

ID	Start time	Overall	Please tell us why you gave your answer?	Is there anything we could have done better?
1	1/2/26 9:41:56	Very good	Nurse was so friendly and reassuring despite it being my first smear test which I was very nervous for. She not only gave me plenty of advice but also had such a caring bedside manner. Could not have wished for the appointment to have gone better.	Nothing I think nurse is a credit to Castle Mead and would really appreciate if she was reminded of how amazing she is.
2	1/3/26 9:31:08	Very good		
3	1/6/26 12:51:25	Very good	Kind, patient and empathetic doctor who helped me with what I needed and always listens and is understanding. Makes a big difference. Friendly and pleasant reception staff and nice atmosphere whilst waiting.	Nothing other than I wish you didn't have to wait a month for an appointment with your preferred GP but I know that show things are now everywhere.
4	1/6/26 16:51:16	Very good	Because you was 1 better than good	Nothing
5	1/6/26 17:27:20	Very good	Friendly dr with good manner, listened to what my problem was. Explained everything,	Nothing very good appointment
6	1/7/26 12:10:35	Very good	The service I received was ver good	The service was very good
7	1/8/26 9:30:38	Very good	Practice nurse was lovely and very good.	N/a
8	1/8/26 9:44:39	Very good	I was actively listened to and my responses were followed up with further questions. A good 'bedside' manner with a friendly countenance.	Maybe a coffee machine in reception!!
9	1/8/26 12:19:51	Very good	I didn't have to wait long to be seen. The doctor is seeing to my problem	
10	1/8/26 16:15:43	Very good	A same day appointment, thorough consultation and medication prescribed.	Nothing.
11	1/8/26 16:43:55	Very good		
12	1/8/26 19:33:43	Very good	Very nice nurse,explained the procedure before doing it.Made me calm and relax.	Perfect.All okay.
13	1/9/26 11:01:46	Very good		
14	1/9/26 11:02:31	Very good	Friendly, fast & efficient as always.	I don't think I can suggest anything except maybe the length of the initial telephone message is excessive. It takes an age to get to what or who you want.
15	1/10/26 10:45:01	Very good		
16	1/10/26 10:45:24	Very good	Doctor very pleasant, didn't feel he was rushing us	

17	1/11/26 9:45:26	Very good	Doctor very personable	
18	1/13/26 16:16:49	Very good	Nothing was too much trouble, polite efficient and professional.	Nothing that I know of
19	1/14/26 10:26:14	Very good	Felt at ease with doctor on time,all good	
20	1/14/26 20:25:16	Very good	All is good the surroundings are adquate	Seating overall environment needs improvement
21	1/14/26 20:34:57	Very good	Nurse was first class.	This appointment could have been done over the phone.
22	1/16/26 9:56:39	Very good	Not met GP before. We are very lucky as residents another excellent doctor at our local practice with lovely cheerful disposition.	Just need the receptionist to smile!
23	1/16/26 10:09:41	Very good	Very polite and friendly staff and nice and quiet and GP is amazing with me she actually listens to what we are saying	Nothing
24	1/16/26 10:55:19	Very good	Social Prescriber was really helpful and offered a lot of information about help I might be interested in.	N/A
25	1/16/26 12:18:52	Very good		
26	1/17/26 9:31:32	Very good	Rescheduled after cancellation due to staff absence - didn't have to wait long at all. Nurse Associate was friendly and welcoming as always. After years at a doctors practice in Leicester where I had many negative experiences, it's refreshing to have such a wonderful practice with so many kind and friendly practitioners. The first smear test I had in 2022 (not at castle mead) wasn't pleasant due to a nurse making me feel very uncomfortable. Total contrast to this time which is great when smear tests can already be somewhat anxiety inducing :)	N/A
27	1/17/26 9:46:29	Good	One prescribed tablet unavailable Gad the tablet	Had the tablet available
28	1/17/26 13:52:24	Very good	The nurse was very friendly and put me at ease	
29	1/17/26 16:39:14	Very good		
30	1/18/26 14:42:10	Very good	Nurse was very inclusive with Harrison during the consultation	Nothing
31	1/19/26 14:14:06	Very good	Doctor was very thorough and went through everything with me very satisfied with results.	Nothing on this occasion.

32	1/20/26 11:20:49	Very good	Service from reception excellent. Consultation excellent very thorough and caring	
33	1/20/26 15:02:47	Very good	I was made to feel at ease, everything was explained and handled quickly. The nurse was chatty, trying to distract me from what the GP was doing, which I appreciated.	Nothing
34	1/20/26 15:15:57	Very good	I was treated very well and I was very relaxed with very little pain .thank you	
35	1/20/26 15:50:49	Very good	Everything was explained to me clearly, I was made to feel very comfortable and the procedure itself was absolutely fine.	In the actual appointment, nothing could have been done better. Prior to that, the waiting room was absolutely freezing!! Nothing apart from that, though!
36	1/20/26 16:44:55	Very good	Both Doctors treated me with respect, they listened, they were thorough and fully involved me with every aspect of my options, potential investigations and potential outcomes. They were professional and caring. I cannot fault them. Thank you so much	Make it easier and more timely to get an appointment
37	1/20/26 17:12:07	Very good	Because I was dealt with thoroughly and sympathetically	At the time I believe there was nothing more that the doctor could do
38	1/21/26 9:11:31	Very good		Everything was so good and procedure was smooth and quick.
39	1/21/26 9:29:15	Good	Doctor was okay was running 40 minutes behind and this was early morning appointment!	
40	1/21/26 13:42:13	Very good	The nurse was extremely professional and informative	Nothing to add. Very pleased with my appointment
41	1/23/26 9:41:08	Very good		
42	1/23/26 11:55:30	Very good	On time, clear information	
43	1/23/26 16:40:00	Good	Thorough consultation, no attempt to fob me off.	I had to wait a long time (nearly three weeks, I think) for an appointment.
44	1/24/26 9:15:25	Very good	Nurse was extremely clear . Explained everything to me.	Nothing . The whole this went well. On time. Clear plan. Friendly

45	1/24/26 9:16:13	Very good	Nurse was very approachable and explained things in a simple way so advice was easy to understand. Has come up with an action plan	
46	1/24/26 10:08:41	Very good	Because I was given information which I was looking for.	
47	1/24/26 11:52:23	Very good	Staff are always very polite professional & friendly. Doctor was extremely thorough & did above & beyond what I expected for my Mother.	Absolutely nothing really happy. Many thanks to all.
48	1/25/26 16:57:46	Very good	On time appointment, polite, efficient staff. Doctor professional, polite, efficient and left feeling pleased with such a pleasant visit.	All aspects were fine
49	1/26/26 7:35:23	Very good	Very friendly appointment, felt very comfortable.	I don't think anything can be done better, it was perfect.
50	1/27/26 10:04:44	Very good	Can't fault the service at Castlemead Medical Centre. All doctors and staff are lovely and deal with me as a patient in an exemplary manner.	Nothing
51	1/27/26 11:30:53	Very good	Dr, is amazing and is lovely and helpful.	Nothing.
52	1/28/26 5:34:20	Very good	Excellent service, felt i was listened to and dealt with. Superb, professional manner.	I dont think there is
53	1/28/26 9:35:23	Very good	GP was respectful into letting me explain the issues and was clear and respectful in discussing decisions made. He made it feel like a conversation more than a formal appointment.	Nothing. We have always been extremely satisfied with the surgery x
54	1/28/26 9:48:15	Good	Friendly, helpful	
55	1/28/26 9:49:33	Very good	Skill and professionalism of GP Friendly receptionists	
56	1/28/26 10:00:47	Very good	Because Pine Close (Castle Mead) staff, all excellent. Thank you	
57	1/28/26 10:03:47	Very good	Explained very clearly regarding my problem	When making my appointment I had to explain my problem to the receptionist with the whole of the waiting room listening!

58	1/28/26 13:26:53	Very good	An excellent Doctor.	It was the first time I had used the NHS service. A suggestion would be a timeline when someone would get back to you
59	1/28/26 19:59:40	Very good	Everybody was very friendly	
60	1/29/26 10:48:38	Very good	Always super efficient and friendly, reception, dispensary , nurse and GP	
61	1/29/26 18:34:17	Very good	On time , nurse I saw was excellent and explained everything very well and was kind and understanding.	Always been happy with castle mead
62	1/30/26 9:30:41	Very good	Really informative friendly staff. Both nurses I visited today were professional, knowledgeable and personable during my appointments.	NA
63	1/30/26 9:45:55	Very good	Great explanation from smear nurse	
64	1/30/26 10:48:42	Very good	Very friendly and considerate. Fully listened and gave great advice	Nothing
65	1/30/26 13:18:12	Very good	It's good to find a gp that I have every confidence in, her manner and explanations are to be commended.	I am more than pleased with current service.
66	1/30/26 13:25:49	Very good	All was well on my check up	
67	1/30/26 13:14:34	Good	Seen only a few minutes late and had a good outcome	
68	1/30/26 16:31:09	Very good		
69	1/30/26 20:05:54	Very good	Appointment was on time and doctor was very thorough	None
70	1/31/26 15:07:12	Good	I was informed by GP that my appointment was only for 10 mins and he wasn't able to discuss an urgent letter. I was upset as the previous patient had been in with him for over 35 mins and I had waited for 45 mins.	
71	1/31/26 15:39:44	Very good	Arrived early and did not have to wait, had a lovely appointment with friendly Nurse.	N/A