nervous having read all the notes sent to me but GP explained everything and answered all my questions. Not pleasant experience but not as bad as I feared	Nothing. Thank You. Day later now and already feeling a lot better. Swelling has also nearly fully gone
17	4/18/24 9:55:38	Very good	Polite staff. Knowledgeable. Friendly and approachable.	
18	4/19/24 9:50:15	Very good	Take time to explained to you in a friendly way.	None
19	4/19/24 11:38:17	Very good	HCA put me at ease and explained everything really well. She was very thorough and professional. I had a few questions and she was happy to help.	Provide a print out of your results so you can take them home and digest the results.
20	4/19/24 13:08:43	Very good	Doctor spent time to listen, understand my illness and explained the details of the results.	Can't think of anything she was so thorough.
21	4/23/24 15:16:07	Very good	Registrar was excellent, really listened and explained next steps clearly. She wanted to book me in for a blood test and suggested using the opportunity to do an 'MOT' as it had been a while since I'd been. Really appreciated her being interested enough to not just look at the presenting issue.	Nothing. An excellent experience.

22	4/23/24 17:31:29	Very good	I saw GP recently & her care & attention was 1st class. Also the lady I spoke with on reception was most helpful. Thank you so much.	Everything was fine.
23	4/24/24 10:38:48	Very good	Good to get feedback	
24	4/24/24 22:40:53	Very good	Over the last few weeks GP has provided me with excellent care and counselling. He has phoned me to enquire how things were. In my opinion he's an excellent doctor, and the times I have seen him I have always left feeling better.	No improvement required.
25	4/30/24 15:17:43	Good	Waiting time wasn't too bad and the staff are helpful,friendly and efficient.	Stop people parking there that are not using the surgery.
26	4/30/24 17:45:28	Very good	Plain and simple	