

ID	Start time	Overall exp	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better.
119	3/1/24 17:15:36	Very good	Very friendly and informative explanation of the options available to me	Nothing
120	3/1/24 17:28:29	Very good	Clinical staff made me comfortable and explained the procedure. Their relaxed approach made me easy and	
121	3/1/24 17:44:16	Very good	Everything explained and very good care taken.	
122	3/1/24 17:48:25	Very good	Very welcoming, quick procedure, friendly Dr & Nurse.	Nothing
123	3/2/24 7:30:08	Very good	Everyone was very friendly and GP made me feel very relaxed and that nothing was to much trouble. She listened to all I had to say and ask , very patient , kind , caring .	
124	3/2/24 8:26:58	Very good	GP was lovely she had time for me which was refreshing and was interested in my health care.	The appointment was late but I'm guessing the dr treated everyone with the kindness and time she gave me.
125	3/3/24 20:00:04	Very good	I was able to see the doctor at short notice	Nothing
126	3/4/24 10:38:11	Very good	Professional and courteous	Stop asking me to wear a mask. Asthma and COPD so I can't breathe without one never mind with one
127	3/4/24 11:32:37	Very good	GP was helpful and didn't rush me at all	Ensured mask are being worn after sending text messages asking for them to be worn I was the only one wearing one
128	3/4/24 16:32:56	Very good	Looked after so well..kind considerate helpful and friendly and lots of support	Nothing absolutely perfect
129	3/5/24 10:47:50	Very good	I felt very looked after in the calm setting and not rush.	None
130	3/5/24 11:26:54	Very good	Called doctor brilliant	Nothing you all deserve a pay rise
131	3/5/24 12:20:29	Very good	Doctor was excellent - advised and referred	Nothing the surgery has always been good at giving appointments and doctors are very good
132	3/5/24 13:43:25	Very good	GP came to the waiting room to meet me, he was very polite and well mannered, dressed very smart and spoke to me with dignity and respect. He listened to me, didn't talk down to me and I wished there were more doctors with the same manners. I also find my usual GP to be very polite.	

			It was my first visit today at the practice and I'm so overwhelmed with the great service. I've had so much trouble with my previous GP and today has just bought clarity that I have joined an amazing GP practice. The reception staff were so polite and welcoming. And the GP/Nurse I seen was so lovely and understanding and after experiencing bad service in the past with a previous GP this is the first time I've felt listened to! Something I've been trying to get sorted for the past 2 years your GP practice has planned out a plan of action in just one day! I walk out	
133	3/5/24 17:57:19	Very good		Nothing!! 5 star!! ☺ Start fining do not attends.
134	3/6/24 15:13:41	Very good	The Doctors and staff are all very good and very attentive	
135	3/8/24 12:23:11	Very good	Immediate, professional help and advice with sympathy	Continue to employ lovely people at your Practice
				phone wait times could be shorter and some of the reception team need to wait for your full answer about symptoms before deciding what they think is best. Overall the reception team are lovely and I do understand they have a very demanding job
136	3/12/24 13:57:19	Good	Long wait times on the phone. Receptionist tried to refer me back to pharmacy. Getting more difficult to see a doctor	
137	3/12/24 16:41:05	Very good		
138	3/12/24 16:41:57	Very good		
139	3/14/24 21:30:14	Very good	Amanda really listened to what I was saying, showed compassion and understanding and was really thorough and kind.	Nothing - first class care, couldn't have asked for more. The receptionist was also really kind and helpful when I booked the appointment.
140	3/15/24 9:09:00	Very good	GP has been so kind and understanding. He has listened to me and I felt listened to. He has kept we in touch with appointments and even seen me before his clinic started to help with my work commitments. I can not say how much he has helped me through my depression! I am very	Nothing

<p>141 3/15/24 11:37:06 Very good</p>	<p>Hi you should have a button for.. Exceeded expectations. The doctors and nurses at your surgery are incredible human beings. I have only been with you for 4 months and the treatment i have received is exemplary. The GP team are. considerate.. Gives you choices and very caring, compassionate.. Dedicated to our wellbeing The nurising team are also amazing .. They are beautiful inside and out.. Their treatment for my leg ulcer has been better than any private practice I have attended.. Such kind lovely ladies and a credit to your surgery. Everyone i have met so far have made me feel like I am their only patient. Not forgetting the reception staff who are so helpful and always have a smile to share. Thank you for looking after me so well i can't thank you enough.. Best decision I ever made coming to your surgery.</p>	<p>Absolutely nothing..</p>
<p>142 3/15/24 11:44:25 Very good</p>	<p>Super professional and always available. Excellent customer service and surgery ambience.</p>	<p>Better triarge and priority for appointments.</p>
<p>143 3/19/24 13:26:01 Very good</p>	<p>Drs are always very helpful and approachable and so are receptionists which is very rare these days.</p>	<p>The appointment system used to be the best for miles around and I could always get a same day appointment when required. Not sure what's happened but for the last month or so there's over 30 people queuing at 8am and by the time I get a call back there's no appointments left. This is very stressful and concerning for a pregnant woman. Especially considering that castle mead used to be so much better than all of the other surgeries locally because of their availability of appointments. Maybe reduce number of patients or stop taking on new patients so that people can still see a doctor when necessary without having to fight for appointments or needlessly waste emergency resources such as a&e trips because a GP is not accessible.</p>

			The care and consideration our family receives from Castlemead, receptionist, nurse, Nthrough to doctor has always been of the highest standard. Every aspect of ill health is covered on each and every occasion. We count ourselves very fortunate to belong to such a caring surgery.	There really isn't anything. What's it like to be peRRfect.
144	3/19/24 15:42:46	Very good		
145	3/20/24 10:49:11	Very good	Focused and excellent care to the patient was faultless.	
146	3/20/24 11:17:13	Very good	Very helpful advice	Easier access to appointments
147	3/21/24 11:53:09	Very good		
			Spoke with friendly helpful staff when requesting appointment. GP was wry caring and understanding. Reassuring me and making me feel comfortable.	On day appointments need to be more available. But glad there is a ring back service.
148	3/21/24 19:25:42	Very good		
149	3/22/24 16:32:23	Very good	Very informative and didn't feel rushed	
			Reception staff, Doctors very informative, all supportive,helpful ,i went to make an urgent appointment for the next day ,GP was able to fit me in the same day	Keep up the good service.
150	3/26/24 9:32:11	Very good		
151	3/26/24 10:15:16	Very good	I managed to get an appointment to see a doctor	
			The surgery was very efficient. Clinical staff were very kind, professional and really put me at ease throughout the	
152	3/28/24 13:31:46	Very good		
153	3/28/24 13:33:14	Very good	GP was very friendly and put me at ease.	Everything was fine.
			Clinical Staff put me at ease and talked through everything ,very calm and friendly .	
			They are a brilliant team and procedure was carried out quickly and pain free .	Could not have asked for better care .
154	3/28/24 14:44:51	Very good		
155	3/30/24 17:46:45	Very good	GP listened and helped with my problem.	Nothing more.
			A same day appt, not a long wait answered queries in a pleasant and informative manner	No, this was a very good experience
156	4/2/24 16:10:32	Very good		
			GP 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
157	4/5/24 19:59:50	Very good		