

ID	Start time	Overall?	Why did you give your answer?	Could we could have done better?
1	12/3/25 1:12:34	Very good	Appointment was on time, everything necessary was covered.	
2	12/3/25 16:32:52	Very good	Dr's were both helpful	
3	12/4/25 10:02:16	Very good	I was made to feel very comfortable and relaxed. Everyone was very professional.	
4	12/4/25 11:34:08	Very good	Staff and nurse were friendly and welcoming. Enjoyed my visit.	None
5	12/5/25 9:46:46	Very good	Appointment was on time and everything went well	Nothing
6	12/5/25 11:30:56	Very good	Informative and put at ease with any questions I asked	Just stay the same
7	12/5/25 11:46:54	Very good	I attended for a cervical smear screening, so not the most pleasant thing. However, the nurse who saw me was so lovely and professional it made it bearable.	No
8	12/6/25 16:09:35	Very good	I was listened to, was given answers and advice that I could understand in a friendly patient manner	No
9	12/6/25 16:48:14	Poor	Invited for a cervical screening and turned away as I should not have received a letter. Unclear still as to whether this is an admin error and when my next screening is due	
10	12/7/25 15:06:39	Good		
11	12/8/25 17:13:58	Very good	Excellent staff.	Nothing.
12	12/9/25 13:47:51	Very good	Answered all questions	Nothing
13	12/9/25 21:44:47	Very good	Always able to get an appointment on the day Doctors are brilliant with myself and my 3 young boys Very caring and considerate of my being early post-partum Receptionists are friendly	Nothing, I cannot speak highly enough of everyone at pine close
14	12/10/25 17:29:45	Very good	GP was very thorough and kind throughout.	Nothing.
15	12/11/25 11:43:58	Very good	Everything explained as to what my treatment was	No everything ok

16	12/12/25 9:31:51	Very good	The nurse was professional, explain everything what gonna happens, and gave information about what appointment was about. make sure I feel comfortable	Everything was perfect.
17	12/13/25 14:45:54	Very good	Prompt relaxed visit & felt listened to	
18	12/13/25 17:37:46	Very good	Thorough and professional	Nothing
19	12/18/25 11:32:24	Good	Nothing to fault	Nothing
20	12/18/25 17:06:41	Very good	It's always great service and friendly smiles when I visit the surgery	Nothing
21	12/19/25 9:31:54	Very good	Quick efficient and friendly	
22	12/22/25 11:47:43	Very good	Always very knowledgeable and is a good listener	Nothing
23	12/22/25 12:43:38	Very good	Understood my needs. Very sympathetic to my illness.	Nothing.
24	12/24/25 9:03:22	Very good	GPs knowledge has totally saved my life! Had it not been for his foresight my future would definitely be very different. We are lucky to have him at Castlemead.	Nothing
25	12/24/25 9:42:54	Very good	GP listened and took on board what I was saying. I felt he took time to read my notes beforehand so he was best able to help me with my health needs.	Nothing. Thank you for taking care of me
26	12/26/25 21:27:10	Very good		
27	12/30/25 18:27:37	Very good	GP was incredible with my daughter this evening. She is autistic and struggles with medical settings. He took the time to talk to her and comfort her in the waiting room before going into his room. He was so patient and kind throughout the consultation, passing no judgement on her physical and vocal stimming which was a breath of fresh air! She even warmed up to him enough to cuddle his arm at the end, which is rarity for her! All around, from start to finish, he was amazing.	Absolutely nothing!
28	12/31/25 9:30:49	Very good	Nurse Associate was very respectful and reassuring.	