

ID	Start time	Overall	Why did you gave your answer?	What could we have done better?
1	5/1/25 9:48:48	Very good	Nurse was really calming and gentle, felt at ease.	No
2	5/1/25 15:08:53	Very good	Not much of a wait and the Dr and nurse were lovely.	
3	5/1/25 16:57:32	Very good	Everything in order and on time. Procedure was carried out painlessly and efficiently. Pleasant and friendly manner from both members of staff.	Nothing
4	5/2/25 10:08:54	Very good	Nurse was amazing, I was very nervous and she did everything she could to help calm me down. Was informative and very kind.	I honestly can't think of a single Thing she could have done better.
5	5/2/25 11:16:06	Very good	The nurse was very helpful and friendly	All was good. No adverse comments
6	5/2/25 11:35:17	Good	The Pine close team are supportive, informative & friendly as was my Doctors appointment yesterday	
7	5/2/25 18:17:40	Very good	Nurse was very friendly and put me at ease for my procedure. She was informative with questions I had	Nothing
8	5/3/25 9:15:38	Very good	Saw GP, Git things done GP thorough and very helpful. Git prescription made up immediately. Blood form ready to collect same day	
9	5/3/25 9:54:58	Very good	Staff polite and helpful.	Nothing,
10	5/3/25 17:54:18	Very good	Positive experience. Everyone do friendly and very informative on the procedure.	Nothing to feedback
11	5/4/25 9:30:29	Very good	The nurse was lovely. She was really easy to talk to answered the questions I had. Even ended up having a right giggle which is nice considering I came in for not a nice procedure.	
12	5/9/25 11:37:13	Very good	Dr made me feel relaxed. All the information given was clear and easy to understand. I was seen on time.	Nothing I can think of.

13	5/9/25 12:08:21	Very good	Because the practitioner was good and very thorough.	
14	5/10/25 9:34:02	Very good	Consultation with doctor unhurried and worthwhile.	Nothing that comes to mind.
15	5/10/25 10:26:18	Very good	Friendly, efficient, got appointment when needed	
16	5/10/25 12:55:03	Very good	Thoughtful staff	
17	5/10/25 16:53:14	Neither good nor poor	<p>I received a letter from NHS Cervical Screening Administration Service telling me to book an appointment with my GP for a cervical smear, I booked the appointment and took time off work to attend. At my appointment I was told they couldn't do my smear test as I have an appointment in June 2025 at Leicester General Hospital - a follow up appointment from a colposcopy I had in June last year. I am disappointed that there seems to be no communication between the hospital and my GP therefore i question whether my results were actually sent to and recorded at Castlemead Medical Centre and/or the Cervical Administration Service, and if they were,why was I invited to attend for a cervical smear.</p>	Liase with other NHS departments regarding my health, results and treatments.
18	5/14/25 10:47:58	Very good	I know most of the staff and they are kind and considerate Dr's second to none.	Nothing.
19	5/16/25 10:54:41	Very good	Always so friendly and makes one feel relaxed.	Nothing
20	5/16/25 13:03:17	Very good	Able to discuss	Able to discuss my on going treatment and care, especially incase of needing my emergency pack. I found the information very helpful
21	5/16/25 15:25:28	Very good	Service was very good	

22	5/16/25 15:45:09	Good	The Doctor was very nice. And explained in detail what she was going to do .	Wish we did not have to wait long to see the Doctor . Also when u press number 1 f phone call back they have all gone very frustrating especially if u really do feel ill 😞
23	5/16/25 19:28:50	Very good	Doctor we saw was pleasant welcoming and made my dad feel at ease always a pleasure to visit	Nothing all good
24	5/17/25 14:45:35	Very good	The treatment was carried out professionally and efficiently.	Self check-in screen in waiting room inoperative on arrival at the surgery so had to wait in queue for a while to let receptionist know I had arrived for the appointment.
25	5/17/25 16:03:44	Very good		Very efficient
26	5/17/25 20:59:33	Neither good nor poor		Too long time for waiting for appointment
27	5/18/25 9:51:44	Very good		
28	5/20/25 17:16:08	Very good	Fantastic doctor.	
29	5/21/25 9:50:53	Very good	Routine appointment booked online, fairly quickly. Quick to be seen even though I was early for my appointment	Nothing
30	5/21/25 15:46:24	Very good	Easy in out no fuss	
31	5/21/25 16:21:21	Very good	Professional and caring staff,	
32	5/21/25 16:22:00	Good	I thought the consultation was very thorough and treatment was agreed although yet to be fully approved.	I am in a lot of pain and suggested medication (Ibuprofen) not working. Alternative pain relief?
33	5/21/25 19:46:13	Very good	Doctor and nurse were both lovely and put me at ease. Thoroughly explained the procedure before asking if I wanted to go ahead	
34	5/21/25 21:34:36	Very good	Your nurse was very thorough & helpful	Not really sure

35	5/22/25 9:02:47	Very good	
36	5/22/25 10:54:58	Very good	GP was very kind and caring
37	5/22/25 11:09:17	Very good	My medical problem was discussed in detail! Thanks Nothing was overlooked - thanks
38	5/23/25 15:36:32	Very good	Super explanation of the procedure. Very professional butt also put you at ease. All positive
39	5/23/25 15:55:33	Very good	The receptionist was very polite and mannerly. The Dr was polite and courteous at all times.
40	5/23/25 17:29:11	Very good	Quiet time in the surgery. Appointment was on time.
41	5/23/25 19:54:59	Very good	Always very good
42	5/24/25 11:38:04	Very good	Appointment on time. GP Was very helpful. Explained everything taking time so I understood. Felt very confident with her assessment. Everything was fine.
43	5/24/25 15:41:26	Very good	The Doctor was very informative on the procedure I was about to have. Answered all my questions and concerns. Didn't have to wait for my appointment. Everything went very smoothly, all explained and discussed anything that may have gone wrong. I was in and out very quickly - couldn't have been better!!
44	5/24/25 19:52:34	Good	Prompt, courteous, friendly and efficient appointment.
45	5/27/25 18:09:09	Good	I was pleased to be able to get an injection and was happy with the doctor who I saw.
46	5/28/25 9:32:56	Very good	Nurse was friendly and knowledgeable. She put me at ease and answered any questions I had
47	5/30/25 9:33:39	Very good	Love coming to see ANP for my appointments, she is so kind and puts you at ease and incredibly knowledgeable. Nothing, all went well.
48	5/30/25 10:07:59	Very good	Dr Dockrell listened and took action. Made us feel as if we were not just another patient. N/a

49	5/31/25 9:31:32	Good	Good experience	Both staff were in the dispensary chatting when I arrived. They did not acknowledge so I felt a bit ignored as it took a while for one of them to come across and book me in. If it wasn't for that I would have scored very good
50	5/31/25 10:44:36	Very	Appointment on time. Dr was very polite and informative.	No complaints what so ever